Encrypted Email from HSD – FAQs

Click on each FAQ for the answers:

WHAT IS EMAIL 'ENCRYPTION'?

Encryption is a method of converting an original message of regular text into encoded text. The text is encrypted by means of an algorithm (type of formula). If information is encrypted, there would be a low probability that anyone other than the receiving party who has the key to the code or access to another confidential process would be able to decrypt (translate) the text and convert it into plain, comprehensible text.

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WHY IS HSD ENCRYPTING E-MAIL?

The County of Santa Cruz Human Services Department shall ensure that all Personally Identifiable Information (PII) is used and stored only in areas that are physically safe from access by unauthorized persons, during both working and non-working hours.
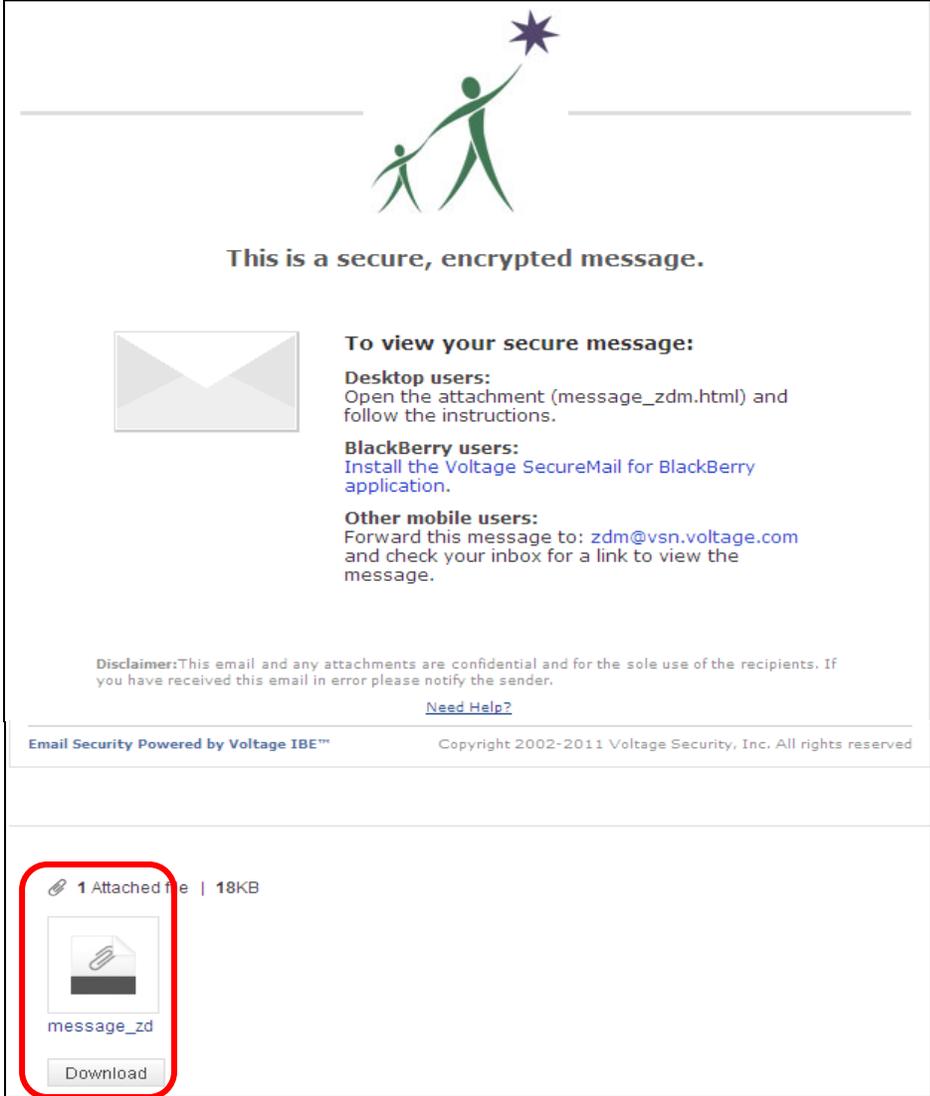
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WHAT IS 'PII'?

Personally Identifiable Information **(**PII) is any information that can be used, alone or in conjunction with any other information, to identify an individual. PII includes any information that can be used to search for or identify individuals, or can be used to access their files. Examples of PII may include: name, Social Security Number, Social Security benefit data, date of birth, official State or government issued driver's license or identification number.

HOW WILL I OPEN AN ENCRYPTED EMAIL?

