



## Instructions for Using Secure Email

If you would like to send or receive documents related to your case through email, you will need to use the Secure Email Portal. The Secure Email Portal is used to protect your confidential information.

The Office of Administrative Hearings must first send you a secure email message. The email will include a link to activate your Secure Email Portal account.

To activate your account:

1. Open the email and click on the **Create your account and read your message** link.

Sample message

 John Smith  
Fri 2019-11-29 4:05 PM  
washington.citizen@outlook.com

State of Washington Secure Email Portal

"John Smith" <Smith@Washington.com> has sent you an encrypted message via State of Washington Secure Email Portal. You have **30 day(s)** left to collect this message before it expires.

**Subject:** Sample message  
**Sent:** November 29, 2019 9:05:08 PM, UTC  
**Expires:** December 29, 2019 9:05:11 PM, UTC

The State of Washington Secure Email Portal has changed providers. You will need to create a new account to access your message. We apologize for the inconvenience.

Once you've created your account, you can view your messages you receive from "John Smith" <Smith@washington.com> directly from your State of Washington Secure Email Portal account:

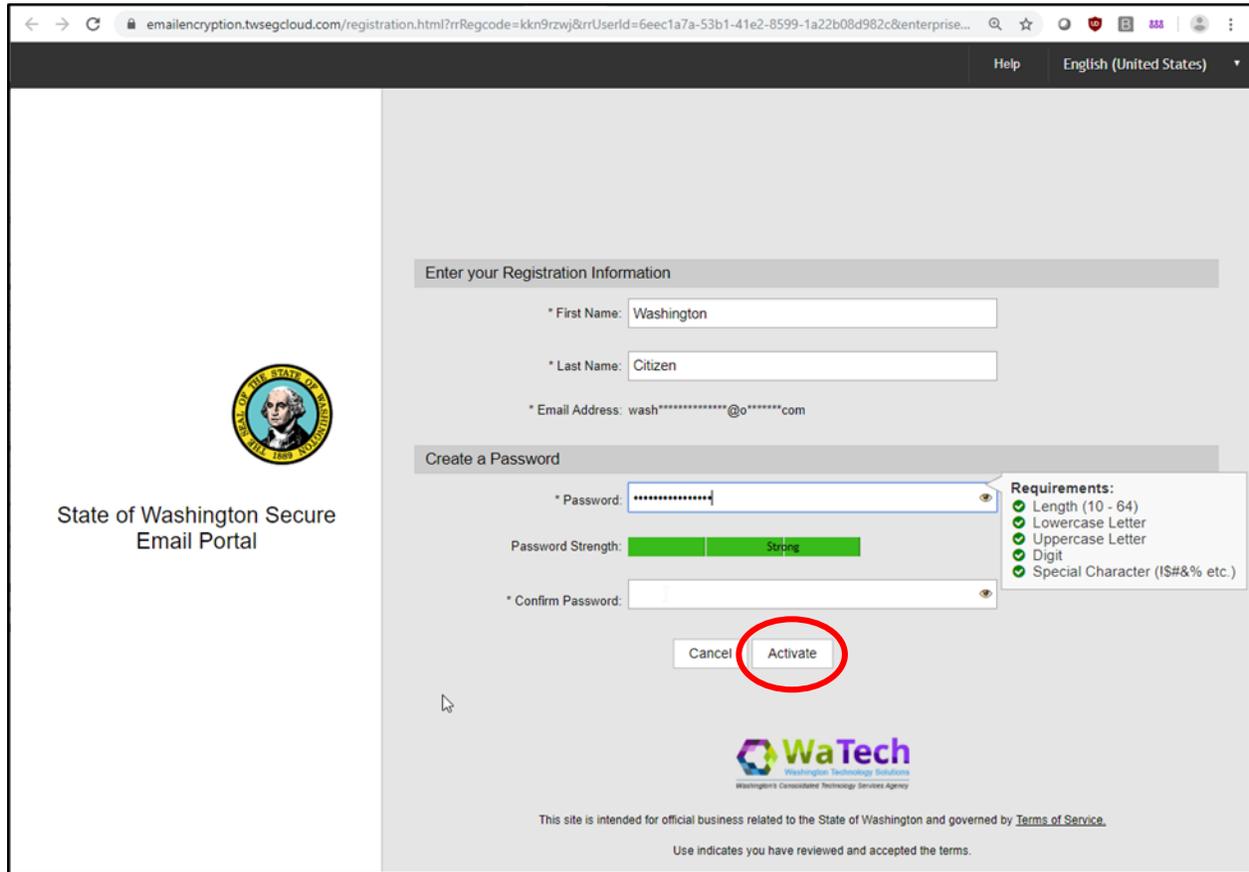
Email: washington.citizen@outlook.com

[Create your account and read your message](#)

Need help? Visit the State of Washington Secure Email Portal [online tutorial](#).

