



What is CJSM?



The Criminal Justice Secure eMail service allows people from many different areas of the criminal justice and the wider justice system, including non-government organisations who are linked to the justice system, to join the CJSM community and benefit from the secure system.

The justice process involves a diverse array of organisations, some of whom are listed here:

Police	Solicitors
Probation Service	Barristers
Local Government	Forensic Professionals
Immigration	Criminal Psychologists
Prison Service	Counsellors
Home Office	Witness Services
Courts	Drug and Alcohol Rehabilitation Units
Magistrate	Victim Support
Judges	Domestic Violence Advisory Services
CPS	Missing Persons
NHS	Social Housing

The list is not exhaustive, and many more types of organisation may be included.

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjasm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.



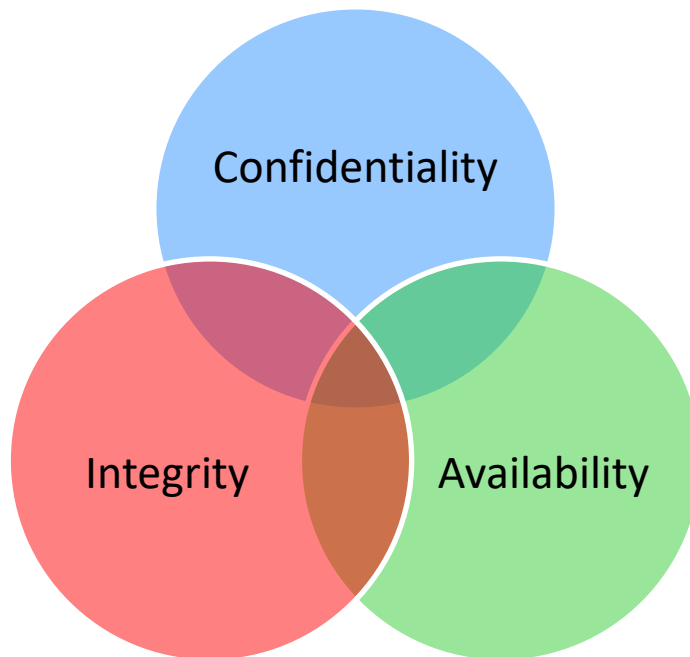
Benefits of CJSM

The CJSM service benefits the justice community as all the messages are protected and secure.

There is no external access to the system. CJSM cannot send messages to any other email system or retrieve messages from any other system other than those approved for connection to CJSM, hereby removing the risk of messages with a sensitive content being accidentally sent astray or being intercepted by external parties

Part of the security goals of the system;

- **Confidentiality:** To prevent unauthorised access
- **Integrity:** By preventing unauthorised modification
- **Availability:** To prevent a loss of access to resources by the authorised user



