

Records Management Office Documentation

Version	Date of Change	Notes	Editor
2.0	18/12/2013		Phil Oakman
2.1	07/12/2018	Updated Template	Gareth Reeves
3.0	11/02/2019	Added Appendix Three, updated to office 2016 instructions.	Gareth Reeves

Add security to confidential information to be sent via email

Contents

Introduction	2
Appendix One	3
Appendix Two	5
Appendix Three	8
Peazip	9
7Zip	13



Introduction

In an ideal world sensitive information should not be sent by email because it isn't a secure form of communication. However, living in the real world and needing to use email there are a couple of things we can do to help maintain the security of information.

The more sensitive something is, the more control ought to be added. It doesn't matter if it is the personal data of one person or one hundred people, all personal data (especially Special Category "sensitive personal" data) should be protected and handled in a secure professional manner by University staff.

Firstly, as a way of adding to the security of the process all staff who deal with sensitive or confidential information on a regular basis should turn off the auto-complete function in Outlook so that the whole address must be typed. Carrying out this process acts as an additional check that the address is the correct one and not a similar one suggested by the auto-complete function. (See Appendix one for this process)

Secondly, staff sending out highly personal or confidential information via email should first create the text in Word and then password protect the document before attaching it to any email. (See Appendix two for this process) Where multiple documents need to be sent by email or the content is not in Word format, multiple files can be encrypted with a password ready from emailing. (See Appendix three for this process)

As an example - a member of staff in a team has an ongoing commitment to the care and supervision of a student with a health problem and will need to communicate with them on a regular basis. In this case, at the start of the business relationship the student should be issued with their own individual password which they will need to access email attachments. When any emails are sent the information should be protected within the email in a word attachment that only they can password access.

Passwords should not be sent within the same email as email attachments

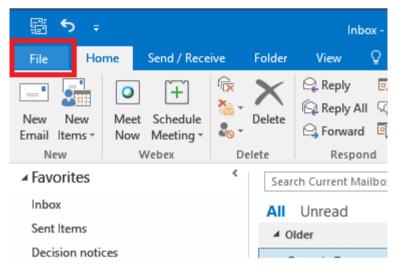
All instructions below assume Windows 10 and Office 2016/Office 365



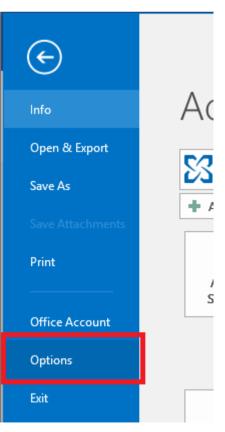
Appendix One

Disabling Auto Complete

To turn off the auto complete, click on the "File" Menu Option in Outlook



From the menu click on "Options"





From the "Outlook Options" window, click on "Mail" from the left hand list of options. Scroll down to the "Send Messages" section

Outlook Options	?	×
General Save messages		
Mail Calendar People Tasks Search Language Automatically gave items that have not been sent after this many minutes: 3 Save to this folder: Drafts Save to this folder: Save to this folder: Save to this folder: Save to this folder: Save to this folder: Save to this folder: Save to this folder: Save forwarded messages Save copies of messages in the Sent Items folder V Use Unicode format		, П
Advanced Send messages		ᆛᆛᆝ
Customize Ribbon Importance level: Importance levelevel: Importance level: <td< td=""><td>ete List</td><td>V]</td></td<>	ete List	V]
MailTips		
Manage MailTips options. For example, you may determine when and how to display the MailTips bar and which MailTips to display.	tions	
Tracking		
Delivery and read receipts help provide confirmation that messages were successfully received. Not	all Canc	

Untick "Use Auto-Complete List to suggest names when typing in the To, CC and Bcc lines". Click the "Empty Auto-Complete List" to remove any already saved auto complete email addresses.

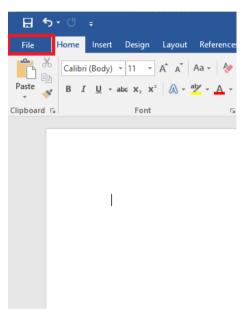
Click "OK" to save the changes. Auto Complete is now disabled.



