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## **SENDING AND RECEIVING PROTECTED INFORMATION VIA ELECTRONIC MAIL**

**Naval Medical Center Portsmouth  
IMD Training Division**

# **Workstation Setup and Outlook Configuration**



# INTRODUCTION



- The following slides will help you set up your computer and Microsoft Outlook 2007 email to send and receive

– **DIGITALLY SIGNED**

and

– **ENCRYPTED**

email in compliance with current instructions.

- You may contact the Helpdesk at any time for assistance at 953-7200.



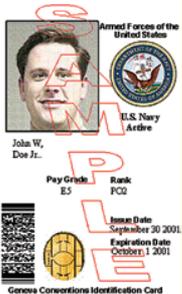
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# REQUIRED ITEMS



In order for personnel to be able to send and receive encrypted and digitally signed email, there are certain required items for workstation setup and then Outlook configuration:

- Common Access Card (CAC) and PIN.** Your CAC must be in the card reader and PIN # used when you send this type of email. Your CAC contains “certificates”, a way of verifying your identity. The methods used to perform this is called Public Key Infrastructure or “PKI”.





# REQUIRED ITEMS



2. **Computer Workstation.** Setup and configuration of Outlook 2007 email will only be valid for the workstation on which you set it up. If you travel to another, you have to set it up again.



3. **Current Card Reader.** The current CAC Reader is ActivClient 6.1 x86. You must also see the card reader icon on the task bar in the lower right corner of your computer screen. When you insert your card, the icon should change as noted below:



‘ActivClient Agent - No Smart Card’

‘ActivClient Agent – Smart Card Inserted’



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# REQUIRED ITEMS



- 4. Microsoft Outlook 2007 – You must have a fully functioning Microsoft Outlook 2007 office application installed on your computer.**

**\*\*ITEMS 1-4 MUST BE IN PLACE BEFORE PROCEEDING\*\***

**FOR PROBLEMS, CONTACT THE IMD HELPDESK AT  
953-7200 OR EMAIL [NMCP-HELPDESK@MED.NAVY.MIL](mailto:NMCP-HELPDESK@MED.NAVY.MIL)**

## 1. Log on computer with User Name/Password or CAC/PIN.

**Insert CAC into Card reader if not already installed**



**NOTE: Make sure that the icon in the tray changes to reflect the card insertion:**

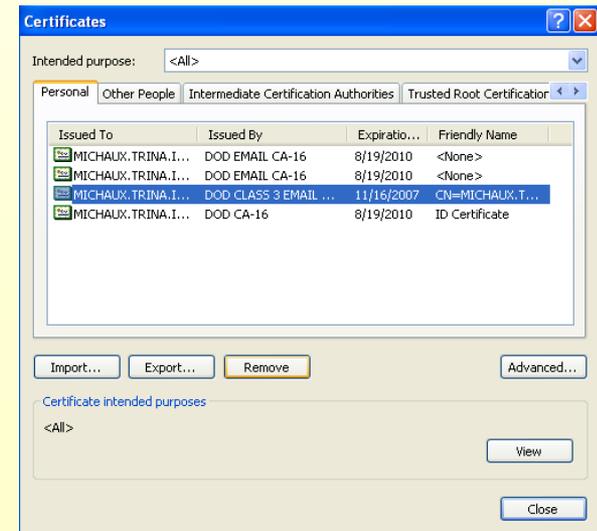


## 2. Reviewing Your Certificates (in Internet Explorer)

**Step 1: Go to  
TOOLS-  
INTERNET  
OPTIONS**

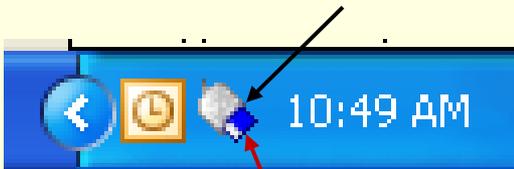
**Step 2: Click on  
Content Tab, and  
then Click  
“Certificates”**

**Step 3: Verify current certificates  
(make sure they are up to date);  
you may remove the old ones  
(delete the outdated ones), and  
close. Then, click on ‘Clear SSL  
State’, OK, Apply, and OK.**

