

Secure 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.

1 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.

2 Before you get started

Before you can start sending encrypted e-mails, 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.



3 Getting started – Exchanging Public Keys

This is the **Digitally Sign Message** icon in Outlook 2016



This is the **Encrypt Message Contents** icon in Outlook 2016



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.



4 Adding contacts 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.

5 Sending an encrypted e-mail

Note: Always encrypt an e-mail 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 toolbar. The padlock and/or sign button will be highlighted when selected



3. 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.

6 Support

If you need support with encrypted e-mails, please contact: [EriCA Support Team](#).