



Northwest Secure Email

Frequently-Asked Questions

Why is Northwest sending me an email using a secured email encryption tool?

At Northwest, your security is our top priority. Northwest Secure Email is another tool we've invested in to protect your sensitive information-- at no cost to you.

To ensure privacy, you should never send sensitive information using standard email. Standard email is sent in clear text, which means it's susceptible to unauthorized access. Northwest Secure Email uses an extra layer of encryption to protect sensitive email messages and attachments, allowing you to send and receive them safely across the internet. With secure email, both the sender and receiver are protected.

Who is providing this email encryption service?

Northwest Secure Email is powered by ProofPoint® systems, and is a complimentary email service available to all Northwest employees, business partners and customers.

What is Northwest Secure Email?

Northwest Secure Email is a type of encrypted email system that sends a message that directs the user to a web browser using a secure HTTPS (the secure form of web browsing) to collect the secure message.

How does Northwest Secure Email work?

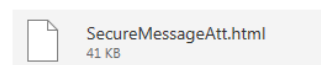
When you receive an encrypted email from Northwest, you'll receive a plain text message letting you know you have a secure message in the Northwest Secure Email system. You can use any web browser to open the secure email and you won't need to install anything to access it. The security is provided by the use of HTTPS in the browser session, in combination with a username and password to access the message.

Do I need to re-register if I received secure emails before?

Yes, if you received a secure email from Northwest before November 14, you will be required to re-register because we've moved to a new and improved email encryption system.

How do I open my first Northwest Secure Email?

For step-by-step instructions about how to enroll for Northwest Secure Email, please refer to our [customer guide](#). This will also help you open your first password-protected Northwest secure email.



Download



This is a secure message.

[Click here](#) by 2016-07-06 11:18 EDT to read your message.
After that, open the attachment.

To get started, click on either the attachment or the “Click Here” link in the message. You will be directed to the registration page. On the registration page, you’ll enter some basic information, a password and three security questions (in case you forget your password.) After hitting “continue”, you will be directed to your message.

Why do I have to register to open a Northwest Secure Email?

Every Northwest Secure Email is encrypted and password-protected. When you register, you will be asked to create a password that you use to open the current and future secure emails you receive.

Important note: When you register, you’ll create a user account for a single email address. If you have multiple email addresses, you need to register each address separately.

How do I establish a Northwest Secure Email account if I have not received an email from someone at Northwest?

By visiting <https://securemail.northwest.com/encrypt>, you will be able to register your email account, create a password and send a Northwest employee an encrypted email. This can be done without a Northwest employee initiating the communication. A step-by-step set of directions can be found in our [customer guide](#).

Which password do I enter on a Northwest Secure Email?

The first time you receive a Northwest Secure Email, you’ll be asked to create a free user account. After that, use the password you created during the initial registration to open all secure emails you receive from Northwest.

What happens if I forget my password?

If you forget your password, click the “Forgot password?” link on the login screen to reset your password. You’ll be directed to a new page that asks you the three security questions set during the registration process. After answering the questions, you’ll be asked to create a new password. Northwest Secure Email will send a confirmation message to the email address associated with your account.

Important note: If you fail to correctly answer the security questions on three consecutive attempts, you will be locked out of your account for one hour until you can try again.

What happens if I forget my password reset questions?

If you have forgotten your password reset questions, please contact Northwest at 1-877-672-5678, weekdays from 7 a.m. to 8 p.m. and Saturdays from 8 a.m. to 4 p.m. A Northwest representative will email you a password reset link to your assigned email account.

What is the SecureMessageAtt.html file that is attached to the notification email message? Is it safe to open that file?

The attached file named SecureMessageAtt.html contains the encrypted message that you have received. Safe to open, it includes the information you need to decrypt the message after your password has been verified.

What is the "Remember me on this computer" option?

When you open a Northwest Secure Email using your password, your browser can store your login information. If you select the "Remember me on this computer" option, opening future Northwest Secure Emails will involve fewer steps.

Important note: If you use a shared computer, do not select the "Remember me on this computer" check box. When you select the "Remember me on this computer" option, the browser stores a persistent cookie that contains the user information Northwest Secure Email uses to identify you when you open a Northwest Secure Email.

Troubleshooting

Error Message: "Message Not Found."

This message is caused by the secure mail not being uploaded to the secure server due to network congestion.

Troubleshooting tip: If the message has just arrived in your inbox and you receive this message, try waiting a couple of minutes, then try the link again.

Important Note: This message could also mean that the message has expired. Please check the expiration date on the original message. You may still retrieve the message by clicking on the attachment. Secure messages are only stored in the system for 45 days.

Error Message: "Incorrect password. Please try again."

Troubleshooting tip: The password you entered does not match the password for your Northwest Secure Mail account. Passwords are case-sensitive. Verify that you didn't accidentally press the Caps Lock key before entering the password. If you forgot your password, click the "Forgot password" link on the login page.

Contact Customer Support

1-877-672-5678

Email: info@northwest.com

Weekdays from 7a.m. to 8p.m. and Saturdays from 8a.m. to 4p.m.