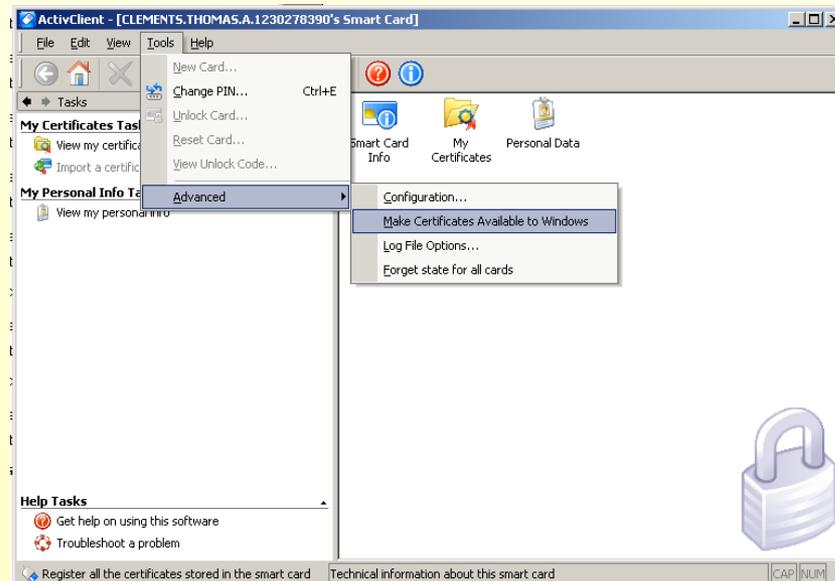


## 3. “Making Your Certificates Available To Windows” (you need to do this to install your Certificates on your workstation):

**Step 1: Double click on  
'ActivClient Agent' icon  
in system tray area of  
desktop.**



**Step 2: Pull down the TOOLS menu and  
select ADVANCED-MAKE CERTIFICATES  
AVAILABLE TO WINDOWS. Click 'OK' after  
you are successful.**

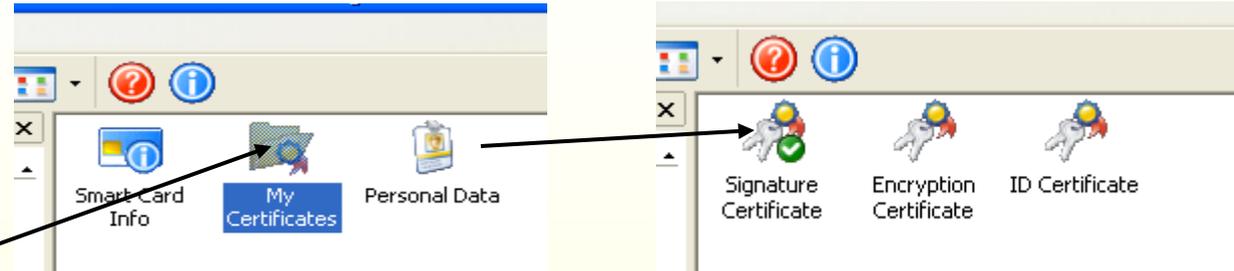


**NOTE: If the icon indicates  
that it is “ActiveGold”  
versus “ActivClient”, then  
you have the OLD version  
of the CAC Reader installed  
and you need to contact the  
IMD Helpdesk at 953-7200.**

# SETUP (cont.)



Before exiting the program, double click on “My Certificates”, then on the “Signature” certificate, OK, “Encryption” certificate, OK to verify your email address.



Close ActivClient screen



If your email address is **INCORRECT**, exit out of the window and update it via one of the methods below before proceeding (ensure your certificates are still valid, i.e. not revoked or expired):

1. Update it yourself at the following link:  
<https://www.dmdc.osd.mil/appj/ump/umphome.do>
2. Go to any of the CAC PIN reset stations. Go to the following link to find the CAC reset station nearest you:



<https://intranet.mar.med.navy.mil/mid/FAQ/CAC-Operators.doc>

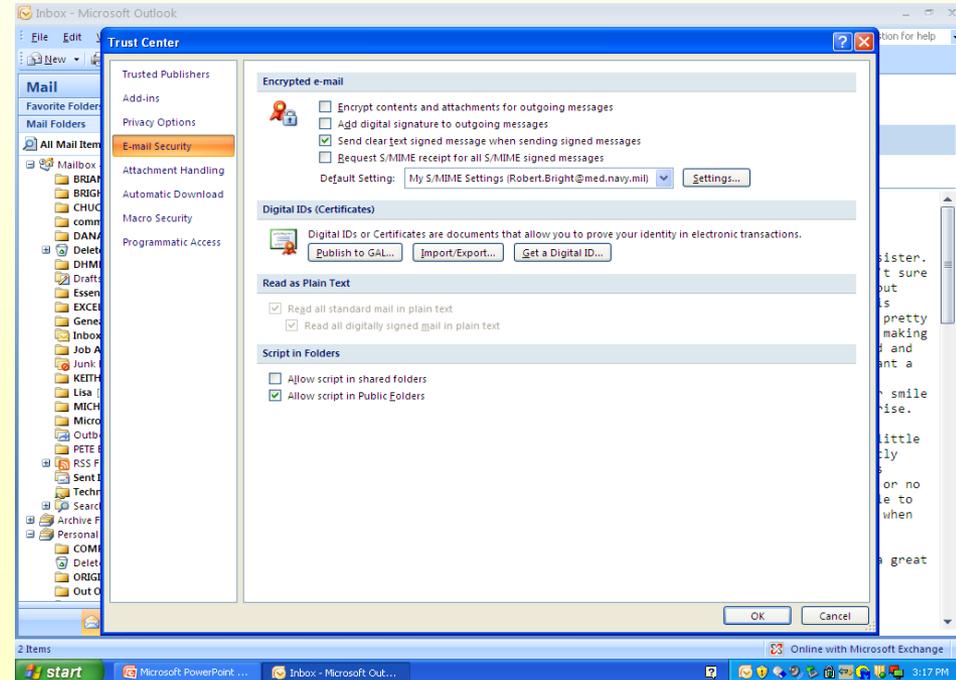
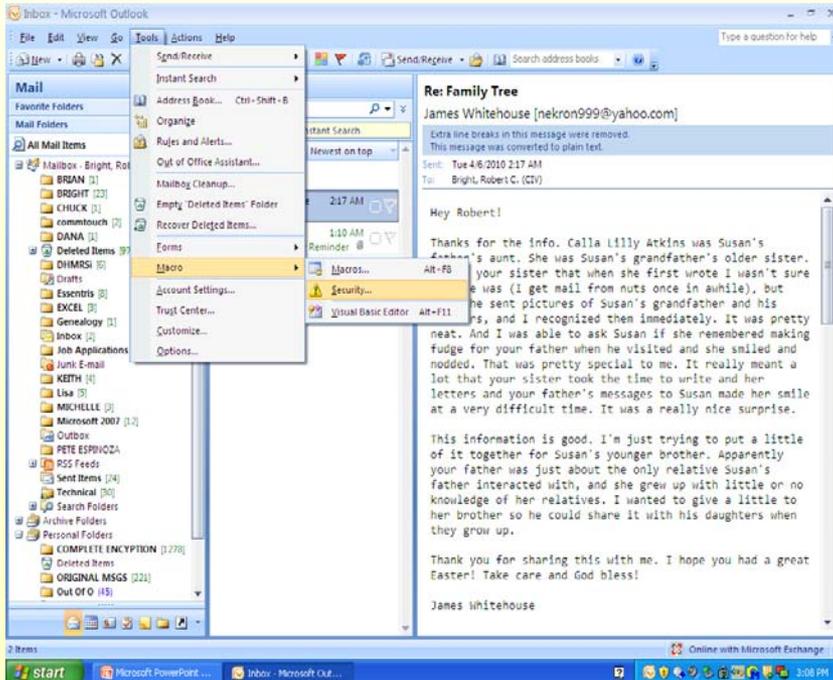
# OUTLOOK CONFIGURATION



Next we will configure Microsoft Outlook 2007 so that email can be Digitally Signed and Encrypted

