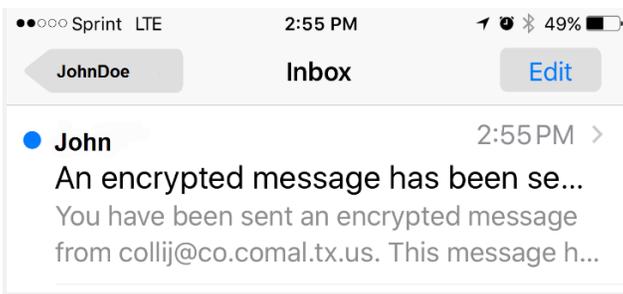


Comal County Barracuda Message Center for Encrypted Email

- **Why did I receive an encrypted message from a Comal County employee?**

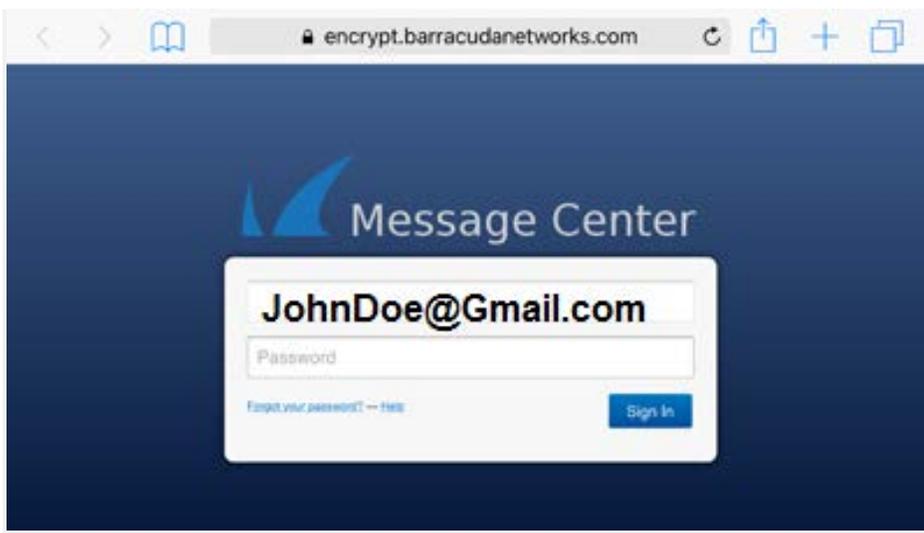
The Comal County employee wanted the contents of the message to be private and secure, so they used the encryption feature of the Barracuda Spam Firewall and the Barracuda Email Security Service to encrypt the message. Barracuda will automatically encrypt outbound emails if HIPAA/Privacy data is detected in the subject line or body of the email. Only you (the intended recipient) will see the message contents when you log into the Barracuda Message Center with a password you create the first time you log in.

1. The picture below is an example of what you will see in your email inbox when a message has been encrypted. The steps below outline the process to retrieve the message.



