Secure Email for UNM Cloud (O365) Email Accounts

Problem

When a UNM Main Campus user tried to open a secure email they've received, they get an error message: 'This message was not sent to your address (<username>@unm.edu).' This document is only relevant to UNM Main Campus users.

Summary

This is an issue we've been running into with secure email since UNMHSC went to Exchange. If a UNMHSC email account sends a secure email to an O365 @unm.edu address, the email is actually sent to the UNM email alias 'username@service.unm.edu'. This address change is necessary for proper email routing to the O365 cloud installation. The IronPort Email Security Appliance sees this address as a different recipient, and so it sends the encrypted email to the '@service.unm.edu' account. From the internal UNM mail system user's point of view, emails sent to '<username>@unm.edu' and '<username>@service.unm.edu' end up going to the same mailbox -'<username>@unm.edu'. UNM users attempting to create a CRES account with an '<username>@unm.edu' address will get an error 'This message was not sent to your address (<username>@unm.edu).' because the encrypted message was actually sent to the '<username>@service.unm.edu' account.

Solution

Currently, the only workaround in place is to have UNM users experiencing this issue register their account in CRES as <username>@service.unm.edu. They will then need to access all secure emails under that account.

Instructions for UNM End Users:

When you receive an encrypted (CRES) email, you need to first register your @service.unm.edu account:

1.) Download the securedoc.html attachment.

2.) Open the attachment from the downloaded location.

3.) Click on the 'My address is not listed' link.

4.) Enter in your UNM email address, but use '@service.unm.edu' instead of '@unm.edu'.

UNM
HEALTH SCIENCES
CENTER

10/30/2015
08:56:57 PM GMT
Message Security:

Help

From:	Scott R Hanson <SHanson@salud.unm.edu>
To:	Address not listed
Your address:	mple@service.unm.edu
Subject:	Check CRES [Encrypted-]

SUBMIT

My address is not listed

Cisco Registered Envelope Service

cisco

5.) Click on the 'Open' or 'Register' link. (If link says 'Open' instead of 'Register', leave password field blank, and click 'Open'.)

6.) Register and create this CRES account by filling out the form.
7.) Once you've registered your @service.unm.edu account, go back to the secure email attachment (securedoc.html).
8.) Click on the 'My address is not listed' link.

9.) Enter your newly registered '<username>@service.unm.edu' account in the 'Your address:' field.

10.) Enter your password.

11.) Access your secure email by clicking 'Open'.

Once you've been registered, you'll only need to follow steps 8-11 to access future secure email.