April 2009

EUROJUST WEB MAIL INFORMATION NOTE FOR EJN EXTERNAL USERS

Table of contents

1 Purpose

This Information Note is intended to inform EJN external users about:

- The general purposes and features of Eurojust web mail application
- The process used to grant Eurojust webmail account to an external user.
- How EJN external users can use Eurojust webmail, i.e. a short user manual.
- How EJN external users will be supported in solving technical issues raised using Eurojust webmail.

1.1 Introduction

In order to enhance co-operation on criminal justice cases, Eurojust has developed a secure technical environment to process and transmit operational information and data.

A secure e-mail connection allows member of the EJN to safely transmit information classified up to and including a level equivalent to EUROJUST RESTRICTED, as described below.

Exchange of Information

The Eurojust web mail application allows exchange of operational information between Eurojust and individuals working for national authorities involved in Eurojust investigations and activities against serious organised crime.

Information can be exchanged with a security level equivalent to Restricted. Information which carries a higher security rating should not be exchanged by Eurojust webmail, but by more secure means, e.g. a paper copy handled by a trusted courier. A comprehensive summary of the different national security classifications and their mapping to the EUROJUST security levels is provided in *Annex B*.

Security benefits

The e-mail exchange via Eurojust web mail application is protected by Secure Socket Layer (SSL) cryptographic protocol. Using SSL ensures the privacy of information being transferred through a process called encryption. Encryption is a procedure whereby information is converted into an unintelligible code that is decoded only upon arrival at the authorized destination. This will make sure that the information is being transferred via the internet in a secure way.

Technical requirements

To be able to connect to the Eurojust web mail application, a user must have

- a computer with a working Internet connection and
- an Internet browser supporting 128 bit cipher strength, e.g. Internet Explorer version 6 Service Pack 1

Cost

The connection is free of cost for the external users connecting to Eurojust web mail application, assuming the user already complies with above technical requirements.

1.2 Definitions

External Users: people that do not hold a post in Eurojust and who are always working outside the Eurojust site.

Information classified at EUROJUST RESTRICTED: this level of classification is defined in the Eurojust Security Rules as follows: "this classification shall be applied to information and material the unauthorised disclosure of which could be disadvantageous to the interests of Eurojust, of the European Union, or of one or more of its Member States".

The *Annex B* provides a comparative table of Eurojust, Europol, WEU and Member States security grading as well as practical guidance about the classification of information at EUROJUST RESTRICTED.

1.3 Revision History

Date	Version	By	Description
24/03/2009	1.0	OSS	Initial version for EJN External users

2 Authorizing Eurojust webmail to external users

Only the EJN secretariat can authorize a Eurojust mail account for an EJN external user.

The EJN secretariat will be responsible for maintaining the list of external users requested and providing updates (contact details etc) to Eurojust ICT User Support. The latter will be responsible for:

- Creating and maintaining the web mail accounts.
- Providing second level support if asked for by a Local Help Desk.

2.1 Account Creation

The following process will be followed to create a web mail account:

1. The EJN secretariat will make available a account request Form to the person who requests the secure connection.

   http://dmsfe/livelinklogin/livelink.exe/overview/8701155

2. The external user fills in Section 1, 2 and 3 of the Form **electronically**. In Section 3, Password Half, please note that the temporary password to be used for the first login will be created by joining two halves, one created by the user themselves, the other by Eurojust ICT User Support. Both halves will be 4 characters log and will be combined to create one password 8 characters long.
3. The external user:
   a. chooses the first half and memorises it. Note that password is case sensitive and letters o (oscar) and l (lima) should be avoided to exclude mixing up with number zero and letter I (india).
   b. types the first password half in section 3.
4. The external user prints the form, and then Section 4 is filled in and signed by the external user.
5. The external user e-mails, posts or faxes the Form to the EJN Secretariat.
6. The EJN Secretariat reviews the received form and signs it to confirm :
   a. that the contact details where ICT User Support can send the account details, including the second half of the password are correct.

b. the request of account creation.

