

This document provides instructions for communicating with the Department of Social Services (DSS) through secure email, also known as Tumbleweed. It will tell you how to:

1. Know that you have received a secure email and how to access it.
2. Create your secure mail account and password.
3. Read and reply to a message from DSS using Tumbleweed.
4. Access your Tumbleweed email account outside of your personal email account

1. How to know you have a secure email message from DSS.

Notification that you have a secure message from DSS will appear as a message in your email window. Upon opening the mail you will see a message similar to **Figure 1** to the right.

To access your message, place your mouse on the button that says pick up package and click. **First time users will be directed to create a password to get into the system - see Figure 2. People who have already used the Tumbleweed system will be directed to a login window – see Figure 4 for instructions.**

If you need help with Tumbleweed, the login process or other assistance please contact the Department of Social Services Help Desk at 860 424-4949 option 1 or you may email the unit at PCHelpDesk.DSS@ct.gov. Please put "Tumbleweed IME Assistance" in the subject line and include the following information in the body of the email:

- The Recipient's Name:
- E-mail Address:
- Phone Number:
- Brief Description of Problem (for example: Password reset, Account disabled, 1st time use)

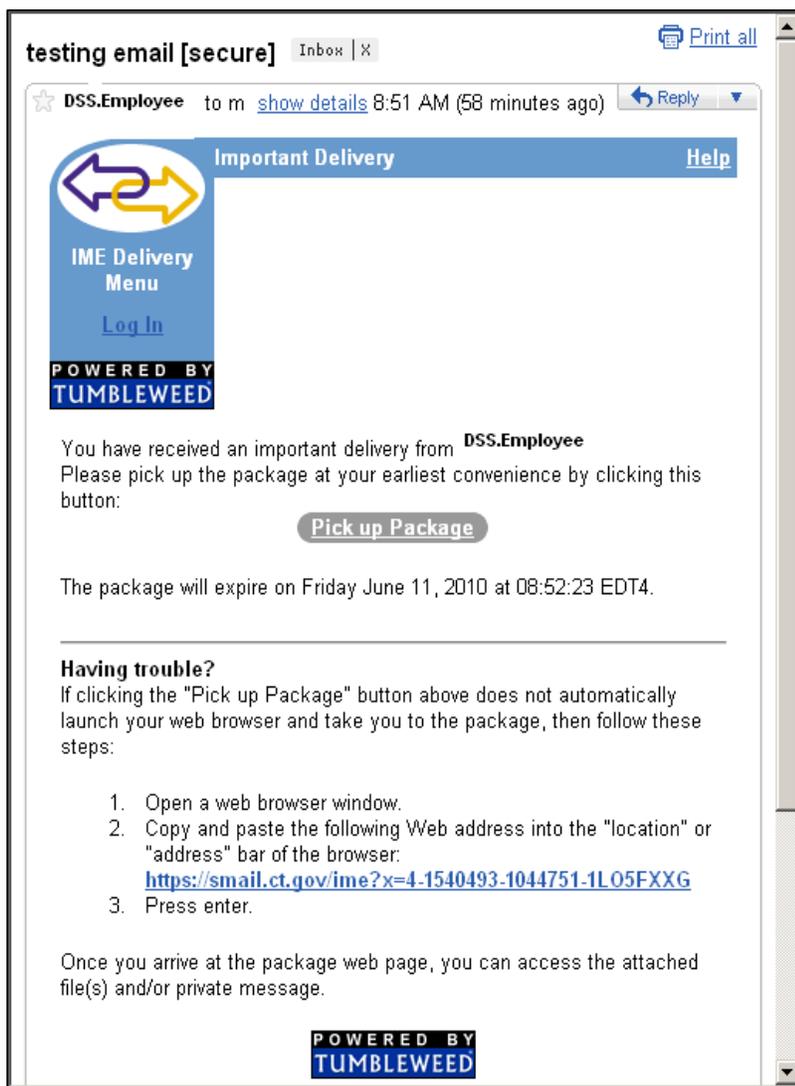


Figure 1

2. How to create your secure Tumbleweed account and password.

Note your email address is already listed. Create your account by entering your first and last name; creating a new password; reentering that same password; then entering a password hint. See Figure 2 below.

