

Google

| zixcorp.



Google Apps Message Encryption

Easy to Use Email Encryption

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:

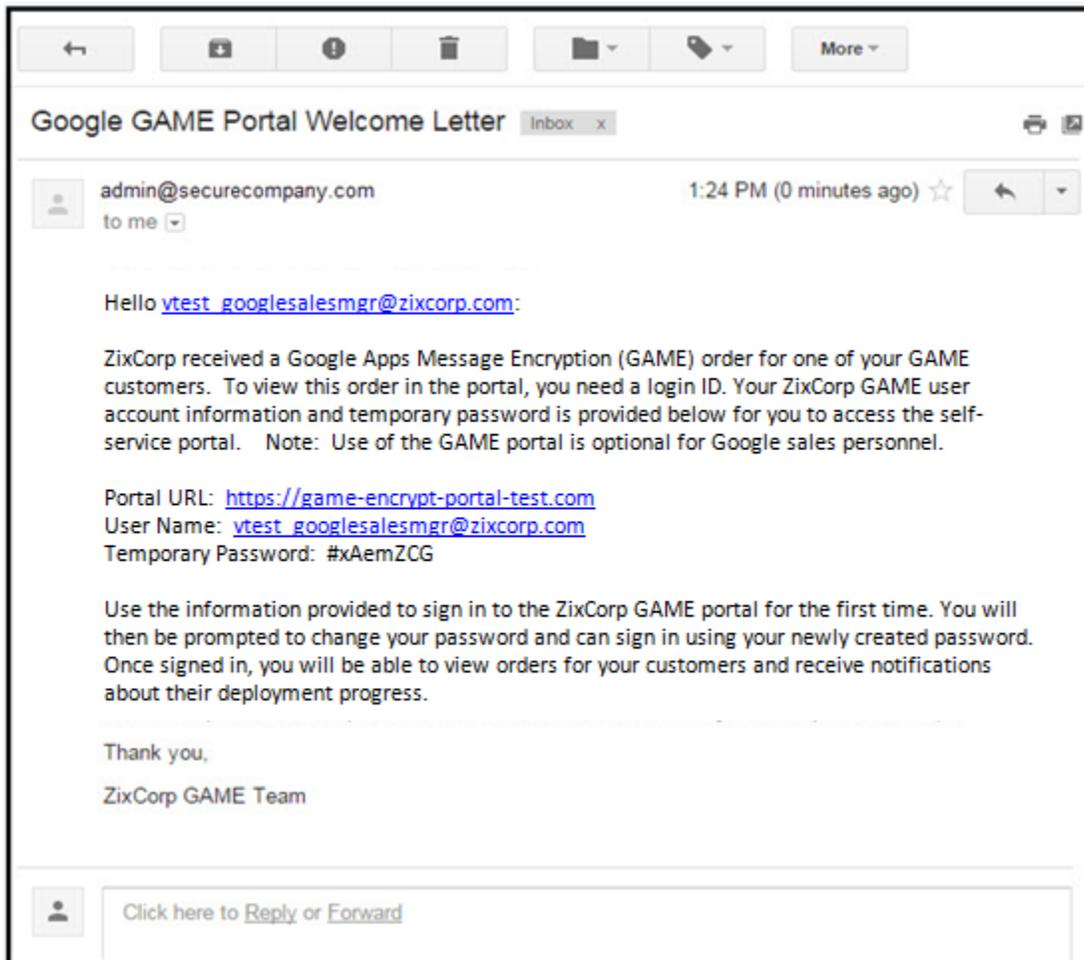
1. Provide the full list of customer domains that require email encryption
2. Provide an email support address
3. Select a push or pull delivery method that can send encrypted email to recipients *not* using GAME or Zix email encryption.
4. Select default or custom branding and security preferences that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



The screenshot shows the 'GAME Self-Service Portal' interface. At the top left is the 'zixcorp.' logo, and at the top right is the 'Google Apps Message Encryption' logo. The main header reads 'Deliver email securely to anyone, anywhere and on any device'. Below this is a description of the service: '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.' A green 'Learn More' button is positioned below the text. A banner below the main content states 'Individually Secure. Tens of Millions Strong.' The page is divided into two columns. The left column features an icon of an envelope and a cloud, with the text: 'Sign in to select your encrypted email delivery method and branding preferences.' It then explains two options: 'Portal Delivery' (secure web portal) and 'Inbox Delivery' (recipient's inbox). The right column is a sign-in form with the 'Google Apps Message Encryption' logo at the top. It includes fields for 'Username *' and 'Password *', a red 'Sign In' button, and links for 'Request New Account' and 'Forgot Password?'.

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.

Orders

[Order Status](#) [Notifications](#) [FAQs](#) [Customer List](#)

Order Information (GAME Customers)

Welcome to the Google Apps Message Encryption (GAME) Self-Service Portal (SSP). The GAME SSP guides you through setting up your email encryption service. In a few easy steps, you can configure your services with the default Google branding. If you want to use your own branding or further customize your service, you can choose View Advanced Configuration Options and take advantage of the extensive additional features that are available.

To begin setting up your service:

1. Select Order Status above.
You will then see a summary of your existing GAME orders.
2. Select Order Details for the order you want to set up.
3. Select Configure Your Service to begin setting up your service for submission and deployment.