7. When signed by the responsible person designated by the EJN Secretariat (i.e. EJN secretary) the form is sent on to ICT User Support.
8. The ICT User Support officer creates the account. The Remedy ticket is then assigned to an Application Manager who will then add the external user to an appropriate External User Group.
9. The ICT User Support officer e-mails to the "normal" office e-mail :
    a. the Internet address of the login page of Eurojust email;
    b. the user name;
    c. the second half of the temporary password.
10. After sending the e-mail to the external user noted on Section 2 of the form, the ICT User Support officer forwards a copy of the completed form to the EJN Secretariat.
11. Upon receipt of the envelope, the user can login:
    a. User connects to the internet address of Eurojust email, contained in the envelope;
    b. User inputs the user name contained in the envelope;
    c. User inputs the temporary password, by typing the first half personally chosen and then the second half contained in the envelope (the two halves are combined to make up one word, without no space in between).
12. Upon the first successful login, the user should choose a new password (details of how to do this are in Annex B) at least 8 characters long and containing at least three of the following characters type:
    a. upper case letters (capitals),
    b. lower case letters,
    c. numbers,
    d. special characters (e.g. *).
13. The original completed form is kept for the files of ICT User Support.
14. After termination of account any copy will be shredded by the Eurojust internal authorizing body.
15. The original form will be kept by ICT User Support for 5 years after the expiration or termination of the account.

2.2 Treatment of User Information

1. The personal and emergency contact details in the External User Form are collected to give ICT User Support basic identity information about the user and the Eurojust internal authorizing body requesting the account.
2. In accordance with the data protection rules external users will have access upon request to personal information provided and held by ICT User Support and the relevant Eurojust internal authorizing body.
3. In accordance with the requirement to hold such data for up to five years after termination of account, Eurojust ICT User Support will retain such data. The relevant Eurojust internal authorizing body will purge such data from its records

immediately following such termination making Eurojust ICT User Support the sole custodian of personnel related information upon termination of account.

2.3 User Agreement

By signing the "Agreement" of the External User Form, the external user agrees:

1. To use the provided Eurojust web mail account only for internal Eurojust communications (i.e. other EJN contact points and Eurojust User Support).
2. To keep secret and strictly personal the web mail login page address (URL), the user name and the password.
3. To abide to the security rules defined by Eurojust, e.g. password format.
4. To notify their Eurojust internal authorizing body immediately should any suspicion arise that the login page address, username or password have been compromised or any attempt has been made to do so.
5. To notify the Eurojust internal authorizing body of any changes to the contact information.
6. To access the webmail only by means of a version 5.5 or higher of Microsoft's Internet Explorer (IE) browser (it enables 128-bit encryption).
   Note: To verify the version of IE please check in IE - Help menu - About Internet Explorer - Cipher Strength. (encryption at 128-bit is included in IE 5.5 or higher versions; free update available for IE 4 and IE 5). Contact your local user support if you have any questions about the installed version of IE.
7. To exchange information only up to and including the level of Eurojust RESTRICTED.
8. Eurojust will never ask the external user to communicate the password, but may in exceptional circumstances request the user to change the password or change the password and then notify the user. In either circumstance, the EJN Secretariat will be informed.
9. That the webmail account can be closed at request of the relevant Eurojust internal authorizing body without prior warning.

3 Using Eurojust webmail

3.1 Access

It is necessary to use Microsoft Internet Explorer version 5.5 or higher. Other browsers are not supported.

Access to Eurojust web mail is possible via the following address, also known as URL

http://webmail.eurojust.europa.eu

The access page of Eurojust web mail is shown, below in Figure 1.

