

# Barracuda Message Center User's Guide

This article applies to messages encrypted by the Barracuda Spam Firewall or the [Barracuda Email Security Service](#).

## In this article:

## Receiving an Encrypted Email Message

If you have received one or more encrypted email messages via the Barracuda Message Center, the sender of the encrypted message(s) intended to secure the contents of message such that only you, the recipient, can view the body of the message. The subject of the email notifying you that you've received an encrypted message will look something like this:

You have received an encrypted message from <mailbox name>@<yourdomain>.com (or .net, .edu, .org, etc.). The sender intended for the message contents to be secured by using the Barracuda Email Encryption Service. You can retrieve the message from the Barracuda Networks Message Center. To view your secure message, visit the following URL in your browser: <URL> The secure message will expire in 30 days. If you are unsure of why you received the encrypted message, you can contact the sender before proceeding.

## Logging into the Barracuda Message Center

Once you paste the URL into your browser, a Barracuda Networks Message Center page should appear.

1. The first time this system is used, you will be asked to create a password. *This password does not have an expiration date.*
2. The password can be anything you want, but must meet these password strength requirements:
  - a. Include at least one special character.
  - b. Be at least 8 characters long.
3. Once you have chosen an acceptable password and click **Done**, the **Encrypted Messages** page will open. On all subsequent uses, the system will ask for a username and password. Your username will always be your email address. If you forget your password, click on the **Forgot your password** link. The system will send you an email to reset your password. Click on the link in the email to be directed to the Barracuda Networks Message Center, which will ask for a new password and confirmation.

## Picking Up Your Secure Email Message

The Barracuda Message Center provides you with a web interface much like any web based email program. You can view a list of your encrypted messages, click on one to view the contents, delete one or more of them or download the message(s) to your local system.



## View messages

Click on a message to view the contents. You are the only one who can read the message body. You can view the message headers by clicking the **Show All Headers** link in the upper right. From the message window you can use buttons on the message bar Reply to, Reply All, Print, Delete or Download the message. Attachments can be downloaded individually by clicking on them.

## Reply to messages

Click **Reply** to reply to your encrypted message. The contents of your reply will also be encrypted. Once you click **Reply**, you can upload files and send them securely back to the sender as part of the reply email by choosing **Browse** (to choose the selected files to add) or **Add** (to include an attachment in the reply email).

When finished, click **Send**. This will cause your reply message to be encrypted before returning to the sender.

Click **Reply All** to send your encrypted response to all other recipients of the message.

## Saving Message Content

If you want to save the original email, the entire message (including attachments) can be saved by clicking the **Download** button.

## Delete multiple messages

In the Encrypted Messages window, click the check box next to the message(s), and then click the **Delete** (trash can) icon on the tool bar. To refresh the message list, click the **Refresh** icon next to the **Delete** icon on the tool bar.