

PGP External User Guide

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Introduction

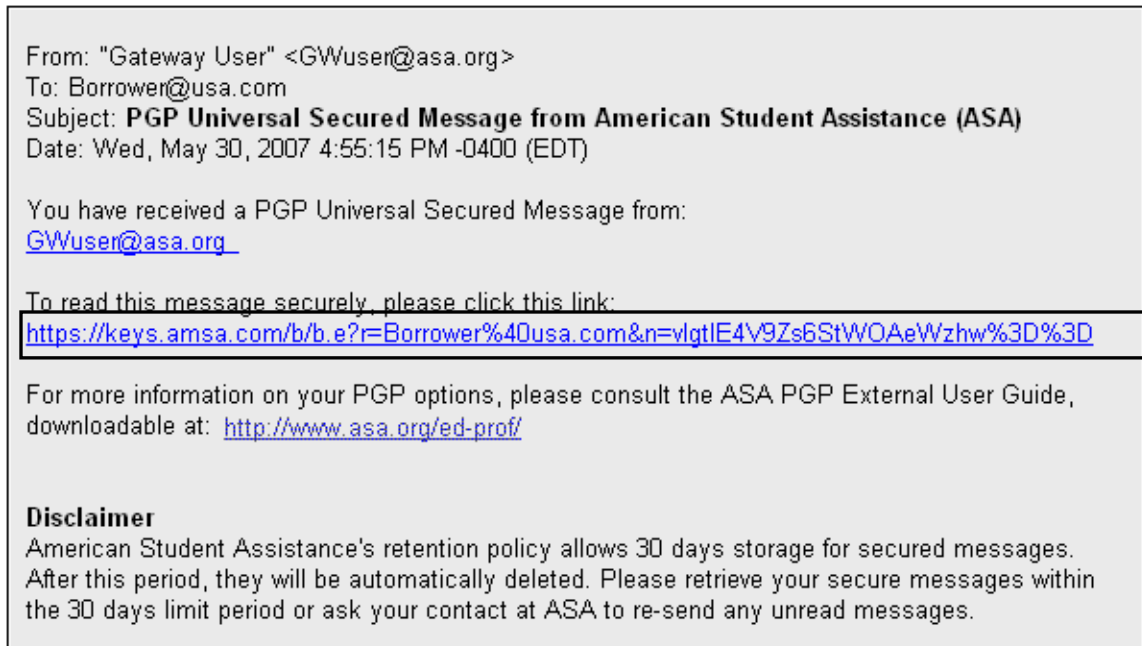
Managing electronic information has become a visible and highly regulated activity. Creating, implementing, and enforcing corporate security policies governing email has become critical to mitigating risk for all organizations. To ensure the security of sensitive data, American Student Assistance (ASA) has implemented PGP Universal, based on the OpenPGP encryption standard. The following document outlines how to set up a PGP account, send and receive secured messages, and change account options. Should you need additional help, contact your ASA Client Manager.

Setting up an Account

You must do a one-time account setup. The setup process starts when you receive a message similar to the following. (Note the subject line **PGP Universal Secured Message from American Student Assistance**):



When you open the message, click on the link to keys.amsa.com:



After selecting the link you are prompted to create a passphrase. Please read and follow the recommendations for protecting your passphrase:

You have received an encrypted message from American Student Assistance

Please create a passphrase to secure future messages delivered to you.

Here are some recommendations for protecting your passphrase:

- Use at least 8 characters for your passphrase.
- Use non-alphabetic characters such as numbers or punctuation marks.
- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

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Enter your passphrase twice (in both the **Passphrase** and **Confirm** fields) and select the **Continue** button. You are then prompted to select your **Message Delivery Options**:

Message Delivery Options

Please select how you would like to receive future messages from American Student Assistance.

PGP Universal Web Messenger
I want to use the passphrase I just entered to exchange messages with American Student Assistance securely on this Web site.
 Save a copy of all outgoing messages in my "Sent" messages folder.

PGP Desktop or S/MIME
I already have a key or certificate that I want to use to secure messages I exchange with American Student Assistance.

Setting the PGP Web Messenger Option

The **Web Messenger** option is selected by default). **In the vast majority of cases, this option is used**, and the one ASA recommends.

Once you select the Web Messenger option, your message appears.

