



STATE OF CONNECTICUT
DEPARTMENT OF REVENUE SERVICES

IP 2013(11)

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INFORMATIONAL PUBLICATION

Q & A on Tumbleweed Secure Email System

Purpose: This Informational Publication provides detailed instructions on the use of the Tumbleweed Secure Email System.

Effective Date: Upon Issuance.

1. What is Tumbleweed?

The Tumbleweed Secure Email System (Tumbleweed) is an email delivery solution that provides you and the Department of Revenue Services (DRS) personnel increased security and privacy not possible with standard email. Tumbleweed allows DRS to send secure (encrypted) email messages to non-DRS email recipients and to track the status of the message delivery. Tumbleweed also allows you to send your reply to DRS utilizing the same increased security. The information remains on a State of Connecticut server until its expiration date.

2. Why is DRS using Tumbleweed?

DRS is using Tumbleweed because the agency is committed to ensuring that your confidential information is protected and remains confidential.

3. When should Tumbleweed be used?

Tumbleweed **must** be used by DRS personnel anytime confidential data is sent via email to an external email address to ensure that the confidential information is encrypted from the moment it is sent.

4. Why reply to DRS through Tumbleweed instead of using my own email?

Submitting replies to DRS through Tumbleweed is the only way to ensure information is sent secure. In addition, when Tumbleweed is utilized, all correspondence and attachments reside on a State of

Connecticut server where it is less likely to be accessed by unauthorized sources.

5. Must I use Tumbleweed when corresponding with DRS through email?

You can choose not to use Tumbleweed, but DRS has an obligation to protect all confidential information. Therefore, all DRS emails with confidential information will be sent using Tumbleweed.

6. Can I initiate a secure email to DRS using Tumbleweed?

No. Only DRS can initiate secure email using Tumbleweed. However, after you receive your first Tumbleweed message and have established your Tumbleweed account, you can send a secure email reply to DRS using Tumbleweed. You will **only** be able to reply to existing emails through Tumbleweed.

7. What if my Internet Explorer or firewalls do not allow me to sign into Tumbleweed?

If you are not allowed to sign into Tumbleweed, you will need to contact your network administrator or check your computer security or firewall settings.

8. Can I forward Tumbleweed messages to another email account?

No. The ability to forward an email is **not** available in Tumbleweed.

9. What is the size of the mailbox?

The total maximum mailbox storage for a Tumbleweed email account is ten megabytes. If you exchange large files or documents through your account, you should periodically save these attachments to a location on your computer so your Tumbleweed mailbox does not exceed its limit.

Refer to Question 12 for instructions on how to save attachments to your computer.

10. How do I set up my account?

When DRS sends you an email using Tumbleweed, a message will be sent to the email address you supplied to DRS stating that you have a secured message waiting. It will read as follows:

“You have received an important delivery from <sender’s email name>. Please pick up the package at

the following web address: <https://smail.ct.gov/ime>. The package will expire on <a specific day, date, and time>.”

Select the Internet link or copy and paste it into your web browser.

On your first visit, this link will prompt you to create your Tumbleweed account. See the following screen shot. For all future visits, this link will bring you to the Tumbleweed Secure Login page.

Complete Account Information

Package [secure] Test

From **DRS Agent Name (Agent @po.state.ct.us)**

Sent Today, 02/28/2013 13:47:08 EDT4

Expires 30 days later, 03/30/2013 13:47:08 EDT4

Complete Account Information

To ensure security, the sender of this package requires all recipients to have a validated IME account. Please complete this one-time account setup to receive your package.

Email Address : **Someone@somewhere.com**

First Name :

Last Name :

New Password !

The password requires a minimum of 6 character(s) and at least 0 digit(s) and at least 0 alphabetical character(s).

Re-enter New Password !

Password Hint Phrase :

[Continue](#)

11. How do I change my password?

To change your password:

- Select *Account Info* from the IME Menu to access the *Account Information* page as shown on the screen shot to the right;
- Scroll down to *Change Password Tab*;
- Type your current password in the *Current Password* field;
- Type your new password in the *New Password* field;
- Retype this new password in the *Confirm New Password* field. You can also add a hint phrase for your password in the *Password Hint Phrase* field; **and**
- Select *Update* at the bottom of the page to update your account.

If you do not select *Update*, your password will not be changed.

Individual Account Information

Account Information

Account: Created: 11/28/2011
Last Accessed: 02/28/2013
Account Banner: Standard
Deliveries in Current Month: 0

Account Holder

Name: Email Address:
Company: City:
Street Address: State (U.S. only):
Suite/Floor: ZIP or Postal Code:
Country (if not US):

Change Password

Current Password:

New Password:

Confirm New Password:

Password Hint Phrase:

The account password requires a minimum of 6 character(s) with at least 0 digit(s) and at least 0 alphabetical character(s).

Last Password Change:

Time Zone Preference

Select your current time and date: Thursday, February 28 2013 13:35:01

12. How do I save Tumbleweed email attachments onto my computer?

In the *Files From Sender* area:

- Select all of the files you want to save by checking the box to the left of each attachment; and
- Select Save Checked Files.

You will be prompted to save the file(s) to a location on your computer.

