

Attachment A

Reference to the Protective Security Policy Framework (PSPF) from AGD

(<http://www.protectivesecurity.gov.au/informationsecurity/Pages/default.aspx#classificationandcontrol>)

Mandatory requirement

INFOSEC 3: Agencies must implement policies and procedures for the security classification and protective control of information assets (in electronic and paper-based formats) which match their value, importance and sensitivity.

Reference to DHS' "Email Protective Markings"

(http://hsi.csda.gov.au/wps/portal/dhs_hspi/intranet/servicesfunctions/security/email-protective-markings.htm#a1)

Email Protective Markings

Unofficial

This protective marking includes emails, including attachments, that are not related to any government or agency business function, typically used for email of a private nature.

Unclassified

This protective marking includes emails, including attachments, that are related to a government or agency business function, but does not contain information where disclosure would harm the Government, individuals or other organisations.

The following Protective Markings are classified as Dissemination Limiting Markers (DLM).

These markings must be applied to emails where disclosure of the content of the email (including attachments) may be limited or prohibited by legislation, or where it may otherwise require special handling.

For Official Use Only

This DLM protective marking includes emails, including attachments, which may cause limited damage to the government, commercial entities or members of the public, and/or which may fall under the category of an 'exempt document' under the Freedom of Information (FOI) Act Part IV.

Sensitive

This DLM protective marking includes emails, including attachments, where the secrecy provisions of legislation or other enactments may apply, and/or disclosure may be limited or prohibited under legislation.

Sensitive: Legal

This DLM protective marking includes emails, including attachments, that may be subject to legal professional privilege and/or attract legal privilege as defined in the Evidence ACT 1995 Section 3.10, the equivalent jurisdictional legislation.

This does not include all legal information owned by the department.

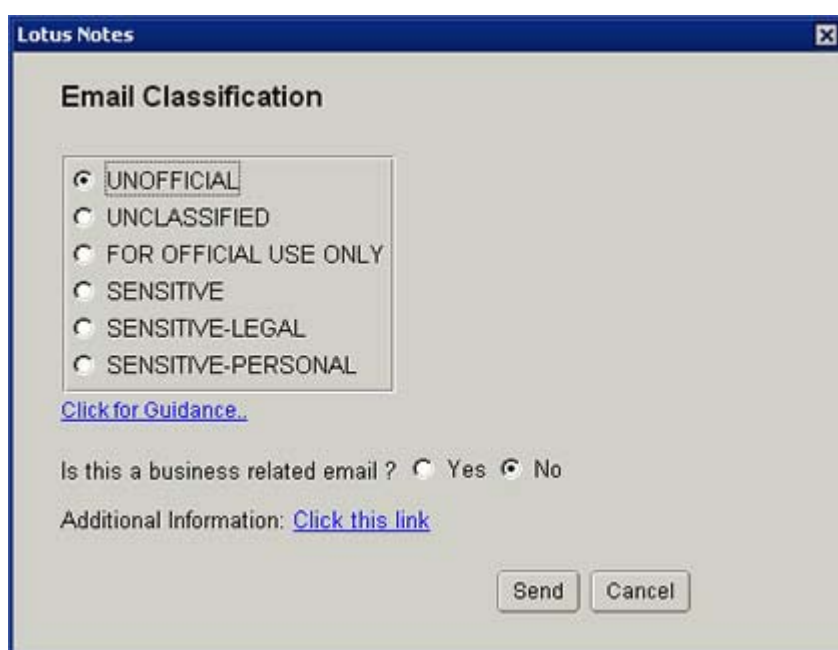
Sensitive: Personal

This DLM protective marking includes emails, including attachments, defined by the Privacy Act 1998 (This aligns with the definition of sensitive information in Section 6 of the Privacy Act.) and includes information, either fact or personal opinion about:

- an individual's sexual preference
- an individual's health status
- an individual's political beliefs.

Images of the dialogue box that will now appear are shown below.

