

DoD Security Services Center

Instructional Guide for Group Mailbox PKI Use

To better serve our customers, the DoD Security Services Center (aka Call Center) has implemented digital encryption of e-mail capability for our two primary contact mailboxes (call.center@dsshelp.org and account.request@dsshelp.org). This quick instruction guide should assist in your use of this service.

In order to communicate via digitally encrypted e-mail with the Call Center, you will need to exchange digital encryption certificates with the Call Center. To initiate the process, you will need to send the Call Center a digitally signed e-mail requesting we send you a digitally signed return e-mail. To ensure rapid processing, please ensure the subject line of your e-mail reflects "Digital Signature Request". Please note that not using this subject line could result in a delay in processing your request.



Once we have received your request, we will reply with a digitally signed e-mail. This e-mail contains our public digital key. You will need to add our address to your contacts. It is important to note that if you already have an e-mail contact for this address that you should delete the existing address. When adding the new contact information, ensure you select the option to create a new contact as opposed to updating an old contact. Not following these steps may result in the process not working for you.



Once you have stored our public digital key in your contacts, you can then use this contact and digital key to send the Call Center an encrypted e-mail. Please be careful when sending Personally Identifiable Information (PII) to the Call Center, ensuring that your e-mail is digitally encrypted before transmission.



If you are unable to configure your e-mail program to send digitally encrypted e-mail to the Call Center, please contact your organization's Information Technology (IT) support office for assistance. The Call Center is unable to assist with the configuration of your e-mail program to use digital encryption or troubleshoot issues pertaining to transmitting digitally encrypted e-mail.

If you require any other assistance, please do not hesitate to contact us at:

1-888-282-7682

Call.Center@DSSHelp.Org

Account.Request@DSSHelp.Org

Thank you!