GAME Self-Service Portal

Google Employee

Training Guide

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Introduction

Google Apps Message Encryption (GAME) is an email encryption service for Google Apps customers. Designed by ZixCorp at the request of Google, GAME provides secure email to Google Apps users communicating outside Google's secure cloud to all other email users.

This document describes how Google employees can view progress being made by GAME customers and/or Google for Work Partners using the GAME Self-Service Portal.

GAME SSP Login ID is Optional for Google Sales Managers

Use of the GAME SSP is optional for Google sales managers. Google sales managers have view-only privileges in GAME SSP. They can only view orders that contain their name in the Sales Manager field. They cannot update any order or service configuration information in the GAME SSP.

GAME SSP Login ID is Available for Google Administrative Employees

Administrative employees of Google who wish to have a GAME SSP ID can send a request to support@zixcorp.com. A person with the admin level of access can view all GAME orders. However, they cannot update any order or service configuration in the system.

Configuring Services for GAME Customers

We recommend you first view a brief video that explains these procedures at: GAME Resource Center.

As explained in the video, an essential component of the GAME service is tailoring how recipients retrieve their encrypted messages. Recipients either receive the email transparently or via a push or pull delivery method.

- Transparent message delivery occurs when the receiver is already using GAME or Zix email encryption. These recipients do not use the push or pull delivery method. They receive encrypted email transparently without the need for passwords or extra steps.

The GAME Self-Service Portal concerns itself with recipients who are *not* using GAME or Zix email encryption.

1. The pull method (Portal Delivery) provides a secure portal that can be branded and integrated into a customer's corporate portal.
2. The push method (Inbox Delivery) provides secure direct-to-inbox delivery

After a customer or Google for Work Partner submits their delivery method preferences to us, the next step they take is to use the Google Admin Console to (a) configure email encryption rules and (b) download the **GAME Admin Tool** to create a white list of users. Those steps are described in the video and in the GAME Quick Start Guide.

Together, these 2 steps ensure GAME customers' recipients will receive encrypted email messages either transparently or via the push or pull method of their choice.

Refer to the GAME Customer Training Guide and the Google for Work Partner Training Guide for more information at this link: GAME Resource Center.

GAME Self-Service Portal

The GAME Self-Service Portal (SSP) is used by GAME customers (or) GOOGLE for Work Partners to:

1. Provide the full list of customer domains that require email encryption
2. Provide an email support address
3. Select a push or pull delivery method that can send encrypted email to recipients *not* using GAME or Zix email encryption.
4. Select default or custom branding and security preferences that recipients see when they pick up or open an encrypted message.

GAME Orders sent to ZixCorp

When Zix receives a GAME order from Google, Welcome Letters are sent to the GAME customer, the GAME Sales Manager and if applicable, the Google for Work partner.