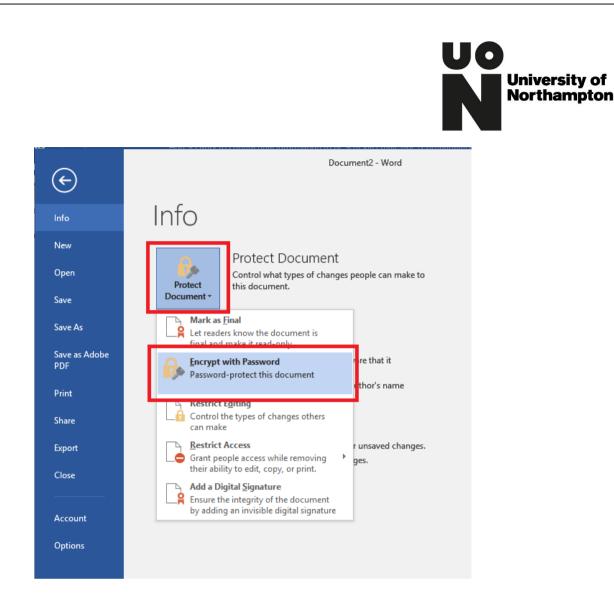
Appendix Two

Password protecting a Word Document

To Encrypt and password protect a single Word document, click the "File" menu option in Word.



From the "File" Menu, Click the "Protect Document" box, click on "Encrypt with Password".



From the "Encrypt Document" window, type the password to be used.

Recommendation is that the password meets the following criteria;

- Minimum 10 characters
- Mix of upper case and lower case
- Contains at least one number
- Contains at least one special character (!,@,&,%,£ etc)

Encrypt Document		?	×
Encrypt the contents Passwo <u>r</u> d:	of this file		
Caution: If you lose of cannot be recovered passwords and their names in a safe place (Remember that pass	. It is advisable to corresponding d e.	keep a li ocument	
	ОК	Ca	ncel



From the "Confirm Password" window, retype the same password, click OK to set the password.

Confirm Password	?	\times
Encrypt the contents of this file <u>R</u> eenter password:		
Caution: If you lose or forget the passy cannot be recovered. It is advisable to passwords and their corresponding do names in a safe place. (Remember that passwords are case-se	keep a l ocument	t
ОК	Ca	ncel

Note: Word documents encrypted in the Universities Standard version of Office (2016) will be compatible with Word all version of Word back to version 2003. If the recipient has any difficulty opening an encrypted word document considerer using the instructions in Appendix 3, do not be tempted to send the Word Document unencrypted.



Appendix Three

Password protect documents when sending non Word or multiple documents.

Where multiple documents or files need to be emailed together encryption can be applied to all the files using one of the following solutions (depending on the age of the computer you will have one of the following programs installed)

- PeaZip
- 7zip

To determine which program is installed on the computer, right click on any document or file from any location on the computer. From the menu that appears you will see either; Peazip or 7zip in the menu.

Skip to the relevant instructions below Peazip or 7Zip

Note files created in either Peazip and 7zip are compatible with each other, they are also compatible with Winzip which is a paid version.



Peazip

Documents to be encrypted will need to be located on the local PC or R: drive not on One Drive or Tundra.

Once the Documents are copied to the computer, select all the documents to be encrypted (CTRL + A to select all or hold CTRL and left click on each files using the mouse)

		✓ [™] Search test	م ا
^	Name	Date modified Type	Size
*	Screenshot.jpg	07/12/2018 09:28 JPG File	0 KB
*	SpreadSheet1.xlsx	07/12/2018 09:28 Microsoft Excel W	0 KB
*	Document1.docx	💋 PeaZip 🔰	📥 Add to archive
*		 Convert to Adobe PDF Combine files in Acrobat Scan with Windows Defender Share Give access to Scan with Malwarebytes Anti-Malware Send to Cut Copy Create shortcut Delete Rename 	Add to JICHIVE Add to .7Z Add to .ZIP Browse path with P Extract
		Properties	

Right click on one of the documents to display the context menu

From the Context menu, move the mouse cursor over PEAZIP, to show an additional menu of Peazip options, click on "Add to Archive".



