

“New Secure Mail Gateway”

Guide for External Parties



1. Introduction

BASF relies heavily on email to interact with a large number of business partners. Since confidential information is often exchanged, BASF supports the exchange of encrypted and digitally signed emails.

2. Signing and encrypting

By digitally signing an email, the recipient can verify the integrity of the email message. It proves that the sender signed the contents of the message and that the contents have not been altered during transition.

BASF supports cryptographically secured external communications using standardized S/MIME and PGP methods.

Encrypting outgoing emails that contain business-critical content is mandatory when the recipient's trustworthy public key is available. In this case, BASF prefers to use the S/MIME method rather than PGP.

If confidential content should be sent, but there is no trustworthy key available for the intended recipient, the information is kept on hold and not sent. Instead, the information is made available for 30 days on BASF's securEmail WebApp, where it can be viewed, downloaded and replied to.

3. Initiation of secure email communication with BASF

To start a secure email communication your BASF contact sends you an email which is classified as "Confidential". If your key is already available on the BASF Secure Mail Gateway you will immediately receive the secured email in your personal mail client.

Otherwise BASF will retain the email that is intended for you. You will receive a notification email signed by Administrator BASF Securemail with the Subject "Registration to receive a secure message" (Fig. 1).

“New Secure Mail Gateway”

Guide for External Parties



Registration to receive a secure message

Von: Administrator BASF Securemail

smime Mehr Speicherplatz für Anhänge



Hello partner.basf@gmx.de,

@basf.com has sent you a secure BASF securEmail message.

Please reply with a message signed with your S/MIME certificate or with your OpenPGP key attached.

Don't you have a S/MIME certificate or PGP key?
Alternatively, you can register for BASF securEmail WebApp.

[Request your BASF securEmail WebApp credentials](#)

Contact:

E-Mail: securemail@basf.com

BASF securEmail - Secure Email Communication

Fig. 1: First Notification Email

“New Secure Mail Gateway”

Guide for External Parties



4. Possibilities for encrypted email exchange

There are two different possibilities available to enable the secure exchange of emails with BASF:

Option 1: S/Mime or PGP

Option 2: BASF securEmail WebApp

4.1. Option 1: Encryption using S/MIME or PGP

If you are already using **S/MIME**, simply reply to the notification email and sign it with your S/Mime certificate. Your certificate will be trusted if the issuer certificate authority (CA) is available on the BASF Secure Mail Gateway. Otherwise it will be validated by the BASF administrator timely and as soon as this has been done you will receive the encrypted email in your mailbox. In the rare case the certificate can't be trusted, you can register for BASF securEmail WebApp (see Option 2).

For BASF employees BASF provides certificates which are signed by the issuer certificates of the BASF PKI.

The root certificate and the intermediate certificates can be found at www.basf.com/securemail, where you can download them, install them in your email client and check the fingerprints of the certificates.

If you are already using **PGP**, please reply to the notification email (fig.1) and attach your public PGP key. Once you provide your PGP key with the reply email it will be automatically stored on the BASF Secure Mail Gateway and become available for future use.

For BASF employees the BASF Secure Mail Gateway issues PGP keys which have been signed by our Trusted Introducer. You will find the PGP key of the BASF Trusted Introducer at www.basf.com/securemail. You can download the key from there and import it to your PGP client or check the fingerprint.

4.2. Option 2: BASF securEmail WebApp

To use the BASF securEmail WebApp system, you need Internet access and a browser. Via the BASF securEmail WebApp, the recipient can also transfer valid public S/MIME or PGP key material to BASF. Preferably, however, a signed email should be sent in reply to the notification email; that email is then used to extract the key material and verify its' trustworthiness.

Register for BASF securEmail WebApp by clicking on the link in the notification email to request your credentials (Fig. 1). You will receive an email containing the link to login to BASF securEmail WebApp and a One-Time-Password (Fig. 2).