- To learn about working with Web Messenger: see "Using PGP Web Messenger" on page 6
- The **PGP Desktop or S/MIME** option is for advanced users only. Choose this option if you have a PGP Public Key, the PGP Desktop application, or an S/MIME certificate. You will be prompted to import your key or certificate into ASA's PGP Universal Server

To learn about the PGP Desktop or S/MIME option: see "Setting up PGP Desktop or S/MIME" on page 6

Note: You can change your delivery option at a later time (see "Changing Message Delivery Options" on page 10)

Setting up PGP Desktop or S/MIME Delivery

On receiving a notification email (see page 4):

1. Click on the web link in the message, and create a passphrase (see page 4)
2. The **Message Delivery Options** window appears:

Message Delivery Options

Please select how you would like to receive future messages from American Student Assistance.

PGP Universal Web Messenger
I want to use the passphrase I just entered to exchange messages with American Student Assistance securely on this Web site.
 Save a copy of all outgoing messages in my "Sent" messages folder.

PGP Desktop or S/MIME
I already have a key or certificate that I want to use to secure messages I exchange with American Student Assistance.

3. Select the PGP Desktop or S/MIME radio button, and click the **Choose Option** button.
4. Follow the on screen prompts to upload your PGP key or your S/MIME certificate.

Using PGP Web Messenger

PGP Web Messenger is a web based mail client used to secure your communication with American Student Assistance (ASA). Please note the following:

- The default size limit for your "Secure Inbox" is 15MB, and:
- The default message size with attachments is limited to 10M

Note: You can request more storage space by contacting your Client Manager. When your storage space is increased, your maximum message size is also increased to 15 MB.

- Messages stored in your Secure Inbox are removed from the server after 30 days.

Because of these restrictions, **do not use Web Messenger as a storage area.** If necessary, save copies of your messages and attachments on your computer or network.

Opening a Secured Message

When a secured message is sent to you, you'll receive a message identical to the one you received when setting up your account (see page 4). Do the following to access the message:

1. Click on the link in the message. You'll see the following:

American Student Assistance

In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.

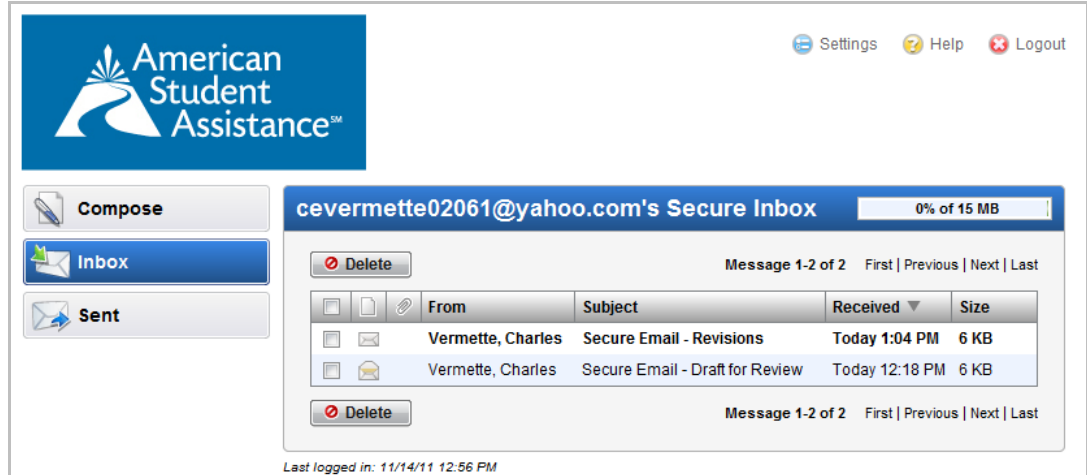
Please enter your passphrase:

Passphrase:

[I lost my passphrase](#)

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2. Enter your Passphrase (see previous figure). Your Inbox appears:



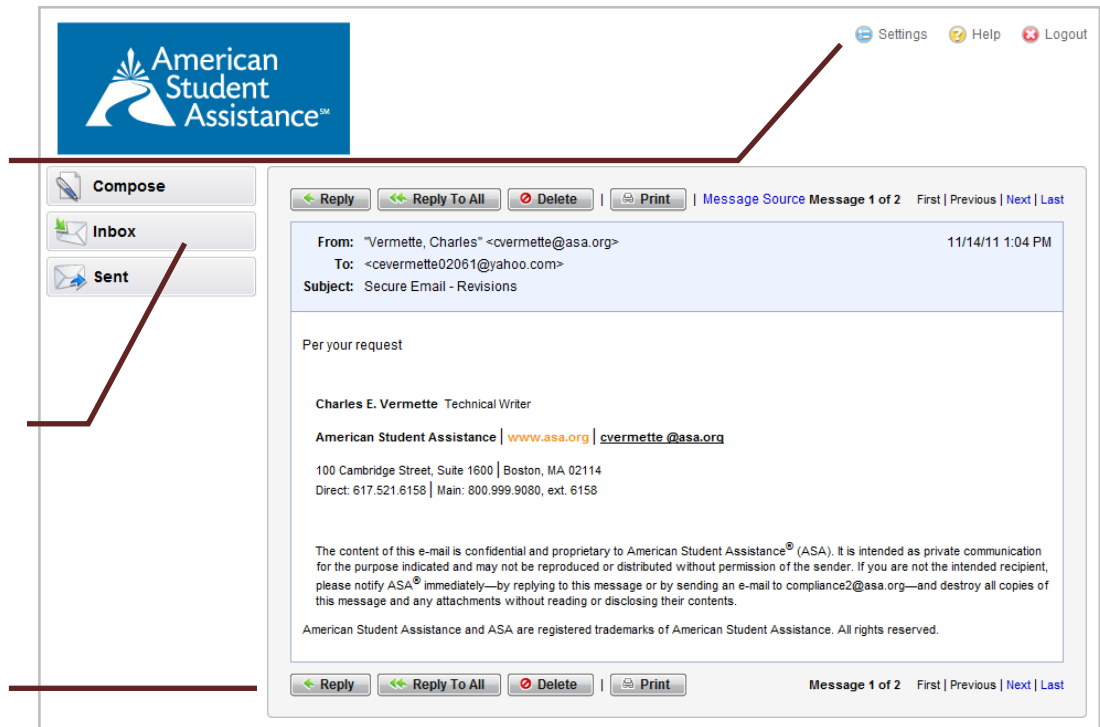
3. Double click in the table on the message header. The full message appears. Note that you have options similar to those in Outlook and other popular Email clients:

Use the Settings button to change your passphrase (see page 11) or delivery method (see page 10).

Compose, Inbox and Sent buttons.

For instructions on creating a message, see "Initiating a New Secured Email Message" on page 8

Reply, Delete and Print Buttons



4. Do one of the following:
 - Click on the Logout button (top right corner) to exit Web Messenger
 - Click the Inbox or Sent button to review another message.
 - Click the Compose button to create a new message (see next section).

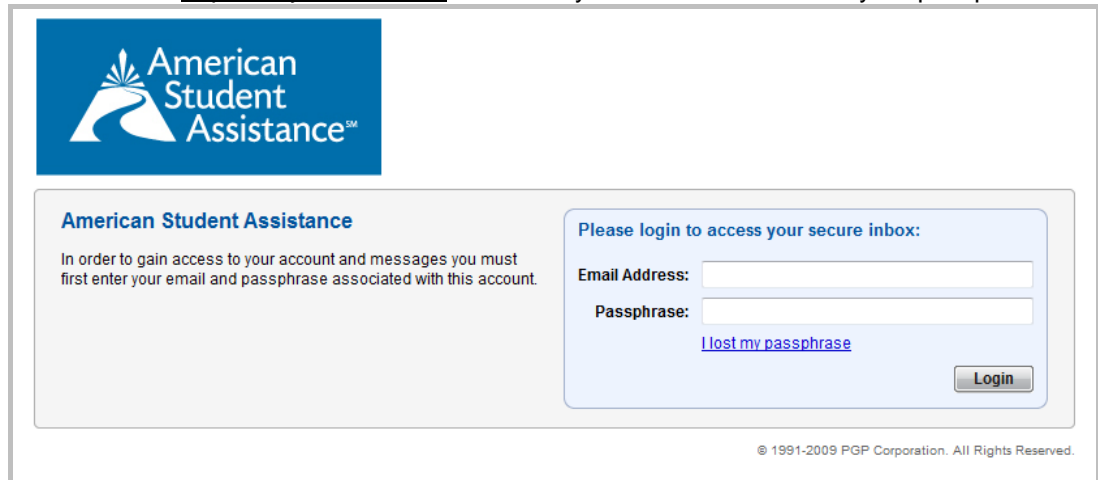
Initiating a New Secured Email Message

You can use Web Messenger to create a secure email message to an ASA employee. Note that Web Messenger can only be used for messages to and from ASA users. **You cannot use it to send messages to sources outside of ASA.**

