**Important notice:** in order to be able to send an encrypted message and files to our functional mailbox, your messaging service must allow you to sign and encrypt electronic messages<sup>1</sup>. This guide describes how to install the public encryption key that is available on the consultation page. Depending to your email client (e.g. Outlook 2003), the procedure may be different. Please note we do not provide technical support to respondents who encounter technical problems.

## How to install the public encryption key with Outlook 2010

In order to send an encrypted email to our functional mailbox (<u>markt-sr-consultation@ec.europa.eu</u>), you need to install the public encryption key of our functional mailbox on your computer.

- 1. Download the public encryption key (.p7b) on your computer (e.g. on your desktop).
- 2. Create a "New Contact" for the functional mailbox (<u>markt-sr-consultation@ec.europa.eu</u>). Once created, click "Save and Close".

	190	0 🛛 🖸	ia 🗳	- 🔂 🛛 🗢	-		Contacts ·	- Emmanuel.SC	KAL@e	S C 4	◆   =	10.00	_	_		MARKT SR
File	Home	Send / Re	ceive	Folder View	Develope	r Add-Ins	Quic	k tips		File Contact	Insert	Format	Text Rev	iew Developer	Quick tip:	s
8	8		X				8					OneNote	General De	Activities	E-mail Me	eting More
New Contact	ew Contact Group	New D Items *	elete	E-mail Meeting M	Nam	e, First Add	ress Ca	By Category		Close New Acti	• •			All Fields	Comm	nunicate
	New	C	elete	Communicate		Cu	rrent View	/			(have)					
										Company: Job title: File as: Internet	EC-M MAR	ARKT	JLTATION		1	
										E-mail	* MARK	T-SR-CONSU	JLTATION@e	.europa.eu		
										Display as:	MAR	KT SR CONS	ULTATION			Notes
										Web page address						Notes
										IM address:						
										Dhone numbers						

3. Open the contact. In the "Show" box, click "Certificates".

File         Contact         Insert         Format Text         Review         Developer         Quick tips           Image: State of the state of th	<b></b>
Save & Delete Save & Forward OneNote General Detais Acception of the Book Names Check I Close New Control Cont	Business Picture Card
Actions Show Communicate Names	Options Tags

4. Click "**Import**" and go to the file with the public encryption key you downloaded (to see the file, you may have to select "**All Files**").

			۵ (?	S Locate Certificate	×
	· •	0		🚱 🔵 🗢 🖿 Desktop 🕨	- 4 Search Desktop
	۲ 1	7		Organize 🔻 New folder	3 - 1 0
iness Picture Categorize F	ollow Private	Zoom		Desktop	Poetry     Internet Shortcut
Options Ta	igs i	Zoom		Bownloads By My IntraComm	182 bytes
				Secent Places	Presence list H2.xls Microsoft Excel 97-2003 Worksheet
				🛃 sokal	Bublic encomption key p7b
				Desktop	PKCS #7 Certificates
			Properties	Libraries SOKAL Emmanuel (MARKT)	
			Set as Default	R Computer	Microsoft Excel Worksheet 29.5 KB
			Import	System (C:) DVD Drive (E:)	Tsar II
			importa	H (\netl.cec.eu.int\markt) (G:)	Shortcut 1.08 KB
			Export	sokalem (\\net1.cec.eu.int\markt\H\H2) (H:)	WebNif
			Remove	↓ Unit_Shared (\net1.cec.eu.int\markt\H\H2) (U	- 1010 bytes -
				File name: Public encryption key.	p7b 🔹 All Files (*.*) 💌
					Tools 👻 Open Cancel

 Install the key (click "Yes"). The public encryption key is now linked with the contact you created. Outlook should now be ready to send encrypted emails to our functional mailbox (See below "How to send an encrypted email").

<sup>&</sup>lt;sup>1</sup> If you do not have any digital ID's (certificates) yet, you can apply for them on several specialised websites.

6. Once the certificate imported, you should be able to see the imported certificate in the contact.



## How to send an encrypted email

 Open a new email. Make sure the encryption and sign icons are active (= not greyed out) and visible in the ribbon). If these icons are not visible, please consult Microsoft's webpage on how to Encrypt email messages<sup>2</sup>.

File Message	Insert Options	Format Text Review Developer Add	-Ins Quick tips			
Paste	Encrypt Sign	<ul> <li>11 → A<sup>*</sup> A<sup>*</sup>   三、三、   受</li> <li>B I U   ジ → A →   三 三 三   定 信</li> </ul>	Address Check Book Names	Q Attach File Item • •	<ul> <li>Follow Up *</li> <li>High Importance</li> <li>Low Importance</li> </ul>	<b>Q</b> Zoom
Clipboard	Crypto	Basic Text 5	Names	Include	Tags 🗔	Zoom
	eela contribution ja		-1			

- 2. Compose your email and attach files as usual.
- 3. Click "Encrypt" button.
- 4. Click "Send" button.

## Troubleshooting

1. In some cases, a message indicating "Encryption Problems" may show up.



2. In such a case, check if the Certificate has been installed in the correct place.

<sup>&</sup>lt;sup>2</sup> <u>http://office.microsoft.com/en-us/outlook-help/encrypt-email-messages-HP010355559.aspx</u>

3. Open "Internet Explorer" (version 6 or higher) and select "Options"



4. Go to the "**Content tab**" and click on "**Certificates**". Make sure the Root Certificate of the Commission has been installed in "**Trusted Certification Authorities**"

Internet Options	Certificates
General Security Privace Content Connections Programs Advanced	Intended purpose: <al>          Internediate Certification Authorities         Trusted Root Certification Authorities</al>
Vened on this computer.       Image Participation of the computer.       Image Participation       Image Participation	Issued To       Issued By       Expiratio       Friendly Name       Image: Spiration of Spi
programs.  Some <u>settings</u> are managed by your system administrator.  OK Cancel Apply	Certificate intended purposes View Learn more about <u>certificates Close </u>

5. In case the Root Certificate has not been installed in the right place, go back to Contacts, open the contact for the functional mailbox, click "Certificates", click "Properties", in the "Certificate Properties, go the tab "Trust" and indicate you "Explicitly Trust this Certificate". Click OK and close the contact.

Activities	<b>1 1</b>	<b>1</b> 111			0	
Certificates		III 🔨		T 1	1	
General Detail	E-mail Meeting More	Address Check Book Names	Card *	Categorize Follow Privat	e Zoom	
Show	Communicate	Names	Options	Tags	Zoom	
end encrypted mail to this contac signed mail from this contact or b	t. ay importing a certificate file	for this contact.				
						Properties
						Set as Default
						Import
(						Export
	Certificate Properties					Remove
	General Details Certific	stion Path Trust				
	Trust Status indicates	whether you trust t	he individual, group	o or corporation to		
	whom this certificate i purposes such as send	s issued. The certi ing/receiving e-m	ficate can then be u ail. trusting a web si	sed for the specified te having the		
	certificate, etc.	· ·		· ·		
	Certificate trusted fo	r				
	E-Mail Encryption a	nd Authentication				
	Edit Trust					
	Inherit Trust f	rom Issuer	_			
	Explicitly Trus	t this Certificate				
	Explicitly Don	T Trust ons Certain	cate			
				ОК		
				1		

6. Resend the message.