Do not reply to this message; this message was auto-generated by the sender's security system. To reply to the sender, first create your account and read your message.

2. A registration page appears with your email address pre-filled (using asterisks for privacy).



State of Washington Secure Email Portal

Enter your Registration Information

\* First Name: Washington

\* Last Name: Citizen

\* Email Address: wash\*\*\*\*\*@\*\*\*\*\*.com

Create a Password

\* Password: [masked]

Password Strength: Strong

\* Confirm Password: [masked]

Requirements:

- Length (10 - 64)
- Lowercase Letter
- Uppercase Letter
- Digit
- Special Character (!@#%& etc.)

Cancel Activate

WaTech  
Washington Technology Solutions  
Washington's Consolidated Technology Services Agency

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Use indicates you have reviewed and accepted the terms.

3. You will need to create a password that:

- Is at least 10 characters
- Contains a lowercase letter
- Contains an uppercase letter
- Contains a number, and
- Contains a special character (! @ # \$ % &, etc.)

4. Click the **Activate** button.

5. You will be redirected to the login page.

6. Enter the password you just created and click the **Login** button.

emailencryption.twsegcloud.com/login.html?enterprise=trustwave\_watech&msgUserId=2a0959778c85556d&status=registered

Help English (United States)



State of Washington Secure Email Portal

Your State of Washington Secure Email Portal account has been activated. Please enter your email address and password to login.

wash\*\*\*\*\*@\*\*\*\*\*com

\*\*\*\*\*

Login

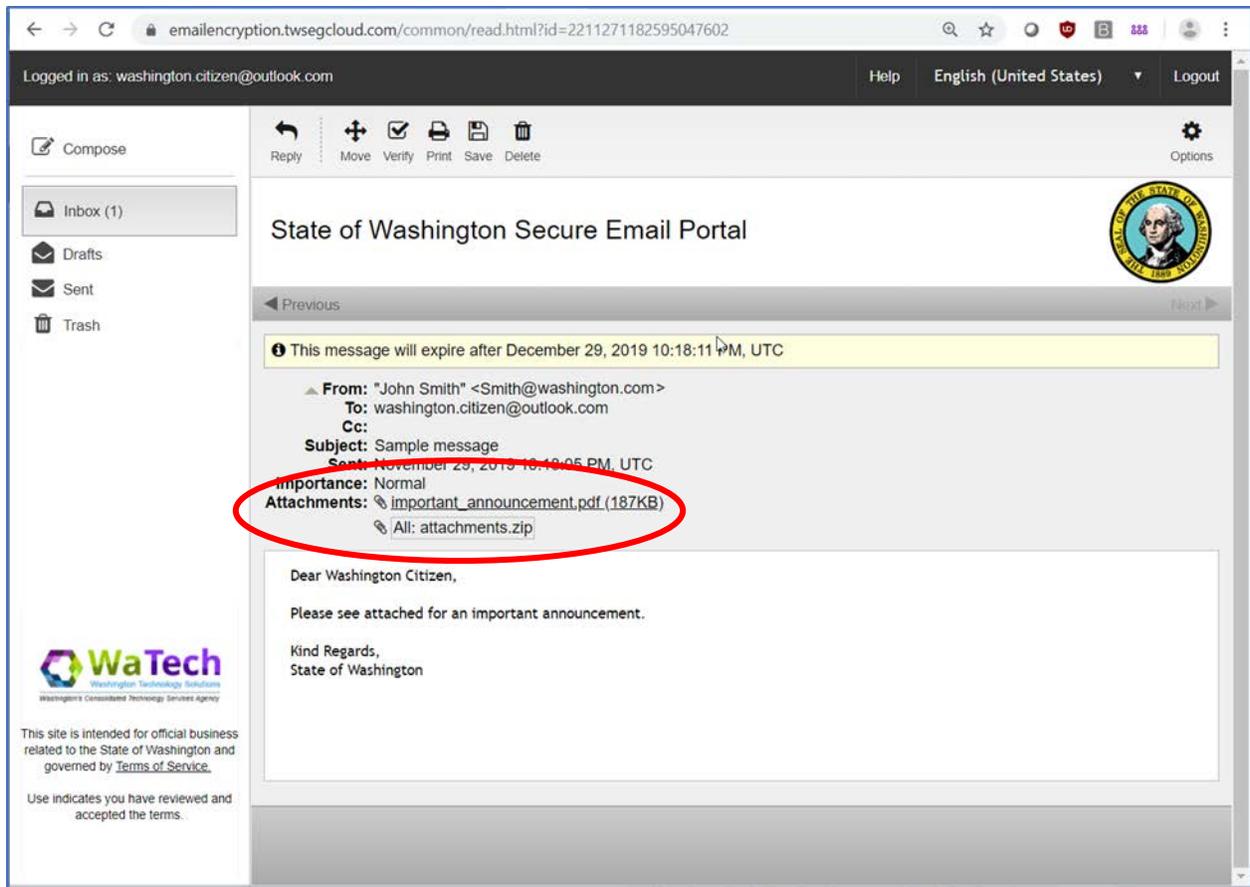
[Forgot your password?](#)



