e-Seal User Manual Doc. No.: e-Seal\_2\_8\_11\_0096\_UME Version: 1.1

### e-Seal

e-Seal\_2\_8\_11\_0096\_UME

**User Instructions for External Partners** 



#### **Document history:**

Version	Date	Author	Comments
1.0	16.10.2006	Alex Reiner	Initial version
1.1	03-May- 2007	Marcel Wiedemeier	<ul> <li>Updated Screenshots with productive system</li> <li>Replaced "e-Seal system" with "e-Seal service"</li> <li>Updated chapter 2 Prerequisites</li> <li>Minor clarifications</li> <li>Updated document approvers</li> <li>Replaced appropriate use text with link to terms and conditions on website</li> </ul>

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### 1 Purpose

The e-Seal service enables you to securely exchange emails and files with associates of Novartis and all its affiliates. This document provides instructions and guidance for external users.

### 2 Prerequisites

To use the e-Seal service, you will need:

- An email address and any email client configured to access the mailbox associated with the address
- Web Browser: Netscape 7.0 and higher, Internet Explorer (IE) 5.0 Service Pack 1 and higher, Firefox 1.0 and higher
- Java: Microsoft JVM 5, Sun Java 1.3.x, and Sun Java 1.4.2+ and higher.

### **3** Restrictions

#### 3.1 Appropriate use

- <u>The e-Seal service must be used according to the Terms and Conditions:</u> <u>https://secure-mail.novartis.net/websafe/terms.html</u>

#### 3.2 Offline use

You cannot use the e-Seal service offline. Whenever you intend to secure emails written offline, save the email in the draft folder and send it as soon as you have access to the network again.

### 4 Instructions

#### 4.1 Registering for e-Seal

- 4.1.1 You receive the registration notification and register
  - The first secured email sent by a Novartis associate triggers a registration notification. A one-time registration process is required for you to use the e-Seal secure email system.
  - To do this you simply have to follow the instructions sent along with the registration notification:

8	Image: State of the state						
Reply	Reply Forward to All	Delete Move to Folder *	Block Not Junk Sender	Categorize Follow I v Up v	Mark as Unread	Send to OneNote	
	Respond	Actions	Junk E-mail 🔤	Options	Fa .	OneNote	
From:     marcel.wiedemeier@novartis.com     Sent:     Mi 31.01.2007 15:39       To:     Marcel Wiedemeier     C:       Cc:     Subject:     Action required - please register for service communication							
You have been sent a secure message         marcel.wiedemeier@novartis.com         marcel.wiedemeier@novartis.com         has sent you a secure email message.         To read this message, you must first complete a one-time registration with the e-Seal system.         Click here to register.         You can also register by going to < <u>https://secure-mail.novartis.net/websafe/register</u> > and entering this registration number: c1b8390d87299878c0253bc4b6276c46							
Questions? If you have questions about this email or the registration process, see the information on the registration page or contact the sender.							

1. Click on the "Click here to register" link in the notification email

😤 Novartis New User Registration - Microsof	t Internet Explorer provided	by Novartis	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp			
🕲 Back 👻 🕑 👻 🛃 🛃 🔎 S	Search 🥂 Favorites 🧭	🔊 · 🎍 📄 🧕	
Address E https://tsecure-mail.novartis.net/web	safe/register?uuid=ac62d02b8b5c	d4e2cc0253be5911e2697	
<u>Help</u>			U NOVARTIS
New User Registration			
Email Address	alex.reiner@nextron.ch		
First Name		*	
Last Name		*	
Password		*	
Confirm Password		*	
Forgot Password Question 1	Favorite pet?		
Forgot Password Answer 1		*	
Forgot Password Question 2	Favorite pet?		
Forgot Password Answer 2		*	
Forgot Password Question 3	Favorite pet?		
Forgot Password Answer 3		*	
Terms of use <u>Open in separate window</u>	Terms of Use By registering as and creating a us accept and agree Seal to secure el	s an external user ser account, you that the use of e- lectronic	
Optional: Upload S/MIME or OpenPGP Certificate	Download CA Certificate	Browse	
Optional: Passphrase			
I accept and register			* = entry required
	© 2006 Novarti:	s AG.	

- 2. Enter your name (*First Name / Last Name*)
- 3. Define *Password* (minimum length is 8 characters)
- 4. Select *Forgot Password Questions* and enter *Answers* (minimum 4 characters) (Note: You must select three different questions).
- 5. Read the Terms of Use
- 6. Upload your S/MIME or PGP certificate if you wish to send and receive S/MIME or PGP encrypted emails, respectively
- 7. Optionally define a *Pass Phrase*
- 8. Confirm by clicking on "*I accept and register*"

- 4.1.2 Novartis associate activates your account
  - In order for your account to become active, it has to be activated by a Novartis associate
  - The Novartis associate verifies the account information and your account will be activated. If there are any discrepancies your account will be cancelled.