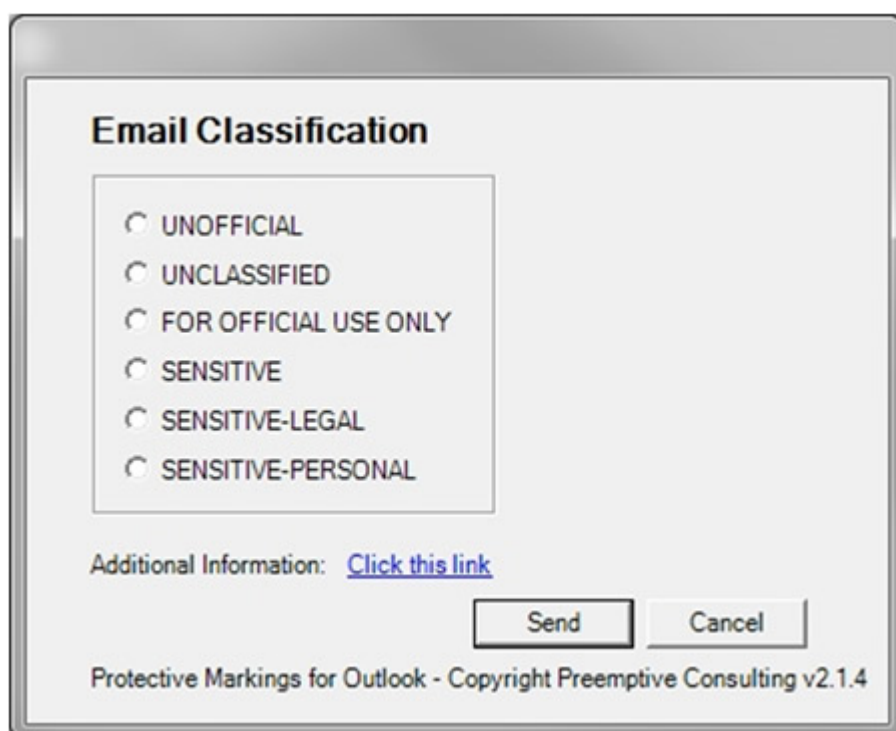
Centrelink Desktop



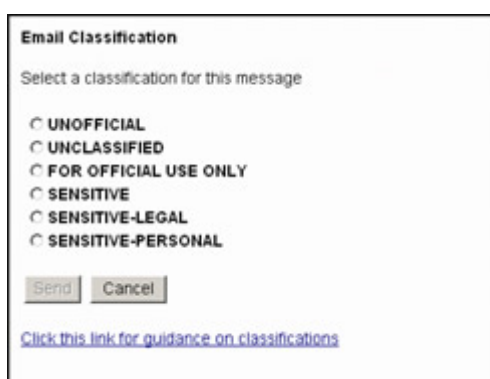
Centrelink Web Access



Outlook desktop



Outlook Web Access for Common Desktop



Distribution of emails

It is important that emails are sent with the correct Protective Marking as this affects the way an email is distributed.

Emails that are marked with a DLM are distributed through secure email systems as they must not be transmitted, without protection, across the Internet under the guidance provided by the Australian Government Protective Security Policy Framework as this fails to ensure an acceptable level of security to the email content.

The Department of Human Services use two secure email systems to transmit DLM emails, Fedlink and Pretty Good Privacy PGP.

Fedlink is a dynamic encryption mechanism that provides secure and trusted communications across any medium, including the Internet for communication between most Australian Government Departments and Agencies. This enables Departments and Agencies to transmit and receive

information securely, up to and including the classification of PROTECTED, across insecure links. Most Commonwealth Departments and Agencies are connected to Fedlink, an email addressed to one of these Departments or Agencies will automatically use this system. See the list of Fedlink connected Departments and Agencies.

An outbound DLM email addressed to non-Fedlink destinations will automatically use the PGP secure email system. This system encrypts outbound emails prior to delivery. Recipients will receive a message that explains how the email can be decrypted. The system also allows the recipients to send a secure reply, which includes encryption of the message text and attachments.

Notes:

- The department's email system cannot be used to send PROTECTED or higher information.
- Most Unclassified or Unofficial information is not Public Domain Information. Public Domain Information is unclassified information that is authorised for unlimited public access and circulation, (for example, agency publications or websites).

Further assistance

For more information or support email [§ 47E\(d\)](#)

Content Details

Business Owner

ICT Core Infrastructure Division, Security Branch

Date published

5 September 2013



Instructions for prisons registering, receiving and sending encryption email to the Department of Human Services

The Department of Human Services uses PGP secure email system to transmit emails using a secured connection. The PGP secure email tool is located within the DHS gateway environment.

Receiving Encryption Email from the Department

1. You will receive an email from the department, which looks like this:

DHS Secured Message
s 22

Sent: Fri 15/06/2012 10:38 AM
To: s 22

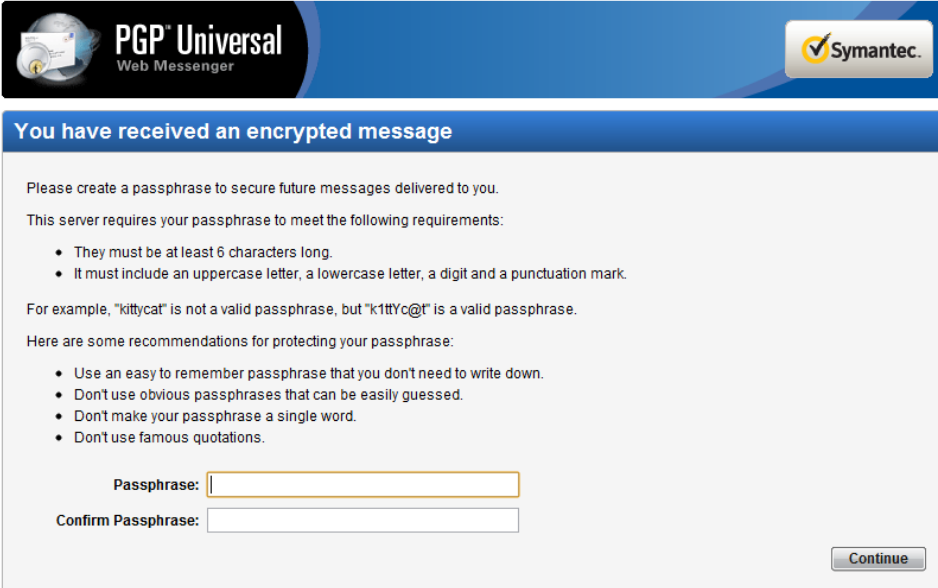
You have received a DHS Secured Message from:

s 22

To read this message securely, please click this link:

https://securemail.humanservices.gov.au/b/b.e?r=bodra_swift%40symantec.com&n=MlJe8y67UoqVPqogJ6qX2w%3D%3D

2. Select the link in the email. You will be taken to the URL:
<https://securemail.humanservices.gov.au> and may be asked to accept a digital certificate.
3. If you are not already registered for the system you will be taken to this page.



PGP Universal
Web Messenger

You have received an encrypted message

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

This server requires your passphrase to meet the following requirements:

- They must be at least 6 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- 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:

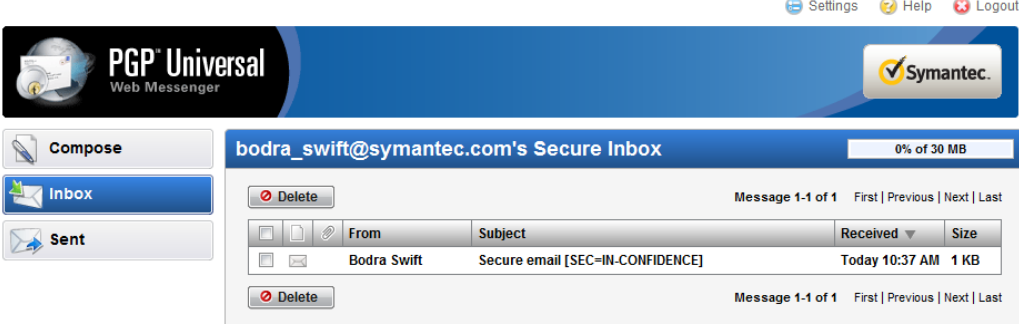
Confirm Passphrase:

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4. In order to register, choose your own password and select the 'Continue' button.

Note: Follow the specific requirements required for creating your password.

5. Once you have done this, you will be able to access your secure email box.



Settings Help Logout

PGP Universal
Web Messenger

Compose

Inbox

Sent

bodra_swift@symantec.com's Secure Inbox 0% of 30 MB

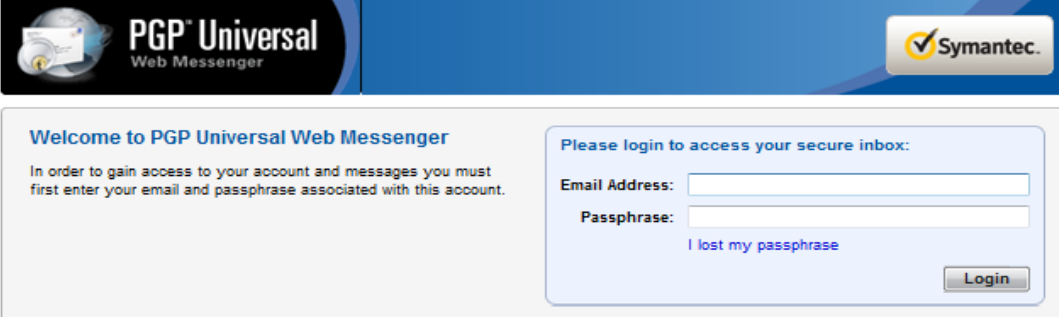
Message 1-1 of 1 First | Previous | Next | Last

	From	Subject	Received	Size
<input type="checkbox"/>	Bodra Swift	Secure email [SEC=IN-CONFIDENCE]	Today 10:37 AM	1 KB

Message 1-1 of 1 First | Previous | Next | Last

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6. In the future, you will access your secure email box by entering your email address and password at this link> <https://keys.humanservices.gov.au>



PGP Universal
Web Messenger

Welcome to PGP Universal Web Messenger

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

Please login to access your secure inbox:

Email Address:

Passphrase:

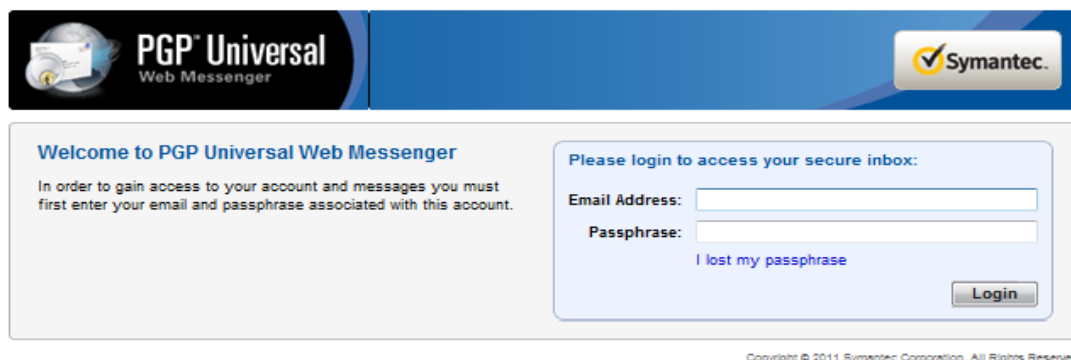
[I lost my passphrase](#)

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[Sending Encryption Email to the Department](#)

1. To send encryption email to the Department of Human Services, access your secure email box by entering your email address and password at this link>

<https://keys.humanservices.gov.au>



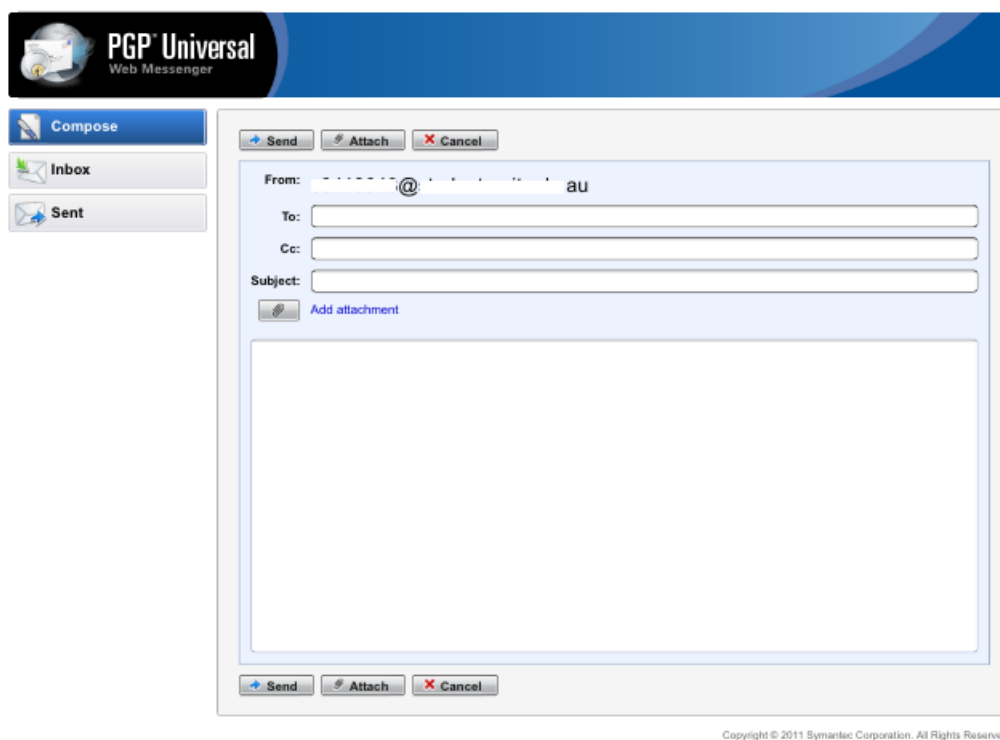
The image shows the login interface for PGP Universal Web Messenger. At the top, there is a header with the PGP Universal Web Messenger logo on the left and the Symantec logo on the right. Below the header, the main content area is divided into two sections. The left section, titled 'Welcome to PGP Universal Web Messenger', contains a message: 'In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.' The right section, titled 'Please login to access your secure inbox:', contains a login form with two input fields: 'Email Address:' and 'Passphrase:'. Below the 'Passphrase:' field is a link that says 'I lost my passphrase'. At the bottom right of the login form is a 'Login' button. At the very bottom of the page, there is a small copyright notice: 'Copyright © 2011 Symantec Corporation. All Rights Reserved.'