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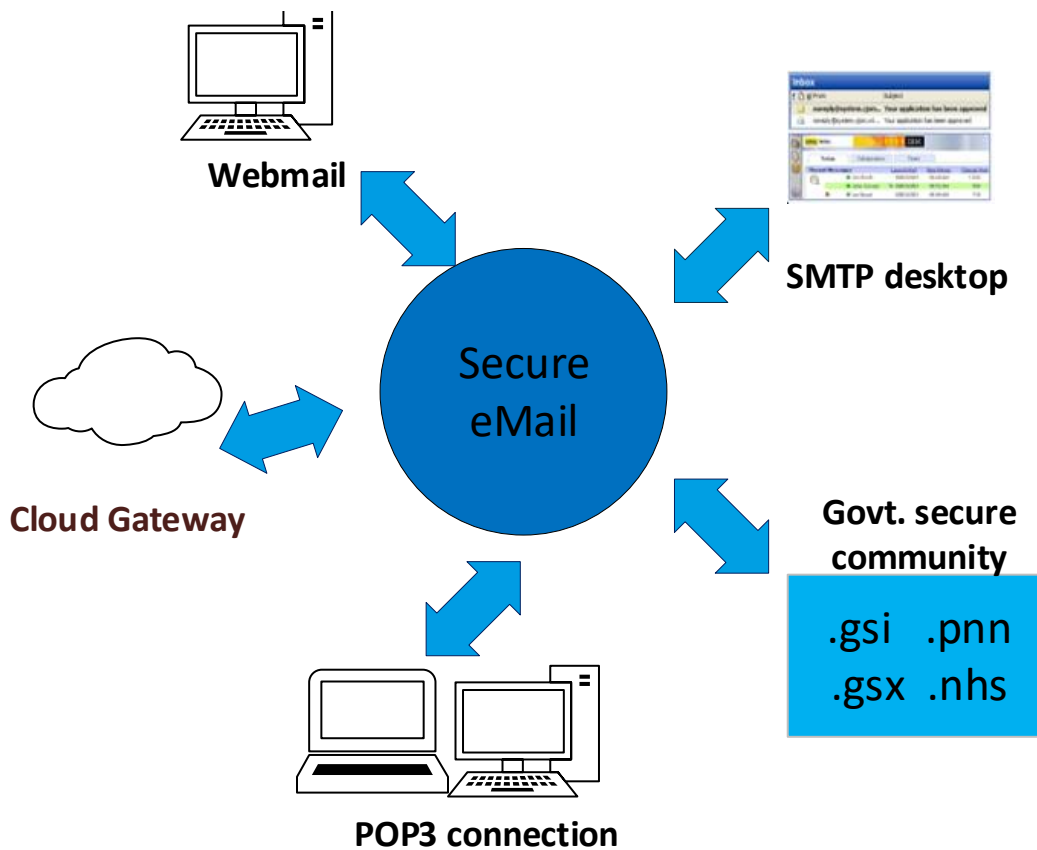
CJSM System Overview

The system itself is a centrally managed mailbox and directory system that works with many different types of email user interface.

In any case, end users need make no change in their current practice as the new messages will arrive in their regular inboxes.

Different way of accessing

There are different ways to send and receive Secure eMail.



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Webmail

Webmail users can access their email via a Webmail interface. In Webmail, the messages are displayed in a browser screen that is reached via the cjsm.net webpage.

To access a mailbox this way, a user ID and password is required.

POP3 connection

Webmail users who wish to download their email into their normal email client, e.g. Outlook. Mac Mail, etc, may do so by using a POP 3 connection.

In some cases, users may opt to alternate between both, depending on individual company policy .

Cloud Gateway

Organisations who choose to host their email on a cloud service such as Office 365, can send and receive email messages securely from an approved Office 365 or other cloud service tenant to the CJSM platform.

Users need to be entered in the CJSM directory and need a user ID and password in order to use the directory.

SMTP desktop

Organisations who manage their own email servers or have an IT company managing them on their behalf may be able to connect up to the CJSM servers, which will enable them to use their normal email account to send and receive email via CJSM.

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Government Secure Community Users

Those government users who have government secure email addresses, for example .gsi , .gsx , .nhs or .pnn suffixes can continue to access their messages using their current system.

They will only need a user ID and password if they want to use the CJSM directory.

CJSM Directory

The CJSM Directory is a listing of users within the Secure eMail community. It is available to all users of webmail. Some organisations, known as trusted organisations, may not need to add their users to the Directory, however they are still considered to be community members.

