CONTACT CENTER SECURE EMAIL INSTRUCTIONS

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

Version 1.2

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REVISION HISTORY

DATE	VERSION	CHANGE DESCRIPTION	AUTHOR
2/12/2021	1.0	RELEASED ON DCSA TEMPLATE	DCSA
3/18/2021	1.1	UPDATED SCREENSHOTS	DCSA
3/24/2021	1.2	ADD VCARD ATTACHMENT TO PDF	DCSA

WHEN TO ENCRYPT DATA

In order to securely send sensitive, but unclassified information (such as Personally Identifiable Information (PII)) to the DCSA Contact Center (dcsa.ncr.nbis.mbx.contact-center@mail.mil), users will need to follow the instructions in this guide in order to enable their email clients for encryption. You should use encryption when your email contains any one of the following pieces of information:

- PII information protected by the Privacy Act: such as SSN, Date of Birth, I9 documentation, demographic information, or any combination thereof
- Health Insurance Portability and Accountability Act (HIPPA) information: such as medical benefits or other medical documentation
- Any document that is marked as "For Official Use Only" or "Controlled Unclassified Information"

HOW TO ENCRYPT USING MICROSOFT OUTLOOK® EMAIL CLIENT

PART I: OBTAIN THE CONTACT CENTER'S CERTIFICATE

In order for a customer to encrypt email messages to the DCSA Contact Center, they must have the public certificate from the Contact Center saved to their computer and associated with the Contact Center's email address. There are several ways to associate a public certificate to an email addressee, but the most common method is via a Microsoft Outlook email client's contacts list.

Attached to this document you will find a copy of the DCSA Contact Center's vCard. After opening the file, you should see a normal outlook contact card which you can save to your contact folder. Please ensure that the certificate is attached to the contact card by using the following steps:

1. Open the contact, by double clicking the vCard attached to this PDF

2. Select the "Certificates" in the "Contact" ribbon (see **Figure #1**)

3. Select the "Copy to My Contacts" Option (see **Figure #1**).
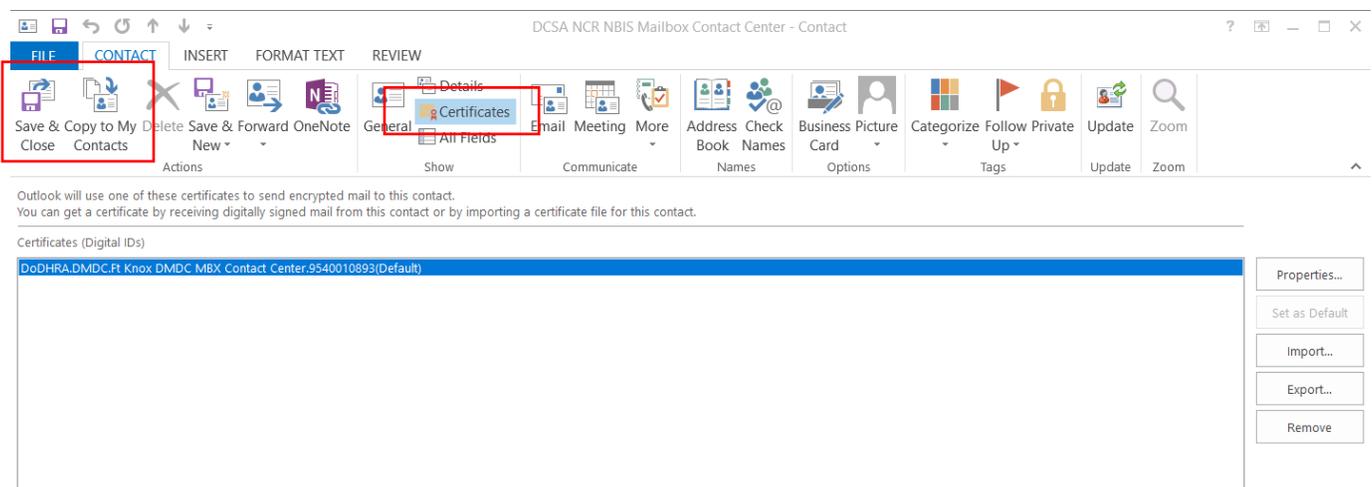
- If "Copy to My Contacts" does not appear, then select Save & Close.

Figure 1

PART II: SEND THE ENCRYPTED EMAIL

Now that you have saved the Contact Center information and certificate to your email client, you can now address a new message and select the encryption option. To create new encrypted emails, use the following steps:

1. In Outlook, select the "New E-mail" option

2. In the new message window click the "To:" field

3. In the new address book list select your personal contact list and select the Contact Center by double-clicking or selecting "To ->" and click OK

- Alternatively, if you are DoD affiliated and have access to the DoD's enterprise email system -- you can search for the Contact Center in the Global Address List (GAL) by following steps 1 and 2 above, then searching for the Contact Center by typing their email address or 'DCSA NCR NBIS Mailbox Contact Center' in the search bar. You should find the Contact Center listed as "DCSA NCR NBIS Mailbox Contact Center". Complete last step to add them to the "To:" field (see **Figure #2**).

4. Back in the email message select the "Options" ribbon and select the "Encrypt" button (see **Figure #3**).

- In order to receive encrypted email back from the Contact Center, you will also need to also select the "Sign" option and have an issued PKI Certificate (see **Figure #3**).

