

## How to open a secure email from Westminster Benefits

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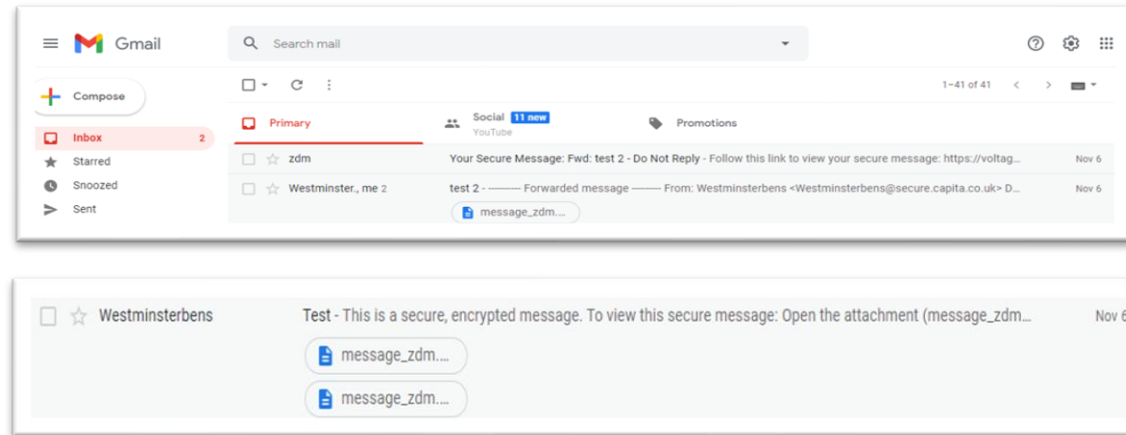
### Westminster Secure e-mail addresses related to Housing Benefit and Council Tax or Business Rates (NNDR)

Housing Benefits (HB) and Council Tax Support (CTS)	<a href="mailto:Westminster.Benefits@secure.capita.co.uk">Westminster.Benefits@secure.capita.co.uk</a>	Council Tax	<a href="mailto:Westminstercounciltax1@secure.capita.co.uk">Westminstercounciltax1@secure.capita.co.uk</a>
HOBS (Temporary Accommodation for HB)	<a href="mailto:WCC.HOBS@secure.capita.co.uk">WCC.HOBS@secure.capita.co.uk</a>	Business Rates (NNDR)	<a href="mailto:Westminster.nndr@secure.capita.co.uk">Westminster.nndr@secure.capita.co.uk</a>
Overpayments	<a href="mailto:WCC.Overpayments@secure.capita.co.uk">WCC.Overpayments@secure.capita.co.uk</a>		

# How to open a secure email from Westminster Benefits

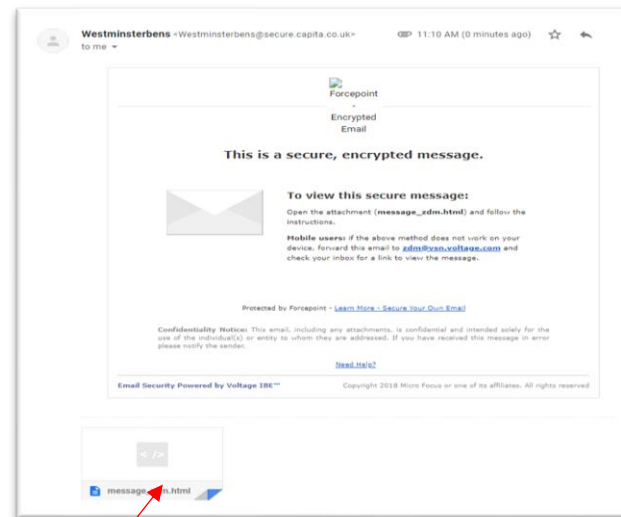
## A. How to open a secure email from Westminster Benefits ([Westminster.Benefits@secure.capita.co.uk](mailto:Westminster.Benefits@secure.capita.co.uk)) using a computer