Email will go to recipient's email looking something like this:

Recipients should follow the instructions given in the email:

Open the attachment:
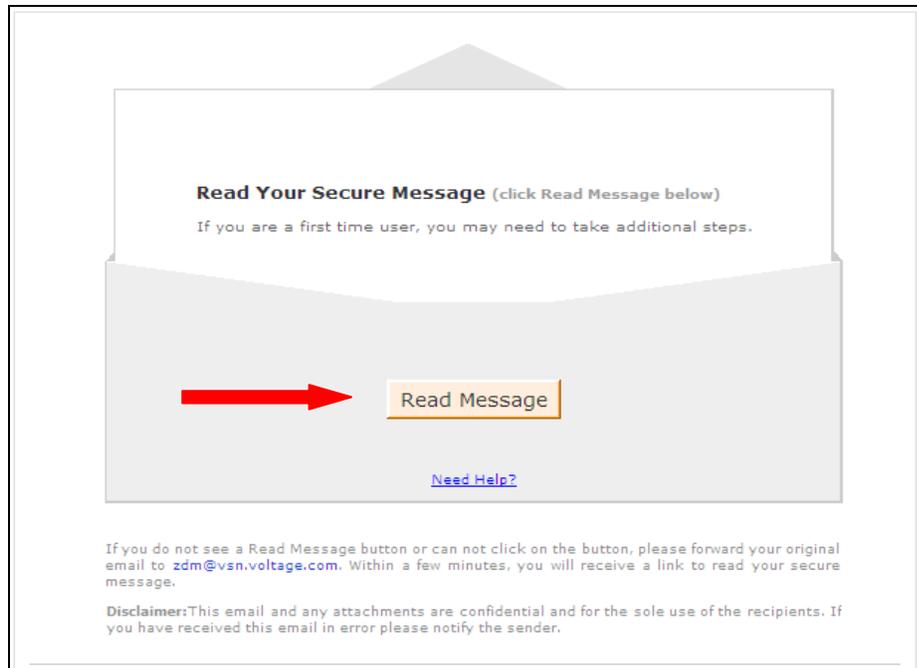
Click the "Read Message" button (it may take a few seconds to load)

HOW DO I REGISTER WITH VOLTAGE (ENCRYPTION SOFTWARE PEOPLE)?

First time users will need to register with Voltage:
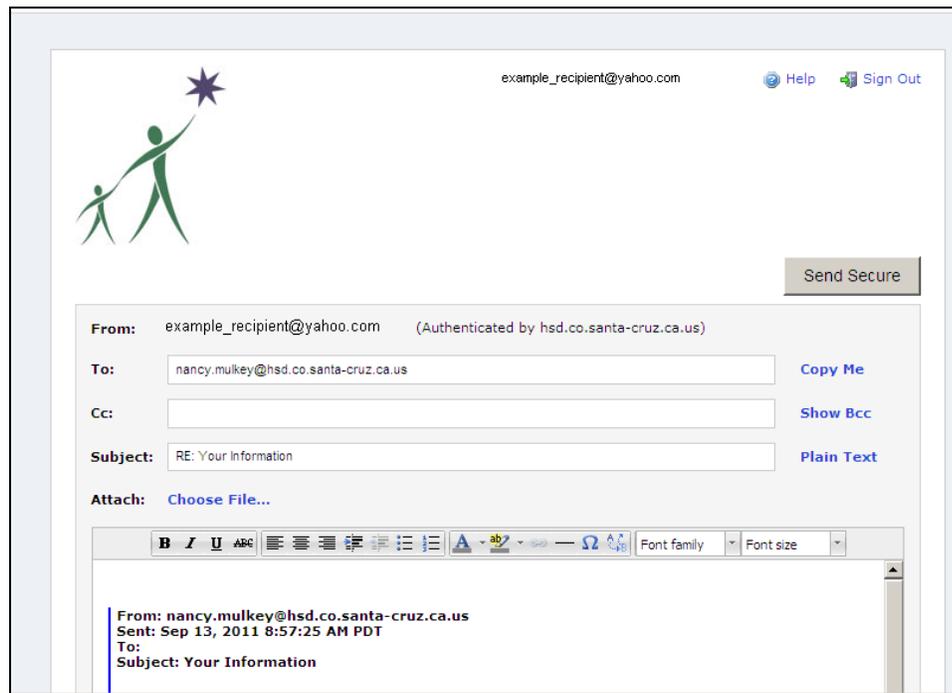

The recipient fills out their Name and enters a Password (no particular password conventions). They should make a note of their password.