2. Once in the secure email box, go to 'Compose' to send a secure email to the department. For instance,

To: enter email address

Add attachment: to add a file

Send: will send the encryption email to the Department of Human Services recipient



The image shows the 'Compose' screen in the PGP Universal Web Messenger. At the top, there is a header with the PGP Universal Web Messenger logo on the left and the Symantec logo on the right. Below the header, the main content area is divided into two sections. The left section contains a sidebar with three buttons: 'Compose' (highlighted in blue), 'Inbox', and 'Sent'. The right section contains the email composition form. At the top of this section are three buttons: 'Send' (with a plus icon), 'Attach' (with a paperclip icon), and 'Cancel' (with a red X icon). Below these buttons are four input fields: 'From:' (pre-filled with a masked email address ending in '@...au'), 'To:', 'Cc:', and 'Subject:'. Below the 'Subject:' field is a link that says 'Add attachment' with a paperclip icon. At the bottom of the form is a large text area for the email body. At the very bottom of the page, there is a small copyright notice: 'Copyright © 2011 Symantec Corporation. All Rights Reserved.'

Note:

- Emails sent from your regular email account to the department are handled independently of any prior relationship established on the PGP Secure Mail server and therefore not transmitted using an “https” secured connection. To send emails to the department over the secured connection follow the steps above.
- The email that contains the link to the PGP Secure Mail server, cannot be directly replied to from your regular email account. If you try to reply to this email from your regular email account you will receive an email. You will receive an email from the department, which looks like this:

postmaster@humanservices.gov.au

To: [redacted] @ [redacted] .edu... [more...](#)

**Undeliverable: Re: The Department
of Human Services Secure Email**

4 November 2014 10:42 am

**Delivery has failed to these recipients
or groups:**

[The Department of Human Services
\(donotreply@humanservices.gov.au\)](#)

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.



Australian Government
Department of Human Services

User Guide for the PGP secure mail solution



Introduction

The Department of Human Services has deployed a new Secure Email service to replace the Sigaba system.

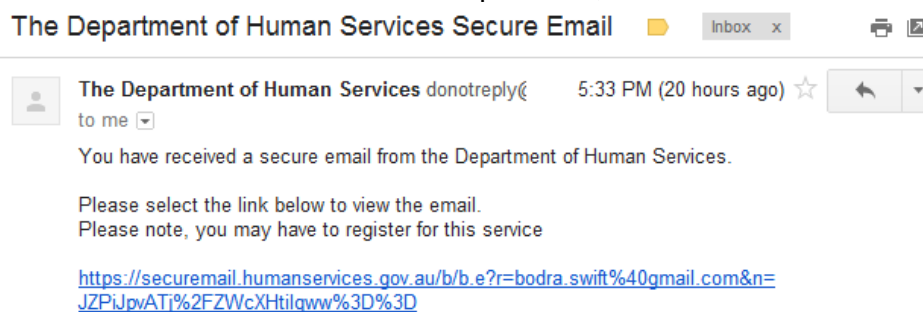
This system was implemented on the 29th of June 2012 and provides a secure channel for the transfer of information with an IN-CONFIDENCE or FOR OFFICIAL USE ONLY classification.



Registering

If you have not used the service before you will need to register. The steps below outline this process.

1. You will receive an email from the Department, which looks like the following:





2. When you select the link you will be taken to a page which resembles the following screenshot.
3. In order to register an account, choose your own password and select the 'Continue' button.



4. You will now have access to your secure email box.

Settings Help Logout

**PGP[®] Universal**
Web Messenger



Compose

Inbox


Sent

Secure Inbox

0% of 30 MB

Delete

Message 1-1 of 1 First Previous Next Last

	From	Subject	Received	Size
		Secure email [SEC=IN-CONFIDENCE]	Today 10:37 AM	1 KB

Delete

Message 1-1 of 1 First Previous Next Last

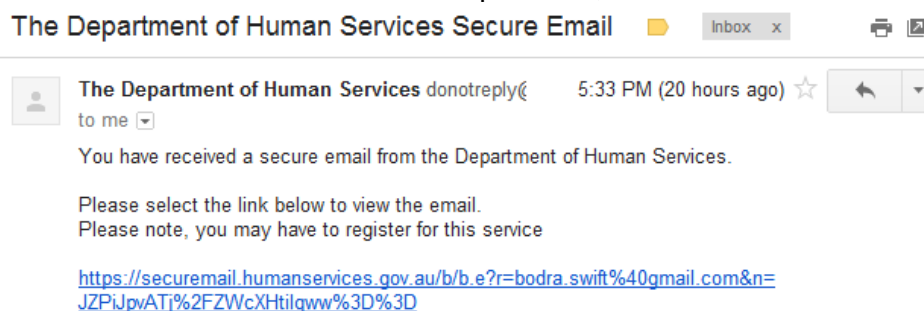
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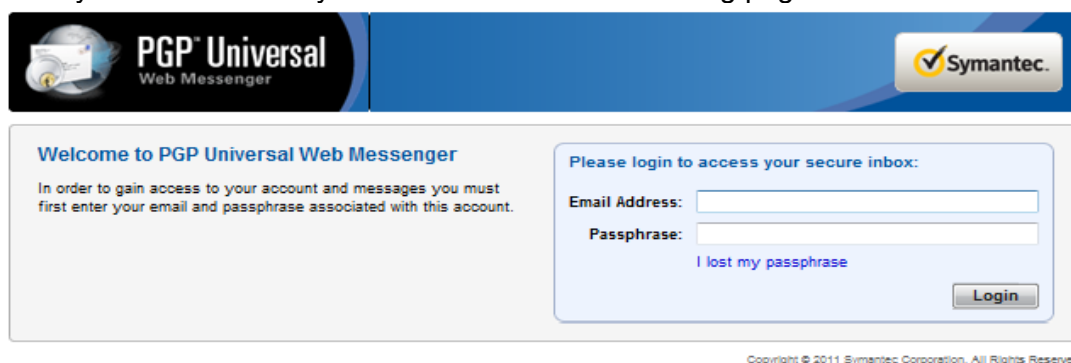
Accessing the Mailbox