#### 4.2 Receiving and Sending Secure Emails

- 4.2.1 Novartis associate sends a secure email to you
  - To read the email open the attached file (securedoc.html) of the delivered email:

U NOVARTIS	From: To: Subject: Two-way passphrase: Password: Remember me on th	marcel.wiedemeier@novartis.com marcel.wiedemeier@redtoo.com <b>Mobile Phones</b> [Passphrase not enabled on this machine. <u>More information.</u> ] 	Novartis Secure Email October 12, 2006 7:29:28 AM GMT Authentication: Gateway Sensitivity: Medium
			<u>Open Online</u> <u>Select a different address</u>
Help   Change Profile	Copyright © 2006 Novartis governed by our <u>Terr</u>	AG. All rights reserved. Use of this system is ms and Conditions and Privacy Policy.	Secure Compose

- After entering the password defined in the registration process, the original email will be decrypted and displayed:

### U NOVARTIS

Secure	d Message	Reply ReplyAll Forward		
From: To: Date: Subject:	marcel.wiedemeier@novartis.com marcel.wiedemeier@redtoo.com Thu, 12 Oct 2006 07:26:25 +0000 (GMT) Mobile Phones			
Most current mobile phones connect to a cellular network of base stations (cell sites), which is in tur interconnected to the public switched telephone network (PSTN) (the exception are satellite phones). Cellular networks were first introduced in the early to mid 1980s (the 1G generation). Prior mobile pho operating without a cellular network (the so-called OG generation), such as Mobile Telephone Service, d back to 1945. Until the mid to late 1980s, most mobile phones were sufficiently large that they were permanently installed in vehicles as car phones. With the advance of miniaturization, currently the vas majority of mobile phones are handheld. In addition to the standard voice function of a telephone, a mobile phone can support many additional services such as SMS for text messaging, email, packet switchi for access to the Internet, and MMS for sending and receiving photos and video.				
		Reply ReplyAll Forward		
	Copyright © 2006 Novartis AG. All rights res	erved.		

- 4.2.2 You write a reply using the secure reply function
  - To reply to a secured email you can use the *Secure Reply* functionality. Using the secure reply web form, a message can be composed and attachments added:

m: marcel.wiedemeier@redtoo.com	
marcel.wiedemeier@novartis.com	m
ect: RE: Mobile Phones	
ichments (none)	
ssage:	
	-
Original Message:	
FDOM. marcel wiedemeier@nowartis o	
TO: marcel.wiedemeier@redtoo.com	1
DATE: Thu, 12 Oct 2006 07:26:25 +0	0000 (GMT)
Automatically BCC me on this email.	
Send me a read receipt when a recipient has opened this email.	Selecting this option does not guarantee that a read receipt will be sent; the recipient email application may block read-receipt requests. Receiving a read receipt for this email does not guarantee that the recipient has read the email, only that the email was opened.
Send me a read receipt when a recipient has opened this email.	Selecting this option does not guarantee that a read receipt will be sent; the recip email application may block read-receipt requests. Receiving a read receipt for th email does not guarantee that the recipient has read the email, only that the em- was opened.

- Similarly to your standard email program, you can use *Forward* and *Reply to All* functionality.

#### 4.3 Secure emailing from you to a Novartis associate

- 4.3.1 You write an email using the secure compose web client
  - The secure compose website allows you to send a secure email to a Novartis associate. The web form offers the possibility to write a email and a dd attachments to it:
    - 1. Login to the e-Seal secure compose website <u>https://secure-mail.novartis.net</u> (Login) using your email address and password from registration
    - 2. Click on *Compose Email*
    - 3. Enter recipients and subject as needed, enter text in the *Message* field
    - 4. For adding attachments click on the *Attachments*: click on *Browse* to search your directory for the file to be attached and click on *Attach* to add the file to your email. Click *Done* when ready
    - 5. Click on *Send* (upper right corner) when ready

6. Be aware that text in email subject will not be encrypted

#### 4.4 Forgotten Password Procedure

As long as your account has not been blocked due to too many unsuccessful attempts to login into the e-Seal service, forgotten passwords may be changed by following these steps:

1. Access the e-Seal website page on <a href="https://secure-mail.novartis.net">https://secure-mail.novartis.net</a>

2. Click on <i>I</i>	Login	<u>ouro mu</u>
WebSafe Lo	gin	
Welcome, p	blease log in:	
Email Address		
Password		
🗌 Remembe	er my ID	
		Login
Forgot passw	ord?	
O Clials and	Forget Deservord?	