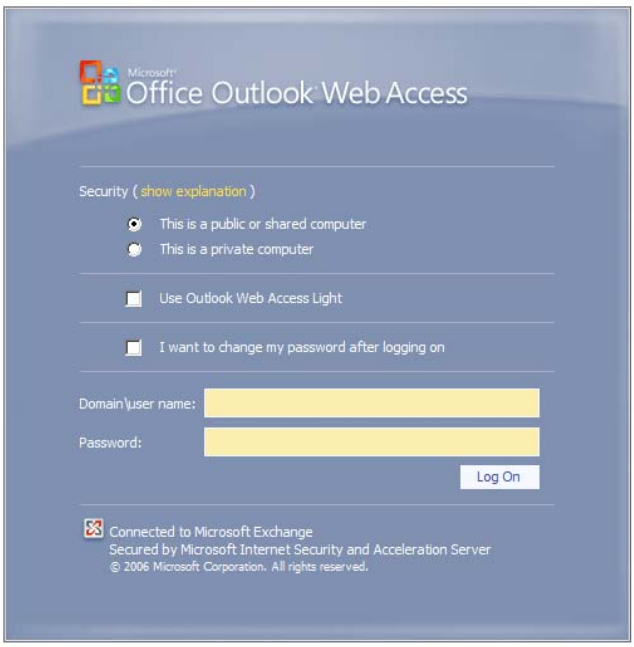


Figure 1

Figure 2

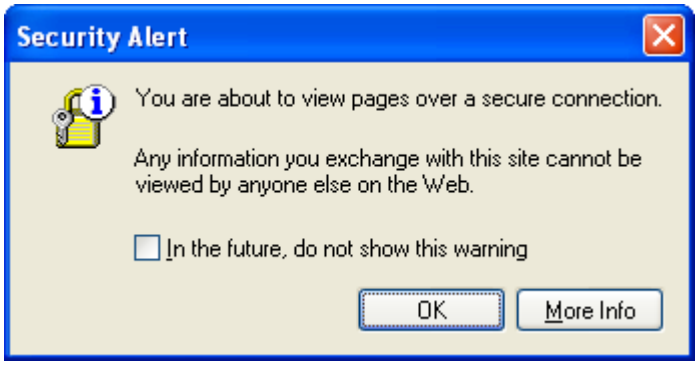
3.1.1 Account Settings : Language

When logging in, the user is given an opportunity to select a language preference.

3.1.2 Warnings

You might get a pop-up like this one before you see the login screen.

Just click OK here.



You will also get a pop-up like this before you see the login screen. This is a certificate given out by Eurojust. The warning sign means that your computer has no record of Eurojust as a certifying authority.

Just click YES to proceed.

To log in you need to:

1. **type in your user name -e.g. jsmith if your name were John Smith**
2. **type in the password**
3. **click on Log On button.**

Remember that your password for the first login is made up of the first half you choose (on the User Form) and the second half sent to you by post from Eurojust User Support. E.g. you chose "ABxy" as first halve and you received "1%af"as second half, then you have to type in "ABxy1%af".

Please note that the domain and user name are not case sensitive, but the password is.

4 Security guidelines

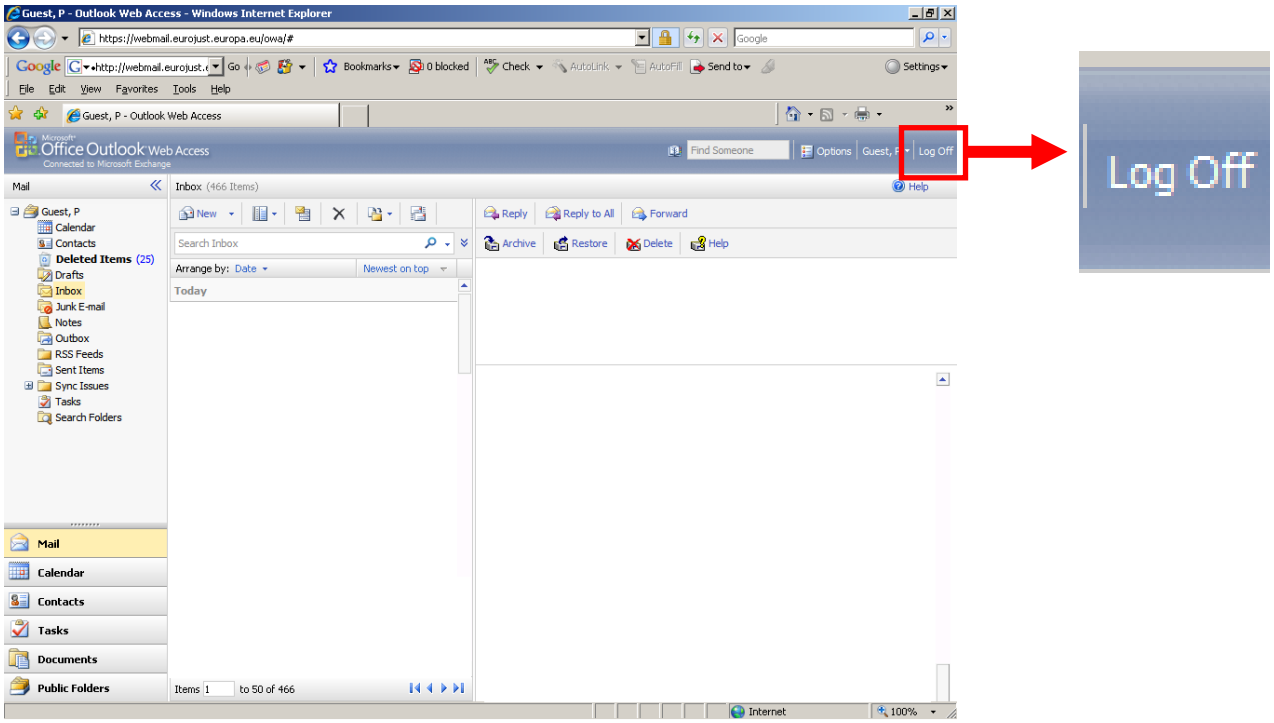
Although the communication line between the Eurojust's email server and the client computer is encrypted, users should be cautious when using the OWA (Outlook Web Access) mail client.