### 1. The email will show in your email program's inbox



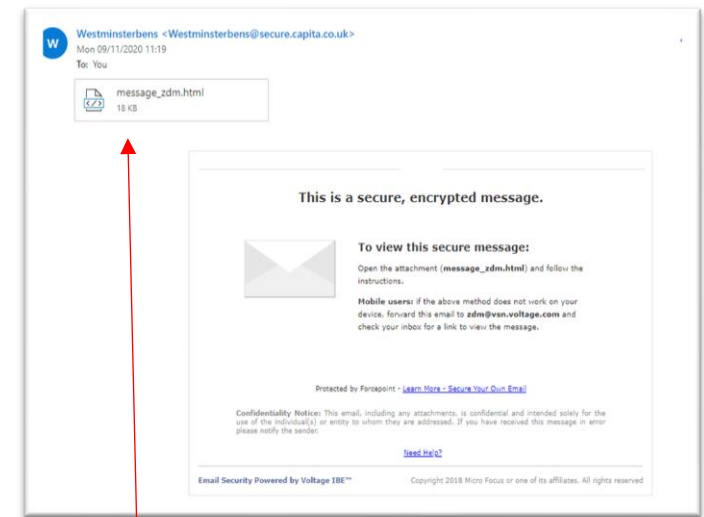
### 2. Open the email

#### G-MAIL



Attachment = 'message\_zdm.html'

#### OUTLOOK

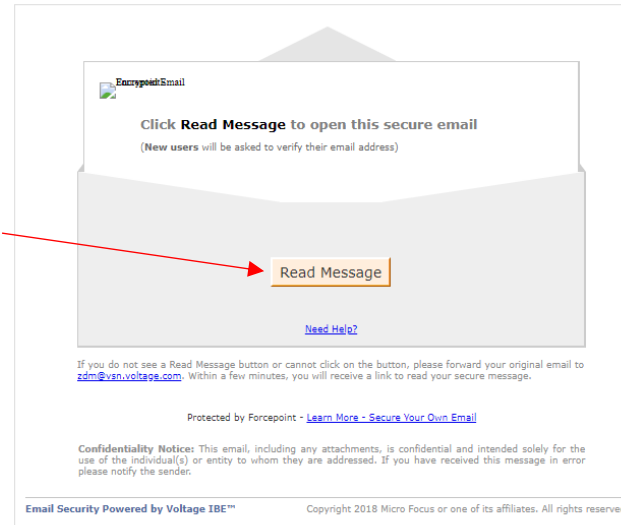


Attachment = 'message\_zdm.html'

## How to open a secure email from Westminster Benefits

3. Click on the attachment named 'message\_zdm.html' to open it.

Then click the 'Read Message' box.



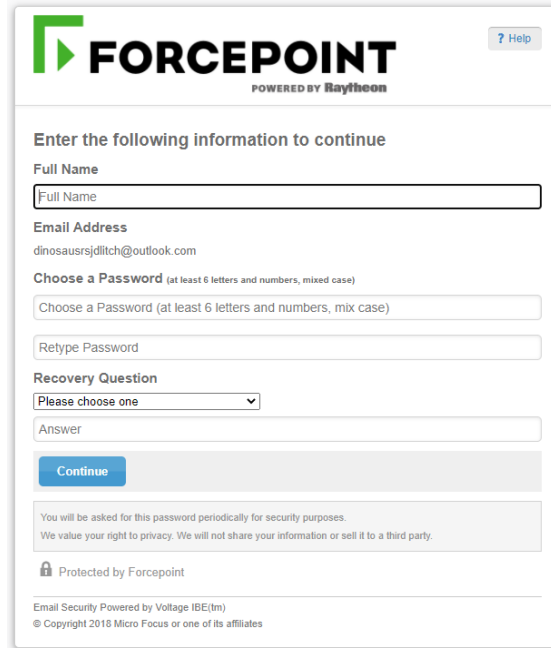
This will direct you to the Forcepoint page. Forcepoint stores the contents of the email securely online.