- If you do not see an "Encrypt" button in the "Options" ribbon, select the "Customize Quick Access Toolbar" drop-down list at the top of the email and then select "More Commands…" from the list. Change the "Choose Commands from:" list to "All Commands" and find "Encrypt."
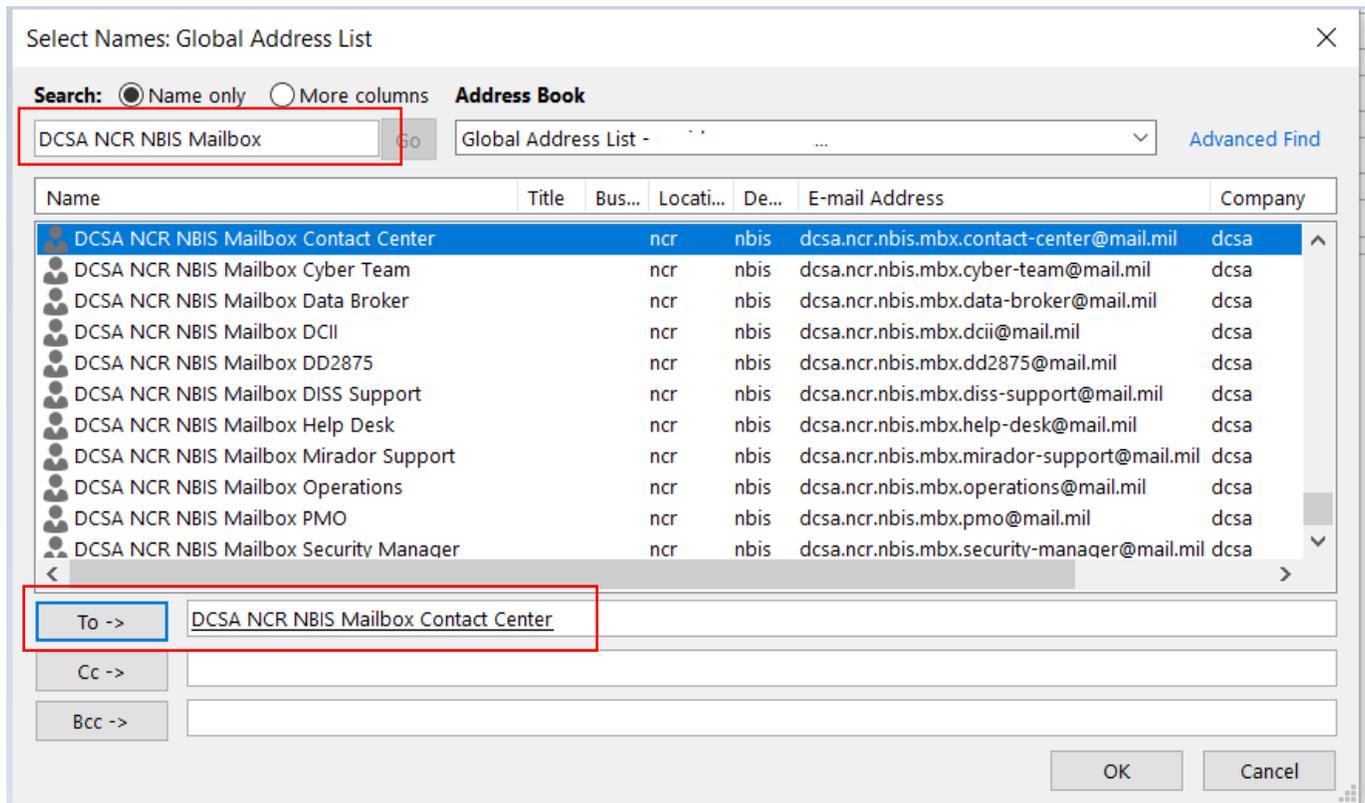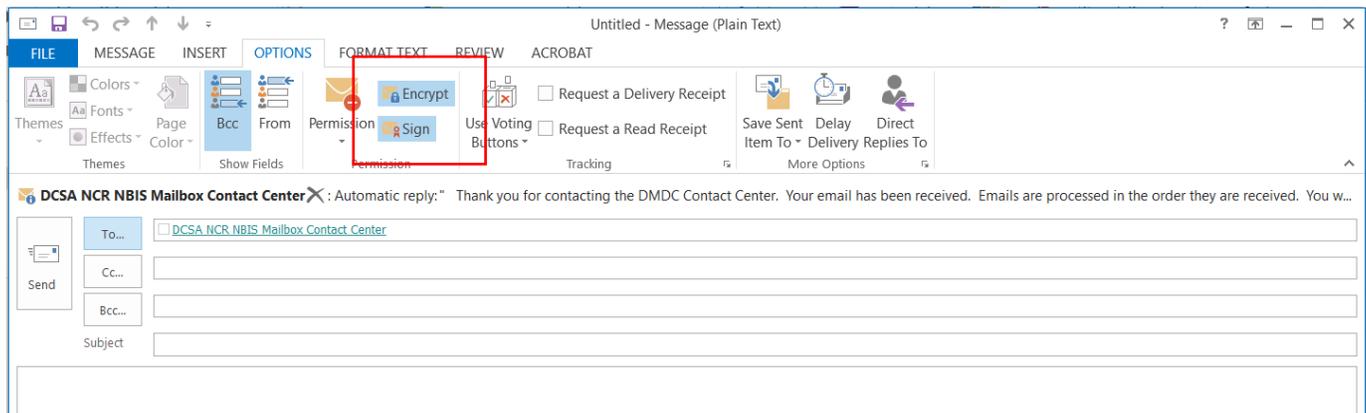

Figure 2

Figure 3

HOW TO ENCRYPT USING OTHER EMAIL CLIENTS

Many other email clients are capable of Secure/Multipurpose Internet Mail Extensions (S/MIME) encryption. Those clients will be able to use the attached vCard and corresponding public certificate to send secure email to dcsa.ncr.nbis.mbx.contact-center@mail.mil.

Included below, are some helpful links to save the vCard to your client or address book and enable email encryption:

- Mozilla Thunderbird

- Apple Address Book