The following measures should be taken when users are logging on public computers, e.g. hotels lobbies, cyber cafés, public libraries, etc. Users should be aware that these computers are most likely not controlled against malicious code or unauthorised access.

Bellow are listed the most critical security related guidelines.

4.1 Logging off

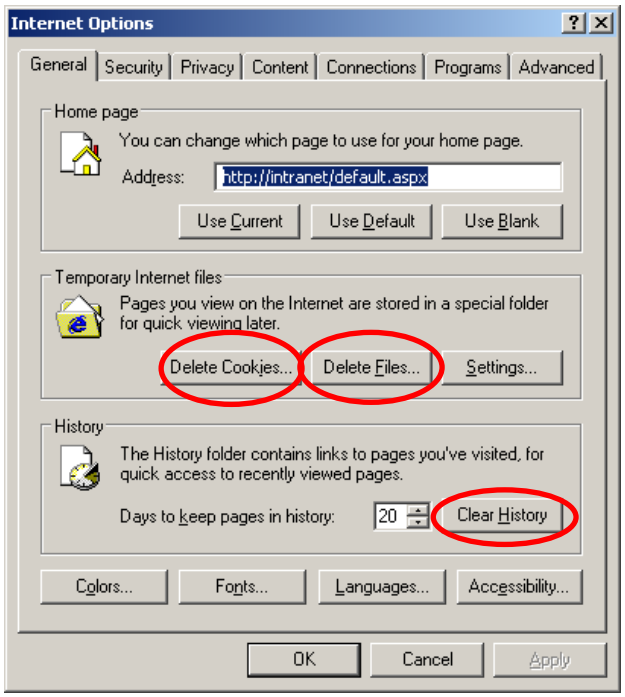
This will ensure that your E-Mails cannot be read by other people who use the computer after you. This is especially important if you use a computer in a public location such as a library or an airport. To log off properly, click on the Logoff button. You'll find it in the top right corner of the toolbar on any screen within OWA:



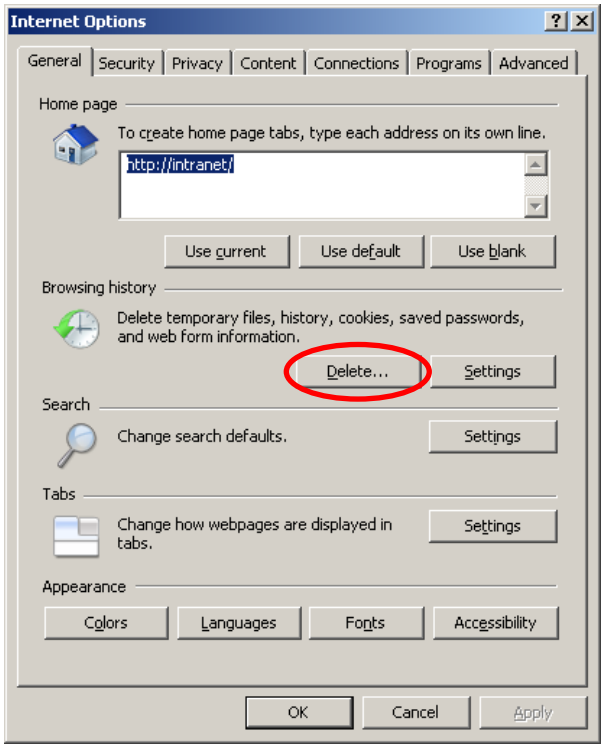
When accessing the OWA on the public computer it is recommended to