## How to open a secure email from Westminster Benefits

### B. Forcepoint Login (Used for both computer and mobile phone)

#### 4. Forcepoint Login

(Register if it is the first time.)



The screenshot shows the Forcepoint login page. At the top left is the Forcepoint logo with the text "POWERED BY Raytheon". A "Help" link is in the top right. The main heading is "Enter the following information to continue". Below this are several input fields: "Full Name" with a text box, "Email Address" with a text box containing "dinosaursjdilitch@outlook.com", "Choose a Password" (with a note "at least 6 letters and numbers, mixed case") and "Retype Password" text boxes, and a "Recovery Question" section with a dropdown menu labeled "Please choose one" and an "Answer" text box. A blue "Continue" button is at the bottom. Below the button, there is a privacy notice: "You will be asked for this password periodically for security purposes. We value your right to privacy. We will not share your information or sell it to a third party." At the very bottom, it says "Protected by Forcepoint" and "Email Security Powered by Voltage IBE(tm) © Copyright 2018 Micro Focus or one of its affiliates".

If this is the first time you have opened a secure email from Westminster Benefits, you will need to register with Forcepoint.

To register with Forcepoint enter your name and email address, create a password and choose a recovery question.

#### 5. Forcepoint will then send you an email to confirm your email address for security purposes.



This email will contain a link which you should click on to access the message.

## How to open a secure email from Westminster Benefits

### 6. Click on the link to open your email.

If you cannot use the link, copy and paste the link into a browser.

Once you have followed the link, you should delete this temporary message, which is used only for your email address.

Keep the original encrypted message for access in the future.

This process was initiated on November 9, 2020 at 6:23 AM EST for: [your\\_email@outlook.com](#)

Email Security Powered by Voltage IBE(tm)  
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You can now use your email address and Forcepoint password to open secure emails sent to you from Westminster Benefits using Forcepoint.

### 7. Unencrypted email message

**FORCEPOINT**  
POWERED BY Raytheon

From: westminsterbens@secure.capita.co.uk  
Authenticated by secure-mailcontrol.com ✓ Valid Signature ([Help](#))

To: your\_email@gmail.com your\_email@

Sent: Mon Nov 9, 2020 11:10 AM (1 day ago)

Subject: test

Capita Secure SMTP Gateway

This is a test This is a test

This email and any attachment to it are confidential. Unless you are the intended recipient, you may not use, copy or disclose either the message or any information contained in the message. If you are not the intended recipient, you should delete this email and notify the sender immediately.

Any views or opinions expressed in this email are those of the sender only, unless otherwise stated. All copyright in any Capita material in this email is reserved.

All emails, incoming and outgoing, may be recorded by Capita and monitored for legitimate business purposes.

Capita exclude all liability for any loss or damage arising or resulting from the receipt, use or transmission of this email to the fullest extent permitted by law.

Protected by Forcepoint

Email Security Powered by Voltage IBE(tm)  
© Copyright 2018 Micro Focus or one of its affiliates

**FORCEPOINT**  
POWERED BY Raytheon

From: westminsterbens@secure.capita.co.uk  
Authenticated by secure-mailcontrol.com ✓ Valid Signature ([Help](#))

To: your\_email@gmail.com your\_email@

Sent: Mon Nov 9, 2020 11:10 AM (1 day ago)