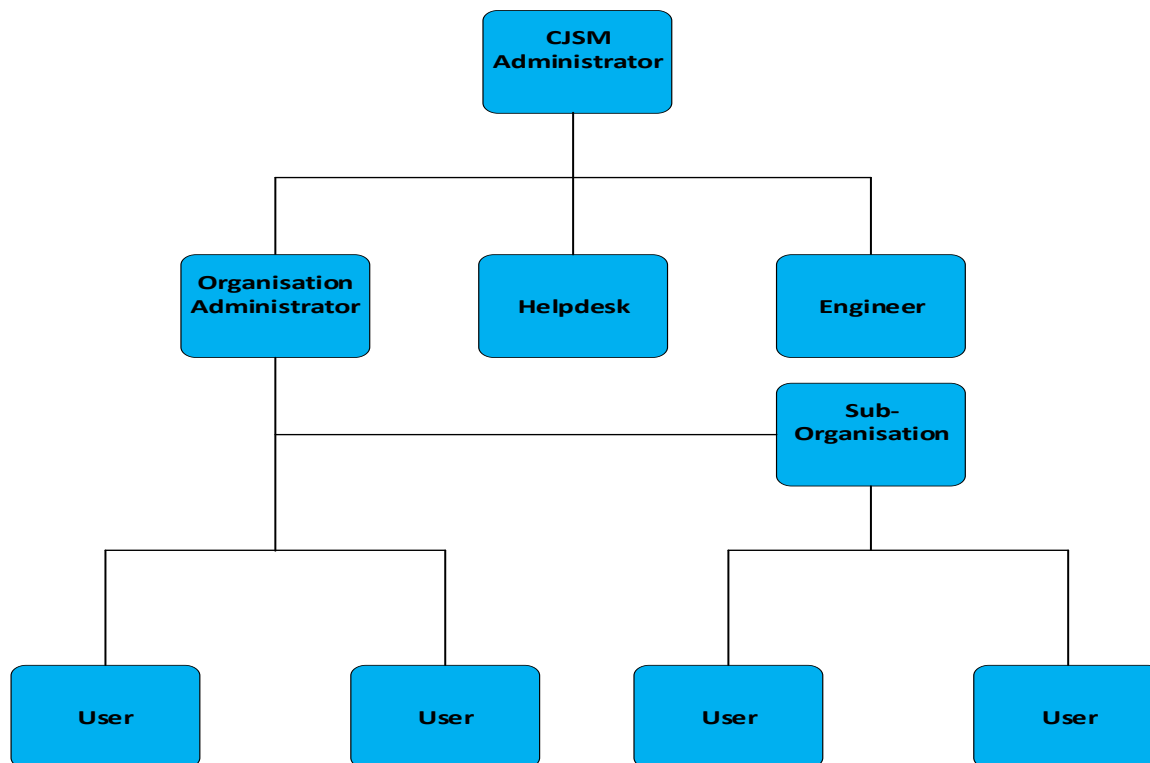
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Secure eMail User Roles

There are different roles in the Secure eMail system. The roles relate to the jobs that are performed.



CJSM Administrators have the highest level of access. They process the applications to join the community and set up organisations.

They also create system update messages, manage the directory, system data and the hierarchical structure of the member organisations.

A **CJSM Administrator** can perform all the functionality of Organisation Administrators, over all organisations.

Organisation Administrators create and manage their organisation's users, including unlocking passwords.

They also update their organisation address books, set up distribution lists and shared mailboxes and manage mailbox capacity.

They can create sub-organisations and appoint other administrators.

Organisation Administrators can manage those below them in the hierarchy, but not those above.

Helpdesk personnel are the first line of support to end users.



They help with the application process, unlock passwords and advise end users on functionality.

They can also advise on connectivity issues and assist in the setup of POP3 connections.

CJSM Engineers may conduct a system assessment during the application process and assist with the installation as required.

Mailbox users are the majority users of the system.

They receive and send emails and attachments securely via different email interfaces.

Some **Mailbox** users will also be delegated to manage distribution lists and shared mailboxes.