Washington Technology Solutions  
Washington's Collaborative Technology Services Agency

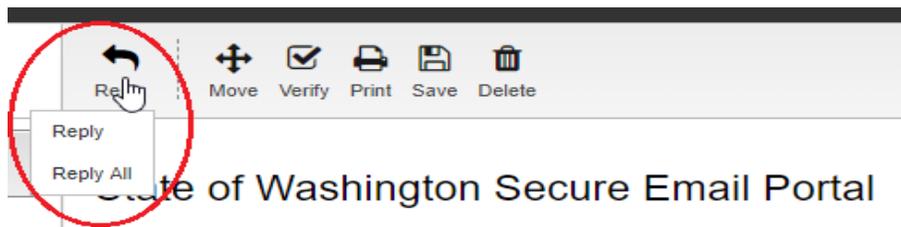
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7. You can now view your message, open any documents that are attached, and reply to the message.
8. To open documents, double click on the link next to Attachments.



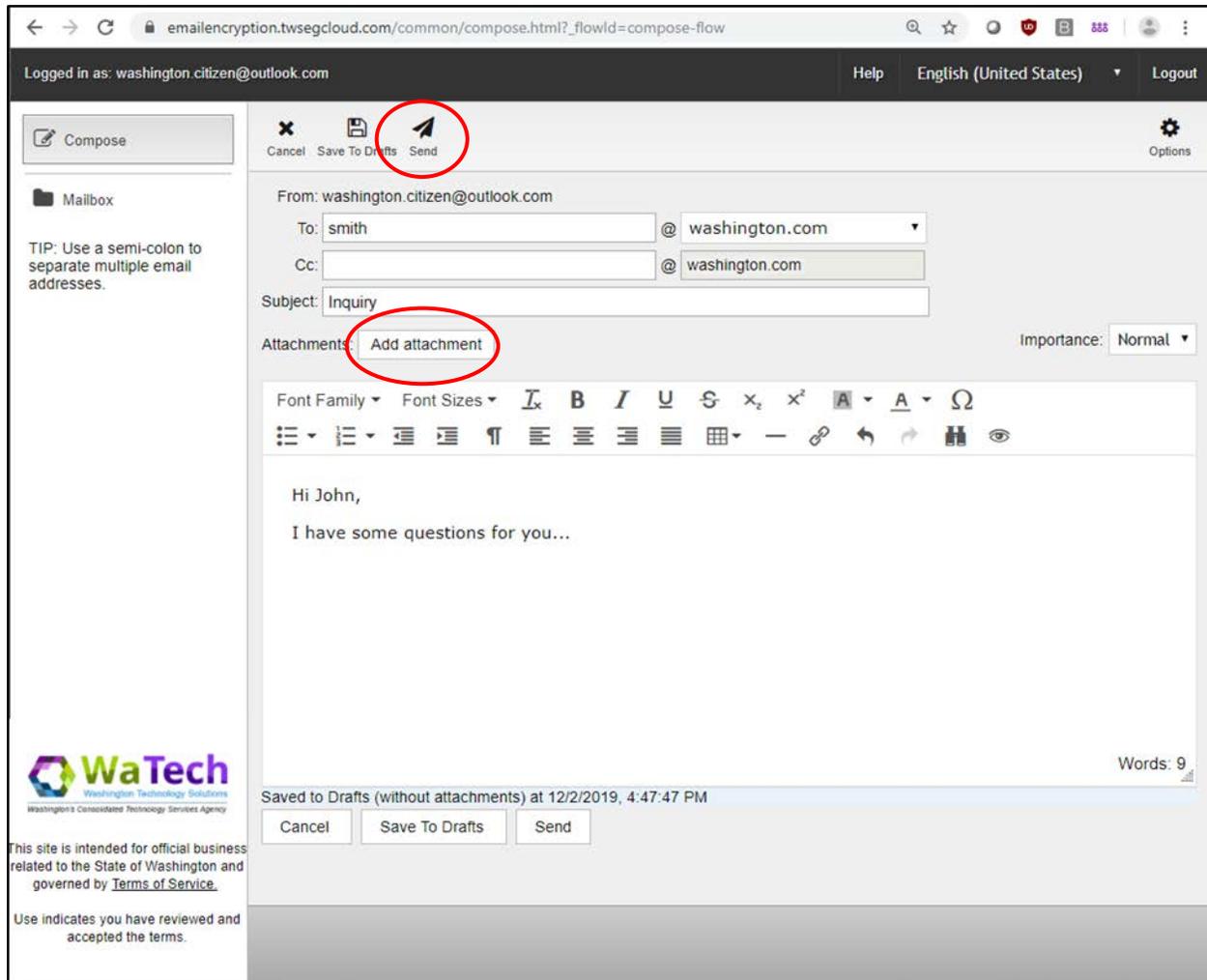
To reply to a message:

1. Select **Reply** or **Reply All**.



2. The *Compose* page appears. You can now send a message and attach documents.

3. Attach documents by clicking **Add attachment** and selecting the documents that you wish to attach. Attachments must be smaller than 25MB. You may need to send multiple messages if you are sending several large documents.



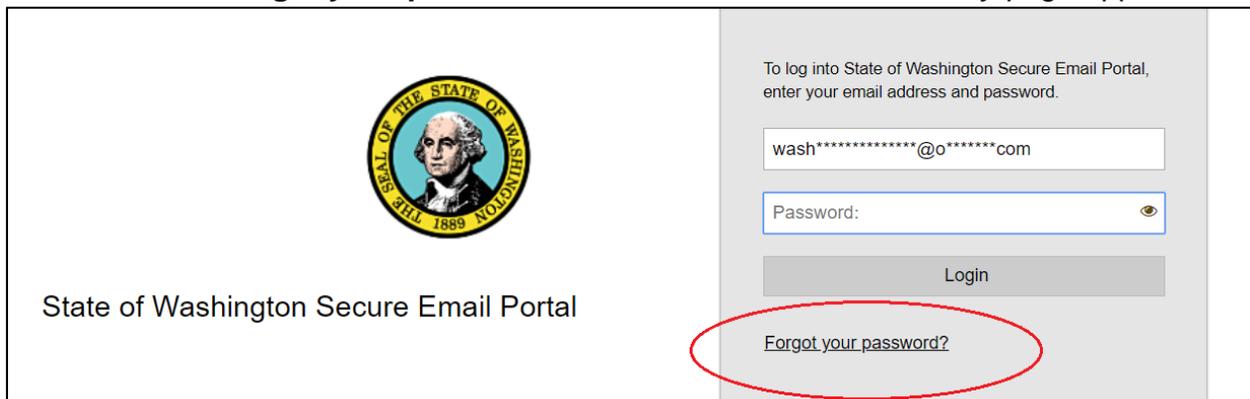
4. Click **Send** and your message is sent securely.

If you have forgotten your password, it can be reset.

To recover your password:

1. Open a Secure Email Portal message.
2. Click the **Open Message** link. The *Login* page appears.

3. Click the **Forgot your password?** link. The *Password Recovery* page appears.



State of Washington Secure Email Portal

To log into State of Washington Secure Email Portal, enter your email address and password.