Subject: test

Capita Secure SMTP Gateway

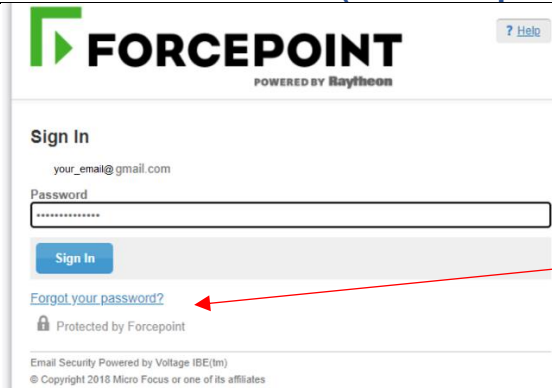
This is a test This is a test

Test e-mail

## How to open a secure email from Westminster Benefits

### C. Reset Forcepoint Password / Memorable Question (Both computer and mobile phone)

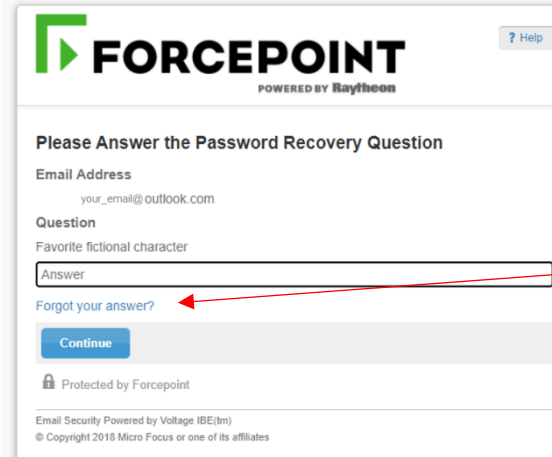
#### 1. Forgotten Password



If you have forgotten your Forcepoint password. The next time you open a secure email, you can reset it by clicking on the 'forgot your password link.

You will then be asked to give the answer to your security question to access your account.

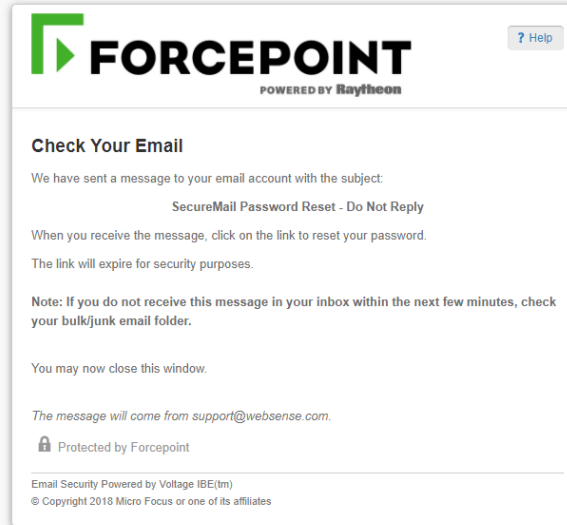
#### 2. Answer recovery question



If you have forgotten the answer to your memorable question, click the link named 'forgot your answer'. Forcepoint will send you an email with a link.

## How to open a secure email from Westminster Benefits

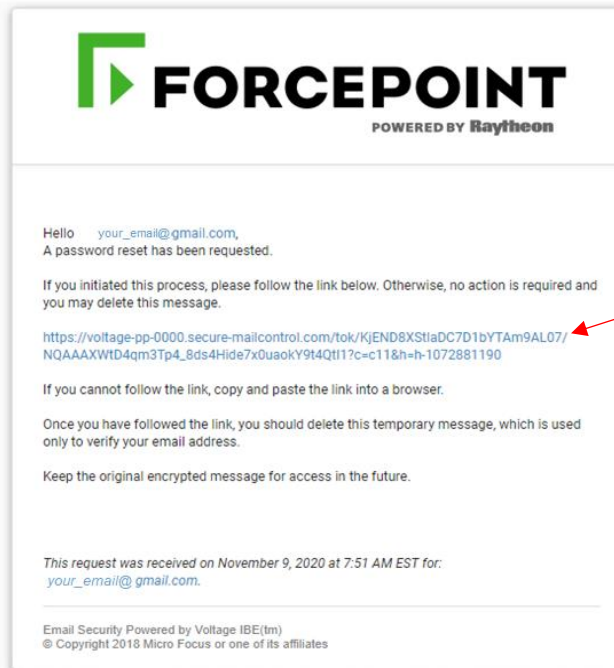
### 3. Check your Email



It will advise that an e-mail has been sent to your account with the subject:

SecureMail Password Reset – Do Not Reply

### 4. Click on this link to unlock your account and reset your password and memorable question and answer.



This is what the secure email from Westminster Benefits will look like (in this example it is a test).