Click **TOOLS-MACRO-SECURITY**

Click **EMAIL SECURITY** in **TRUST CENTER**



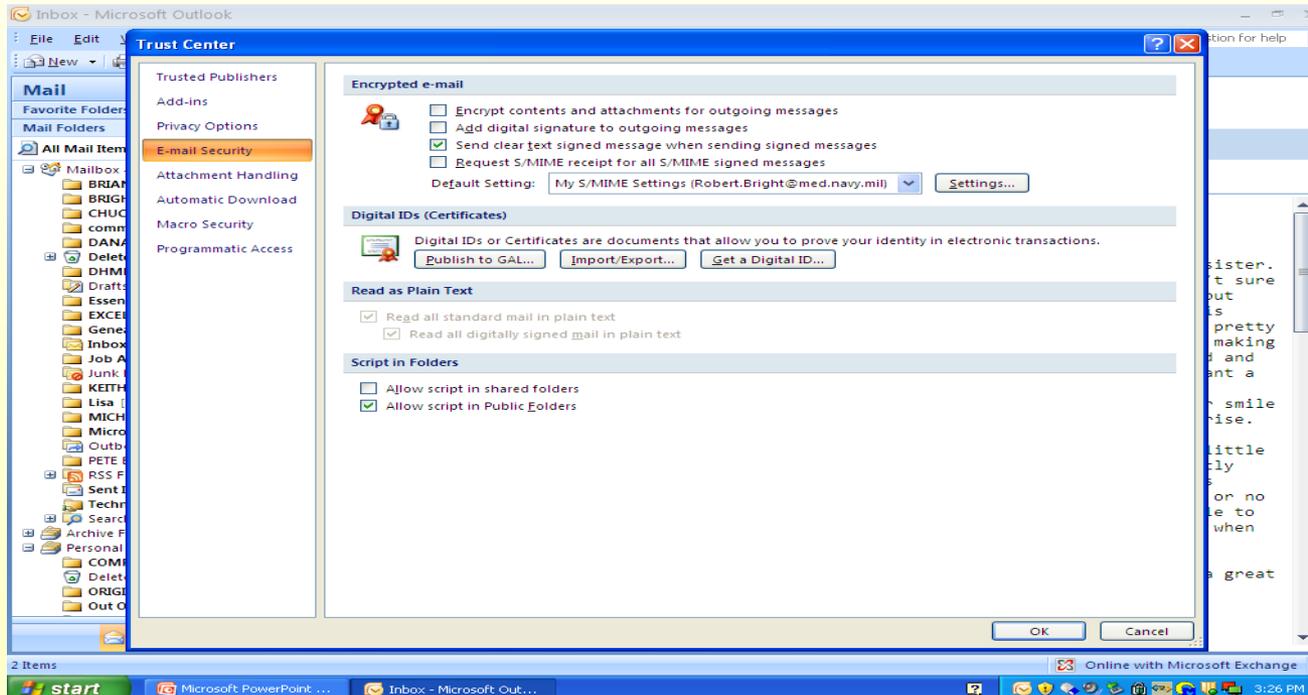


# OUTLOOK CONFIGURATION



Select the **SEND CLEAR TEXT** option only so that your email will always be sent as clear text until you choose to **Encrypt** or **Digitally Sign**.

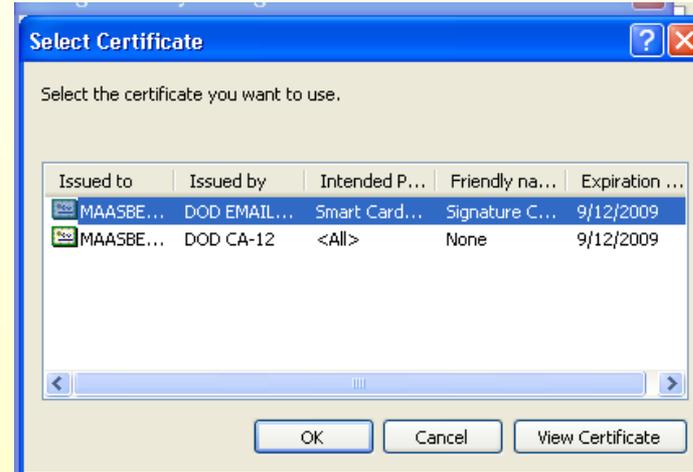
Next select the **SETTINGS** tab



## Change Security Settings

1. Make sure “Active Client Certificates” is in the ‘Security Settings Name’ and that all of the boxes are checked.

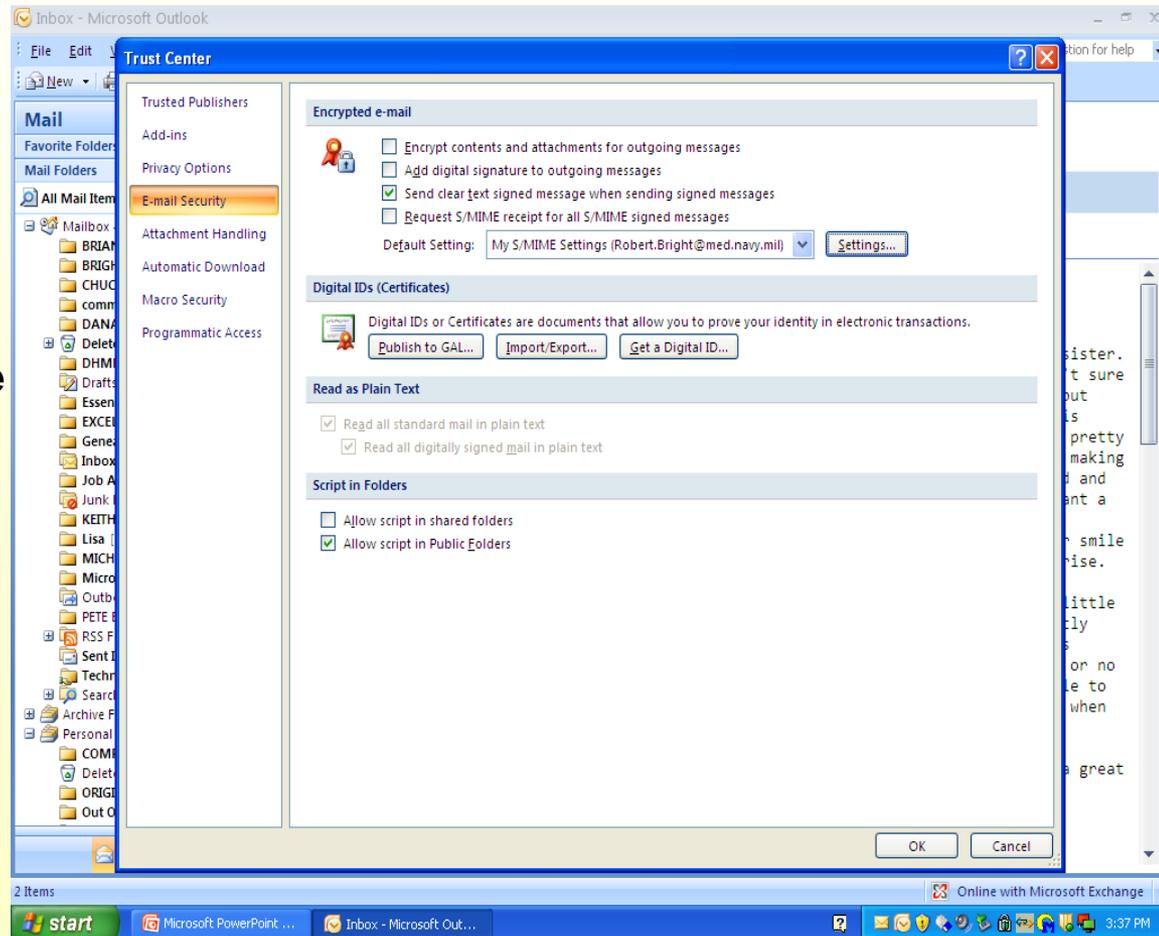
2. Click on the 1<sup>st</sup> “Choose” button. Click on the ‘DOD EMAIL...Smart Card’ certificate and “OK”. This certificate may be listed 1<sup>st</sup> or 2<sup>nd</sup> for you, so look closely.