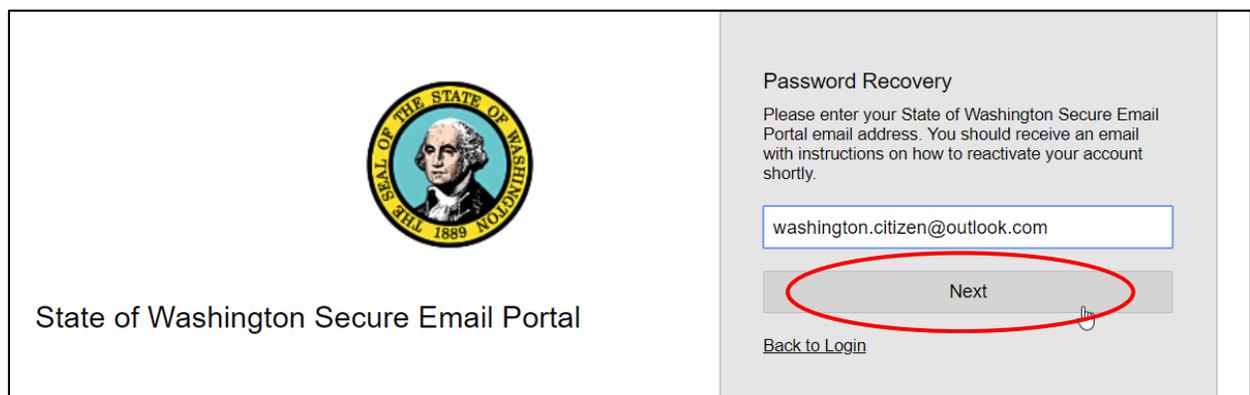
wash\*\*\*\*\*@o\*\*\*\*\*com

Password: 

Login

[Forgot your password?](#)

4. Enter your email address and click **Next**.



State of Washington Secure Email Portal

Password Recovery

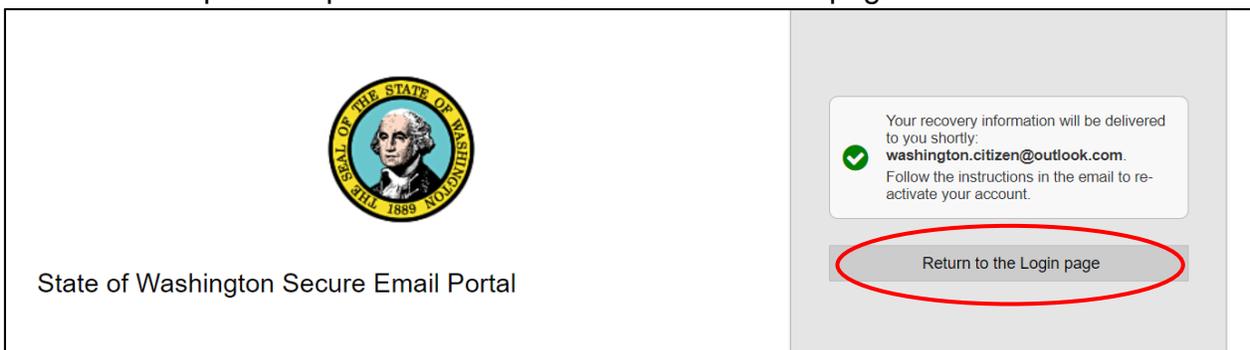
Please enter your State of Washington Secure Email Portal email address. You should receive an email with instructions on how to reactivate your account shortly.

washington.citizen@outlook.com

Next

[Back to Login](#)

5. Your request for password reset is confirmed on the page.



State of Washington Secure Email Portal

Your recovery information will be delivered to you shortly:  
 **washington.citizen@outlook.com.**  
Follow the instructions in the email to re-activate your account.

[Return to the Login page](#)

6. You will receive a new account activation email. Click **Reactivate your account**.

**Reactivate your State of Washington Secure Email Portal account**

 noreply@encryption.twsegcloud.com  
Sun 2019-12-01 7:20 AM  
washington.citizen@outlook.com



**State of Washington Secure Email Portal**

You are receiving this automated message in response to your request to manage your State of Washington Secure Email Portal password

