



The historical smarshEncrypt portal will be fully decommissioned on **August 22, 2018**. All historical smarshEncrypt messages will be irretrievable by both senders and recipients after **August 22, 2018**.

**Action: Download smarshEncrypt Portal Messages**

Your historical smarshEncrypt portal messages **have not** been migrated. If you need to retain your historical smarshEncrypt portal messages, [please follow the instructions here](#). **These messages will be irretrievable by both senders and recipients after August 22, 2018**. Please retrieve these messages before this date. This change does not impact archiving. All archived messages are retained for subscribers of Smarsh archiving services.

**Action: Keep Your Recipients in the Loops**

Due to technical limitations, Smarsh cannot notify your email recipients of these changes. **We strongly recommend that you notify your recipients using the example language below:**

*Smarsh has upgraded their existing encryption offering, smarshEncrypt, to the new Business Solutions Email Encryption service. Your historical smarshEncrypt portal messages **have not** been migrated to the new Business Solutions Email Encryption portal. If you need to retain your historical smarshEncrypt portal messages, please follow the instructions at <https://encryption-upgrade.smarsh.com/download-smarshencrypt-messages>. **smarshEncrypt portal messages will be irretrievable by both senders and recipients after August 22, 2018**. Please retrieve these messages before this date. You will be prompted to register and log in to the new Smarsh Email Encryption Web Portal following receipt of new encrypted messages. For further information, please visit <https://encryption-upgrade.smarsh.com/ReceiverFAQ>.*

For more information, visit our FAQ at <https://encryption-upgrade.smarsh.com/UserFAQ>.

If you have further questions, please contact your Smarsh named administrator.

Thank you,

The Smarsh Team

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Smarsh  
851 SW 6th Avenue,  
Suite 800  
Portland, OR 97204