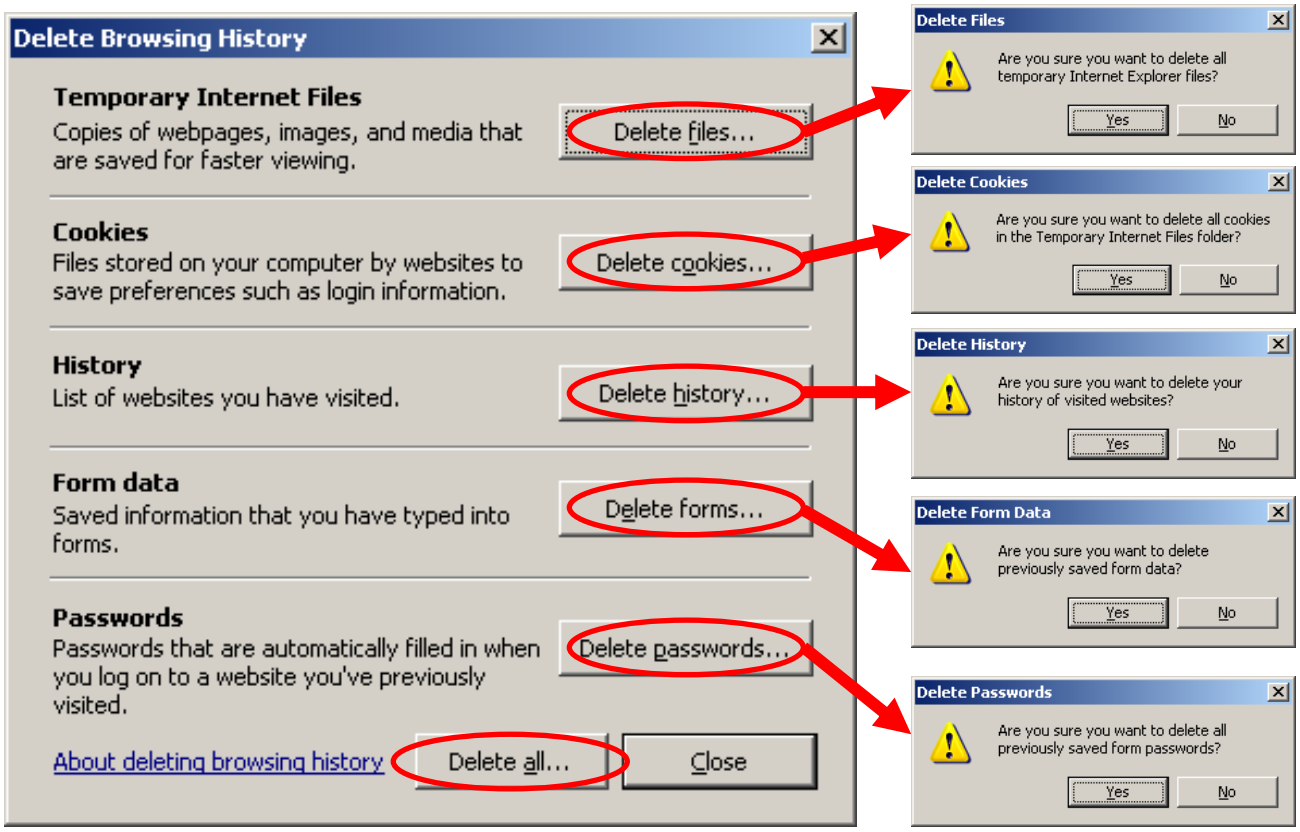
- clear the history file and
- delete all temporary files and
- cookies.

Open the Internet Options window on Tools menu and click appropriate buttons, highlighted in red in the picture below.



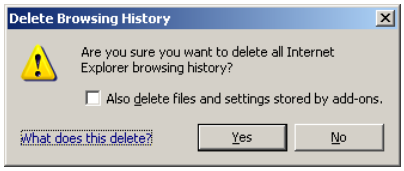
Internet Explorer 6

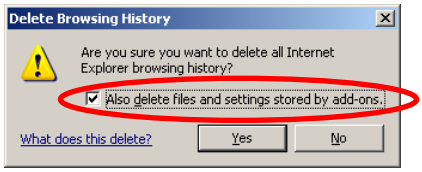




Internet Explorer 7

Alternatively, you can click on **Delete all**, which will carry out all of the above.





