

Sigaba FAQ

What is Sigaba?

Sigaba is used to establish secure e-mail exchanges between ValueOptions and external organizations. The product is designed to encrypt and decrypt e-mails along with attachments through the use of a gateway to gateway setup or with client plug-ins.

When should I use Sigaba?

In order to ensure HIPAA compliance, Sigaba must be used for any ValueOptions external e-mail communications that contain PHI (Protected Health Information).

How do I use Sigaba?

For a ValueOptions employee, you will simply need to type *//encrypt*: in the subject line of your e-mail and the Sigaba gateway will encrypt the message. For a non ValueOptions employee, please see "How does an external user send Sigaba encrypted e-mails to ValueOptions?".

What needs to be done to ensure the recipient (non ValueOptions employee) can read my message?

In order for your recipient to read the message you provide them, two things must be completed:

- 1) Submit a ValueOptions eSAR (electronic service access request) to have IT register their email address and specify if the user will be a Send Anywhere user or a Plug In user (see below for the definitions of these types). Users **must** be registered to encrypt/decrypt the e-mail.
- 2) The recipient must also register their account with Sigaba. After IT enters the account, an e-mail is generated by sigpostmaster@valueoptions.com. This e-mail details the instructions to allow them to activate their account.

What is the difference between a Sigaba Plug-in User and a SendAnyWhere user?

A Sigaba SendAnyWhere user can not initiate a secure e-mail to ValueOptions using Sigaba. They can only receive and reply to secure e-mails from ValueOptions. A Sigaba SendAnyWhere user will also use a web interface to authenticate and decrypt the mail messages.

A Sigaba Plug-in user **must** download and install the Email client plug-in software onto the desktop, email is encrypted or decrypted by using the plug-in.

How does an external user send Sigaba encrypted e-mails to ValueOptions?

External users (non ValueOptions employees) send encrypted e-mail by using the Sigaba plug-in. When composing a new e-mail, there is a "Send Securely" or "Secure" button (varies based on e-mail package) next to the "Send" button, users should select the "Send Securely" or "Secure" button in order to send an encrypted email message. After selecting a window, they will be prompted to enter their password.

Where can I download the Sigaba plug-in?

You can download the appropriate plug-in from this URL:

<https://dca-sigabanet.valueoptions.com/usermgmt/public/download.jsp>

What if there is a problem installing the plug-in, and the error message is saying it can not find .cab file?

This problem is most likely due to the proxy firewall on the customer's network. You can work around it by downloading the entire plug-in to the local hard drive from this link: <https://dca-sigabanet.valueoptions.com/usermgmt/plugin-ins/install/plugin.zip>

After unzipping the file, you have to install it by clicking on Secure Messaging Plug-ins.msi file, NOT setup.exe.

What is the URL to update the user account information (password change, forgotten password)?

This URL is: <https://dca-sigabanet.valueoptions.com/usermgmt/public/login.jsp>

Is there a Sigaba Plug-in for Outlook 2003, Lotus Notes 6 or Groupwise 6.5?

Yes, Sigaba now offers a plug in for Outlook 2003, Lotus Notes 6 and Groupwise 6.5.

What if there is an error message about invalid user name or password for plug-in user?

To verify you have the plug-in has the correct server for authentication, select "About" in the toolbar, click "Password", and click "Advanced". Ensure the authentication URL" is set to <http://dca-sigabanet.valueoptions.com/auth/auth>. If it is not correct, you must uninstall and reinstall the plug-in.

Why can't the user decrypt the email even though the account is registered and activated, and the plug-in set to the correct authentication server?

This user most likely has an alias email account. User has to update the information at <https://dca-sigabanet.valueoptions.com/usermgmt/public/login.jsp>, after login, go to "addresses" and add the alias email address. After you have entered the new address, a confirmation will be automatically sent to the alias email address. You must activate it by entering the primary email address and password.

Why can't I open the attachment for Outlook Express 6.0?

Outlook Express 6.0 includes a security setting that blocks receipt of many attachments, which is enabled by default. This may prevent SendAnyWhere users from receiving .html attachments that Sigaba uses.

To disable this feature, go to the OE toolbar select Tools, Options, and Security. Deselect the box, "Do not allow attachments to be saved or opened that could potentially be a virus."

Where can I get help in regards to Sigaba?

If you are a ValueOptions employee and this Q&A Training does not provide resolution to your Sigaba issue, please open a ticket with the ValueOptions Technology Call Center. If you are an

external customer to ValueOptions, please contact your ValueOptions contact for further assistance.