1. Are you already logged on to Web Messenger?

Yes: go to step 2

No: browse to <https://keys.amsa.com> and enter your email address and your passphrase:



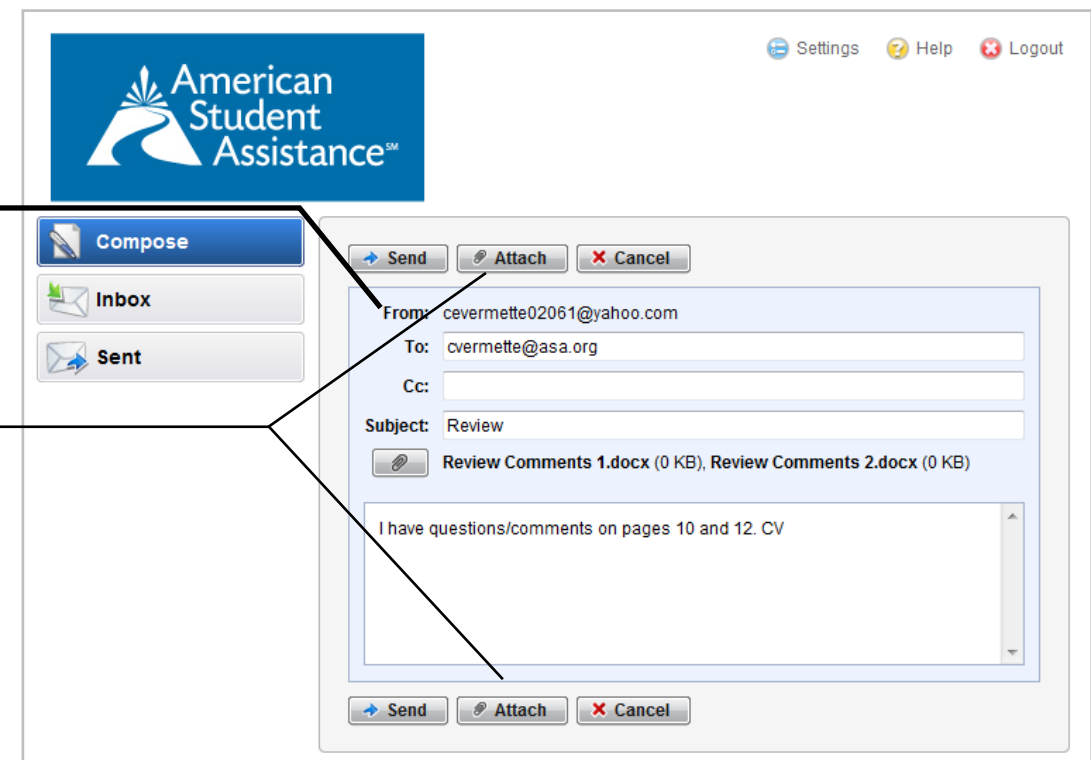
The screenshot shows the American Student Assistance login interface. At the top left is the ASA logo. Below it, the text reads "American Student Assistance" and "In order to gain access to your account and messages you must first enter your email and passphrase associated with this account." To the right, there is a login box titled "Please login to access your secure inbox:" containing fields for "Email Address:" and "Passphrase:", a link for "[I lost my passphrase](#)", and a "Login" button. At the bottom right, there is a copyright notice: "© 1991-2009 PGP Corporation. All Rights Reserved."

2. Click on the **Compose** button. A new message window appears:

Important: addresses included in "To:" and "Cc:" fields can only be asa.org addresses.

Click to attach files.