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Order Status Page

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

Orders

Order Status [Notifications](#) [FAQs](#) [Customer List](#)

Order Status

Sort by: Filter by:

Action Pharmaceuticals Ltd

[Order Details](#)

Domains: [action.com](#) Order #: 1140007 Seats: 175 Status: **New** Type: Nested Partner

Aurora National Industries

[Order Details](#)

Domains: [aurora.net](#) Order #: 1140008 Seats: 100 Status: **Pending** Type: Nested Partner

Caldera Hospice & Palliative Care

[Order Details](#)

Domains: [caldera.com](#) Order #: 1140009 Seats: 100 Status: **Submitted** Type: Nested Partner

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

Orders

[Order Status](#) [Notifications](#) [FAQs](#) [Customer List](#)

Order Status

Sort by: **Customer Name**
Domain Name
Order Number

Filter by: All

Filter by: **All**
Status: In Progress
Status: New
Status: Submitted
Type: Nested Partner
Type: Standard
Seats Under 751

You are routed to the Order Details page.

Order Details Page

From this page, you can view the order.

Orders

[Order Status](#) [Notifications](#) [FAQs](#) [Customer List](#)

Order Details

Check the Order Status column for current stage of process

Deployable Space Systems

Domains: deployable.com Order #: 20140007 Seats: 200 Status: In Progress Type: Standard

Order Details

Alexander Dinero apatrick_googlecustomer@zixcorp.com 730-235-1156	16004 Happenstance Avenue Durham, NC 43009	Domains: deployable.com Customer ID: DEP43009 Order Number: 20140007
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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.

Order Details	View Configuration 		
Michael Cunningham jbarber_googlecustomer@zixcorp.com 612-942-7112	1600 Santa Monica Blvd Suite 1400 Los Angeles, CA 90299	Domains: caldera.com Customer ID: CAL90299 Order Number: 1140009	
Google Information (Show All) SKU: GAPPSMEWITHCOMPOSE1USER1MO Description: Google Apps Message Encryption for Apps: Customer portal with compose 1 month license/support term Line Number: 9.1 Line Type: SW Upgrade Sales Manager: Jeff Johnson Sales Mgr Email: jjohnson_googlesalesmgr@zixcorp.com Is GOV SKU: No Data Location:			
Order Details Purchase Type: Google Apps Premier Edition Order Number: 1140009 Order Type: Apps Reseller Order Date: 10/03/2014 Purchase Order: 901200000			Quantity: 100 Support Term (Months): 12 Support Start Date: 10/12/2014 Support End Date: 10/11/2015

View Service Configuration Page

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

Email Domains: Primary Domain: inscap.com
Customer Support Email Address Email Address: support@inscap.com
Delivery Options Portal Delivery
Branding Use Default Google Branding? No
Custom Branding Options Brand/Display Name: Capital Insurance Company QA Testing Portal Banner Image: 
Mobile Banner Image: 

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

Email Domains: Primary Domain: <code>hqats.com</code> Domain: <code>hqats.one.com</code> Domain: <code>hqats.two.com</code>
Customer Support Email Address Email Address: <code>support@hqats.one.com</code>
Delivery Options Portal Delivery
Branding Use Default Google Branding? <input checked="" type="checkbox"/> 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.



Orders

Order Status **Notifications** FAQs Customer List

Notifications

Sort by: Filter by:

Transaction Type	Message Type	Company Name	Domain	Date
Service Configuration Submitted	Service Configuration	Austin Quality Assurance & Testing Supply, Inc.	austinqa.com	11/19/2014
Order Confirmed	Order	Austin Quality Assurance & Testing Supply, Inc.	austinqa.com	11/18/2014
Order Received	Order	Austin Quality Assurance & Testing Supply, Inc.	austinqa.com	11/14/2014

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

Notifications

From: donotreply@game-encrypt-portal.com November-18-2014 06:16:53 am
To: nsqa_gcust@audit.zixtest.com

TEST PORTAL ONLY. GAME order confirmation for Austin Quality Assurance & Testing Supply, Inc.

Thank you for your Google Apps Message Encryption (GAME) order # 197301 dated 10/24/2014. Your next step is to configure your service within the ZixCorp GAME portal. If you are a new GAME customer, you will receive a welcome email containing your User Name and Temporary Password with instructions for how to sign in for the first time. If you already have an account to access the ZixCorp GAME portal, sign in at <https://game-encrypt-portal.com> to submit your configuration preferences.

If we do not receive your Service Configuration within the next 2 calendar days, a reminder notice will be sent to you.

Thank you,
ZixCorp GAME Team

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.

Orders **Billing**

Order Status **Notifications** FAQ's Customer List

Notifications

From: donotreply@game-encrypt-portal.com October-15-2014 02:59:36 pm
To: Inapier_googlecustomer@zixcorp.com
TEST PORTAL ONLY. GAME configuration reminder for Huckleberry Finn, Inc.

This is a reminder that your Google Apps Message Encryption (GAME) order # 1140001 dated 09/26/2014 is available for configuration set up at the ZixCorp GAME portal at <https://game-encrypt-portal.com>. Recently, we sent you a welcome email containing your ZixCorp GAME User Name and Temporary Password with instructions for how to sign in for the first time. If you already have an account to the ZixCorp GAME portal and have questions about how to complete the configuration, you can send us a Contact Zix note within the GAME portal or send an email to support@zixcorp.com.

Thank you,
ZixCorp GAME Team

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.

From: donotreply@game-encrypt-portal.com November-19-2014 06:19:01 am
To: nsqa_gcust@audit.zixtest.com
CC:

TEST PORTAL ONLY. ZixCorp GAME Configuration Confirmation for Austin Quality Assurance & Testing Supply, Inc.

Your ZixCorp GAME configuration request has been submitted to ZixCorp. A ZixCorp GAME Deployment Specialist is currently reviewing your Google Apps Message Encryption (GAME) order request. Once the service has been deployed, you will receive a notification email with additional details. If you have any questions, contact ZixCorp GAME Customer Support by calling (888) 576-4949 or sending an email to support@zixcorp.com and referencing your Customer ID number, provided below.

Thank You,
ZixCorp GAME Team
Customer ID: AUST78759

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](#).