



How to digitally sign and encrypt messages

How to digitally sign and encrypt messages using S/MIME (Exchange 2010)

Help and Support

Help Desk

Homepage

- Synopsis

This guide will show you how to digitally sign and encrypt messages using S/MIME Secure Messaging with Exchange.

- Applicable to

All Exchange 2010 accounts.

- Prerequisite

- Outlook

- How to

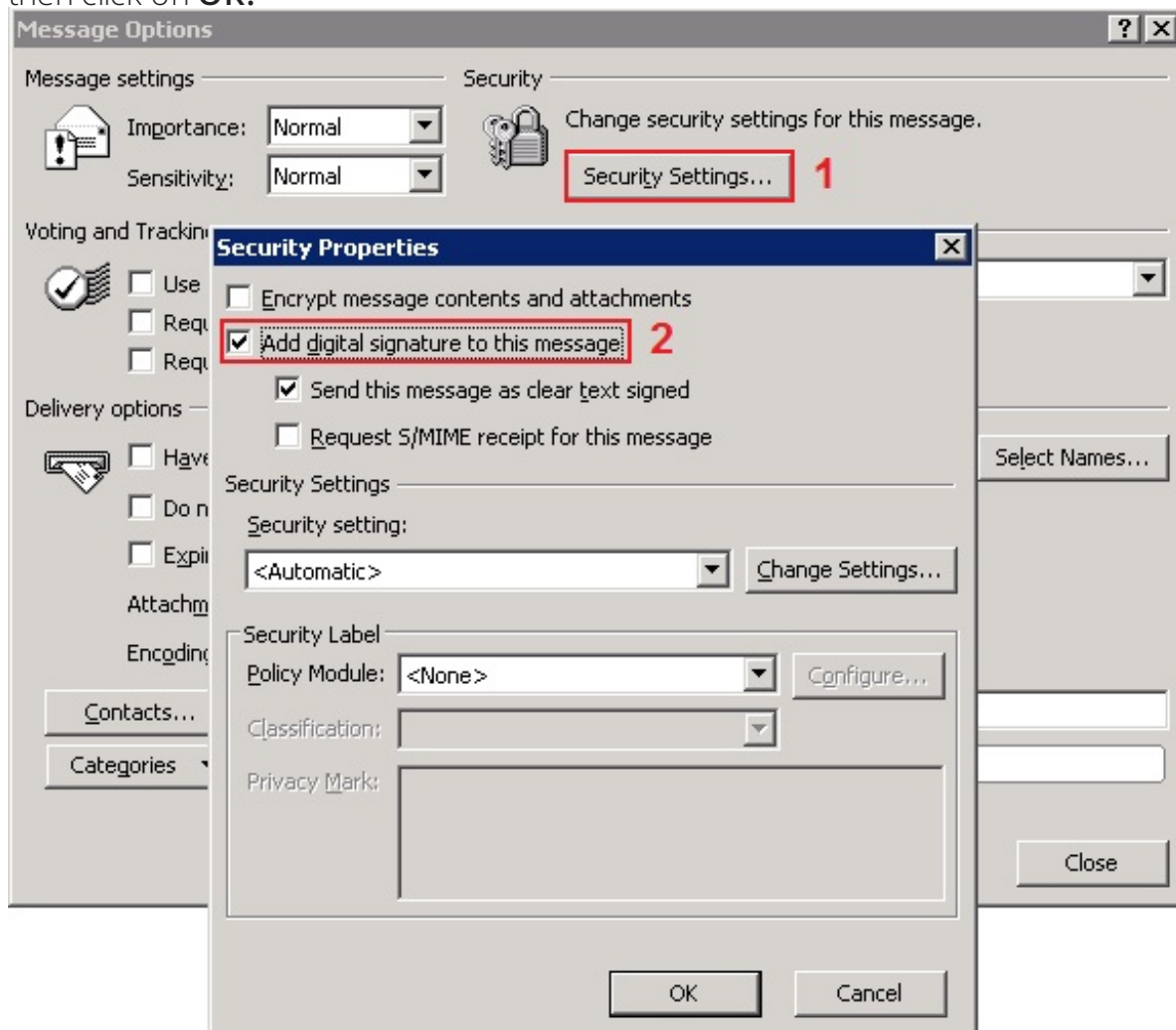
Exchange to External or vice-versa with Outlook:

1. Both users need to download a secure email certificate¹

IMPORTANT: When obtaining your certificate, you will need to specify the same email address you will be sending messages with.

