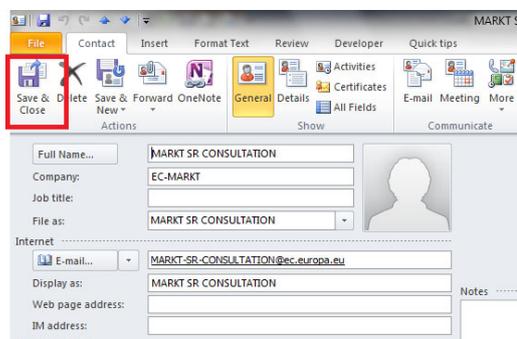
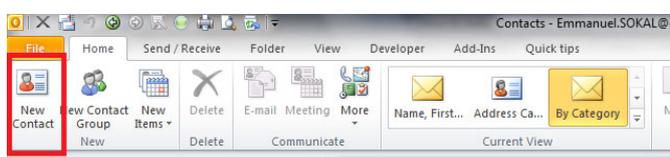


Important notice: in order to be able to send an encrypted message and files to our functional mailbox, your messaging service must allow you to sign and encrypt electronic messages¹. This guide describes how to install the public encryption key that is available on the consultation page. Depending to 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.

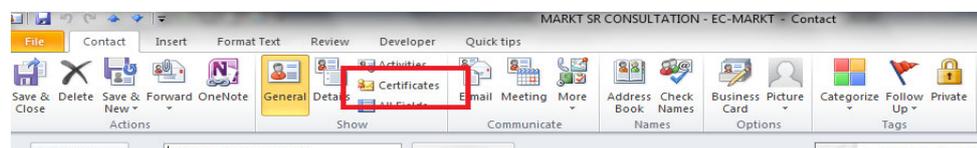
How to install the public encryption key with Outlook 2010

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

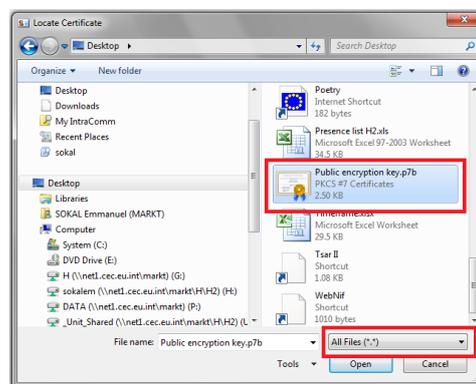
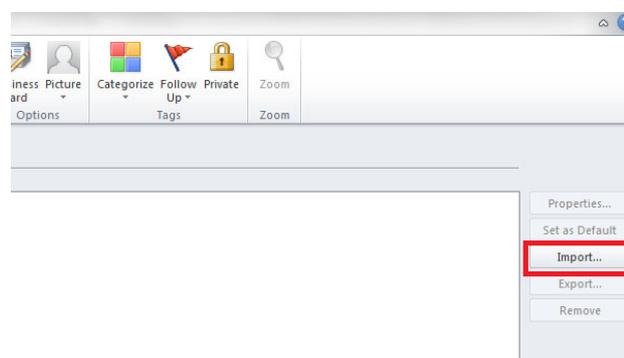
1. Download the public encryption key (.p7b) on your computer (e.g. on your desktop).
2. Create a **"New Contact"** for the functional mailbox (markt-sr-consultation@ec.europa.eu). Once created, click **"Save and Close"**.



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



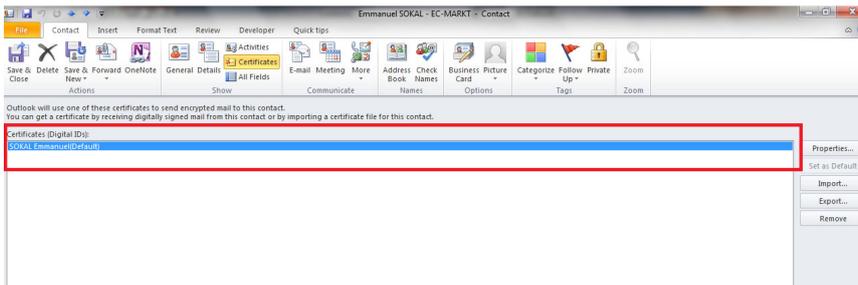
4. Click **"Import"** and go to the file with the public encryption key you downloaded (to see the file, you may have to select **"All Files"**).



5. 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"**).

