

Quick Reference Guide for external partners using the Secure Mail Service

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1. Prerequisites

External Users (Novartis partners)

External Partners need to have one of the following:

- Adobe Acrobat Reader (Version 8 or higher) for SecurePDF (Secure Mail Portal registration)
- Own S/MIME certificate or PGP-key-pair in conjunction with compatible mail client

2. Enrollment And Registration Of External Users

New external user registration

New external users can only be enrolled by receiving an encrypted e-mail from a Novartis internal user.

3. Registration And Delivery Methods For External User

When a Novartis associate sends an encrypted e-mail to an external partner, the partner will receive a registration message and has two basic options to use Secure Mail:

1. Register at the Novartis Secure Mail Portal manually and receive SecurePDF's that allow computer independent communication with little effort. For sending e-mail the Secure Mail Portal must be used.
2. Auto-Register by replying with his own personal digital identification (PGP or S/MIME). This allows full integration of Secure Mail into many mail clients.

Manual registration for SecurePDF (Option 1, default)

Using this manual registration mode with SecurePDF is easy to setup and basically computer independent (if you have web-mail access).

Prerequisites

Adobe Reader (Version 8.0 or higher) to read SecurePDF's. Standard web browser to compose and send encrypted e-mails via Secure Mail Portal.

How it is working

- As described earlier a registration message is sent to the external partner right after the internal user sends an encrypted e-mail to him. At the same time the internal user (Novartis associate) receives an e-mail with a one-time password.

From: SecureMail, TPostmaster
To: SecMail, BPOS1
Cc:
Subject: One-Time-Password Delivery
Signed By: tpostmaster.securemail@novartis.com

bpos1.secmail@novartis.com (bpos1.secmail@novartis.com) has sent a secure message to smime.secmail@gmail.com.

For smime.secmail@gmail.com to be able to get the message, you should transmit the following password to him via SMS or p

Password: **ErMDVqEo**

- The Novartis associate provides this password to the external partner using a different channel than e-mail (e.g. SMS, telephone).
Note: The confidentiality of your password is not guaranteed if you send it by e-mail and the mailbox of your external partner can be accessed by other persons (assistants).
- To proceed with the manual registration the external partner must open the link to the Secure Mail Web Portal as outlined in the figure below.

Novartis Secure Mail Postmaster postmaster.securemail@novartis.com Nov 15 (8 days ago)

pdf.secmail@gmail.com

Domino1 Secmail (domino1.secmail@novartis.com)

would like to send you an encrypted email message to your email address.
Please read the following instructions carefully.

If you already own an S/MIME certificate, please simply send a signed reply to this email.

If you already own a PGP key, please simply send a reply with your PGP public key as attachment.

Alternatively, if you do not already own an S/MIME certificate or a PGP key, please log in using the following credentials:

Login page: <https://securemail.novartis.net/SecMail>
User ID: pdf.secmail@gmail.com

Once you have logged in, you will have different options to easily access your secure message.

3. Registration And Delivery Methods For External User (continued)

- The first login to the portal page requires entering the one-time password provided by the Novartis associate. Afterwards an own password must be set. The external partners must use their e-mail address as user ID. Before the registration can be completed the security questions need to be answered.
- The original e-mail initiating the registration message is now encrypted and delivered by using the SecurePDF method.
- SecurePDF's are delivered to the recipient via a signed notification e-mail. The attached SecurePDF needs to be opened by the Adobe Reader. The recipient has to enter his login credentials (e-mail address and the previously set password) in the displayed form. After authentication the original message is displayed in a securely downloaded PDF document.
- Replies can only be sent through the Secure Mail web portal (see section "How To Send Secure E-Mails").
Note: For the security warning to disappear refer to the section below.

External user's auto-registration (Option 2)

The Novartis Secure Mail service supports auto-registration of S/MIME certificates and PGP keys to fully integrate Secure Mail into standard mail clients.