Important: The attached files are encrypted along with the message (it is **not** necessary to encrypt the files before attaching them)



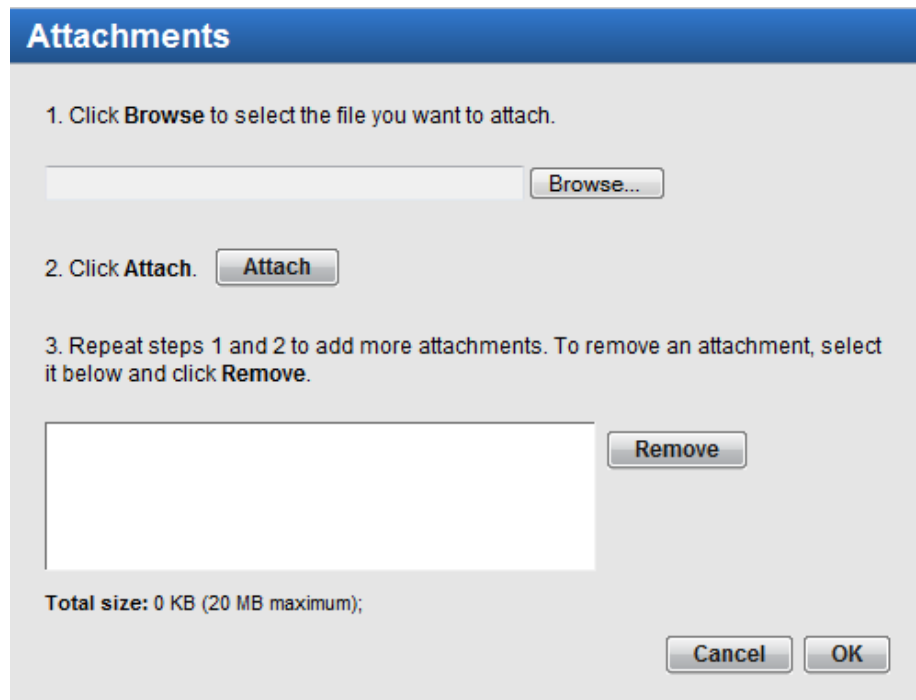
The screenshot shows the "Compose" message window in the American Student Assistance interface. At the top left is the ASA logo. In the top right corner, there are links for "Settings", "Help", and "Logout". On the left side, there is a navigation menu with buttons for "Compose", "Inbox", and "Sent". The main area contains a "Compose" form with fields for "From:" (cervermette02061@yahoo.com), "To:" (cvermette@asa.org), "Cc:", and "Subject:" (Review). Below the subject field, there are two attached files: "Review Comments 1.docx (0 KB)" and "Review Comments 2.docx (0 KB)". The body of the message contains the text "I have questions/comments on pages 10 and 12. CV". At the bottom of the form, there are "Send", "Attach", and "Cancel" buttons. Arrows from the text on the left point to the "Compose" button, the "Attach" button, and the message body.

3. Do you want to attach files?

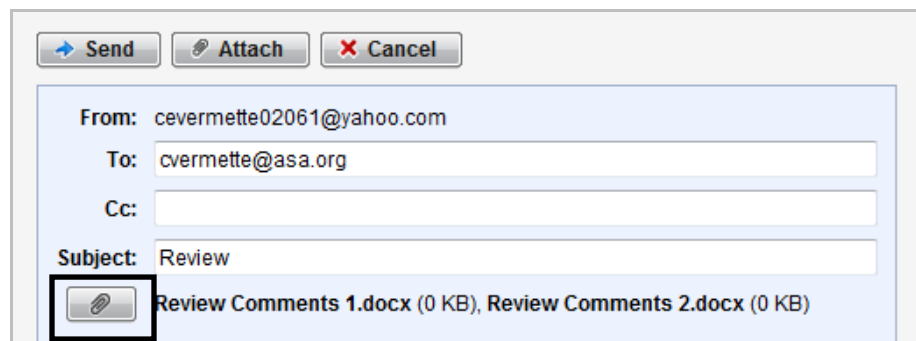
No: go to step 4.

Yes Click the **Attach Files** button (see previous figure).