3. Click on the 2<sup>nd</sup> “Choose” button. Click on the remaining certificate (if there are 2 remaining, pick the one that mentions ‘encryption’) and “OK”, and then click “OK” again.

## Publish to the Global Access List (GAL)

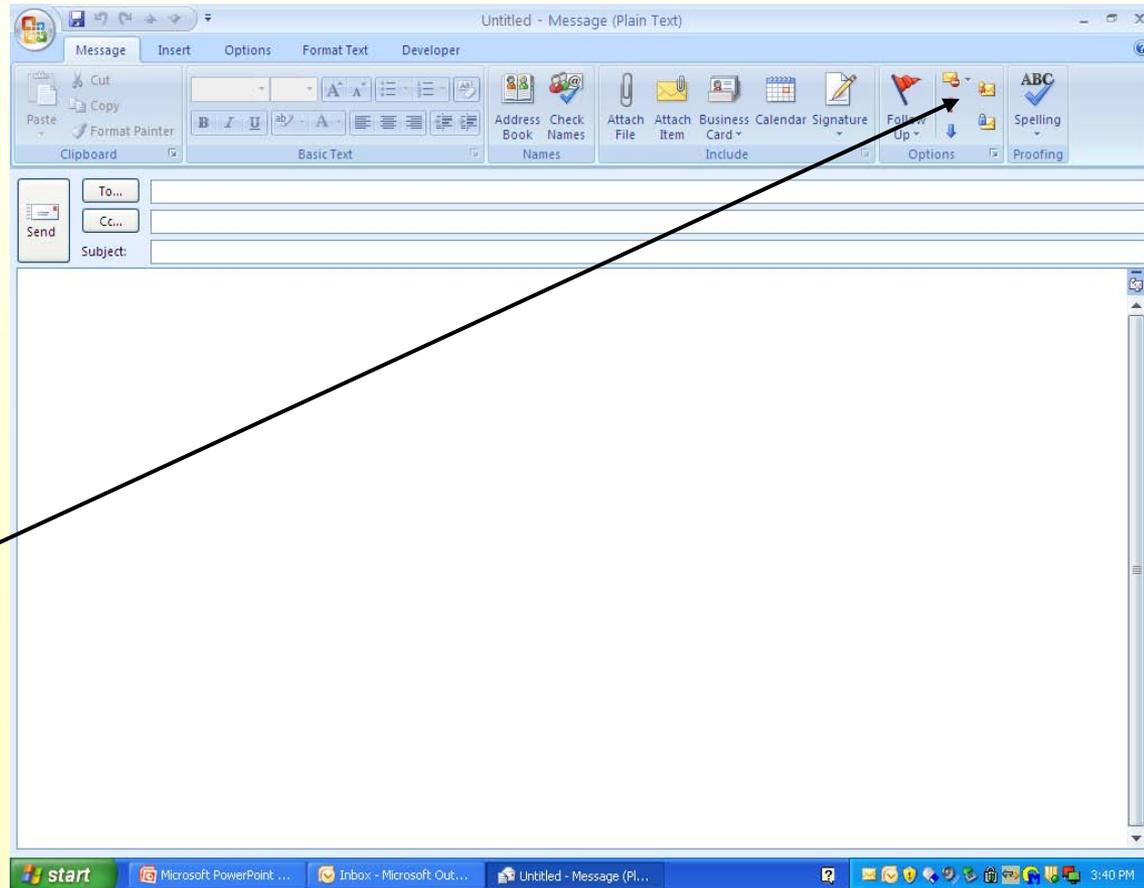
1. Click on “Publish to GAL” button on left. Message will appear stating you are about to publish your certificates to the Global Address list. Click OK. Enter CAC pin number when asked. Once you receive the message that your certificates have been published successfully, click on OK, and then click on OK.