**Activation Information**

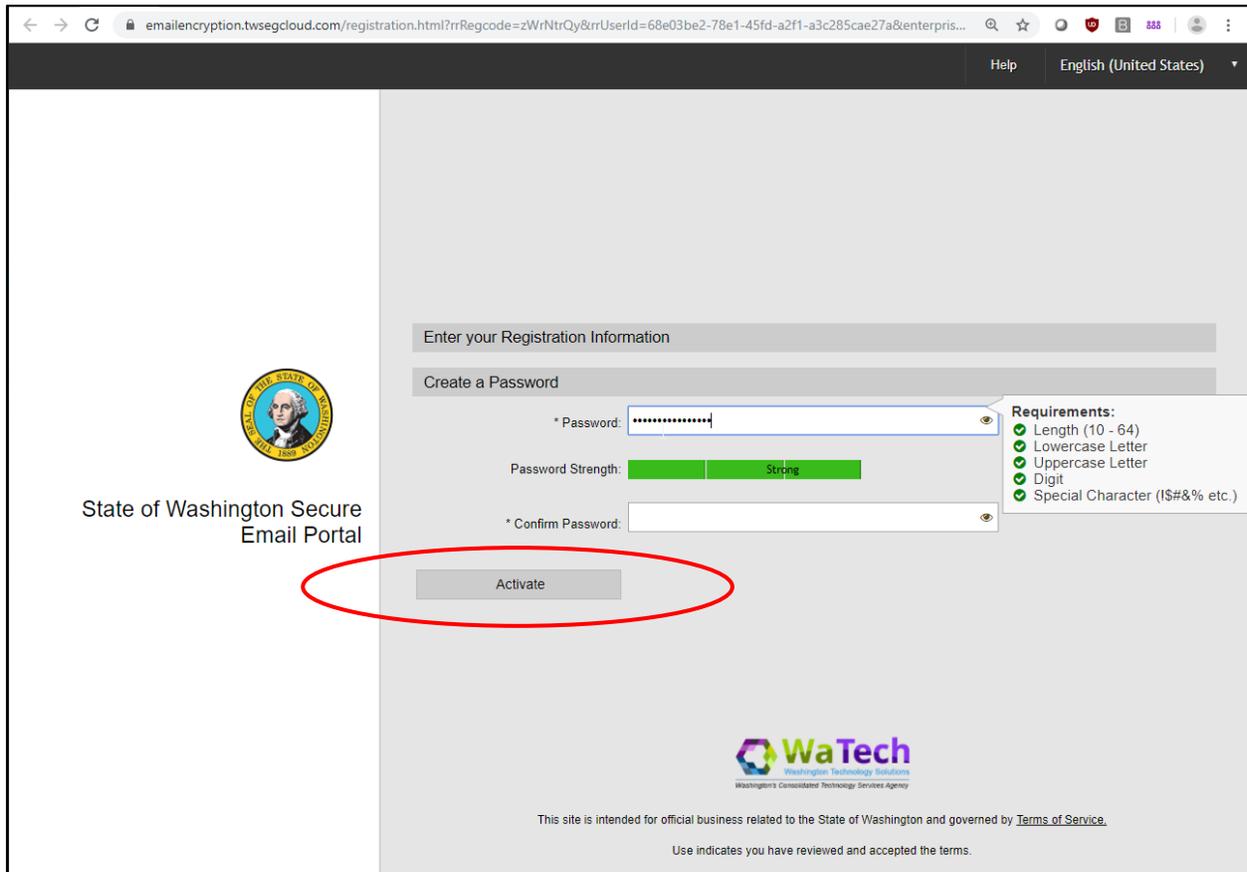
**Email:** washington.citizen@outlook.com

[Reactivate your account](#)

If you do not see an HTML-formatted email above, copy and paste the link below into your browser:  
[https://emailencryption.twsegcloud.com/login.html?locale=en\\_US&rrUserId=6eec1a7a-53b1-41e2-8599-1a22b08d982c&rrRegcode=nGv5H6yR&enterprise=trustwave\\_watech](https://emailencryption.twsegcloud.com/login.html?locale=en_US&rrUserId=6eec1a7a-53b1-41e2-8599-1a22b08d982c&rrRegcode=nGv5H6yR&enterprise=trustwave_watech)

**Do not reply to this message; this message was auto-generated by the sender's security system. To reply to the sender, first create your account and read your message.**

## 7. Create a new password and click **Activate**.



emailencryption.twsegcloud.com/registration.html?rrRegcode=zWnNtrQy&rrUserId=68e03be2-78e1-45fd-a2f1-a3c285cae27a&enterpris...

Help English (United States)

Enter your Registration Information

Create a Password

\* Password: [password field]

Password Strength: [Progress bar] String

\* Confirm Password: [confirm password field]

Requirements:

- ✓ Length (10 - 64)
- ✓ Lowercase Letter
- ✓ Uppercase Letter
- ✓ Digit
- ✓ Special Character (!\$#&% etc.)

State of Washington Secure Email Portal

Activate

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You cannot re-use your previous four passwords. If you try a password that was used recently, you will see the following error. Try a new password.



If you need additional assistance please contact the Office of Administrative Hearings at (800) 583-8271.