Prerequisites

The external partner possesses a personal S/MIME certificate or PGP key-pair and a mail client that supports these mail encryption standards.
Note: If you would like to use this option but you are not familiar with S/MIME-certificate retrieval you can find a detailed user's guide for external partners at: <https://securemail.novartis.com/secure-mail/instructions.shtml>

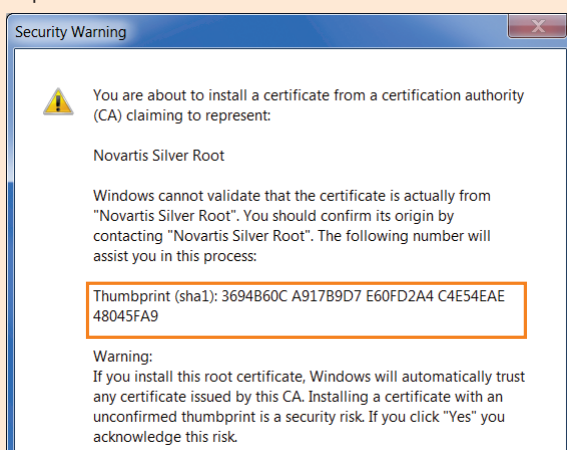
How it is working

- To perform auto-registration the external user has to reply to the registration message by either adding a signature with his S/MIME certificate or by adding his public PGP-key-file as attachment.
- The provided certificate and/or public key is stored in the Secure Mail service and used for every encrypted communication between the external partner and the Novartis associate.
- The original e-mail initiating the registration message is now encrypted with the registered key and sent to the external recipient.

Remove Security Warning

Signed By: There are problems with the signature. Click the signature button for details.

To remove this security warning you need to add trust to the Novartis root certificate. This can be done by clicking on the icon with the red exclamation mark. In the opened dialog click **Trust** and check if the fingerprint is equivalent with:



If this matches the displayed fingerprint you can allow the inclusion into the trusted root store.

4. How To Send Secure E-Mails

Secure Mail Web portal (sending only)

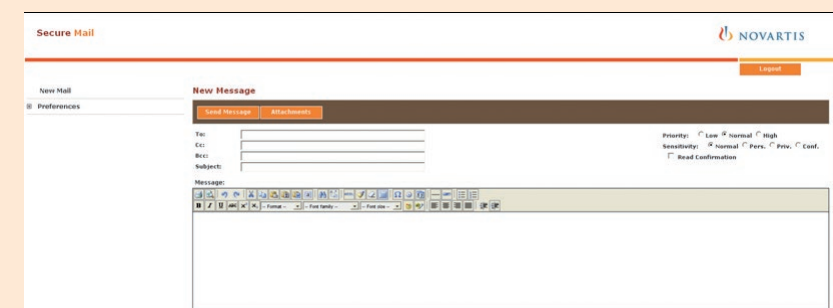
The Secure Mail web portal solution allows secure mail exchange between Novartis and external partners through a web interface. This is the only option to compose and send encrypted e-mails to Novartis associates for external partners who registered for SecurePDF.

Note: The Secure Mail web portal does not store any e-mail exchanged between Novartis and external partners.

The Secure Mail web portal can be accessed through the login link on <https://securemail.novartis.com>

External partners enter their **e-mail address** and the **password** chosen during the registration process.

After successful login, a new secure mail can be created and sent using the web interface.



Note: Due to security reasons, external partners are not allowed to send Secure Mails to other external recipients. You are only allowed to send Secure Mails to Novartis internal domains.

Troubleshooting

For further information and guidance on troubleshooting refer to the Secure Messaging homepage <https://securemail.novartis.com>.

Help

External partners need to contact their Novartis contact as there is no direct support.

A detailed user guide for the S/MIME-certificate option can be found at: <http://securemail.novartis.com/secure-mail/securemail-instructions.shtml>