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. **You will use the same trigger words to send encrypted messages, unless communicated differently by your Administrator.**

The new Business Solutions Email Encryption service will inherit the same basic functionality as smarshEncrypt, plus the following new features:

New Features for Senders:

- Enhanced email notifications: Senders are notified when messages are successfully encrypted, and when their messages are or aren't read
- Message status and recall: Senders can now view the status of an encrypted message, and recall Smarsh Email Encryption Web Portal messages that were sent in error
- Outlook plugin: Send encrypted messages from your Outlook mail client with the click of a button

New Features for Recipients:

- Messages delivered via TLS (Transport Layer Security) encryption now include a confirmation footer that the message was successfully encrypted
- Social login connectors: Recipients can now log in to the new Smarsh Email Encryption Web Portal using social media credentials including Facebook, Linkedin, Office 365, and more!

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