You'll see the following popup window. Follow the onscreen instructions:

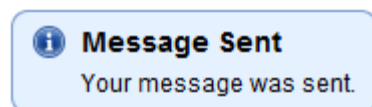


Note: you can add or remove attachments before you send the message using the Paper Clip button:



4. Click the **Send** button.

You're returned to the Inbox, and you'll receive a confirmation notice indicating that your message has been sent:



Changing your Settings

You can change your settings, including

- Changing Message Delivery Options,
- Changing your passkey, and:
- Resetting your passkey

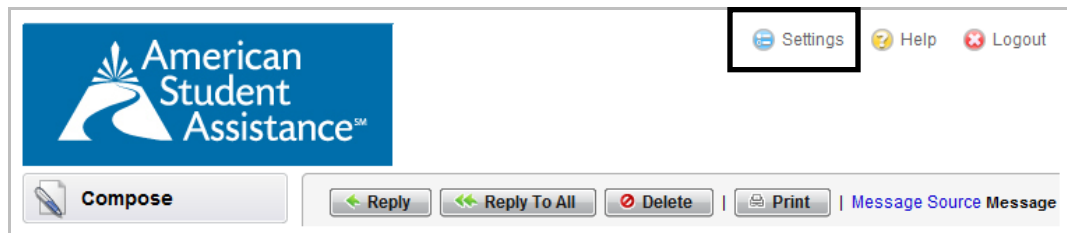
Changing Message Delivery Options

1. Are you already logged on to Web Messenger?

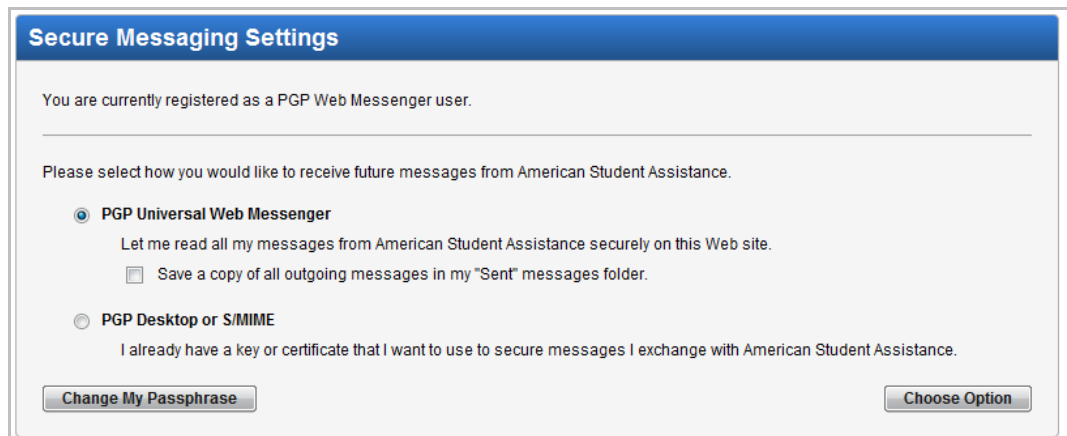
Yes: go to step 2

No: browse to <https://keys.amsa.com> and enter your email address and your passphrase (see figure on page 8).

2. Click the **Settings** icon:



You are taken to the **Secure Messaging Settings** screen, where you can select another delivery method:



3. Select the desired radio button, and click the **Choose Option** button (lower right corner).

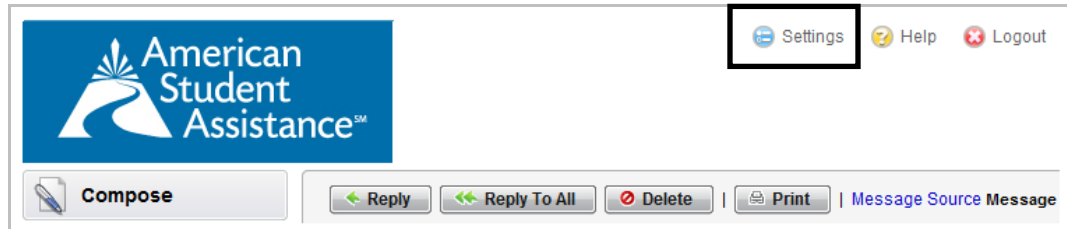
Changing Your Passphrase

1. Are you already logged on to Web Messenger?

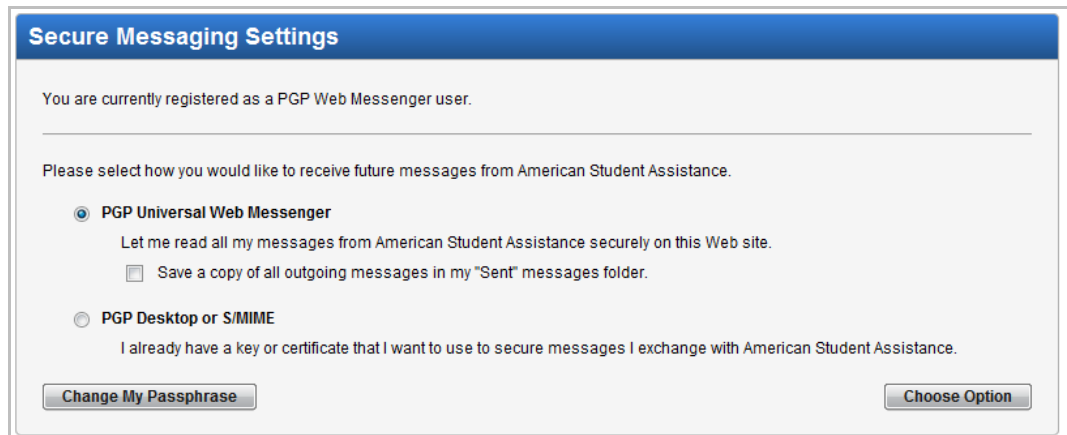
Yes: go to step 2

No: browse to <https://keys.amsa.com> and enter your email address and your passphrase (see figure on page 8).

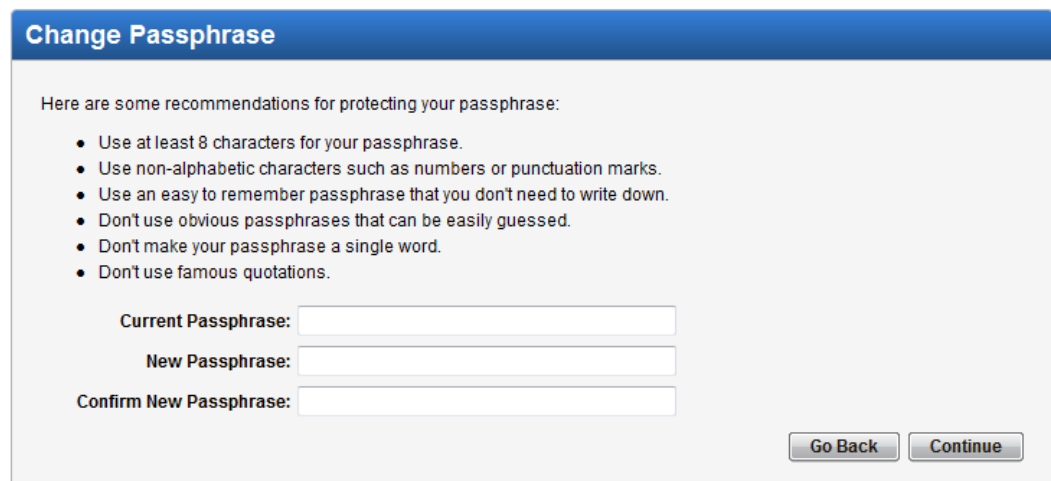
2. Click the **Settings** icon:



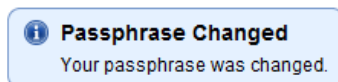
You are taken to the **Secure Messaging Settings** screen:



3. Select the **Change my Passphrase** button (lower left corner)
4. You are prompted to enter and confirm your new passphrase:

A screenshot of the 'Change Passphrase' screen. The title bar is blue with the text 'Change Passphrase'. Below the title bar, it says 'Here are some recommendations for protecting your passphrase:' followed by a bulleted list of six recommendations: use at least 8 characters, use non-alphabetic characters, use an easy-to-remember passphrase, don't use obvious passphrases, don't make it a single word, and don't use famous quotations. Below the list are three input fields labeled 'Current Passphrase:', 'New Passphrase:', and 'Confirm New Passphrase:'. At the bottom right, there are two buttons: 'Go Back' and 'Continue'.