Once you have read the email you can reply, forward the email then sign out.

## How to open a secure email from Westminster Benefits

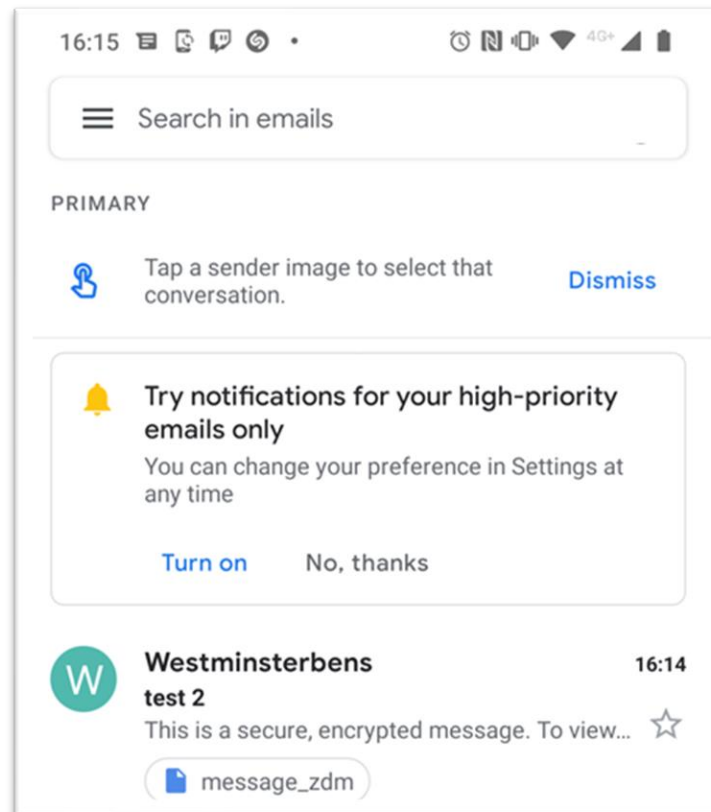
### D. How to open a secure email from Westminster Benefits ([Westminster.Benefits@secure.capita.co.uk](mailto:Westminster.Benefits@secure.capita.co.uk)) using a mobile phone

You will receive an email from 'Westminsterbens' with an attachment titled **message\_zdm.html**.

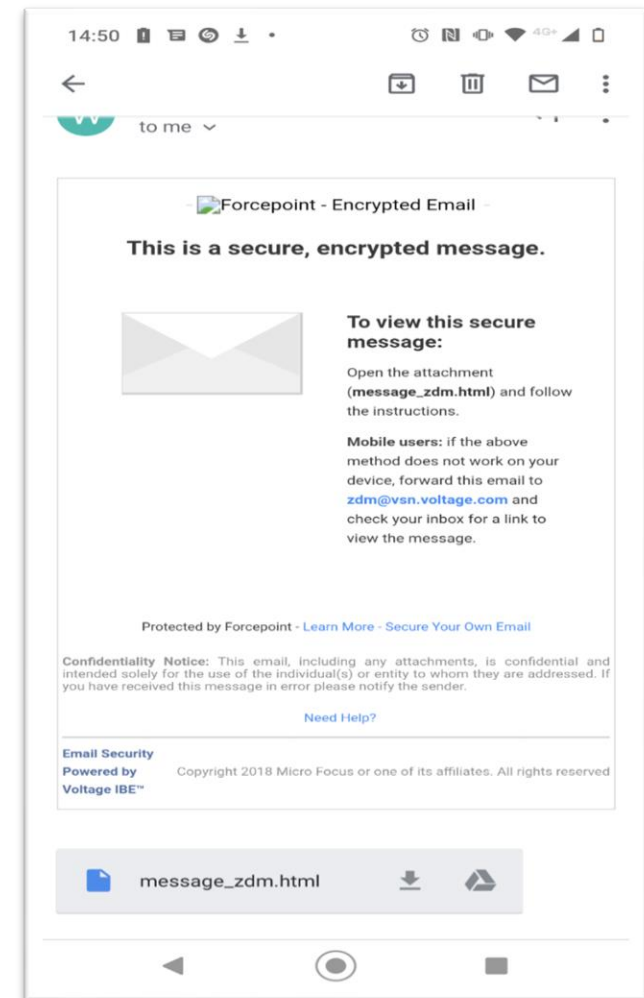
There are three methods you can use to open and view this message.