“New Secure Mail Gateway”

Guide for External Parties



4.2.1. Registering for BASF securEmail WebApp

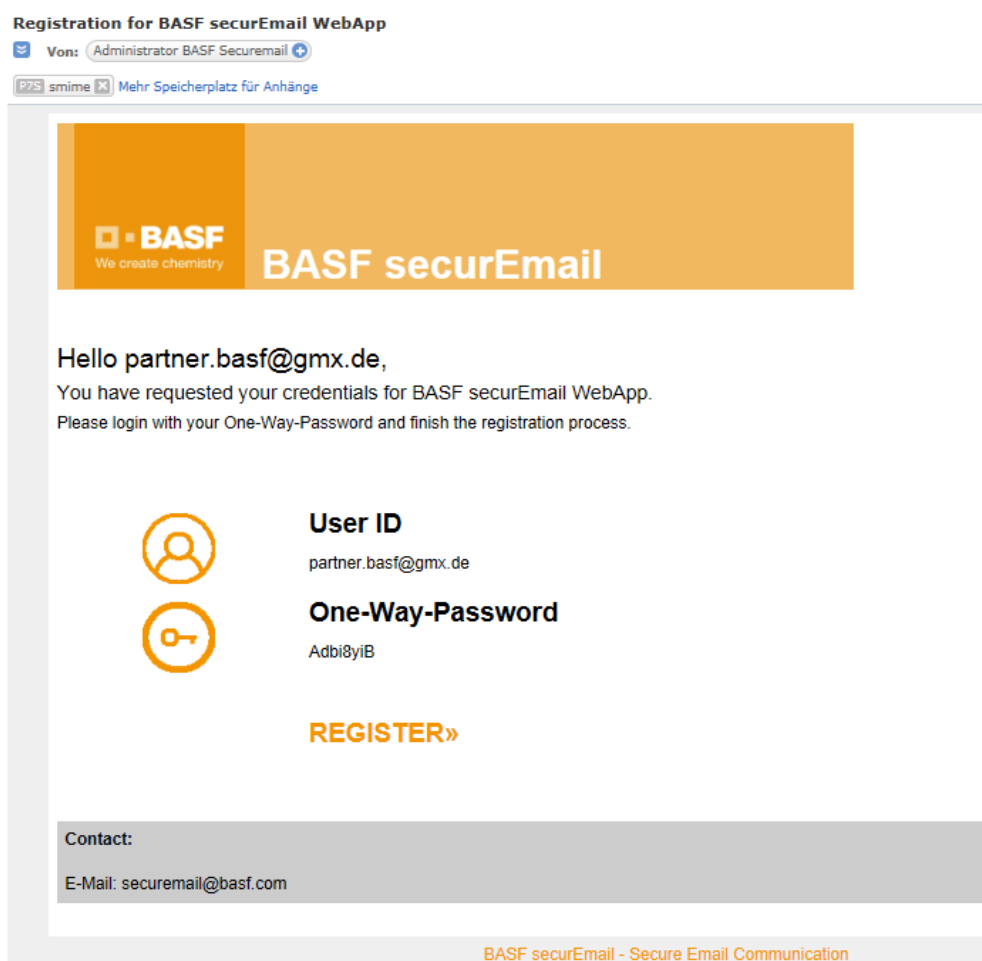


Fig. 2: Notification Email with Register button and One-Time Password

By clicking on “REGISTER” you will be directly prompted to insert and confirm a NEW password of your choice. The condition for passwords will be displayed (Fig. 3).

“New Secure Mail Gateway”

Guide for External Parties



User Information
You have been auto-registered. To access the secured email that was sent to you, please fill out the fields below and submit this form.

User ID: partner.basf@gmx.de

Full Name:

New Password:

Confirm Password:

Language: ▾

The password must contain at least 6 and at maximum 15 characters.
It must contain at least one letter, at least one number and one upper case letter.

Fig. 3: Entering Password of your choice

After inserting your chosen password in the New Password and in the Confirm Password field, press Submit.