# SENDING A DIGITALLY SIGNED MESSAGE

To prepare to send a digitally signed message, make sure that you have Microsoft Outlook 2007 open and “New Message” selected.

1. Click on **NEW MESSAGE**. You should see two new “Envelope” icons on the MESSAGE tab above the OPTIONS group on the Ribbon.



2. To digitally sign a message, click on the envelope with the red “digitally sign” symbol on it before sending. You will have to insert your CAC and enter your PIN.

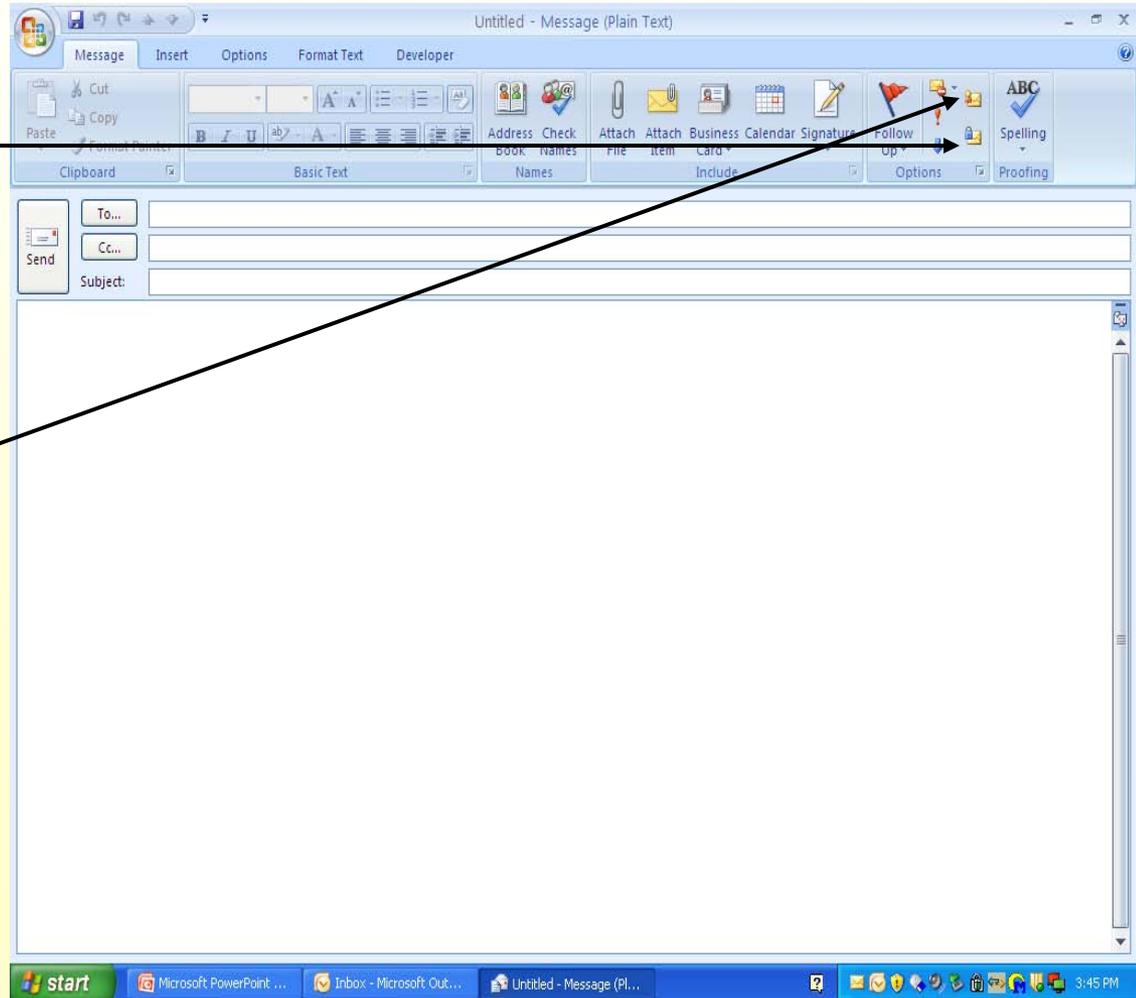
# SENDING AN ENCRYPTED MESSAGE



**1. To encrypt a message, you need to click on the envelope with the blue 'padlock' on it before sending the message.**

**2. When encrypting, you must also digitally sign, so both "envelope" icons must be selected.**

**3. You will be required to insert your CAC and type in your PIN before the message can be sent.**





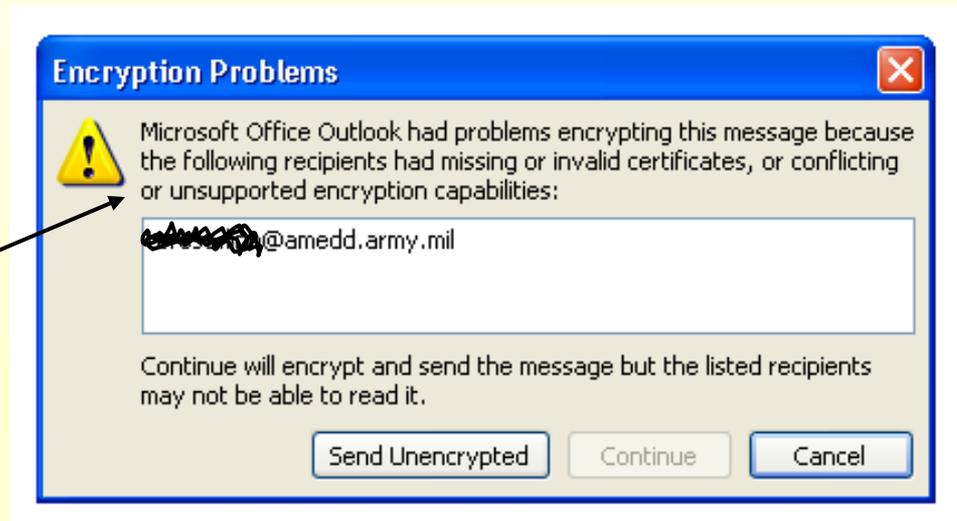
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# Department of Defense (DoD) Global Directory Service



**If you cannot send encrypted email (usually happens if the individual has a Department of Defense email address outside of the Global Directory), you will need to go to a place called the “Department of Defense (DoD) Global Directory Service” to retrieve their Public Key Certificate.**

**This is an example of the error message that you might see in Microsoft Outlook 2007 if you are unsuccessful in sending an encrypted message to another user:**





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# Department of Defense (DoD) Global Directory Service



To get to this “DoD-wide repository” in order to search for and retrieve a certificate, go to <https://dod411.chamb.disa.mil> (CAC is required). The website will look like the picture below:

**DoD Global Directory Service**  
**For Official Use Only**

<p><b>Last name</b>      is <input type="text"/></p> <p><b>Phone number</b>      is <input type="text"/></p> <p><b>Employee number</b>      is <input type="text"/></p>	<p><b>First name</b>      is <input type="text"/></p> <p><b>Email address</b>      is <input type="text"/></p> <p><b>Where C/S/A is:</b>      All DoD <input type="text"/></p>
<a href="#">Download CRLs and CA Certificates</a>	<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Help"/> <input type="button" value="FAQ"/> <input type="button" value="GDS Home"/>

Type in the last name (at a minimum) of the individual whose certificates you want to retrieve and click SEARCH.



# Department of Defense (DoD) Global Directory Service



After clicking on the SEARCH button, one or more users will appear in a window like the one below. Click on the last name of the desired user to expand the certificate:

Last Name	First Name	Middle Initial	Suffix	C/S/A	E-mail
<del>WAD</del>	<del>AMANDA</del>	<del>ELLEN</del>		USA	<del>amanda.ellen@us.army.mil</del>

There are 1 matching entries. Click on the Last Name to download certificate.

Page 1 of 1

Under “Certificate Download Options”, click “Download Certificate(s) as vCard...”

Contact Information			
First Name:	<del>AMANDA</del>	Common Name:	<del>AMANDA.ELLEN</del> .1085626171
Middle Initial:	<del>ELLEN</del>	Phone:	
Last Name:	<del>WAD</del>	E-Mail Address:	<del>amanda.ellen@us.army.mil</del>
Suffix:		Last Modified:	Apr 22, 2008 11:25:51 PM GMT
Certificate Download Options			
<a href="#">Download Certificate(s) as vCard (Outlook &amp; Internet Explorer or Netscape 7.x Required)</a>			
<a href="#">Download Certificate(s) as .cer file (Non-Outlook Users)</a>			
<a href="#">Download Certificate(s) into your Netscape 4.x client</a>			



# Department of Defense (DoD) Global Directory Service



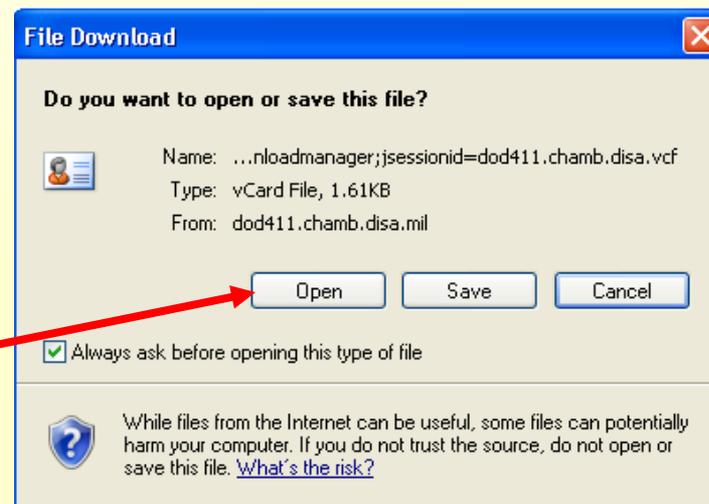
Once the next window appears below, click on “Hardware (CAC) Certificate for...” under “Select a certificate from the available certificates for vCard download.”