**Method 1 – Open attachment “message\_zdm.html” and click on “Read Message”**

**Method 2 – Forward Message to [zdm@vsn.voltage.com](mailto:zdm@vsn.voltage.com)**



Open the message by clicking on it **message\_zdm.html**.



Mobile Users: If the above method does not work on your device, forward the e-mail to [zdm@vsn.voltage.com](mailto:zdm@vsn.voltage.com) and check your inbox for a link to view the message.

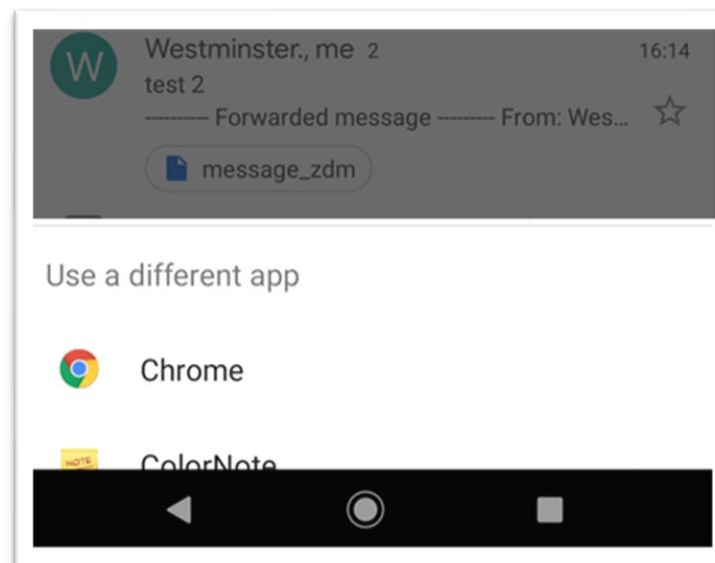


## How to open a secure email from Westminster Benefits

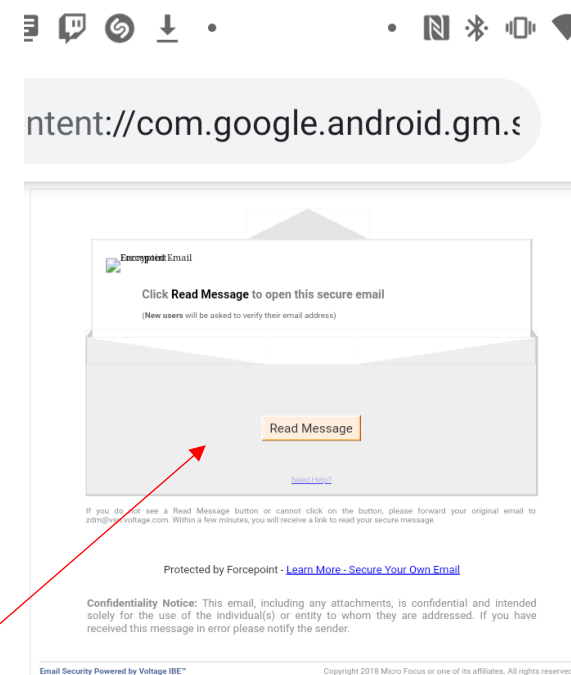
Method 1 – Open attachment and click on “Read Message”

Open the attachment named ‘message\_zdm.html’ by clicking on it. Your phone will give you a choice of programs to open the attachment

Open it with your internet browser, Chrome in this example.