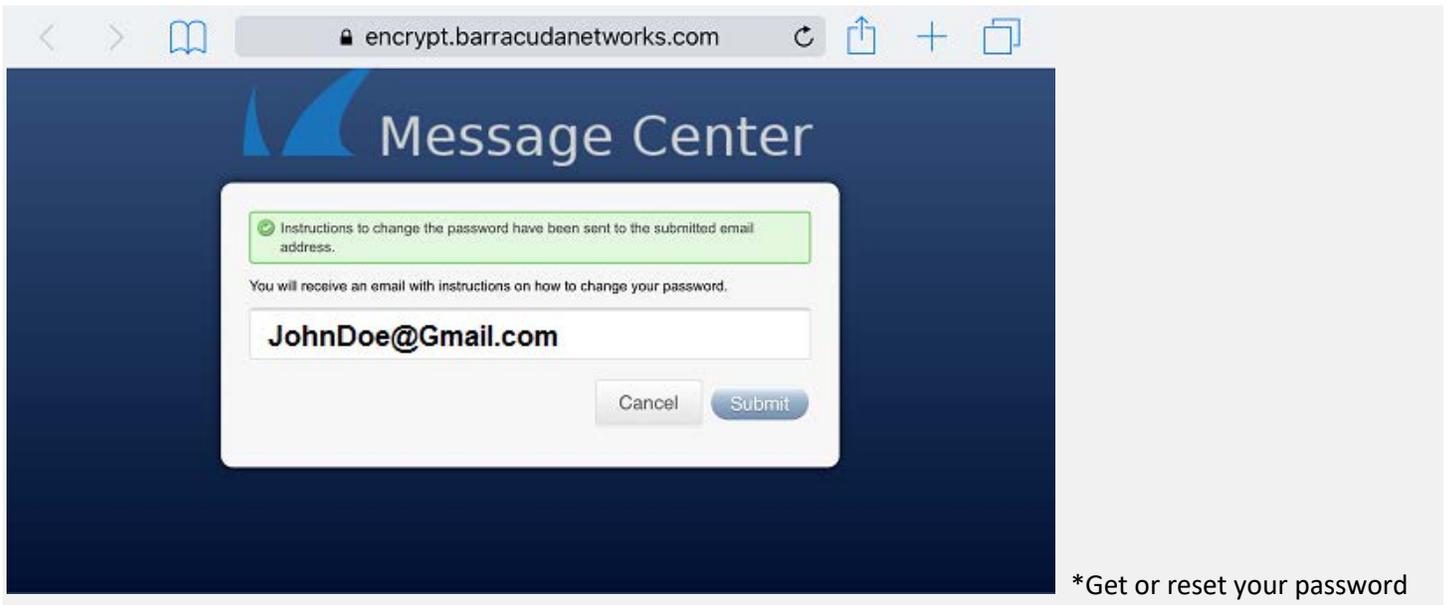
2. **Open** the email. You will see in the body of the message, “to view your secure message, click here, or copy and paste the following URL into your browser:
3. **Click** the link and you will be taken to the Barracuda login screen. Your email address will auto insert.

- Note: if you are uncomfortable clicking on a link inside an email, browse to <https://encrypt.barracudanetworks.com>. You will be taken to the Barracuda logon page.



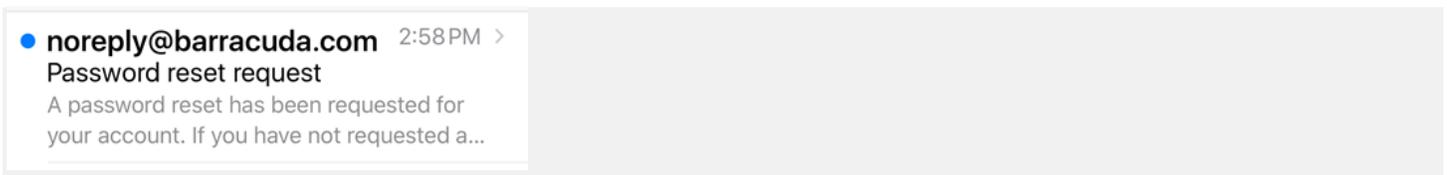
*Login webpage

4. If this is your first time logging in, you will need to click “**Forgot your password?**”. This will take you to the screen on the following page. Verify your email account and select “**Submit**”.