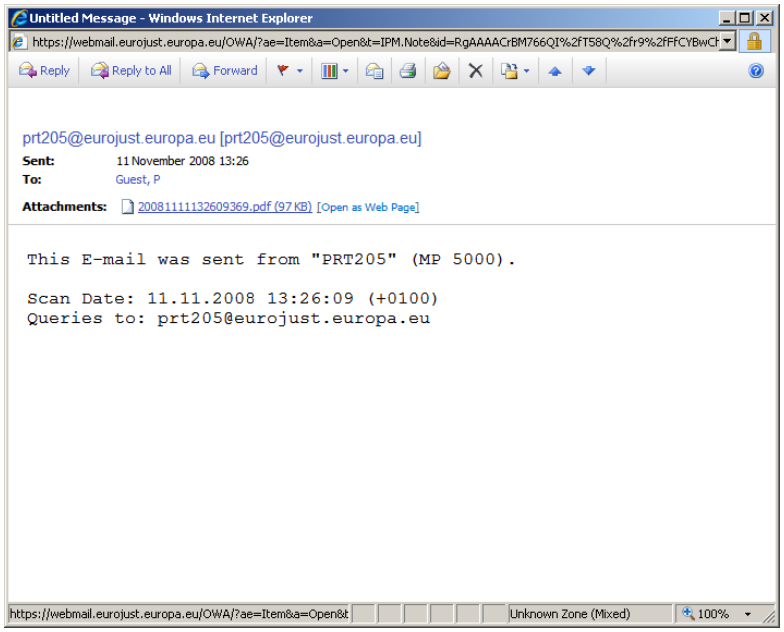
It is recommended that you also check the **Also delete files and settings stored by add-ons** to ensure that there is nothing sensitive left on the computer.

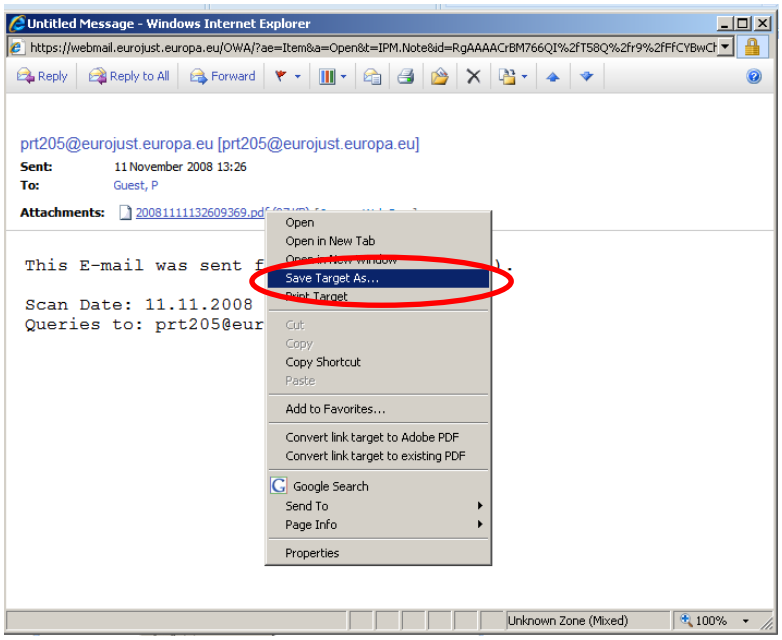
Always close the Internet browser window when you have finished.

4.2 Working with attachments

When user receives a message with attached file and is logged on the public computer it is not advised to open the attachment on this computer but rather save it on portable memory device, e.g. a USB memory stick or floppy disk.

You can save attachment by crossing the file name in the message and clicking the right mouse button. On the menu select the "**Save target as**" option and browse to the device and folder where you would like to save the attached file.





Scan a downloaded file with an antivirus program before opening the file afterwards on a computer in the office to avoid infecting the office network with viruses.

4.3 Safeguarding the portable memory device

The User should protect portable memory devices, where they store files to be exchanged or received files. It is very easy to retrieve a deleted file from a portable memory device, even after it has been reformatted. Therefore the best practice is to use a dedicated device for carrying sensitive information and **not leave it unattended and or lend it to another person**.

4.4 Changing password

If users access OWA from public computers (for example at an airport or railway station) it is recommended to change the password more often, ideally after every OWA access from a public computer. However, the password should be changed on an office computer as key logging software may have been installed on public computers which record all keystokes.

Details of how to change your password are attached at Annex B.

