Smarsh is upgrading our existing encryption offering, smarshEncrypt, to an all-new Business Solutions Email Encryption service. All upgrades will be completed over the next few weeks.

Your company's upgrade is scheduled to occur the evening of August 2, 2018.

What to Expect

There will be no changes to your Smarsh archiving. Business Solutions Email Encryption services will continue to seamlessly integrate with your current archiving services from Smarsh.

All existing trigger words will be migrated to Business Solutions Email Encryption as part of the upgrade process. **Upon your upgrade, you will use the same trigger words to send encrypted messages unless communicated differently by your Administrator.**

We expect the upgrade to be completed within one business day. We do not anticipate any downtime during the upgrade.

Action: Download smarshEncrypt Portal Messages

Your current smarshEncrypt portal messages **will not** be migrated. If you need to retain your current smarshEncrypt portal messages, please follow the instructions here. Please retrieve these messages by August 2, 2018.

Action: Keep Your Recipients in the Loop

Due to technical limitations, Smarsh cannot notify your email recipients about these changes. We've created the below messaging for you to send to your recipients. **We strongly recommend that you proactively notify your recipients**.

Smarsh is upgrading their existing encryption offering, smarshEncrypt, to an all-new Business Solutions Email Encryption service. The upgrade is scheduled to occur the evening of August 2, 2018. If you need to retain your current smarshEncrypt portal messages, please follow the instructions at https://encryption-upgrade.smarsh.com/download-smarshencrypt-messages. Your current smarshEncrypt portal messages will not be migrated. Please retrieve these messages by August 2, 2018. You will be prompted to register and log in to the new Smarsh Email Encryption Web Portal following receipt of new encrypted messages after August 2, 2018. For further information, please visit https://encryption-upgrade.smarsh.com/ReceiverFAQ.

To learn more, please visit our FAQ page at https://encryption-upgrade.smarsh.com/UserFAQ.

If you have further questions about the upgrade, please contact your company's Smarsh named administrator.

Thank you,

The Smarsh Team

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