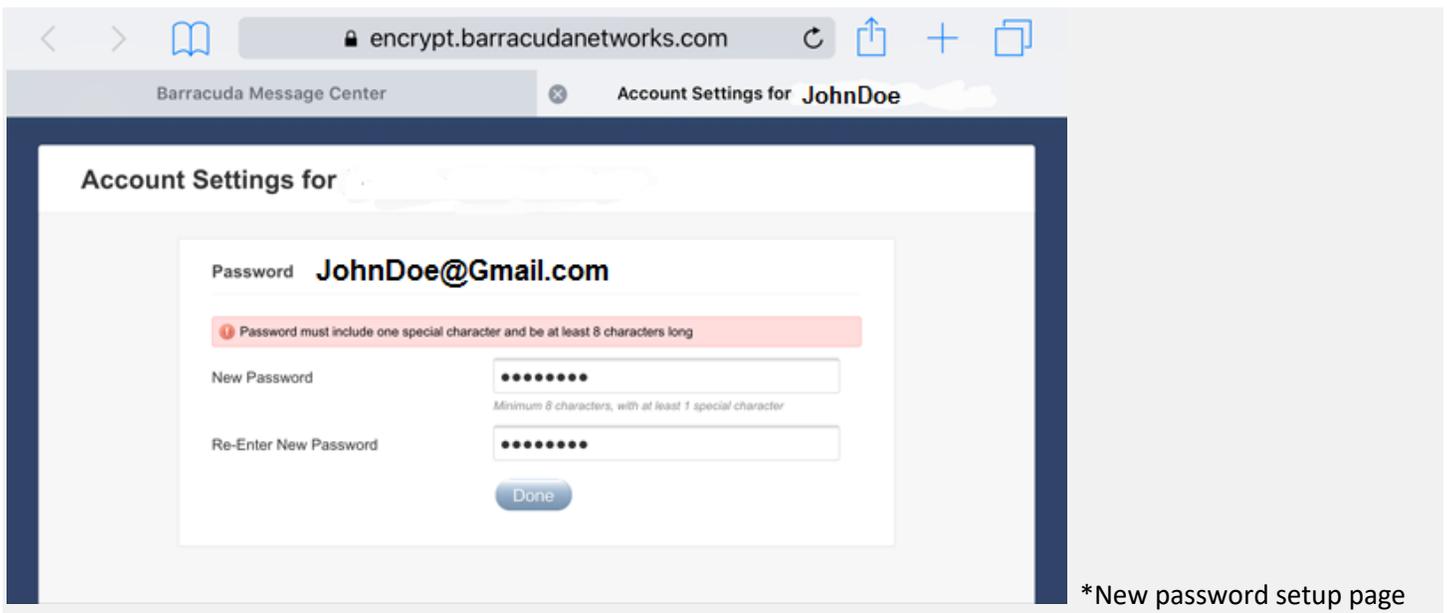


*Get or reset your password

5. Go to your email inbox (Example: JohnDoe@Gmail.com) and you should see a message that looks like the message below.

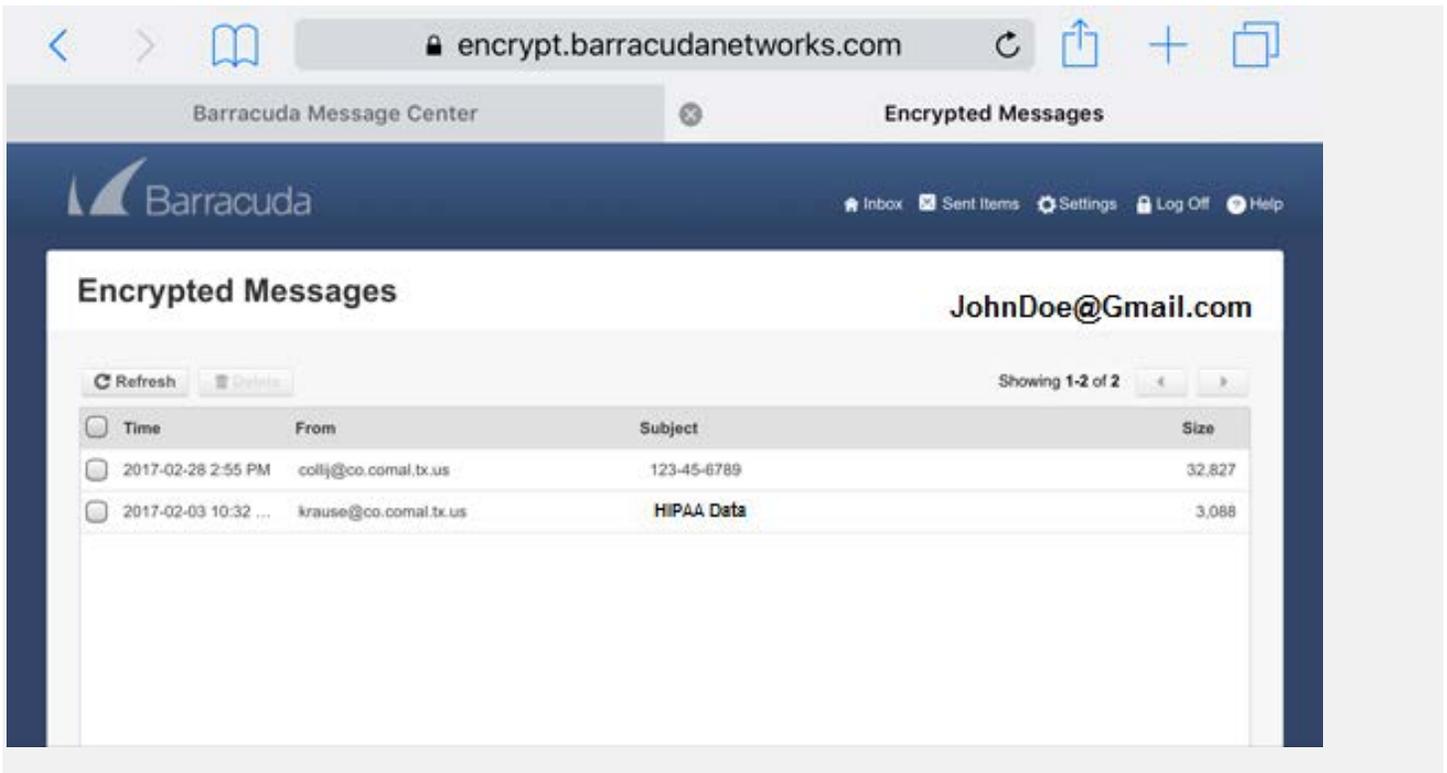


6. **Open** the email and select the long hyperlink. This will open a window where you can setup your password. The password must include one special character and be at least 8 characters long.

