

Secure e-mail to and from Ericsson

Quick guide for Ericsson partners



Ericsson demands secure communication of sensitive information. Sending encrypted e-mails is a solution for protecting sensitive information. External parties who wish to communicate securely with Ericsson should use a solution compatible with the S/MIME standard. Contact your IT department or support to see if you have a current solution and process for e-mail encryption.

Introduction

E-mail encryption protects the information being sent and ensures that only the intended recipients can read message content. It also ensures that the content of the e-mail is unaltered. Your own IT department should instruct you how to share encryption keys and send encrypted e-mails. Below you will find Ericsson guidelines.

Preparations – SW and certificate requirements

Before you begin to send encrypted e-mails to Ericsson, you must have a certificate with a Private and Public Key. Your IT department should provide you with this. If you have not received this, please contact them. If your IT department needs guidance, please see "[Setting up secure communication with Ericsson](#)".

Getting started – Exchanging Public Keys



This is the **Digitally Sign Message** icon.

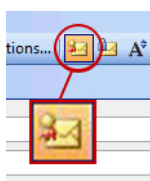


This is the **Encrypt Message Contents** icon.



To be able to send and receive encrypted e-mails, you must exchange signed e-mails with your Ericsson contact so he/she can get your Public Key and you get theirs.

- Sending a signed e-mail



1. Write your message as usual.
2. Select the **Digitally Sign Message** icon at the top of the message toolbar.
3. Click send (your Public Key will now be sent along with the e-mail)

The signed e-mail function is mostly used to exchange Public Keys; this will **not** protect the content!



A signed e-mail will be marked in your inbox with a symbol like the one shown to the left.

- Adding contact to e-mail contacts

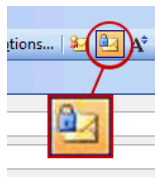


The Public Key can only be obtained by adding the contact from a signed e-mail to your e-mail contact list. **Note:** If the contact is already in your e-mail contacts, be sure to re-save it from the signed e-mail. You can now send and receive encrypted e-mails with this contact.

- Sending an encrypted e-mail



Note: Always encrypt e-mails containing sensitive information!



To encrypt an e-mail:

1. Write your message as usual.
2. Select the Encrypt Message Contents icon at the top of the message toolbar. The blue lock will be highlighted when selected.

Click Send.

The e-mail content, and its potential attachments, will now be encrypted. Only the sender and the recipients are able to read the encrypted e-mail.

Support

If you need support with encrypted e-mail please contact your IT department. If your IT department needs guidance they can contact Ericsson Extranet Support at exactextranet.support@ericsson.com or by calling +46 10 7133085.