3. Click on Forgot Password?

Forgot Password				
Please enter your email address below	w:			
Email Address				
	Continue			

- 4. Enter your email address
- 5. Answer the Forgot Password Questions

Password	Challenge Question
Please an	swer the following questions:
Questic	n 1Favorite pet?
Answe	er 1
Questic	on 2Favorite pet's name?
Answe	er 2
Questic	on 3Favorite color?
Answe	er 3
	Please enter text shown in image below
	biviter
	Continue

6. Change your password

Enter New Password				
Enter your new password:				
New Password				
Confirm Password				
	Continue			

- 7. Access the login page
- 8. Use the new password for login or to open an envelope

#### 4.5 Large File Support

Files exceeding the maximum size limit of email can be transferred using the following mechanism:

- 1. Login to the e-Seal secure compose website <u>https://secure-mail.novartis.net</u> (Login) using your email address and password from registration
- 2. Create an email (including TO:, CC: BCC, Subject, Body):



Help | Log Out

### **U** NOVARTIS

Compose Message	Compose Message	≓ <mark></mark> Send			
	То:				
	Cc:				
	Boot				
	Subject:				
	Attachments (none)				
	To add or remove attachments click on "Attach or select and remove attachments you have al Message:	ments". In the popup window select the file(s) to attach ready added.			
	Automatically BCC me on this email.	Selecting this option does not guarantee that a read receipt will be sent; the recipients email application may block read-receipt requests. Receiving a read receipt for this email does not guarantee that the recipient has read the email, only that the email was opened.			
		= Send			
	© 2006 Novartis AG				

3. Click on "Attachments"

. Select the Attachment:	Bro	wse
	Maximum size per attachment is 200MB. Maximum combined atta size per message is 200MB. Please note that large files uploaded are automatically deleted after seven days.	ichment here
. Attach to the Nessage:	Attach	
Current Attachments:		
	Done	

4. When an attached file exceeds 5MB in size, the file is not included in the email, but stored on the server. Inside the email the file is replaced with an html attachment.



5. The recipient receives the email as usual, but when the html attachment is opened, the user is instructed to download the large file directly from the server



6. The files will be automatically purged from the server after seven days (no backup will be done).

Help | Log Out

#### 4.6 Updating your Profile

- 1. Login to the e-Seal secure compose website <u>https://secure-mail.novartis.net</u> (Login) using your email address and password from registration.
- 2. Click on Edit Profile

l	NO	VA	RT	IS
-	 . ~			

🗹 Compose Message	Edit Profile		
Edit Profile			
	Personal Details		
	First Name	Marcel	
	Last Name	Wiedemeier	
	Email Address	marcel.wiedemeier@redtoo.com	
	Password		
	Old Password		
	New Password		
	Confirm Password		
	Password Challenge		
	Forgot Password Question 1	Favorite pet?	×
	Forgot Password Answer 1		
	Forgot Password Question 2	Favorite pet's name?	•
	Forgot Password Answer 2		
	Forgot Password Question 3	Favorite color?	•
	Forgot Password Answer 3		
	Passphrase		
	Passphrase		
	Request Read Receipt		
	User Certificate		
	OpenPGP Certificate	Download CA Certificates	Browse
	s	ave Deregister	

3. Update the profile as necessary (note: you cannot change the email address with the current profile. For updating the email address you must re-register)

**Note:** Whenever you need to change your email address, you need to deregister and reregister. To access your emails based on the old the email address, use your old email address and password. For accessing emails after the change, use the new email address and password.

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#### 4.7 Deregistering from e-Seal

- 1. Login to the e-Seal secure compose website https://secure-mail.novartis.net (Login) using your email address and password from registration.
- 2. Click on Edit Profile
- 3. Click on "*Deregister*" when access to the secure email system is no longer needed:

Help   Log Out	() NOVARTIS
🗹 Compose Message	Confirm Deregistration
📝 Edit Profile	
	Are you sure you want to deregister from the e-Seal system?
	Please be aware that the communication will no longer be secured and any earlier messages will no longer be available (even when re-registering with the same email address!)
	All personal data entered upon registration will be deleted as well.
	If you want to re-establish a secure communication after deregistration, you need to register again in the e-Seal system.
	Are you sure you want to deregister?
	Deregister
	© 2006 Novartis AG.

#### 4.8 Uploading S/MIME or OpenPGP certificate

- 1. Access the secure website on https://secure-mail.novartis.net/
- 2. Click on *Edit Profile*
- 3. Click on Browse (with Optional: Upload S/MIME or OpenPGP certificate)
- 4. Choose the corresponding certificate from your directory
- 5. Click OK

Be aware that you, as an external partner with S/MIME or OpenPGP cannot send an encrypted email to another non-Novartis associate. Whenever you wish to do so, send your email to your Novartis contact for forwarding to the intended recipient.

#### 4.9 Re-registration

After deregistration all user data will be deleted from the e-Seal service. If re-registration is needed, the same procedure for registration will be applied. This means that a Novartis associate needs to send a secured email to you for triggering a new registration process (see 4.1).