

SOPHOS

Cybersecurity
made
simple.

Sophos Secure Message

help

1. Sophos Secure Message PDF Encryption

Sophos Secure Message PDF Encryption protects your sensitive content by storing it inside an encrypted PDF document. An encrypted PDF email is delivered directly to your inbox, just like any standard email. Each PDF file is secured with a password, which allows you (the recipient) to select your own.

In an encrypted PDF message, the message body and all attachments are placed inside an encrypted PDF document and delivered as an attachment. The body of the email contains information about the message and how to open it.

To open an encrypted PDF message you need a PDF reader such as [Adobe Reader](#) (recommended), and the secure PDF password. For information on passwords, see [Secure PDF passwords \(page 4\)](#).

1.1 Open an encrypted PDF

To open an encrypted PDF:

1. Open the email you have received.
2. Download the PDF attachment.
3. Open the encrypted PDF attachment, **[ENCRYPTED] message.pdf**. Your PDF reader opens and a password prompt appears.
4. Enter the secure PDF password. The message appears. You can read the message and save/open any attachments.

1.2 Reply to an encrypted PDF

If you wish to reply to an encrypted PDF message, you can use Sophos Email Encryption to compose and send a secure reply.

To reply to an Encrypted PDF message:

- Open the Encrypted PDF.
- Click the blue **Reply** link that appears above the message body. The Sophos Email Encryption compose page appears.
- Compose your message and click **Send**. The **Send me a copy** page appears. Optionally, click the **Send me a Copy** button to have a copy of your secure reply sent to you as an encrypted PDF.
- If you use the **Send me a Copy** feature and you have not yet selected a Secure PDF Password, you must select one. This password will be used for all subsequent Encrypted PDF messages.
- To log out without receiving a copy of the message, click the **Logout** button.

2. Attachment encryption

Attachment encryption is similar to PDF message encryption with the following exceptions:

- The message body is not encrypted. Only the attachments are encrypted. The password recovery or password hint information are included in the message footer or header respectively.
- The attachments are not wrapped in a single file. Each attachment is encrypted as a separate PDF or ZIP file.
- The attachment format depends on the type of file being encrypted. Your encrypted attachments may be a mixture of PDF and ZIP files.

**Note**

If the attachment is in a ZIP file format, you may use an approved file archiver to open the zipped files, for example: 7-Zip.

3. Secure PDF passwords

The first time you receive an encrypted PDF message from Sophos Secure Message, you are invited to visit the Sophos Email Encryption page and create a secure PDF password. Once you have created a secure PDF password, that password is automatically used to encrypt any subsequent Encrypted PDF Messages.

You can log in any time and change your Secure PDF Password or view your password history. A PDF document's password is permanent, so if you wish to view a PDF that was encrypted on October 12 2004, you must enter your password from October 12 2004.

3.1 View your secure PDF password history

To view your secure PDF password history:

1. Open your encrypted PDF email notification.
2. Click the **PDF Password Recovery page** link. The **PDF Password recovery page** appears.
3. Select **Log in with Secure PDF Password**.
4. Enter your email address and current Secure PDF Password.
5. Click the **login** button. The Secure PDF Password history page appears.
6. Select **View History**. Your Secure PDF Password history appears, but your passwords are hidden.
7. Click and hold on the **Show Password** button to view the password for the desired date range.
8. Log out when you are finished.

3.2 Recover your secure PDF password

To recover your secure PDF password

1. Open a Secure PDF email notification and click the password recovery link. The PDF password recovery page appears.
2. Select **Recover Secure PDF Password**.
3. Enter your email address.
4. Click the **Recover** button. A recovery email notification is sent to your email address.
5. Open the recovery notification and click the recovery link. The secure PDF password history page appears.
6. View your password history or change your password.
7. Log out when you are finished.