In the future, you will need to access their secure email box by entering their email address and password which they choose at step 4 of the [Registering](#) procedure.

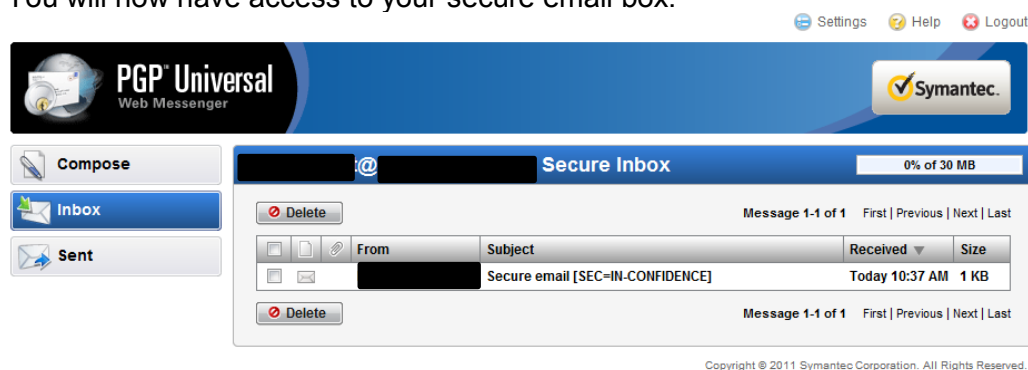
1. You will receive an email from the Department, which looks like the following:



2. When you select the link you will be taken to the following page.



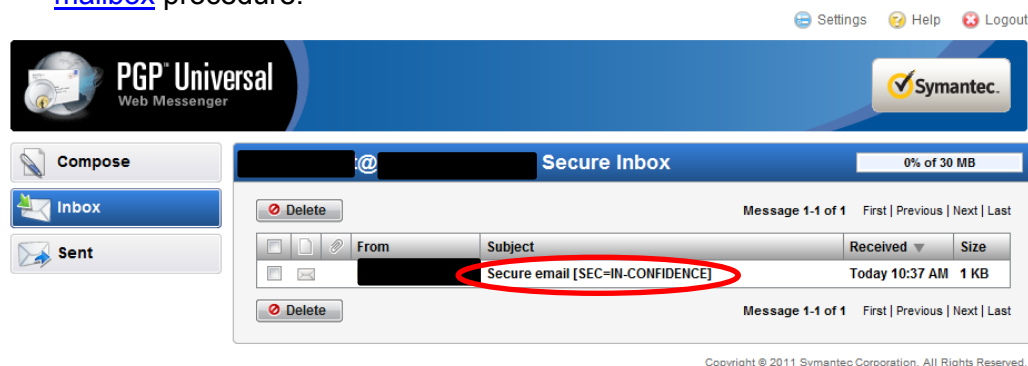
3. Enter your email address and password, then select 'Login'.
4. You will now have access to your secure email box.