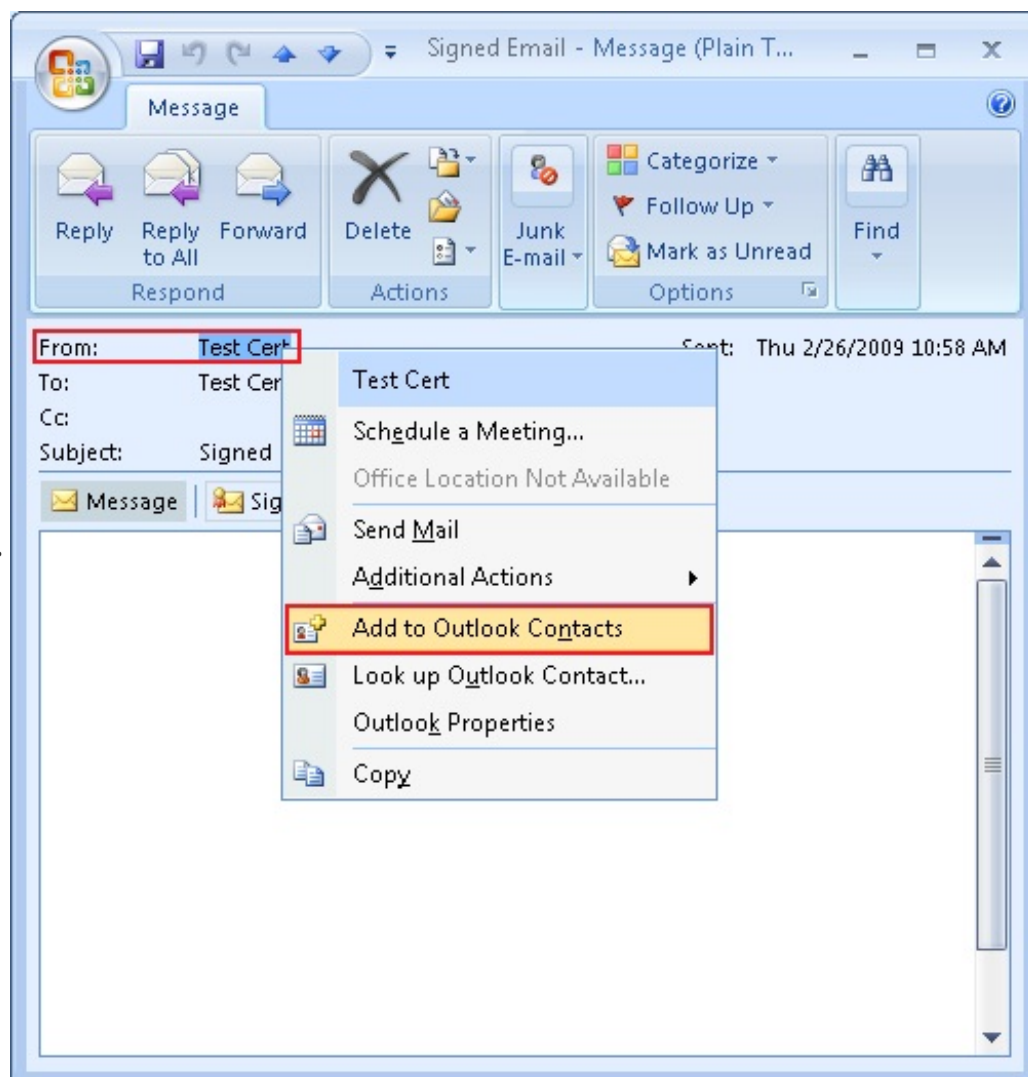
Note: Once the certificate is installed correctly, you will see it in your Outlook by going to Tools - Trust centre - E-mail Security.

1. You now need to send a signed email to the other user and vice versa in order for them to be able to decrypt any encrypted emails you may send them. In Outlook, create a new message by clicking on **New** and then click on the envelope and bell icon in the **Options** section.
2. Click on **Security Settings**, check the box Add digital signature to this message and then click on **OK**.