The screenshot shows a web form titled "Complete Account Information" with a "Help" link in the top right. On the left, there is a sidebar with "IME Menu" and "Help" buttons, and a "POWERED BY TUMBLEWEED" logo. The main content area displays the following information:

Package: testing email [secure]
From: DSS.Employee (dss.employee@ct.gov)
Sent: Today, 05/12/2010 08:51:23, EDT4
Expires: 30 days later, 06/11/2010 08:52:23, 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 : thectresident@gmail.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

Callout boxes provide instructions for each field:

- First Name: Type your First name
- Last Name: Type your Last name
- New Password: Select a unique password that you will remember.
- Re-enter New Password: Enter that same password again.
- Password Hint Phrase: Enter a hint phrase that will help you remember your password. Warning – make sure it is unique and not known to others.

Figure 2

3. How to retrieve a message using Tumbleweed.

Once you have created your Tumbleweed account, when you want read or reply to a secure message from DSS, you should follow these steps (**see figure 3**):

- Open any Internet browser like Safari or Explorer to get to your email account.
- Open your email inbox to locate the secure email notification.
- Click on the subject to access the secure package.

Click email subject to access the secure email.

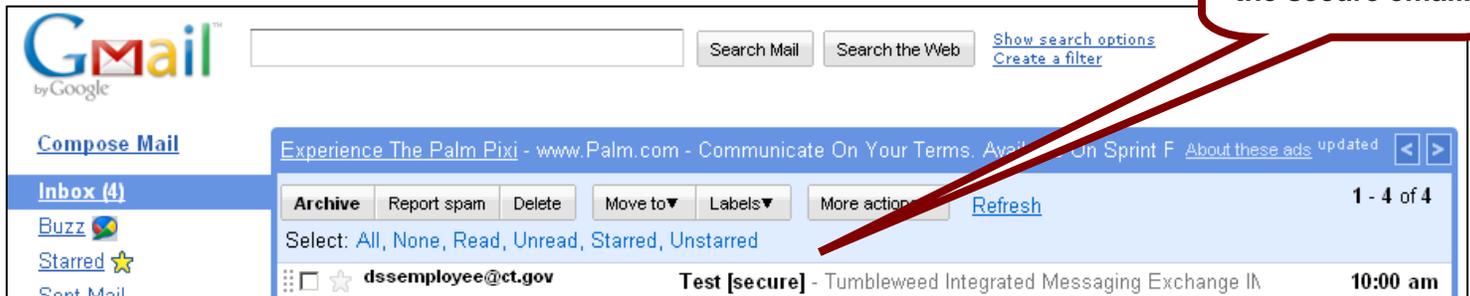


Figure 3

After you do that, the Tumbleweed account login will be displayed. **See Figure 4.** Note your email address is already entered. Enter your Tumbleweed account password then click Log In. Remember if you don't remember your password; click the button "email a hint to me."