When they click Continue, the email will appear. It looks different than a regular email:
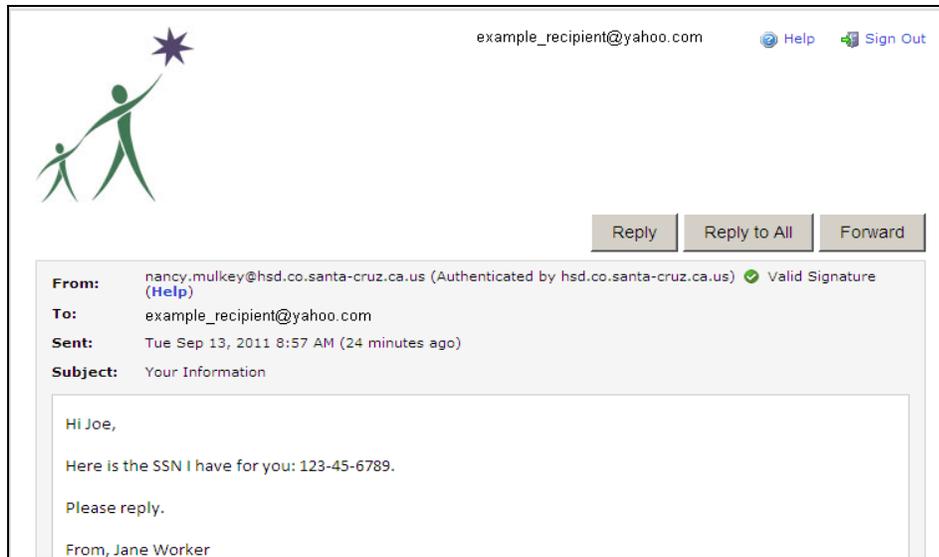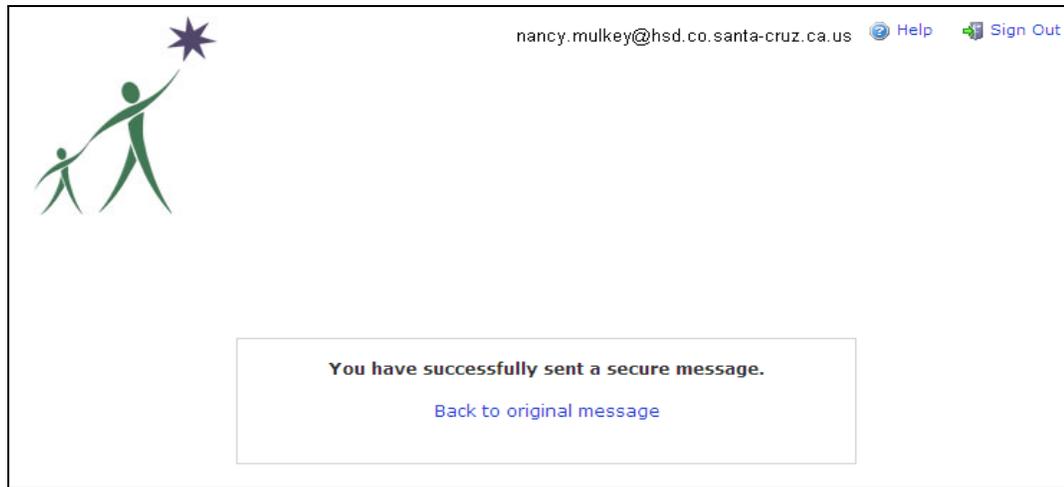
The recipient can reply to the email by hitting Reply, type their message, and then click on the Send Secure button:
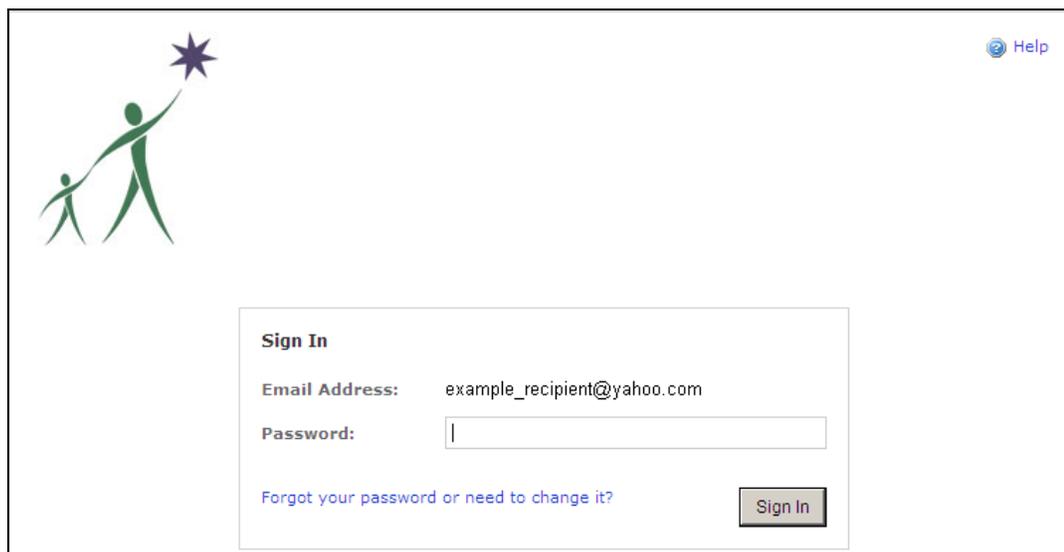
HOW DO I KNOW MY ENCRYPTED E-MAIL WAS SENT SUCCESSFULLY?

The Sender will get this message when their email is sent:

Once you have registered, the next time you receive encrypted email, it will give you the Sign In page:

WHAT IF I FORGET MY VOLTAGE PASSWORD?

The Sign In page will give you a link if you forgot your password.

HOW DO I CHANGE MY VOLTAGE PASSWORD?

The Sign In page will give you the option to change your password.

WHAT IF I NEED HELP WITH ENCRYPTED E-MAIL?

Refer to these instructions posted on the HSD public Internet site, or contact the originator of the email for assistance.

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