

What else do I need to know?

How does Secure eMail work?

Criminal Justice Organisations (CJOs) such as the police, CPS and the Courts already have secure email systems and can send and receive sensitive information. The legal profession, however, is outside this secure community. The Secure eMail service provides technology which encrypts the contents of an email and ensures it is unintelligible if intercepted. Once the email reaches its destination it is decrypted, so that the intended recipient can read it.

Why can't I use fax?

Recent security worries have prompted Government to restate its policy that the public telephone network - voice or fax - is not suitable for transmitting confidential information. According to CESG, the information arm of GCHQ, the increasing use of new networks - which use internet technologies - means there is more awareness of security weaknesses amongst those wishing to cause harm.

How is Secure eMail different to my ordinary email?

Secure eMail is as easy to use as ordinary email. With the Secure eMail service you can send email securely and so work in a faster, safer and easier way with CJOs. Secure eMail operates alongside your existing email system and the encryption is automatic.

What will I do differently if I'm using Secure eMail?

If you want to send a Secure eMail to somebody you simply look up their Secure eMail address in the Secure eMail Online Directory. When you

send the message your email will be automatically sent via the secure route. It's the same method if you send to someone in a CJO. For convenience, users can copy frequently-used addresses into their own list of contacts.

What can I use Secure eMail for?

The simple answer is that you can use Secure eMail to do much of your normal business with the Courts, other solicitors and barristers:

- > Send queries about daily listings to courts;
- > Communicate about fee payments;
- > Send general queries to and from the Courts and CPS;
- > Make enquiries regarding witness availability;
- > Communicate urgent advice on representation to Court;
- > Send and receive defence statements;
- > Receive work status updates from instructed barristers' chambers;
- > Apply for variance from bail;
- > Correspond with prisons.

These are examples where Secure eMail is already making things quicker, easier and more secure.

How easy is it to get connected?

It can take as little as five minutes to complete the online application procedure for Secure eMail. We will ask you some basic information about your computer system, so that we can see whether it is compatible with Secure eMail's guidelines. Brief information on the connection process is shown on the right-hand panel.

When is the Secure eMail service available?

The service is available 24 hours, 7 days a week in all 42 criminal justice areas in England and Wales.

Matthew Bone
Senior Partner
JSPS, Essex

"PROGRESS helps us comply with our professional duties to the client and the courts, helps us comply with the criminal procedure rules and allows us to be proactive in the defence of our clients. And it saves us time and money. I really think every defence firm should be using it."

What happens if the service goes down?

In the event of any failure, it is very unlikely that the service will lose emails – they will either queue or sit in mailboxes until the service is recovered, as with any standard email service.

Where do users get help?

There is a HelpDesk to assist with any queries or problems you may have both during the connection process and after you are registered. Contact the HelpDesk on 0870 010 8535.

How do I know who's using Secure eMail?