Contact Information			
First Name:	AKERSA	Common Name:	AKERSA, MELIA A 1085 1085 1
Middle Initial:	WFB	Phone:	
Last Name:	LYNN	E-Mail Address:	AKERSA@us.army.mil
Suffix:		Last Modified:	Apr 22, 2008 11:25:51 PM GMT

Select a certificate from the available certificates for vCard download.

[Hardware \(CAC\) Certificate for AKERSA@us.army.mil valid until Apr 22, 2009 11:59:59 PM GMT](#)

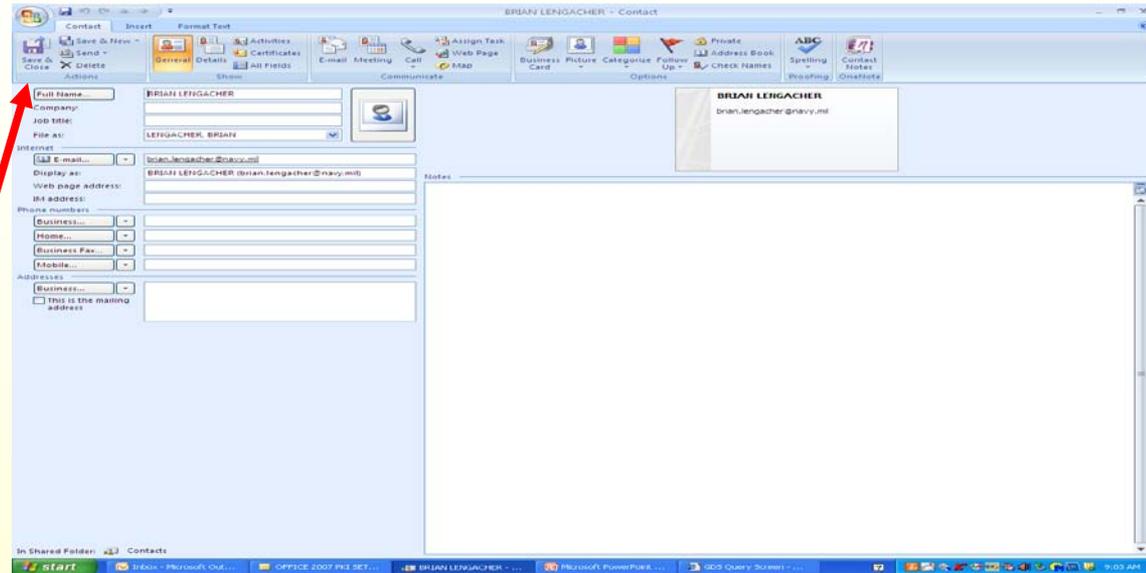
This window will pop up right after you click “Hardware (CAC) Certificate for...” the user that you have selected. Click on ‘OPEN’ (NOTE: YOU MUST HAVE MICROSOFT OUTLOOK 2007 OPEN FOR THIS TO WORK!).



# Department of Defense (DoD) Global Directory Service



After clicking OPEN, the user's Contact information will automatically open in Microsoft Outlook and you can click on the "Certificates" tab to view the certificate. SAVE AND CLOSE the Contact.



If the individual is already in your Contacts List, you will receive a "Duplicate Contact Detected" message and be prompted to "Update new information..." if you desire.





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# PROBLEMS/ASSISTANCE



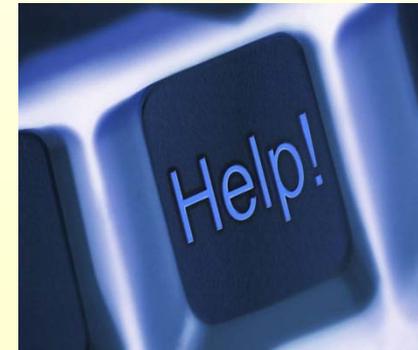
- **ACCESS IT SUPPORT VIA INTRANET**  
(INFORMATION TECHNOLOGY)



- **ACCESS IA (INFORMATION ASSURANCE) VIA IT INTRANET LINK**



- **CALL HELPDESK @ 953-7200**



- **EMAIL [NMCP-Helpdesk@med.navy.mil](mailto:NMCP-Helpdesk@med.navy.mil)**