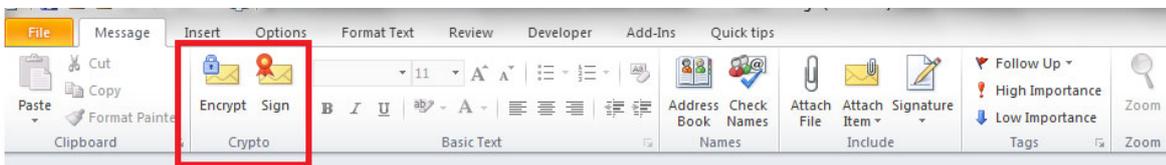
¹ If you do not have any digital ID's (certificates) yet, you can apply for them on several specialised websites.

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



How to send an encrypted email

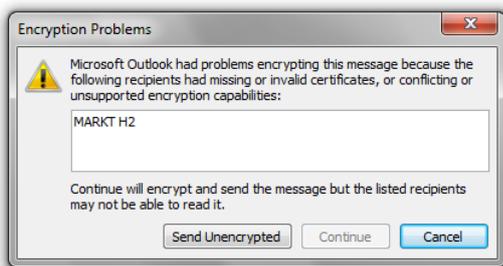
- Open a new email. Make sure the encryption and sign icons are active (= not greyed out) and visible in the ribbon. If these icons are not visible, please consult Microsoft's webpage on how to Encrypt email messages².



- Compose your email and attach files as usual.
- Click **“Encrypt”** button.
- Click **“Send”** button.

Troubleshooting

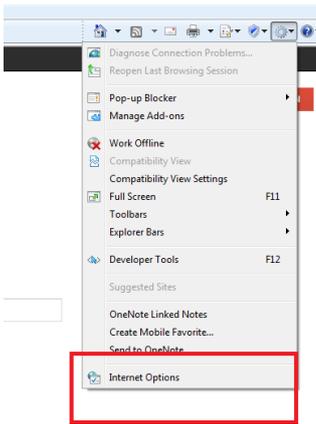
- In some cases, a message indicating **“Encryption Problems”** may show up.



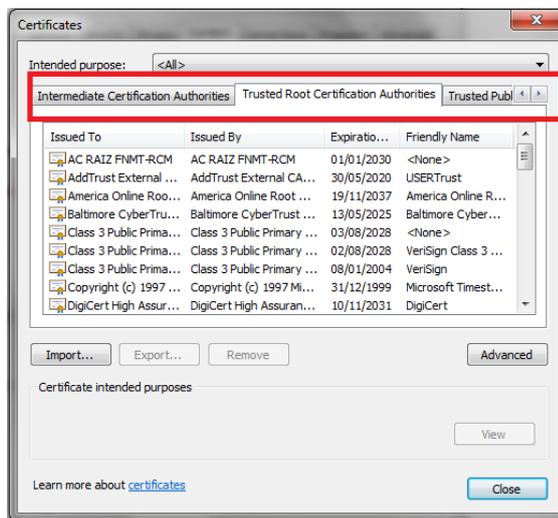
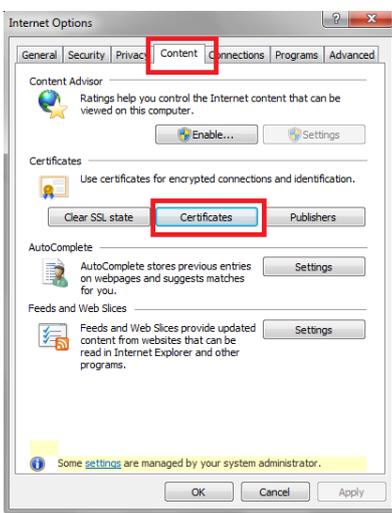
- In such a case, check if the Certificate has been installed in the correct place.

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

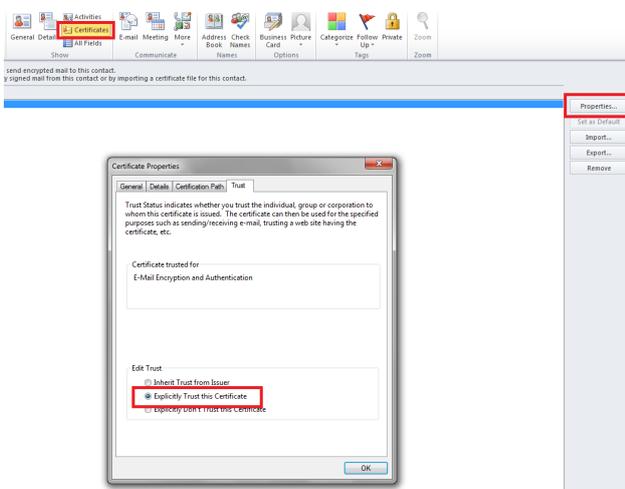
3. Open “Internet Explorer” (version 6 or higher) and select “Options”



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”



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.



6. Resend the message.