



VeriSign® SecureExpressSM Service

Companies have traditionally relied on express delivery services to send time-sensitive, confidential information such as legal documents, financial disclosures, health records, government filings, and product information. These services can be inconvenient, costly, and vulnerable to unauthorized review and tampering. Sending high-value communications across the Internet reduces costs and enables efficient, real-time delivery of critical documents and information, but can also expose confidential communications to unauthorized use unless companies have a cost-effective way to verify the identity of message senders and to ensure that only intended recipients can read messages. The VeriSign SecureExpressSM Service allows companies to strengthen the security of their communications and increase the convenience, speed, and cost-effectiveness of delivering confidential, time-sensitive documents. The SecureExpress Service eliminates the risk associated with sending confidential information via the Internet by providing a highly secure, private channel that enables members to digitally sign and encrypt messages and their attachments.

End-to-End Security

The VeriSign SecureExpress Service helps protect online correspondence by leveraging VeriSign's proven public key infrastructure (PKI) technology and the Secure Socket Layer (SSL) and Secure Multi-Purpose Internet Mail Extensions (S/MIME) standards to provide messaging security. VeriSign® issues a Digital ID to each SecureExpress member. The Digital ID is used to verify the identity of the holder of an e-mail address, assure the recipient that the message or document attached has not been tampered with, and encrypt and decrypt messages and documents. Unlike most Web-based messaging services offering security, with SecureExpress, only the intended recipient of a message is able to download, decrypt, and read it. In addition, because the message is not decrypted until it reaches the recipient's computer, the message is never exposed to another party, not even VeriSign.

User-Friendly Process

SecureExpress is designed to ensure ironclad security while providing the speed and convenience of conventional Web-mail service. By utilizing VeriSign's PKI directory SecureExpress, the service enables members to utilize a highly secure, private channel of communication without having to search for the public key of a message recipient. The VeriSign Personal Trust Agent (PTA), a user-friendly interface downloaded upon SecureExpress enrollment, automatically retrieves the public key and executes the encryption process. In addition, the PTA enables members to access SecureExpress from any computer with Internet access.

Key Benefits

Ensure that private messages stay private: Encryption renders a message unreadable by anyone other than the intended recipient, even if it is intercepted en route.

Speed document turnaround times: Rapid delivery of business-critical information enables companies to process documents and make decisions more quickly.

Reduce costs: SecureExpress leverages the Internet to help companies reduce the paper-based, delivery, tracking, and administrative costs associated with traditional express message services.

Secure communication channels quickly and easily: The VeriSign Personal Trust Agent (PTA) automatically retrieves the recipient's public key and executes the encryption process, eliminating time-consuming directory searches for Digital IDs.

Track message delivery in real time: Immediate, automatic notification of message receipt ensures that senders know a document's delivery status without having to make a phone call or visit a special Web site.

Reliably verify identity: Digitally signing messages authenticates that the e-mail address belongs to the sender and proves that the true owner of the account sent the message.

Rapid, Cost-Effective Delivery

Traditional express delivery services for communicating privately and quickly can be costly, and service is not always as rapid as desired. In addition, fixed drop-off and delivery times and locations are frequently inconvenient. SecureExpress provides an efficient, convenient, and cost-effective alternative to traditional delivery services by helping companies leverage the Internet to quickly and securely communicate confidential information—from any desktop browser, at any time. Messages can be delivered instantaneously, allowing companies to conduct business more competitively and efficiently. By sending messages electronically, companies reduce paper-related, delivery, tracking, and administrative costs associated with traditional delivery services.

Real-Time Tracking

As soon as a recipient downloads a message, the SecureExpress server can automatically send an email informing the sender that the message has been received. (The server does not verify whether the message has been read.) This enables senders to easily track delivery of confidential messages without having to phone a customer representative or log in to a Web site, as is typical with traditional express services.

How It Works

Memberships

Two types of memberships are available through SecureExpress: Full membership and receive-only membership. Full memberships allow users to send and receive secure messages through SecureExpress. Receive-only membership allows users to receive messages but not send secure messages through SecureExpress. Receive-only memberships are free.

Member-to-Member Messaging

Member-to-member messaging is the SecureExpress service's highest security option for sending messages. Owners of a full SecureExpress membership can send encrypted messages to any other SecureExpress member (full or receive-only) without risk of outside tampering or electronic eavesdropping.

1. The sender uses a Web browser to log in to SecureExpress and compose a message.
2. The sender's Personal Trust Agent (PTA) finds the recipient's SecureExpress Digital ID in the SecureExpress server's directory.
3. The sender's PTA encrypts the message with the recipient's public key and sends the encrypted message to the SecureExpress server.
4. SecureExpress notifies the recipient via standard, non-secure e-mail that there is a new secure message on the SecureExpress server.
5. The recipient clicks the link in the notification e-mail to download and decrypt the message.
6. SecureExpress notifies the sender that the recipient has received the message.

Member-to-Non-Member Messaging

SecureExpress members can also send their messages to non-members in a highly secure manner.

1. The sender uses a Web browser to log in to SecureExpress and compose a message.
2. When the recipient's Digital ID cannot be found in the SecureExpress directory, SecureExpress will, at the discretion of the sender, encrypt the message with the SecureExpress server's Digital ID and sends the message to the SecureExpress server.
3. SecureExpress uses a special Digital ID to decrypt the message, and then notifies the recipient via non-secure e-mail that there is a new secure message on the SecureExpress server.
4. The recipient clicks the link in the notification e-mail and then SecureExpress uses a special Digital ID to decrypt the message. The recipient is then presented the decrypted message in a Web browser over an SSL connection.
5. SecureExpress notifies the sender that the recipient has received the secure message.

For more information about Digital IDs or the VeriSign Personal Trust Agent, refer to <http://www.verisign.com/products/index.html>. To learn more about VeriSign's SecureExpress Service, contact a Sales Representative at 650-426-5115, or send an e-mail message to verisales@verisign.com.