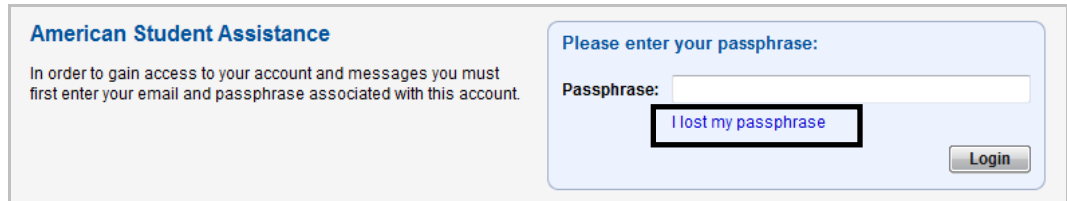
5. Select the **Continue** button to register your new passphrase. You'll see the following alert:



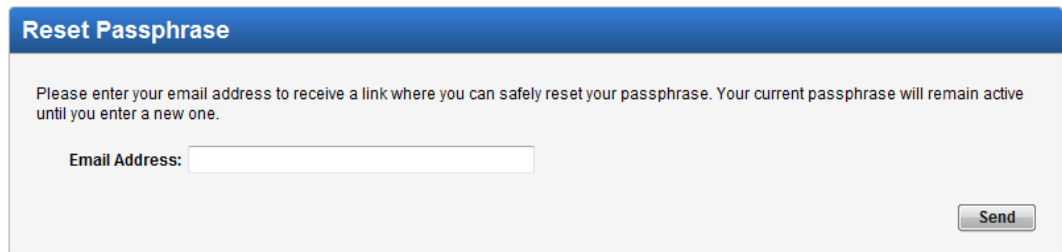
Resetting a Forgotten Passphrase

Before you begin: The passphrase resetting procedure may not work if you have multiple accounts set up in Web Messenger. Contact your Client Manager or ASA contract should you encounter difficulty.

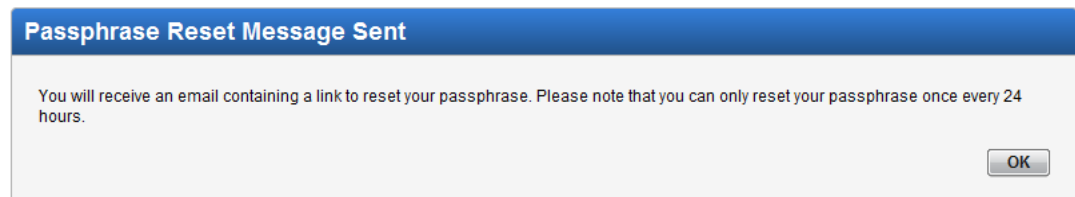
1. Browse to <https://keys.amsa.com>
2. Select the “I lost my passphrase” link:



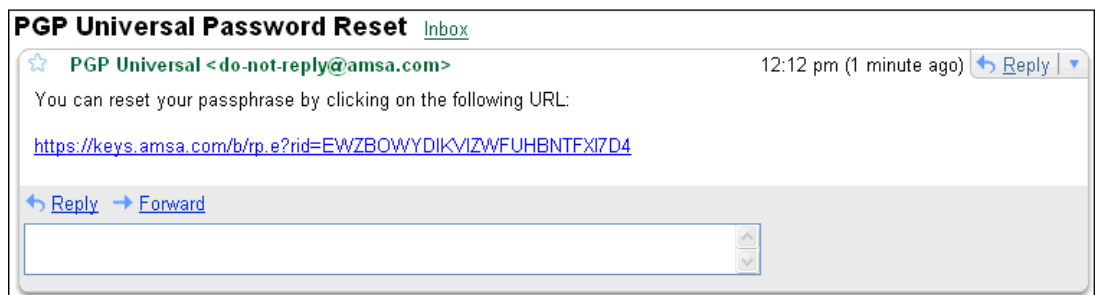
3. Enter your email address to receive a link where you can safely reset your passphrase:



You'll see the following. Note that your password can only be changed once every 24 hours



4. Click the **OK** Button.
5. Check your Inbox. You should receive an email message similar to the following:



6. Press the link contained in this email to securely reset your passphrase. You will be prompted to create a new passphrase

Create Your Passphrase

Your passphrase has been reset. Please enter a new passphrase.

Here are some recommendations for protecting your passphrase:

- Use at least 8 characters for your passphrase.
- Use non-alphabetic characters such as numbers or punctuation marks.
- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

7. Enter and confirm the new Passphrase and click **Continue**.
You can now use your new passphrase to log in.