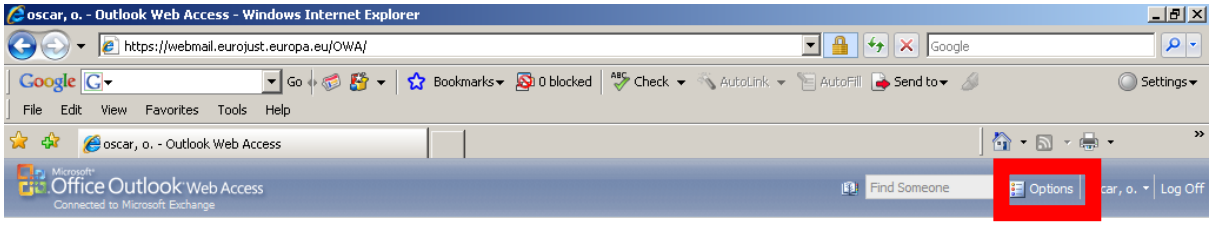
5 Technical Support to External Users

It is assumed that external users will always access Eurojust services from outside Eurojust site through equipment provided by the national organisation. Therefore the first point of contact for technical related issues should always be the Local Help Desk of the user's home organization.

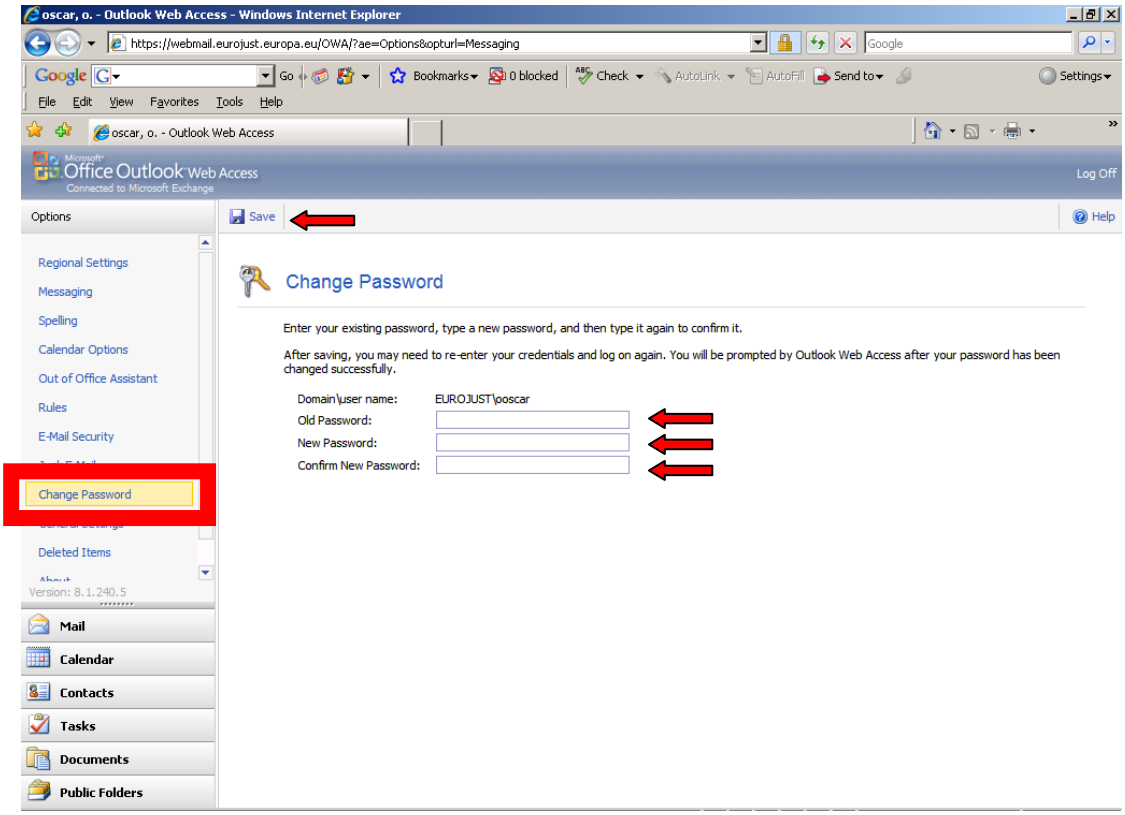
Eurojust Help Desk will act as a second line support at the request of the National Help Desk or the Eurojust National Desk.

Annex A

How to change your password



Choose Options



Select **Change Password**

Type in your old password, your new password, your new password again in the relevant boxes.

Click on Save.

The system will then log you out. This is so that the password change can be replicated across the other servers.