This will open the page below.



Click on the ‘Read Message’ box. This will send you to the Forcepoint page where you will be asked to sign in using your password.

If you are opening a secure email for the first time you will need to register with Forcepoint.

See pages 2-4 of this guide on how to register with Forcepoint.

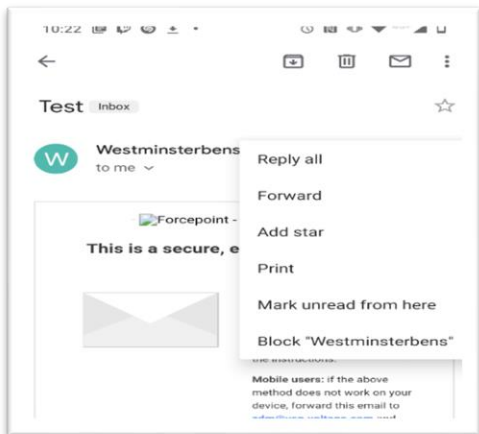
If you have forgotten the password, you used to register and you cannot remember your security question, click on ‘Forgot your password’ and ‘forgot your answer’ from the Forcepoint page.

Forcepoint will then send you an email with a link to access your account and reset both your password and answer. (See pages 5-6.)

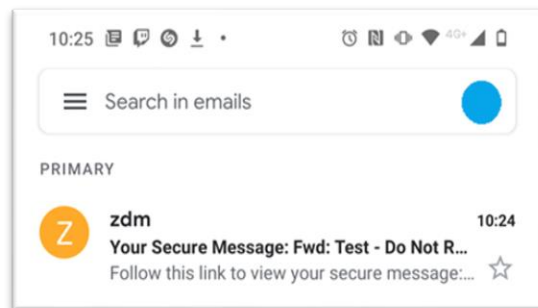
## How to open a secure email from Westminster Benefits

### Method 2 – Forward Message

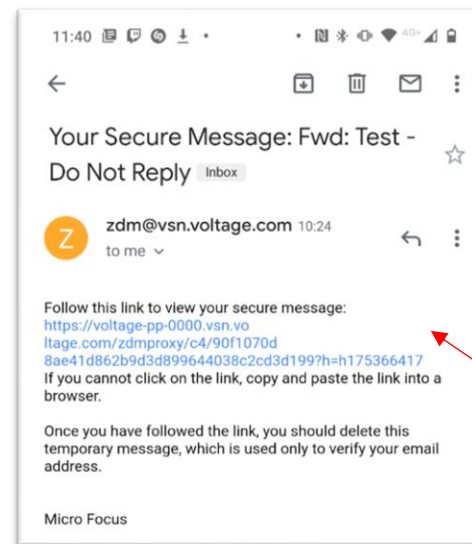
If you cannot open the email using “Read Message” button, try forwarding the attachment named **message\_zdm.html** to [zdm@vsn.voltage.com](mailto:zdm@vsn.voltage.com).



You will be sent an email from 'zdm' titled 'Your Secure Message: Fwd'



Open this email to view it. It contains a link to your secure message.



If you cannot click on the link, copy and paste into a browser

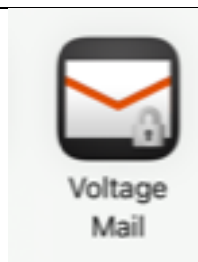
### Method 3 – Open via Voltage Mail App

If the above two methods do not work, you should install the Voltage SecureMail app which you can install through the Apple Store if you have an iPhone or the Google Store if you have an Android phone.