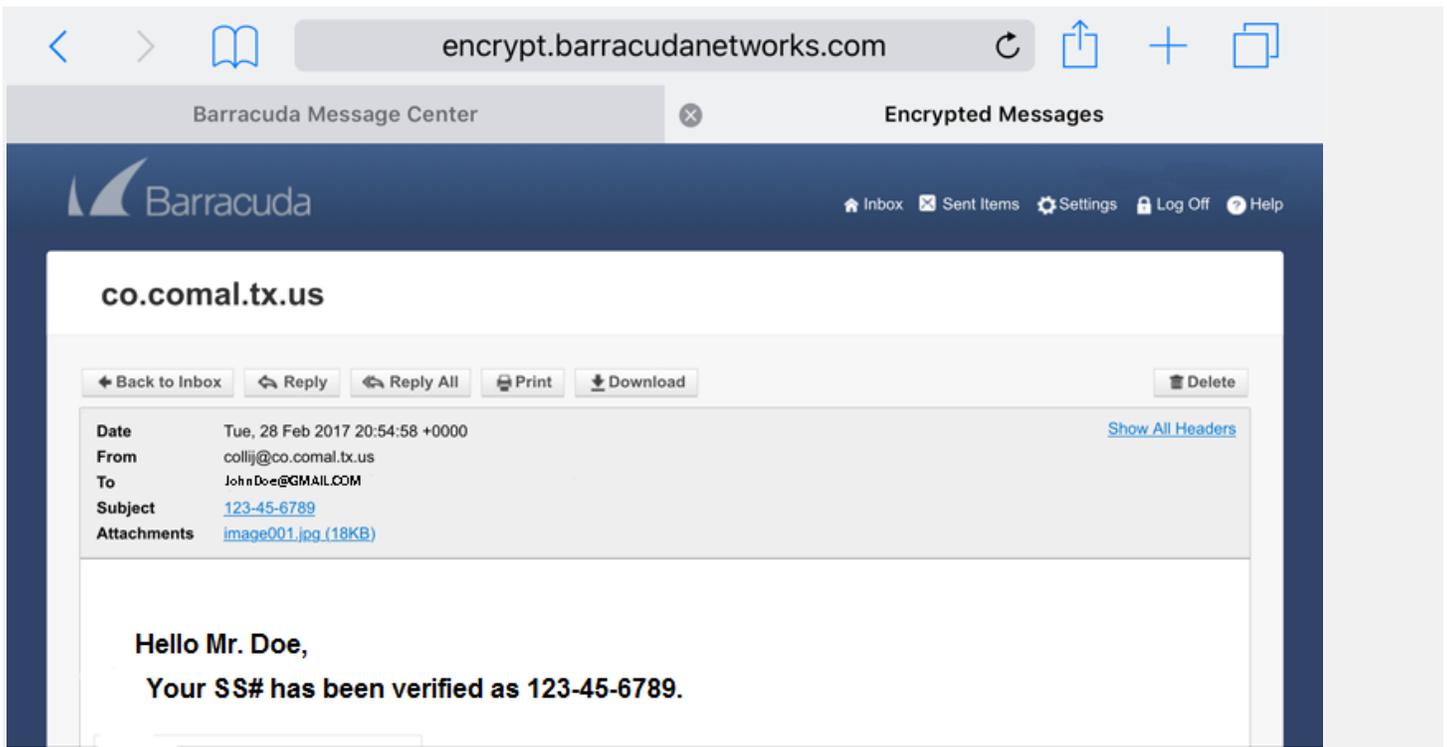


*New password setup page

7. Once the password has been selected, **click "DONE"** and you will be logged in. You will now see the Barracuda inbox and your encrypted emails will be listed.
8. **Click** on the message to read the contents.



Note that the Barracuda Message Center allows you to read, reply, download and print your messages. Messages will be stored in this program for 30 days and then be deleted. An open message will look like the example below.



- **What is the Barracuda Message Center?**

The Barracuda Message Center is a cloud-based email encryption service. The service provides a web-based email client for receiving and replying to encrypted email sent by the Barracuda Spam Firewall or the Barracuda Email Security Service. The email client looks and behaves much like any web-based email program. Once you log into the Barracuda Message Center, you'll be presented with a list of one or more email messages that were sent to you. All encrypted messages you receive will appear in this list for a finite retention period or until you delete them.

- **What Type of email content will trigger the encryption program?**

Credit Cards - Messages sent through the Barracuda Email Security Service containing recognizable Master Card, Visa, American Express, Diners Club or Discover card numbers will be subject to the action you choose.

Social Security - Messages sent with valid social security numbers will be subject to the action you choose. U.S. Social Security Numbers (SSN) must be entered in the format nnn-nn-nnnn.

Privacy - Messages will be subject to the action you choose if they contain two or more of the following data types, using common U.S. data patterns only: credit cards (including Japanese Credit Bureau), expiration date, date of birth, Social Security number, driver's license number, street address, or phone number. Phone numbers must be entered in the format nnn-xxx-nxxx or (nnn)nnn-nxxx or nnn.nnn.nxxx .