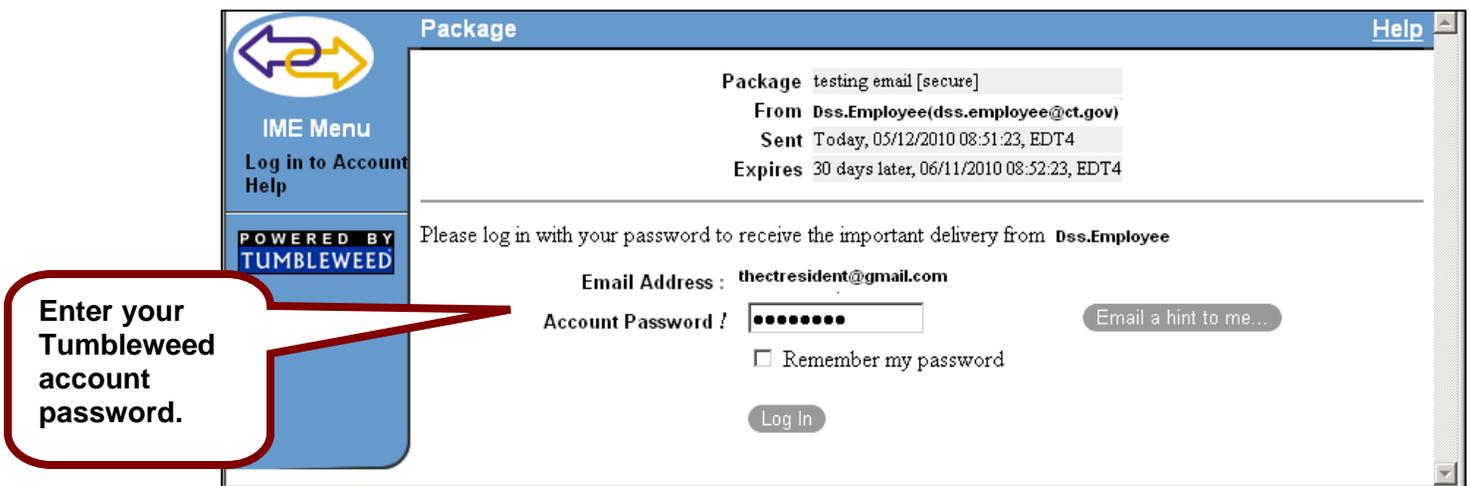


Figure 4

After logging in your Tumbleweed account, your inbox will appear. See Figure 5. Click the Package subject link to be able to view message.

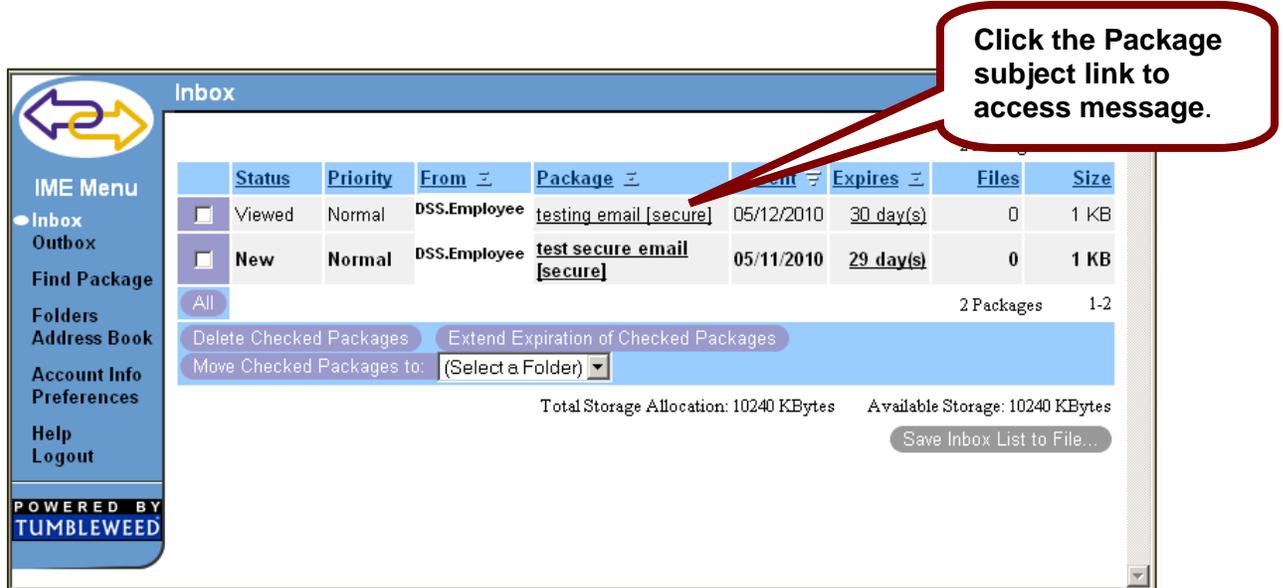


Figure 5

If you wish to reply, click the reply button. See Figure 6.