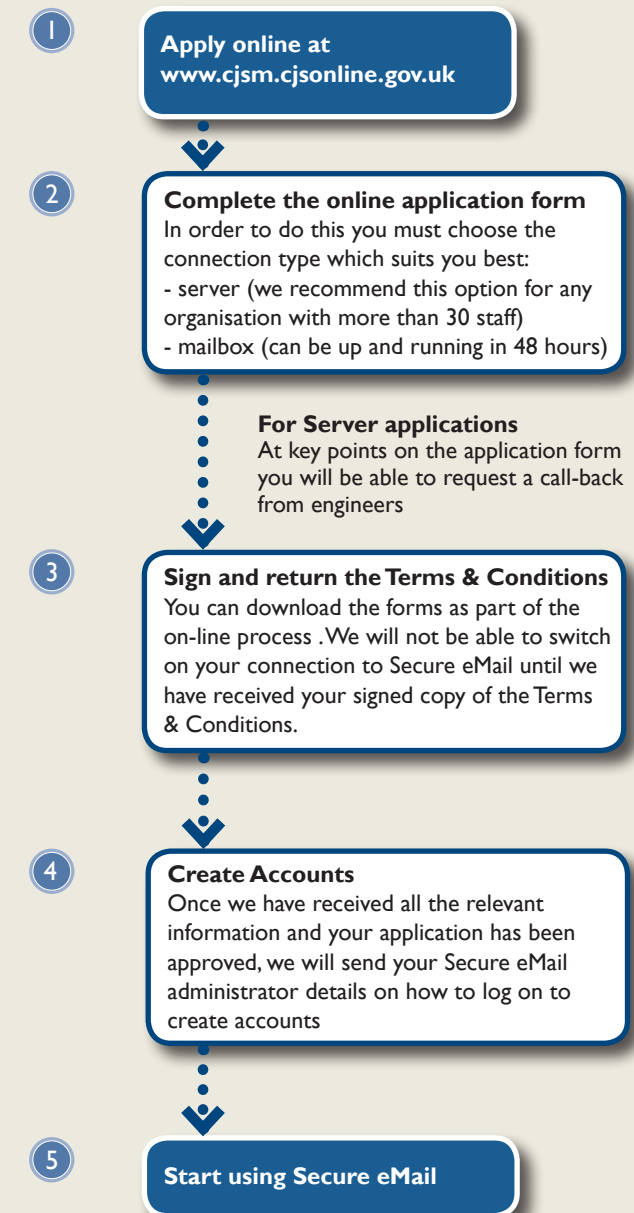
Secure eMail users can find details of other users in Secure eMail's Online Directory. They can also update their own details to ensure that the Directory remains accurate.

Can my emails be viewed by the Government?

Secure eMail is provided by the Office of Criminal Justice Reform (OCJR). Although the service is run on behalf of by the Government, it cannot view the content of any of the emails being transmitted across the service.

How do I get connected?

www.cjasm.cjsonline.gov.uk has full details of the steps required to get connected along with a comprehensive online training section, features of the system and useful information for organisational administrators. If you're ready to sign-up now, just follow the instructions below:



What is Secure eMail?

Criminal Justice Secure eMail enables you to share sensitive information with anyone in the criminal justice community quickly, securely and reliably. You know how using email makes your business more effective and efficient, allowing you to handle everyday business processes in a more cost-effective way.

But Secure eMail is far more secure than normal email - as well as fax and post. Its automatic encryption prevents your messages from being read in the event that they are intercepted. This reduces the financial risk to your business and potential damage to your company's reputation should sensitive client information fall into the wrong hands.

It is already widely used by CJOs, and solicitors and barristers throughout the country have already signed up to the service.

Ian Kelsey
Director
The Law Society

“Time is money for defence solicitors and PROGRESS provides them with a way of saving both. I've been sceptical about government initiatives, but PROGRESS really does offer an excellent solution at zero cost and that's why the Law Society fully supports it.”





Secure eMail For the Legal Profession

For more information, contact:
web: www.cjsm.cjsonline.gov.uk
telephone: 0870 010 8535
To apply for Secure eMail, join now at www.cjsm.net

CJSM-L-DEF-DL-E-0109-VI

The Secure eMail service is provided for the transmission of criminal justice community information including business critical information.

Users should be aware that the service operates under current commercial good practice but that no service can guarantee total security.


Criminal Justice System working together for the public



Why should I use Secure eMail?

The risk of having your email system or messages hacked into or infected is a very real one.

But when you click the 'send' button using Secure eMail, the information contained in your message is encrypted – transformed into unreadable characters – so it can only be read by your intended recipient. By contrast, regular emails can be fairly easily intercepted and read by just about anyone.

It also offers you real business benefits - it's fast, efficient, cost effective and helps you:

- > Speed up everyday business processes
- > Send and receive information when away from the office
- > Cut administration and associated costs
- > Quickly locate information through the search function
- > Keep track of communications through an audit trail.

It's as easy to use as normal email, fax or post ... only much more secure.