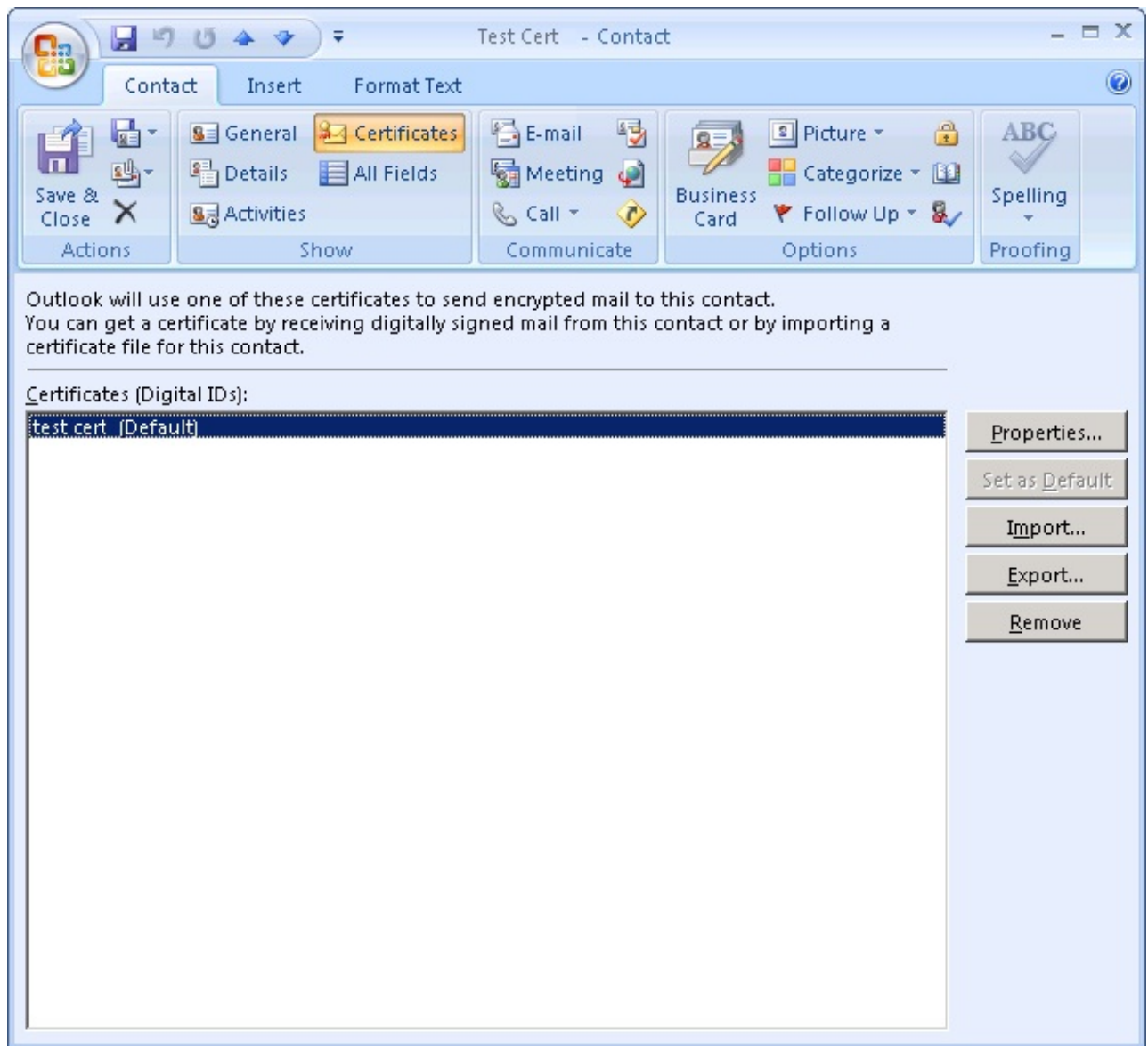


3. When the recipient receives the message in his Outlook, he will need to open the message, right-click on the name in the **From:** field and then click on **Add to Outlook**