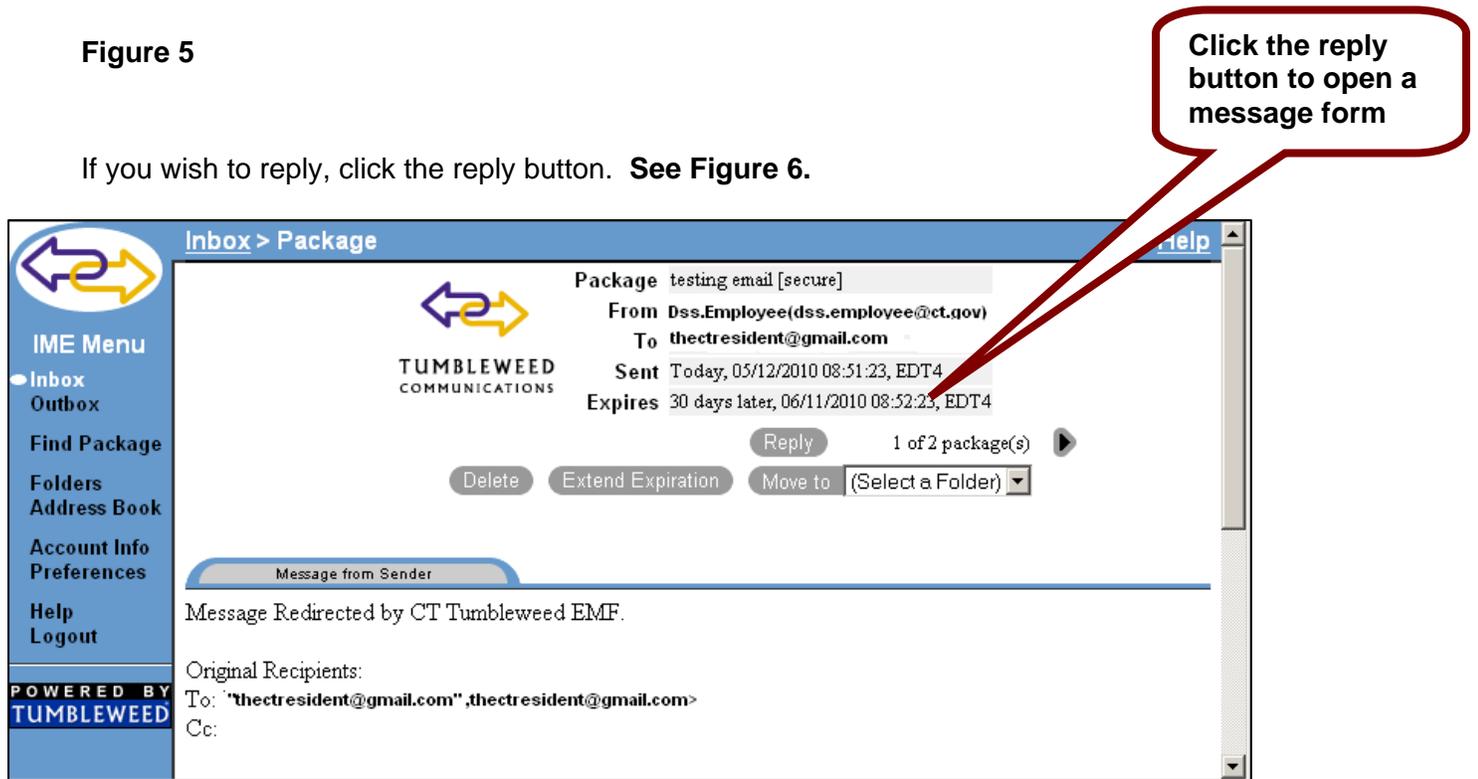


Figure 6

Type your reply in the message box. **See figure 7.** If you wish to attach a file you may click on Browse button to locate and select the file. Then, click the "Add" button. Note due to size limitations large attachments (over 5 MB) cannot be sent via Tumbleweed.