Annex B

Comparison of national security classifications

EUROJUST classification	EUROJUST Top Secret	EUROJUST Secret	EUROJUST Confidential	EUROJUST Restricted
EUROPOL classification	EUROPOL Top Secret	EUROPOL Secret	EUROPOL Confidential	EUROPOL Restricted
WEU classification	Focal Top Secret	WEU Secret	WEU Confidential	WEU Restricted
Belgium	Très Secret Zeer Geheim	Secret Geheim	Confidentiel Vertrouwelijk	Diffusion restreinte Beperkte Verspreiding
Czech Republic	Přísně tajné	Tajné	Důvěrné	Vyhrazené
Denmark	Y derst hemmeligt	Hemmeligt	Fortroligt	Til tjenestebrug
Germany	Streng Geheim	Geheim	VS[1] - Vertraulich	VS - Nur für den Dienstgebrauch
Estonia	Täiesti salajane	Salajane	Konfidentsiaalne	Piiratud
Greece	Άκρως Απόρρητο	Απόρρητο	Εμπιστευτικό	Περιορισμένης χρήσης
Spain	Secreto	Reservado	Confidencial	Difusion Limitada
France	Très Secret Défense[2]	Secret Défense	Confidentiel Défense	Diffusion restreinte
Ireland	Top Secret	Secret	Confidential	Restricted
Italy	Segretissimo	Segreto	Riservatissimo	Riservato
Cyprus	Άκρως Απόρρητο	Απόρρητο	Εμπιστευτικό	Περιορισμένης Χρήσης
Latvia	Sevišķi slepeni	Slepeni	Konfidenciāli	Dienesta vajadzībām
Lithuania	Visiškai slaptai	Slaptai	Konfidencialiai	Riboto naudojimo

EUROJUST classification	EUROJUST Top Secret	EUROJUST Secret	EUROJUST Confidential	EUROJUST Restricted
Luxembourg	Très Secret	Secret	Confidentiel	Diffusion restreinte
Hungary	Szigorúan titkos!	Titkos!	Bizalmas!	Korlátozott terjesztésű!
Malta	L-Ghola Segretezza	Sigriet	Kunfidenzjali	Ristrett
Netherlands	STG Zeer Geheim	STG Geheim	STG Confidentieel	
Austria	Streng Geheim	Geheim	Vertraulich	Eingeschränkt
Poland	Ściśle Tajne	Tajne	Poufne	Zastrzeżone
Portugal	Muito Secreto	Secreto	Confidencial	Reservado
Slovenia	Strogo tajno	Tajno	Zaupno	Interno
Slovakia	Prísne tajné	Tajné	Dôverné	Vyhradené
Finland	Erittäin salainen	Erittäin salainen	Salainen	Luottamuksellinen
Sweden	Kvalificerat hemlig	Hemlig	Hemlig	Hemlig
United Kingdom	Top Secret	Secret	Confidential	Restricted

(1) Germany: VS = Verschlusssache.

(2) France: the classification 'Très Secret Défense', which covers governmental priority issues, may be changed only with the Prime Minister's authorisation.

Practical classification guide

Users are advised to refer to their national classification system and guidelines and to the table in Appendix providing the comparison of national security classifications

Classification	When	Who	Markings	Downgrading/Declassification/Destruction	
				Who	When
EUROJUST RESTRICTED: This classification will be applied to information and material the unauthorised disclosure of which could be disadvantageous to the interests of Eurojust, of the European Union or of one or more of its Member States.	The compromise of assets marked EUROJUST RESTRICTED would be likely to: - adversely affect diplomatic relations - cause substantial distress to individuals - make it more difficult to maintain the judicial effectiveness or security of Member States or other contributors' forces - cause financial loss or facilitate improper gain or advantage for individuals or companies - breach proper undertakings to maintain the confidence of information provided by third parties - breach statutory restrictions on disclosure of information - disadvantage Eurojust, the EU or Member States in commercial or policy negotiations with others - impede the effective development or operation of EU policies or undermine the proper management of Eurojust and its operations.	Member States: Eurojust authorised post-holders (originators) [SIII(2)]. Originators shall specify a date or period when the contents may be downgraded or declassified. Otherwise they shall keep the documents under review every three years at the latest, in order to ensure that the original classification is necessary [SIII(10)].	The classification EUROJUST RESTRICTED shall be applied to EUROJUST RESTRICTED documents by mechanical or electronic means [SII(6)(a)]. The Eurojust classifications shall appear at the top and bottom centre on each page and each page shall be numbered. Each document shall bear a reference number and a date [SVII(l)].	Declassification and downgrading rests solely with the originator, who shall inform of the change any subsequent addressees to whom they have sent or copied the document [SIII(9)]. EUROJUST RESTRICTED documents shall be destroyed by the holder of the documents [SVII(26)].	Surplus copies and documents no longer needed must be destroyed [SVII(24)(c) and (26)].