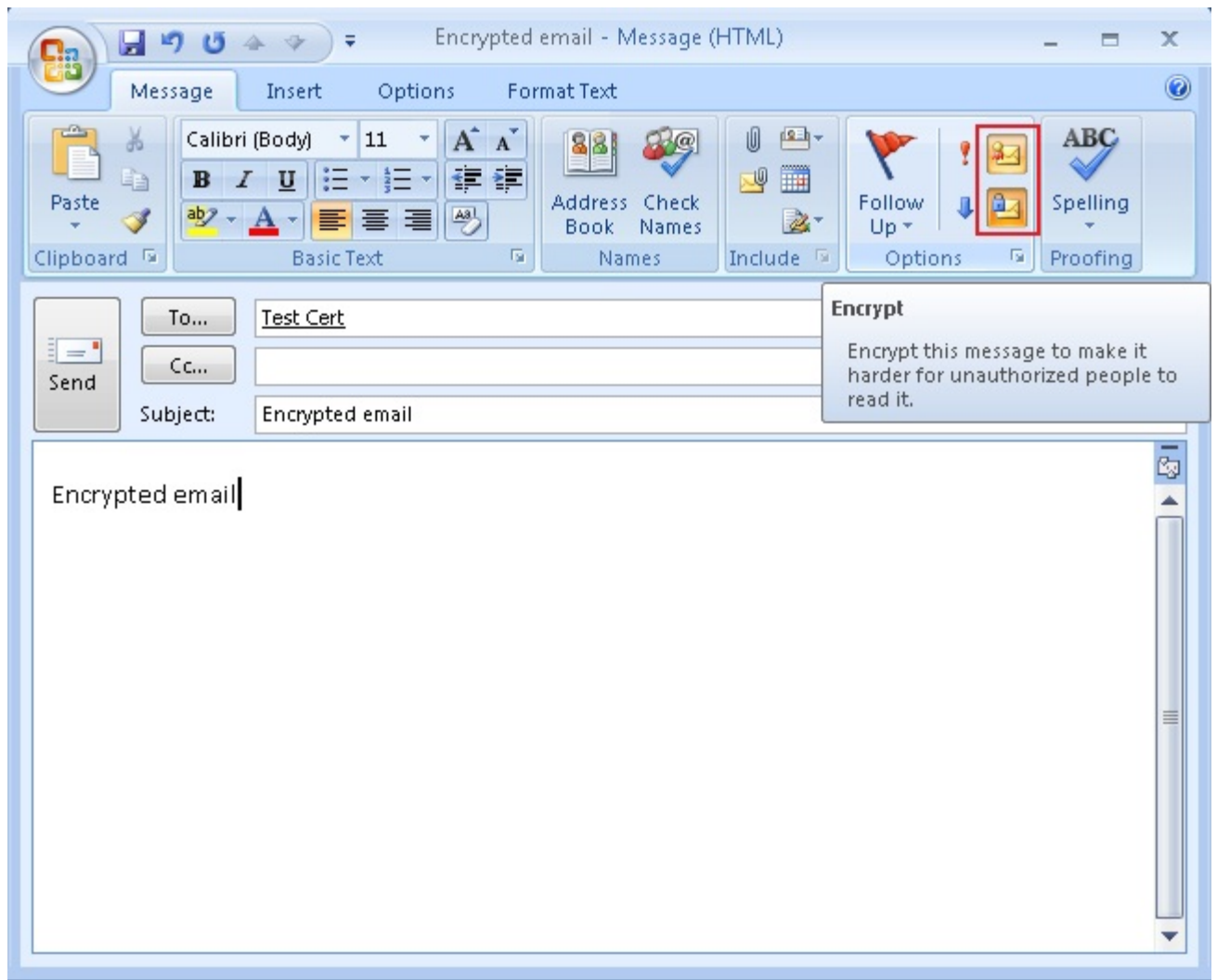
Contacts.