Click the send button to complete the process. **Very important - Do not change any options.**

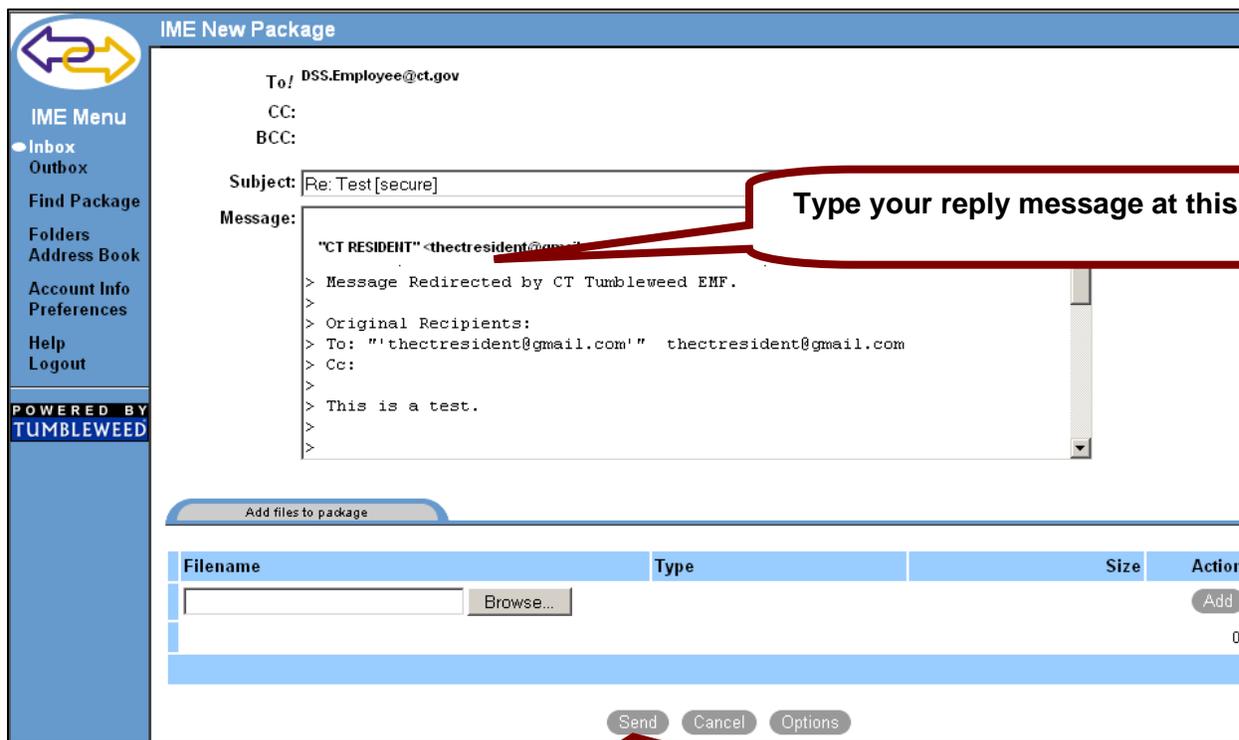


Figure 7

Click the send button to transmit your secure email response to the DSS sender.

4. How to directly access your Tumbleweed email account outside of your personal email account

Open a web browser window. Copy and paste the following Web address into the "location" or "address" bar of the browser: <https://smail.ct.gov>, then press enter.

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