Voltage SecureMail  
(Google Play)



Voltage Mail  
(Iphone)



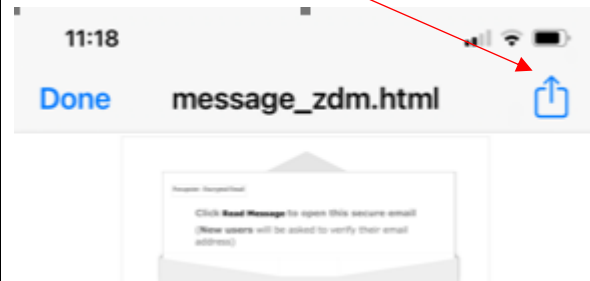
Once it is installed, go to your email and select the attachment named message\_zdm.html and open it with Voltage SecureMail and follow the on screen instructions.

## How to open a secure email from Westminster Benefits

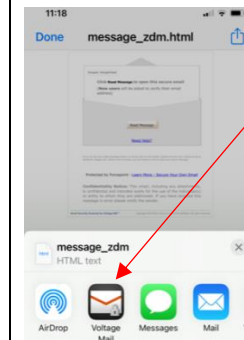
### Iphone Voltage Mail App

1. Click on the "message\_zdm.html" link

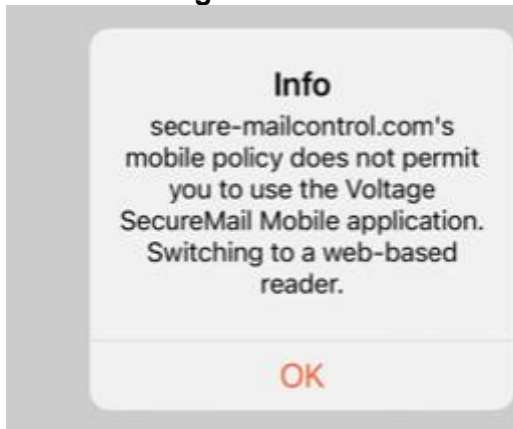
2. Click on the up arrow (top right hand corner)



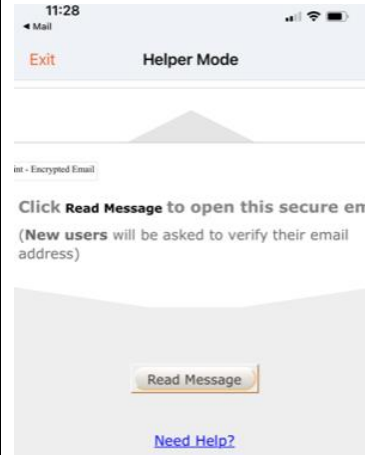
3. Click on the Voltage Mail app



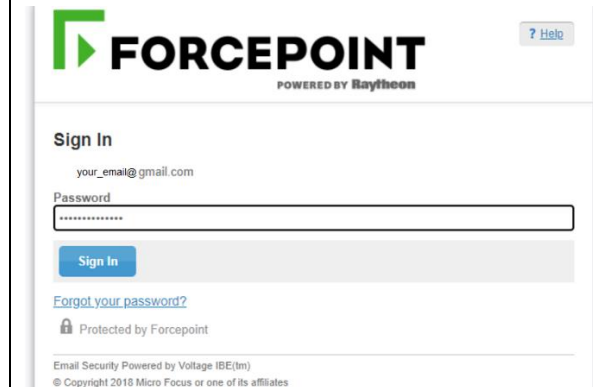
4. Click "OK" if you get this message



5. Click on Read Message



6. Sign in /Register if it is the first time (See above notes re. registering and forgotten passwords)



The messages won't be stored on the Voltage Mail app, you need to go through the encryption process to open each message.