

Tips for Using BradfordCAF Secure eMail

We're grateful to the Criminal Justice System for the free use of their secure email system to provide you with a safe and secure way to correspond with other practitioners about CAFs during the gap before the national eCAF is implemented in Bradford. Our secure email project on CJSM is called BradfordCAF.

We set up this project with CJSM because sending emails between various organisations is not secure and your emails and their confidential content could be viewed by a third party.

To get your free, secure email account, use the Request Secure Email Form on the [Integrated Working Website](#) and follow the directions. Tell your fellow practitioners about this free service so that you can all communicate about CAFs securely.

LOGGING IN

1. To begin using your free, secure email account for the Bradford CAF project, log in with the user id and password sent to you by the CAF Helpdesk.

2. Once you log in, you will be asked to create your own unique password, which must be at least 8 characters and include one capital letter, one numeral, and one character such as an exclamation point. For example: Bradford1! Be sure to save your user id and new password in a secure place.

3. You will also be asked 3 security questions. Keep the answers to these in a safe place, too, in the event you ever need them.

NAVIGATING

4. To get around once you're in the program, always click on the red words on the lefthand side of your screen and any tabs in the main mail area. Don't use your browser's back button or you will lose your page and have to click the reload button (usually two green up and down arrows) on your browser to see the page again. For example,

Click **Mail** – to see your Inbox.

Click **Compose** – to write a new email

Click **Manage Folders** – to see all your mail folders.

Click **Help** – for help with secure email from CJSM

ATTACHMENTS

5. When you've composed an email and want to send an attachment, click the **Attachments** button in the email header section. Then click **Browse** to find the file you want to send from your computer. Click **Attach** to attach the file, and then be sure to click the **Done** button on the far right. This will take you back to your open email so that you can finish it and click **Send**. It might also be helpful to click **Save Draft** from time to time in case you get timed out and the program closes. This way you won't lose your email if you get stuck on a phone call.

CJSM EMAIL ADDRESS

6. The email address you receive will be in this format:

name.surname@bradfordcaf.cjasm.net

This will direct the email to you at the BradfordCAF project on the Criminal Justice email system.

HELP

7. As mentioned above, there is a Help button in the left hand column of the screen if you're stuck.

8. If you get locked out by typing in the wrong password or user name three times in a row, email: cafhelpdesk@bradford.gov.uk to get a new password.

9. For more technical problems, call the CJSM Helpdesk at 0870 010 8535 between 08:00 and 19:00 Monday to Friday, or email: cjism.helpdesk@cw.com. This contact information is also on the login screen at <http://www.cjism.net>.

10. Another resource is the [Webmail User Quick Reference Guide](#) online at CJSM.

EXPLORE

11. Explore all the buttons to see what they do and what changes on the page. Practice sending yourself a few emails.

You'll find this little program is very much like any other email program. And the best part is that your email and its contents are safe and secure when being transmitted to various agencies and organisations, because it's all done within the Criminal Justice system.