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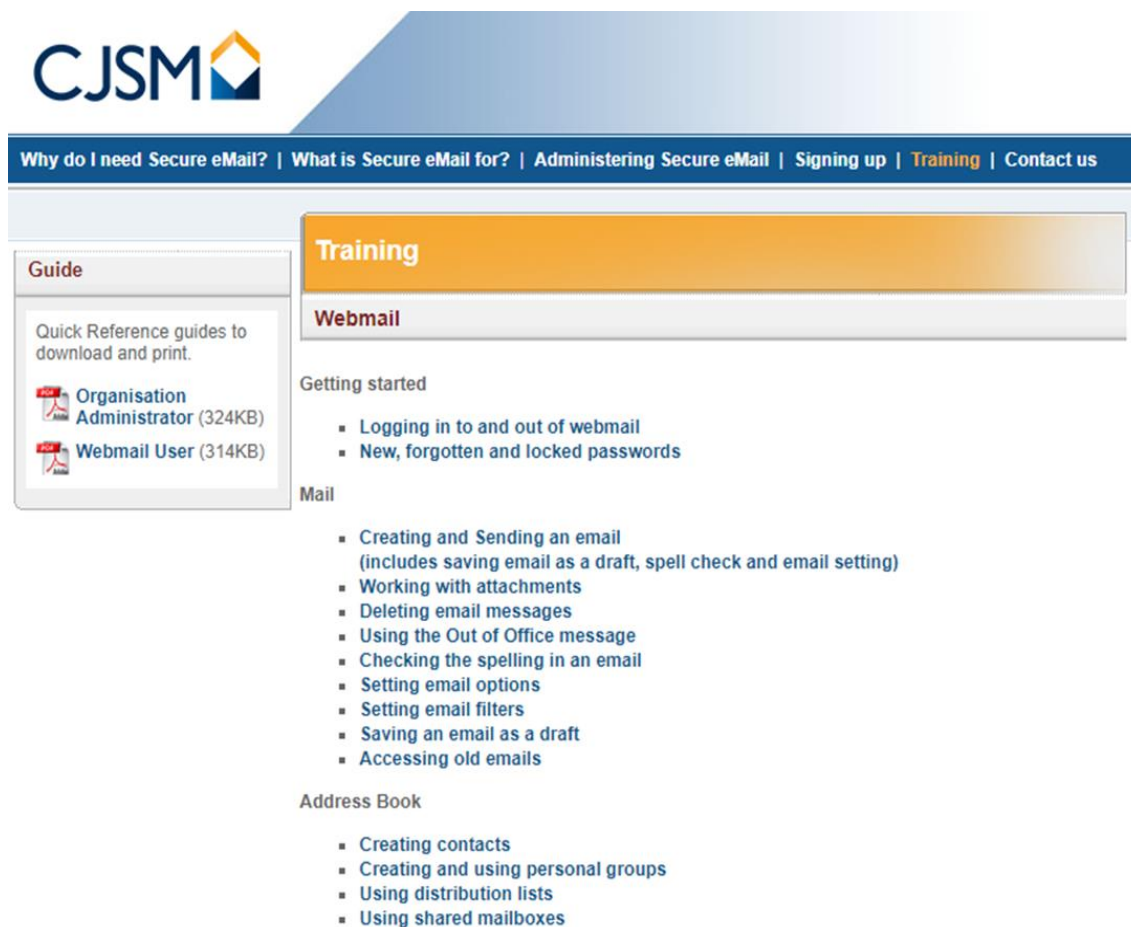
Training Materials

There are training guides for each user role to guide you through the system.

Organisation Administrators and Webmail users have training videos to guide them through all of the features of the system, as well as Quick Reference Guides that can be downloaded from the system.

POP3 users can watch videos on 'sending and receiving secure email' and 'Setting up their POP3 connection'.

The training videos can be used at any time. To access the training videos, log into <http://cjsm.justice.gov.uk/training>.



The screenshot shows the CJSM Training page. At the top left is the CJSM logo. Below it is a navigation bar with links: "Why do I need Secure eMail?", "What is Secure eMail for?", "Administering Secure eMail", "Signing up", "Training" (highlighted in orange), and "Contact us". The main content area has a "Training" header in orange. Below this is a "Webmail" section. On the left, there is a "Guide" sidebar with a list of quick reference guides: "Organisation Administrator (324KB)" and "Webmail User (314KB)". The main content area lists training topics under "Getting started", "Mail", and "Address Book".

Training

Webmail

Getting started

- Logging in to and out of webmail
- New, forgotten and locked passwords

Mail

- Creating and Sending an email (includes saving email as a draft, spell check and email setting)
- Working with attachments
- Deleting email messages
- Using the Out of Office message
- Checking the spelling in an email
- Setting email options
- Setting email filters
- Saving an email as a draft
- Accessing old emails

Address Book

- Creating contacts
- Creating and using personal groups
- Using distribution lists
- Using shared mailboxes

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