4. In the **Contact** section, they should see the Contact and associated Certificate.



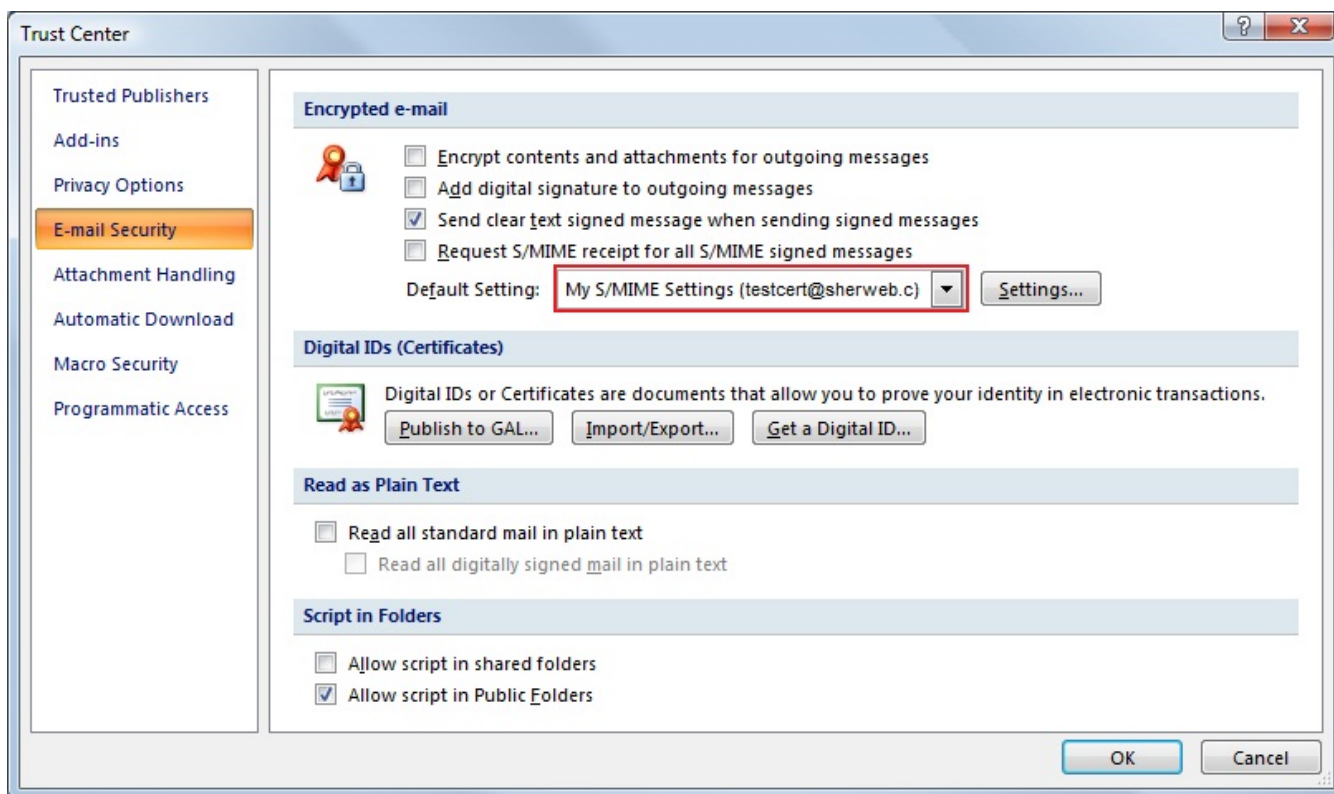
5. Both users may now send signed and encrypted emails between themselves by clicking on the envelope and bell icon or the envelope and lock icon, located in the **Options** section.



Exchange Internal using Outlook Web Access: After following the steps above, you can follow these quick steps to send and receive mail between users on Exchange with SherWeb.1. Connect to Outlook Web Access.?

Please refer to the [FAQ #347: How to access a Mailbox from a Web browser \(Exchange 2010\)](#).

2. Click on **Options**.
3. Click on **E-mail Security** and then click on **Download the Outlook Web Access S/MIME control**.



4. A new window will appear. Click on **Run**.

5. You now need to publish the Certificate to the GAL of both users. In Outlook, go to **Tools - Trust Center - E-mail Security** and then click on **Publish to GAL... in the Digital Ids (Certificates)** section.

6. You may then create a new message from OWA and choose to sign and encrypt it when sending it to the other user.

If you need further assistance, please do not hesitate to contact us.

Foot notes

1. Since you will be required to install a Secure Email Certificate obtained from an outside source, SherWeb does not provide support for issues related to missing or corrupt certificates on your machine. Please refer to your certificate issuer for support. This FAQ is for basic reference purposes only.