Peazip will open displaying a list of documents selected previously, from the drop downs select the following options;

💋 Create .zip Ultra	a, new archive							-		×
File Edit Layout		Help Consol		chedu	le					
Name					Date/time		Full name			
Document1.do		< 0 B		1	2018-12-07 09:27		C:\Users\greeve\Documents		х	
Screenshot.jpg	jpg	0 B		1	2018-12-07 09:28		C:\Users\greeve\Documents	5.5		
SpreadSheet1.x	lsx .xlsx	0 B	0	1	2018-12-07 09:28	12 A	C:\Users\greeve\Documents	\test\SpreadSheet1.xl	5X	
Output 🔻	C:\Users\greev	e\Docu	iments\te	est\tes	t.zip		Enumerate folder	content 🗌 Use ad	/anced	filters
	ZIP					Add each objec	t to a separate archive	Send by mail		
	Ultra				~	Append timest	amp to name	TAR before		
						Archive to origi	inal path			
	Single volume,	do not	split			Convert existin	g archives			
	🐣 Enter passwo	rd / ke	yfile			Delete files afte	r archiving			
						Open output p	ath when task completes			
50.6 GB free (34%)	0 dir(s), 3 file(s), (B					•	🗸 ОК 💙	Cance	el

"Output" Enter a meaningful file name at the end of the folder path <meaningfullname.zip>

From the drop down below "output" the two supported option are ZIP or 7z, either is acceptable, the recipient may have a preference both option are compatible with each other

From the next drop down, select "ULTRA" this will ensure the file created is a small as possible and will not cause delays when being emailed.

To set the password, click "Enter password/ keyfile".

	UO Northampton
Password	X
Password Confirm Keyfile	
 Encrypt also file names (if supported by the format) Keep password/keyfile for current session Show password field content 	
	VOK Cancel

In the Password menu enter a password. Passwords must be 10 characters' mix of upper lower case and at least one number and one special character

DO NOT REUSE THE SAME PASSWORDS FOR DIFFERENT RECIPIENTS

Ensure that "Encrypt also file names (if supported by the format)" is ticked

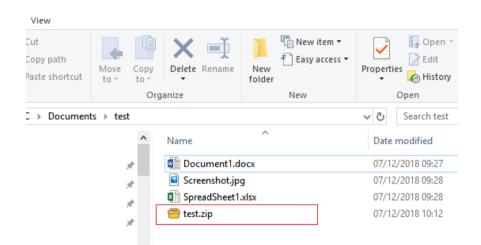
Click OK to save the password and return to the main screen.

			1								
Name				Files	Date/time		utes Full name				
Document1.docx	.docx		-	1	2018-12-07 09		C:\Users\greeve\Docur				
Screenshot.jpg	jpg	0 B		1	2018-12-07 09		C:\Users\greeve\Docur		24.1	-	
SpreadSheet1.xlsx	.xlsx	0 B	0	1	2018-12-07 09	9:28:12 A	C:\Users\greeve\Docur	ments\test\Sp	preadSheet1	.xlsx	
Output 🔻 C:\User	s\areeve	Docu	uments\t	est\te	st.zip		Enumerate	folder conter	nt 🗌 Use a	advanced	łf
Output ▼ C:\User	s\greeve	\Docu	ıments\t	est\tes	st.zip			folder conter	nt 🗌 Use a	advanced	ł f
	s\greeve	\Docu	iments\t	est\tes						advanced	d f
Output C:\User ZIP	:\greeve	Docu	iments\t	est\tes	· ~ 🖓 (bject to a separate archive	□ Se	end by mail	advanced	d f
	:\greeve	\Docu	iments\t	est\tes		Append tir	 bject to a separate archive nestamp to name	□ Se		advanced	l f
ZIP				est\tes		Append tir	 bject to a separate archive nestamp to name original path	□ Se	end by mail	advanced	d f
ZIP Ultra Single v	olume, d	o not	split	est\tes		Append tir Archive to	 bject to a separate archive nestamp to name original path isting archives	□ Se	end by mail	advanced	l f
ZIP Ultra	olume, d	o not	split	est\tes		Append tir Archive to Convert ex		Sa עד	end by mail	advanced	t E
ZIP Ultra Single v	olume, d	o not	split	est\tes		Append tir Archive to Convert ex	 bject to a separate archive nestamp to name original path isting archives	Sa עד	end by mail	advanced	t t
ZIP Ultra Single v	olume, d	o not	split	est\tes		Append tir Archive to Convert ex		Sa עד	end by mail	advanced	t t
ZIP Ultra Single v	olume, d	o not	split	est\tes		Append tir Archive to Convert ex		Sa עד	end by mail	advanced	l f



When a password has been entered the padlock icon next to the "Enter password / keyfile" option will show in yellow instead of grey, confirming a password has been set.

