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Google Apps Message Encryption
Easy to Use Email Encryption

GAME Self-Service Portal

Google for Work Partner 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 training document describes how to use the GAME Self-Service Portal to set up a delivery method for encrypted email recipients who are not using GAME or Zix email encryption.

GAME SSP Login ID is Optional for Google for Work Partners

Use of the GAME SSP is optional for Google for Work Partners. There is no requirement that a partner provide the value-added service of configuring the recipient delivery method on behalf of their customers. However, we recommend this practice be followed by partners with multiple GAME customers.

Requests for Multiple Login ID's per Partner

Default handling for Google for Work Partner Login ID's: we create a single partner login ID per GAME customer based on the reseller contact email address provided on the GAME order form.   Sample GAME order:

Reseller:	Google for Work Partner ABC
Reseller Domain:	ResellerABC.com
Reseller Contact Email:	sally.brown@resellerABC.com

To request additional login ID's, contact support@zixcorp.com.   We can enable multiple login ID's per partner. This allows your employees to access all GAME orders belonging to you regardless of whose email address was on the order.

Configuring Services for your GAME Customers

If you plan to configure the service for your GAME customers, we recommend you first view a brief video explaining the procedures. The video can be found at: GAME Resource Center

As explained in the video, an essential component of the GAME service is tailoring how recipients retrieve their encrypted messages. Transparent message delivery occurs when the receiver is already using GAME or Zix email encryption.   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 you submit your delivery method preferences to us, the next step 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 GAME Quick Start Guide.

Together, these 2 steps ensure your customer's recipients will receive encrypted email messages either transparently or via the push or pull method of their choice.
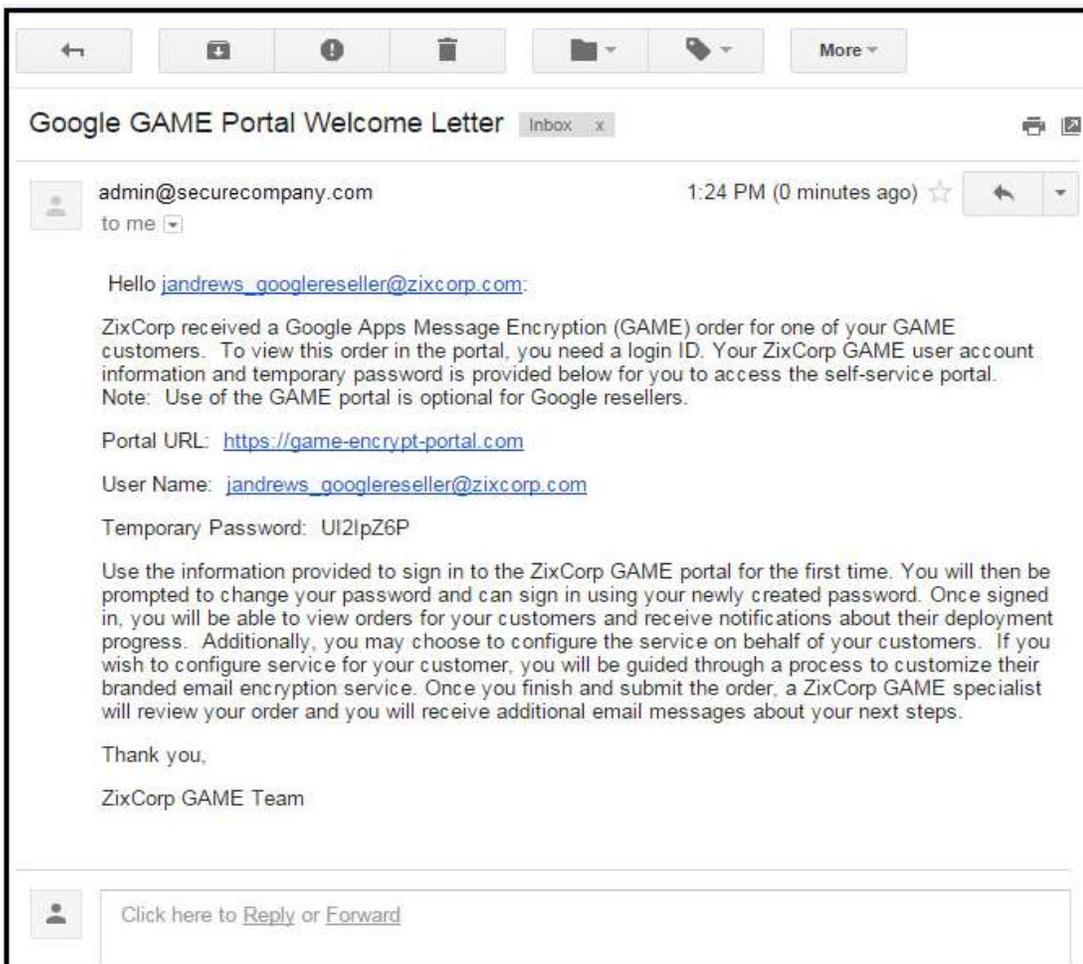
GAME Self-Service Portal

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.

Welcome Letter

Because we are unable to determine which Google partners intend to use GAME SSP, each Google for Work Partner receives a Welcome Letter from GAME SSP the first time their email address appears on a GAME order.

Partners 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 you will be guided through the process to set up your customer's GAME service. Select Order Status to continue.

Order Status Page

The Order Status page contains all of your customer orders. If you have multiple orders, use the sort and filter feature to locate a specific order. Select one of the orders. You are routed to the Order Details page.

Order Details Page

The help text on the Order Details page explains there are three branding options available: Default, Standard or Advanced.

Further down the page your customer's order details are displayed. These are the order details provided by Google. Select (Show All) to see more data. Select (Show Less) to hide the details.   To begin setting up your customer's service configuration, select Configure Service.

Partners who intend to configure the service for their customers will be guided through a process to select an encrypted email delivery method and branding preferences for their customer's portal.

Service Configuration Tips

We find that the majority of our 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.

 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.

Partners are copied on GAME SSP Notifications

The specific email address provided on the original GAME order will receive system notifications. The system notifies 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.

This is an example of an order confirmation notification.

```
-----Original Message-----
From: donotreply@game-encrypt-portal.com [mailto:donotreply@game-encrypt-portal.com]
Sent: Friday, October 24, 2014 1:17 PM
To: marysmith_googlecustomer@customerdomain.com
Cc: johndoe_googlesales@google.com; harryjones_googlereseller@resellerdomain.com
Subject: GAME order confirmation for Customer ABC through Reseller 123

Thank you for your Google Apps Message Encryption (GAME) order # 20140008 dated 10/20/2014.  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: lnapier_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   Sent: Fri 9/15/2014 6:00 AM
To: GAME Customer
cc: GAME Reseller
Subject: ZixCorp GAME Configuration Confirmation for ___(Customer Name)___

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 referenceing your Customer ID number, provided below.

Thank You,
ZixCorp GAME Team
Customer ID: CUS76034

Refer to GAME SSP Google Customer Training Guide

If you elect to configure service on behalf of your customers, please refer to the procedures outlined in the GAME SSP Google Customer Training Guide.