13. What types of files can be attached to an email sent using Tumbleweed?

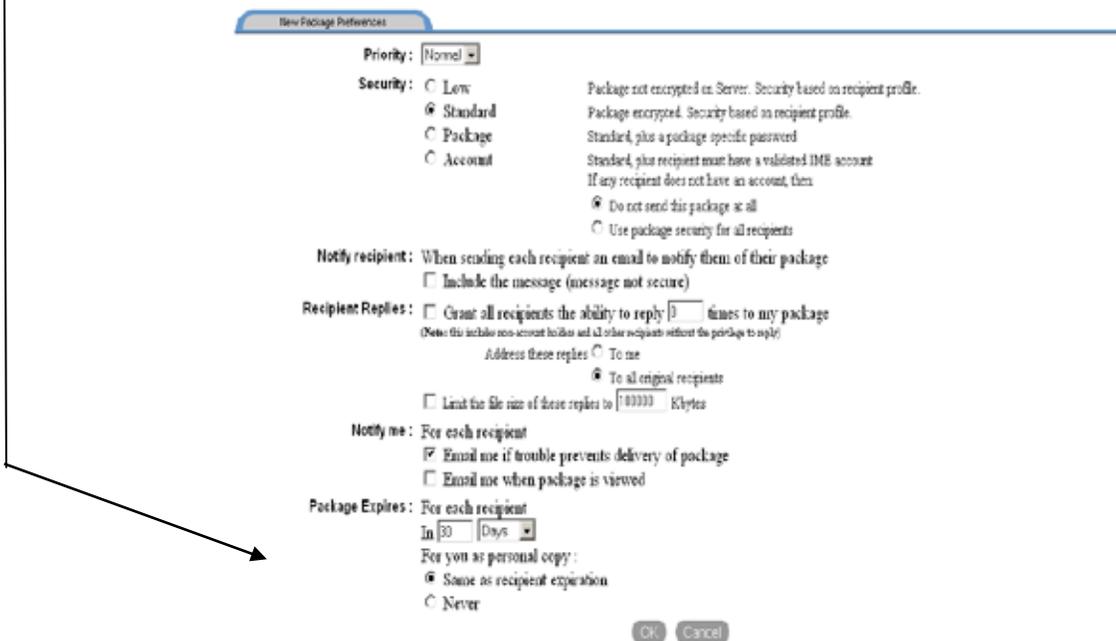
DRS allows the following types of files to be opened when attached to an email sent using Tumbleweed:

- Microsoft® Word documents (.doc, .docx);
- Microsoft® Excel spreadsheets (xls);
- Rich Text Format documents (.tft);
- Text documents (.txt);
- Hypertext Markup Language (.html);
- Tagged Image File (.tif);
- Joint Photographic Experts Group (.jpeg);
- Graphics Interchange Format (.gif);
- Portable Document Format (.pdf); **and**
- WinZip® files (.zip).

14. How do I extend the expiration date of a package on Tumbleweed?

All packages (emails) have a 30-day default expiration date. This date can be changed by selecting *New Package Preferences* in the left hand column of your Tumbleweed account. Scroll down to *Package Expires*

and either select a new duration from the drop down menu or select *Never*. See the following screen shot. You can also click on the expiration duration in your Tumbleweed email inbox and extend the date.



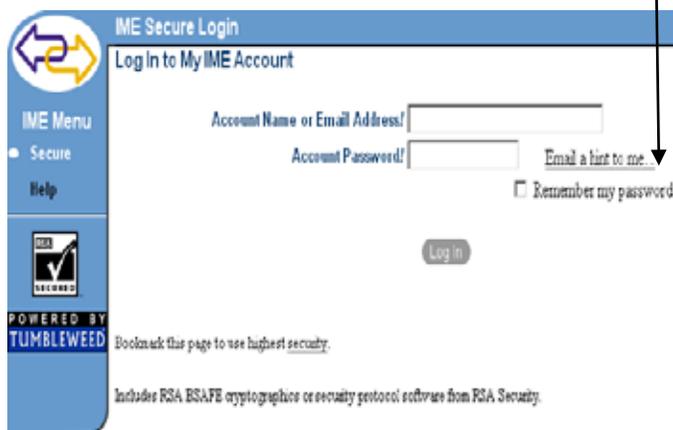
15. What do I do if I forget my password?

Insert your Account Name or Email Address and Select “*Email a hint to me...*” within the Tumbleweed login home page.

To reset your password, contact the Bureau of Enterprise Systems & Technology’s Help Desk 24/7/365 using one of the following:

- Email: doit.helpdesk@ct.gov
- Phone: 860-622-2300

For Help with Tumbleweed or to Receive Troubleshooting Assistance: Contact the Help Desk at doit.helpdesk@ct.gov or call 860-622-2300.



Effect on Other Documents: None affected.

Effect of This Document: An Informational Publication issued by the Department of Revenue Services (DRS) addresses frequently-asked questions about a current position, policy, or practice, usually in a less technical question and answer format.

For Further Information: Call DRS during business hours, Monday through Friday:

- **1-800-382-9463** (Connecticut calls outside the Greater Hartford calling area only); **or**
- **860-297-5962** (from anywhere).

TTY, TDD, and Text Telephone users only may transmit inquiries anytime by calling 860-297-4911.

Forms and Publications: Visit the DRS website at www.ct.gov/DRS to download and print Connecticut tax forms and publications.

Paperless Filing/Payment Methods (fast, easy, free, and confidential): Business and individual taxpayers can use the **Taxpayer Service Center (TSC)** at www.ct.gov/TSC to file a variety of tax returns, update account information, and make payments online.

File Electronically: You can choose first-time filer information and filing assistance or log directly into the **TSC** to file returns and pay taxes.

Pay Electronically: You can pay taxes for tax returns that cannot be filed through the **TSC**. Log in and select the *Make Payment Only* option. Designate a payment date up to the due date of the tax and mail a paper return to complete the filing process.

DRS E-Alerts Service: Get connected to the latest news from DRS. Receive notification by email of changes to legislation, policies, and procedures. **DRS E-Alerts** provide information for employer’s withholding tax, News – Press Releases, and Top 100 Delinquency List. Visit the DRS website at www.ct.gov/DRS and select *Sign up for e-alerts* under *How Do I?* on the gold navigation bar.

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