Viewing an email

1. In order to view an email, you should log into the system using the [accessing the mailbox](#) procedure.

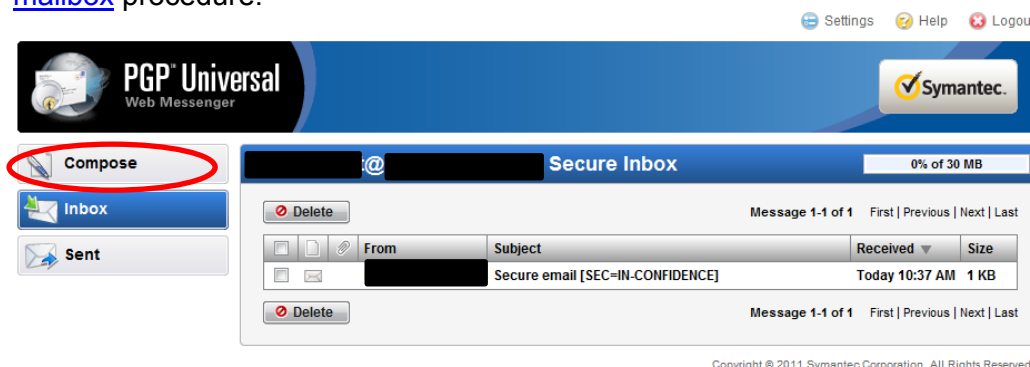


2. From here, you can select the subject of the email which you wish to read. This will open the email.

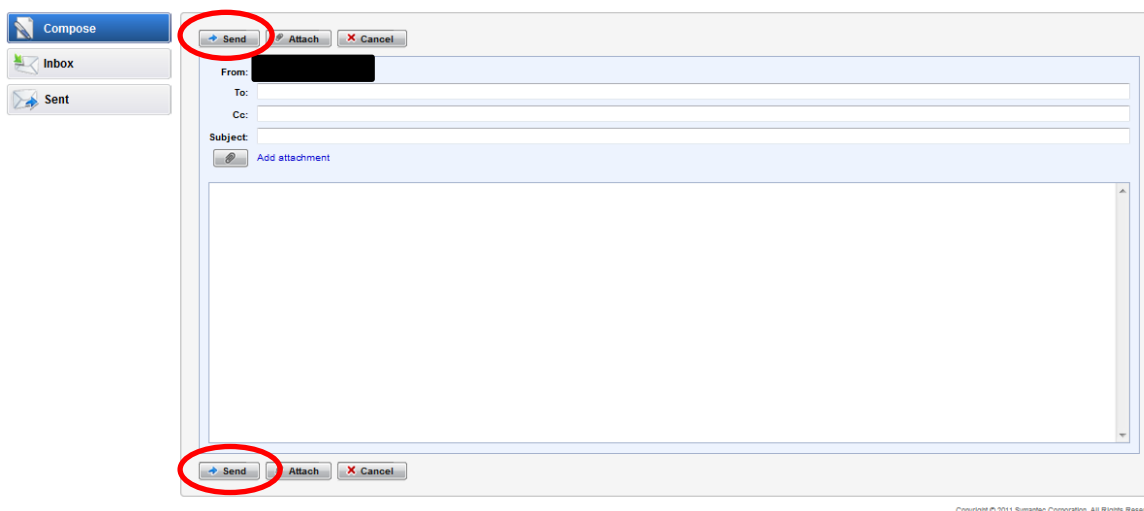


Composing an email

1. In order to send an email, you should log into the system using the [accessing the mailbox](#) procedure.



2. Select the 'compose' button on the left hand side of the screen. OR open an email using the [Viewing an email](#) procedure and select Reply. You will be taken to the following screen.

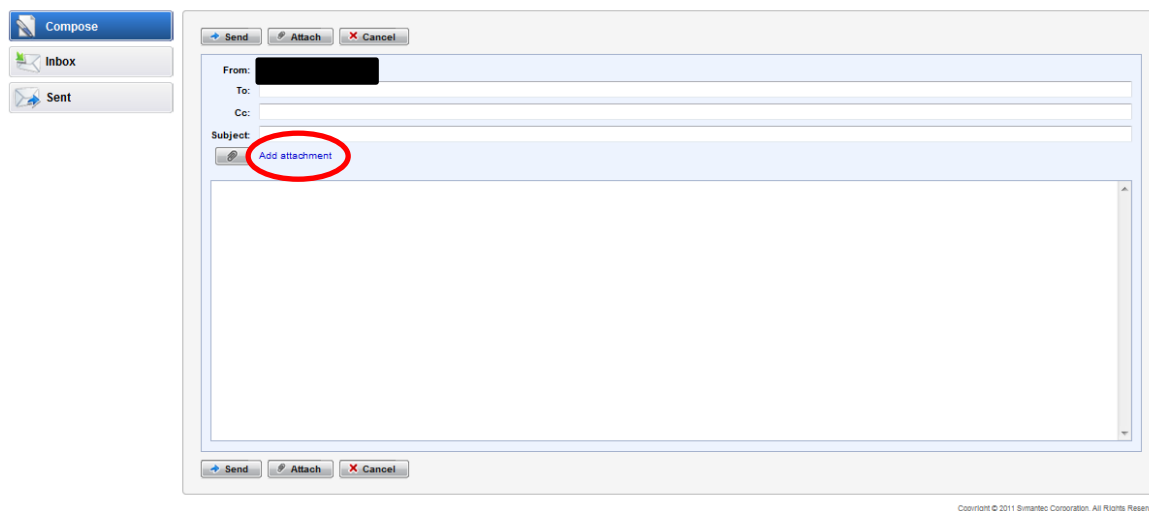


3. From this screen, you can enter a valid human services email address (if you did not select reply), compose your message and add attachments.
4. When you have finished writing your message. Select 'Send'.