HIPAA - Messages will be subject to the action you choose if they contain TWO of the types of items as described in Privacy above and ONE medical term, or ONE Privacy item, ONE Address and ONE medical term. A street address can take the place of Privacy patterns. So, for example, a U.S. Social Security Number (SSN), an address, and one medical term is enough to trigger the HIPAA filter.

- **What encryption method was used to encrypt the message I received?**

The Barracuda Message Center uses AES-256-bit encryption.

- **How do I retrieve and read my encrypted message?**

The email notification you received telling you that you received an encrypted email message includes a link to the Barracuda Message Center. The first time you click this link, the Barracuda Message Center will prompt you to create a new password. In the future, you can re-use that password to pick up subsequent encrypted messages from the Barracuda Message Center. Once you create a password, you can log in and retrieve your message.

- **If I reply to the encrypted message, will my reply also be encrypted?**

When you reply to the encrypted email message, the response will also be encrypted and the recipient (who may be the sender of your original encrypted message) will receive a notification, much like the one you received, that includes a link to view and retrieve the message from the Barracuda Message Center. You can address the reply to as many recipients as you like.

- **Can anyone else read the contents of my encrypted message?**

The message can only be viewed when you enter your unique password. It is highly recommended that the password not be shared with anyone else. As long as the password is secure, no one else can read the message.

- **How long are my messages stored by the Barracuda Message Center?**

The Barracuda Message Center will store your encrypted email message for a minimum of 30 days from the date of receipt.

- **How can I see the message headers of one of my encrypted emails?**

In the Barracuda Message Center, click on the message to open it. Once the message is open, click on the "Show All Headers" link at the upper right of the message.

- **How do I get my password if I forget it?**

On the Login page, click on the "Forgot Password?" link. You'll then be prompted to enter your email address, and the password will be sent to you.