Welcome Letter

Because we are unable to determine which Google sales managers intend to use GAME SSP, each sales manager receives a Welcome Letter from GAME SSP the <u>first</u> time their email address appears on a GAME order.
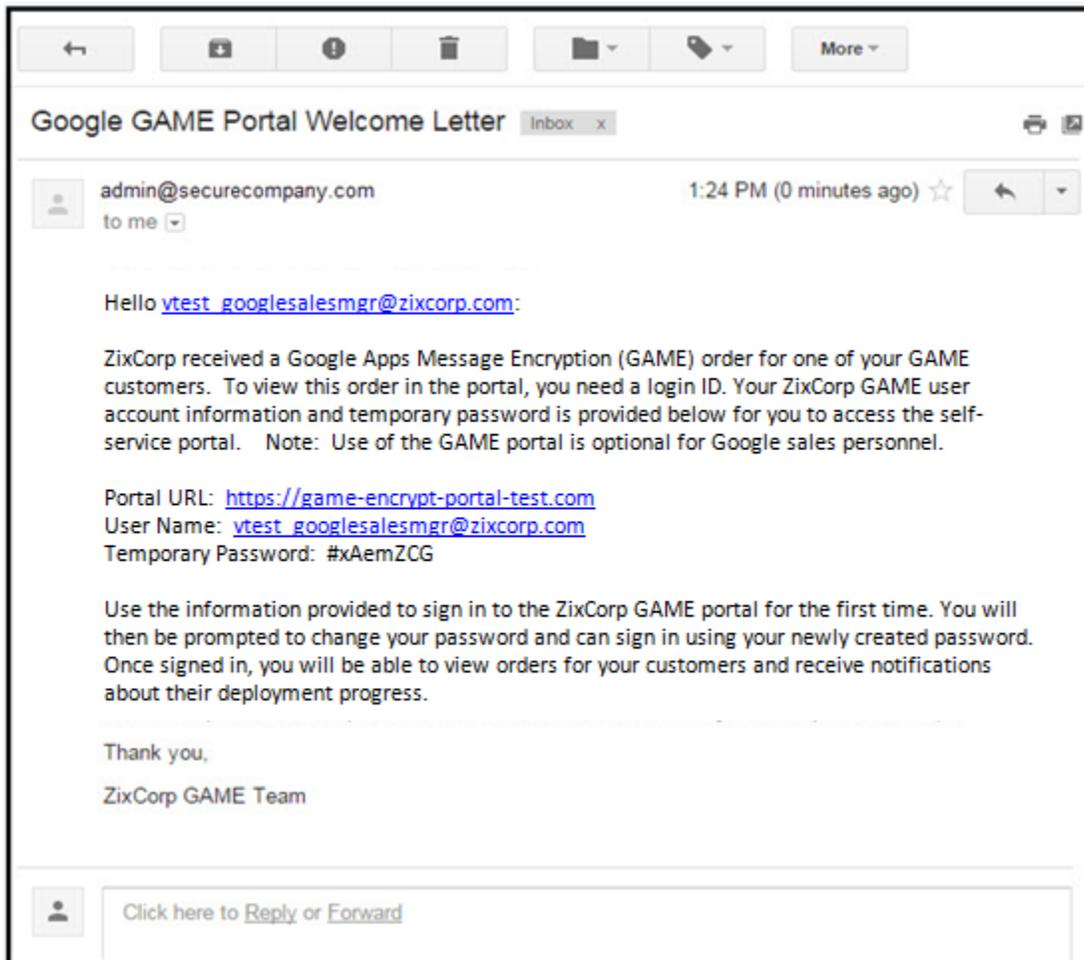
Google sales managers can ignore this email or they can follow the instructions to create a login ID.

GAME SSP Sign In Page

Once you receive the welcome letter from the GAME self-service portal, follow the instructions within it to sign in to GAME SSP. The welcome letter contains a link to https://game-encrypt-portal.com.

Order Information Page

After signing in, the Order Information page appears. This page explains how customers are guided through the process to set up their GAME service. Select Order Status to continue.

Order Status Page

The Order Status page displays only those orders assigned to your sales manager login ID.

Use the sort and filter features to locate a specific order. Select one of the orders.

You are routed to the Order Details page.

Order Details Page

From this page, you can view the order.

Further down the page your customer's order details are displayed. These are the order details contained in the order submitted via Google's Oracle system. Select (Show All) to see more data. Select (Show Less) to hide the details.

Select View Configuration to see the delivery option choices made by the customer.

View Service Configuration Page

Here is an example of a customer who selected Portal Delivery and Custom Branding.

Here is an example of a customer who selected Portal Delivery and Default Google Branding.

Email Domains:

Primary Domain: hqats.com
Domain: hqats.one.com
Domain: hqats.two.com

Customer Support Email Address

Email Address: support@hqats.one.com

Delivery Options

Portal Delivery

Branding

Use Default Google Branding?   Yes

Service Configuration Tips

In documentation provided to GAME customers and Google for Work Partners, we advise those individuals that the majority of GAME customers prefer Portal Delivery. This pull method provides a secure portal for delivering sensitive information to customers and business partners. It can be branded and integrated into your customer's corporate portal. Its mobile-friendly design enables seamless access from a desktop to any mobile device.

Further, we explain that choosing Default Google Branding is the simplest way to set up the pull delivery method. While GAME SSP allows customization of images, colors, security setting and other variables, the fastest method for setting up your customer's service is to select all the default options and none of the advanced settings.

GAME SSP Notifications

Notifications are stored in GAME SSP. The system notifies customers and partners when (a) an order is received by Zix, (b) a service configuration has not yet been submitted to Zix, and when (c) the customer submits a service configuration to the ZixCorp GAME Team. You can view these at any time.

This is an example of the 3 typical notifications sent to a new customer.

This is an example of what is sent to the customer when an order is confirmed. It contains the URL to the GAME SSP.

This is an example of a reminder notice. Reminders are issued 2, 7 and 14 days after the order is received if you or your customer takes no action on submitting a service configuration. Notifications are stored in GAME SSP.

This is an example of a service configuration notice. The customer and partner are informed that the deployment process will begin. The email contains the Zix GAME Customer Support email address and phone number.

Refer to Customer and Partner Training Guides

Please refer to the GAME Customer Training Guide and the Google for Work Partner Training Guide for more information at this link: GAME Resource Center.