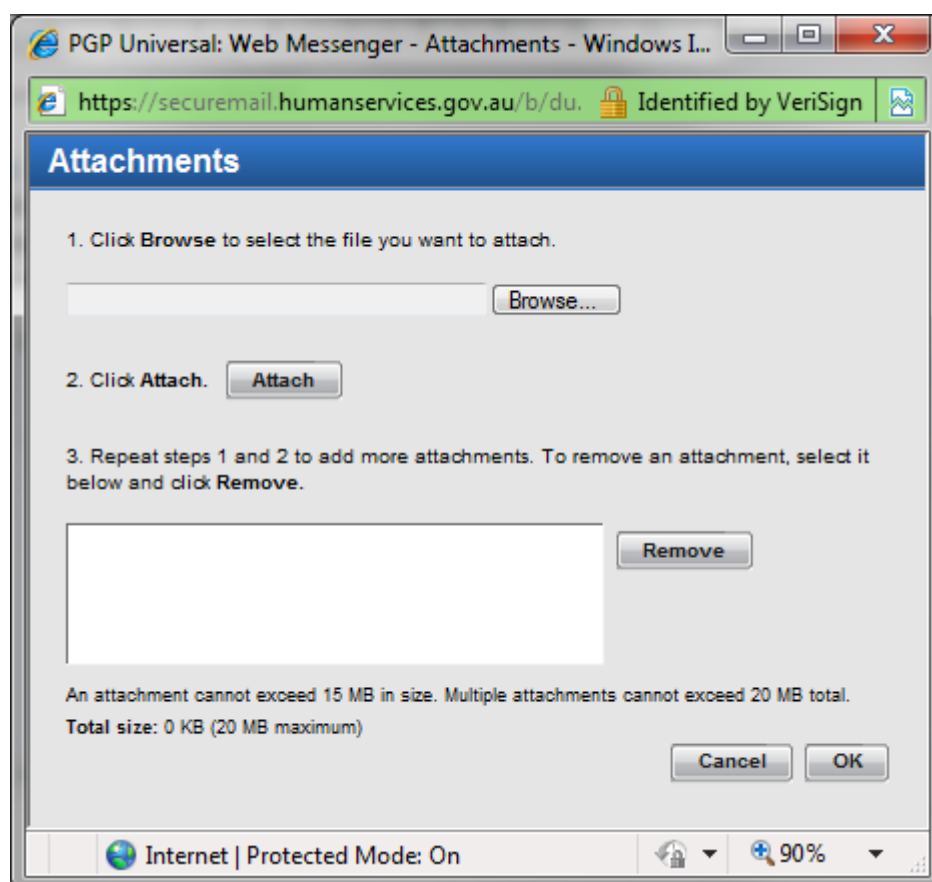


Including an attachment in an email

1. From the compose screen (see [composing an email](#)) select add attachment.



2. Select 'browse' and locate the file you would like to attach to your email.



3. Once you have located the file, select 'attach'.
4. You can now select 'OK' and send the email.



Resetting your password

1. In order to reset your password select the 'I lost my passphrase' link.

The screenshot shows the PGP Universal Web Messenger login interface. At the top, there is a header with the PGP Universal logo and the Symantec logo. Below the header, the main content area is divided into two sections. The left section is titled 'Welcome to PGP Universal Web Messenger' and contains instructions: 'In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.' The right section is titled 'Please login to access your secure inbox:' and contains two input fields: 'Email Address:' and 'Passphrase:'. Below the 'Passphrase:' field is a link that says 'I lost my passphrase'. At the bottom right of the login section is a 'Login' button.

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2. You will then be taken to the following screen where you can enter your email address. Once this is done, select the 'send' button.

The screenshot shows the 'Reset Passphrase' screen. It has a blue header with the title 'Reset Passphrase'. Below the header, the main content area contains the following text: 'Please enter your email address to receive a link where you can safely reset your passphrase. Your current passphrase will remain active until you enter a new one.' Below this text is an input field labeled 'Email Address:'. At the bottom right of the form is a 'Send' button.

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3. You will then be sent an email which will contain a link allowing you to reset the password.

The Department of Human Services Secure Email Passphrase Reset

The screenshot shows an email interface. At the top, there is a header with the title 'The Department of Human Services Secure Email Passphrase Reset'. Below the header, there is a tab labeled 'Inbox'. The email content is from 'PGP Universal do-not-reply@humanservices.gov.au' and is dated '2:10 PM (1 minute ago)'. The email body contains the following text: 'You can reset your passphrase by clicking on the following URL:' followed by a blue hyperlink: <https://securemail.humanservices.gov.au/b/rp.e?rid=6RVV3ULG4ICGI45WQMFTKOFZI>.



4. Selecting the link, will take you to the following web page. Choose a new passphrase and select 'continue'.

Create Your Passphrase

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

This server requires your passphrase to meet the following requirements:

- They must be at least 6 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- 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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5. You will now be able to access secure mail using the '[Accessing the Mailbox](#)' procedure.