Click OK from the bottom right of the menu to create the encrypted file. Depending on how many documents have been selected and the speed of the computer this may take a minute to complete.



The encrypted file has been created, example shows as test.zip and contains all the required documents and files.

The encrypted file can now be sent via email



7Zip

Documents to be encrypted will need to be located on the local PC or R: drive not on One Drive or Tundra.

Once the Documents are copied to the computer, select all the documents to be encrypted (CTRL + A to select all or hold CTRL and left click on each files using the mouse)

🟥 🛃 📙 🖛 Docum	ents		
File Home Sha	re View		
← → ~ ↑ 🛱 >	This PC > Documents		√ [©]
🖈 Ouick access	Name	Date modified	Туре
Desktop	Document1.docx SpreadSheet1.xlsx Screenshot.jpg	07/12/2018 09:27 07/12/2018 09:28 07/12/2018 09:28	Microsoft Word D Microsoft Excel W JPG File
Documents	r	Open	
E Pictures ; Music Videos C OneDrive - The Uni	VE	Create a new video Edit with Photos Set as desktop backgro Print	ound
💻 This PC 💣 Network		Rotate right Rotate left Cast to Device	>
Ent Extract fil Extract Ho Extract to Test archi Add to ar	re "*\" ve	7-Zip CRC SHA Scan with Windows Du Share Give access to	efender
Add to "E Compres Add to "E	and email ocuments.7z" to "Documents.7z" and email ocuments.zip" to "Documents.zip" and email	Send to Cut Copy Create shortcut	>
3 items 3 items select	ed 0 bytes	Delete	

Right click on one of the documents to display the context menu

From the Context menu, move the mouse cursor over 7-zip, to show an additional menu of 7-Zip options, click on "Add to archive...".

Add to Archive			×
Archive: C:\Users\areave Documents.7z	(\Documents)	~	
Archive format:	7z ~	Update mode: Add and replace files	~
Compression level:	Normal ~	Path mode: Relative pathnames	\sim
Compression method:	LZMA2 ~	Options	
Dictionary size:	16 MB ~	Create SFX archive	
Word size:	32 ~	Delete files after compression	
Solid Block size:	2GB v	Encryption	
Number of CPU threads:	4 ~ /4	Enter password:	_
Memory usage for Compressir	ng: 720 MB	Reenter password:	
Memory usage for Decompres	ssing: 18 MB	Reenter password.	
Split to volumes, bytes:		Show Password	
Descriteri	~	Encryption method: AES-256	~
Parameters:		Encrypt file names	
	-		

In the "Archive:" field type a meaningful name for the encrypted file <meaningfullname.7z>

From the "Archive format" drop down select either 7z or ZIP as the only two support formats. Either is fine and both are compatible with each other.

From the "Compression level" drop down, select "ULTRA" this will ensure the file created is a small as possible and will not cause delays when being emailed.

In the "Encryption" section type the password and re-enter the same password.

Passwords must be 10 characters' mix of upper lower case and at least one number and one special character

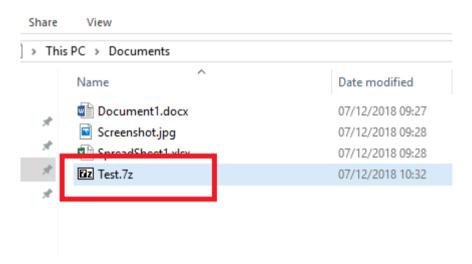


DO NOT REUSE THE SAME PASSWORDS FOR DIFFERENT RECIPIENTS

Ensure the "Encryption Method" is set to AES-256.

Tick the "Encrypt File Names", click OK to create the encrypted file.

Depending on how many documents have been selected and the speed of the computer this may take a minute to complete.



The encrypted file has been created, example shows as test.7z and contains all the required documents and files.

The encrypted file can now be sent via email