[4.2.2 Login to BASF securEmail WebApp](#)

The Login page of BASF securEmail WebApp then appears (Fig. 4). Here you can login and also download PGP keys or S/MIME certificates of BASF employees.

Please log in with your email address and your chosen password. You can log in anytime using <https://securemail.basf.com>

“New Secure Mail Gateway”

Guide for External Parties



Login

User ID:

Password:

[Forgot Password?](#) [Request a Public Key](#)

Fig. 4: BASF securEmail WebApp Login

After logging in you will see the Start page of BASF securEmail WebApp (Fig. 5) which shows the Overview.

BASF securEmail WebApp Logout

Overview (Last Login: May 27, 2016 10:28:55 AM CEST) Help

Subfolders	Emails	New Emails	Size
Inbox	1	1 (7.4 kB)	7.4 kB
Sent Messages	0	0 (0 B)	0 B
Drafts	0	0 (0 B)	0 B
Trash	0	0 (0 B)	0 B
Total:	1	1	7.4 kB / 150 MB

- Overview
- New Message
- Inbox
- Drafts
- Sent Messages
- Trash
- Preferences

Fig. 5: Your BASF securEmail WebApp mailbox

“New Secure Mail Gateway”

Guide for External Parties



4.2.3. BASF securEmail WebApp mailbox

Select Inbox to show the emails which are stored for you on the secured WebApp server.

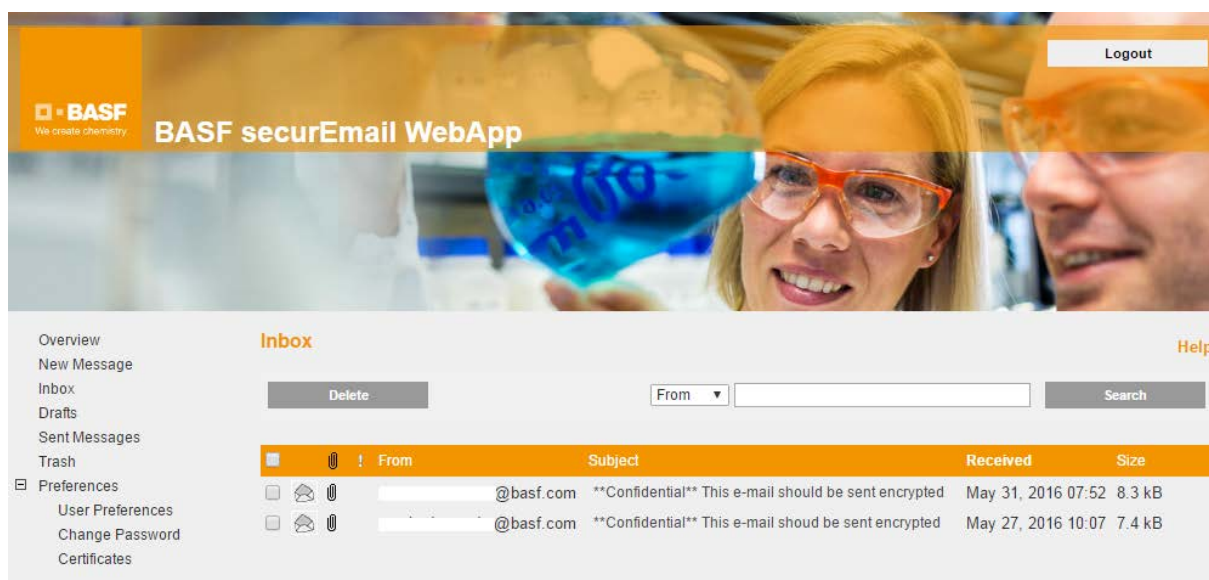


Fig. 6: BASF securEmail WebApp Inbox

Your messages are listed in chronological order in your inbox (Fig. 6). By clicking on the subject line or on the envelope icon, you can open the corresponding message. Messages that have not been read are indicated by a closed envelope.

You can now access the securely sent email in the Inbox (Fig. 7).

“New Secure Mail Gateway”

Guide for External Parties

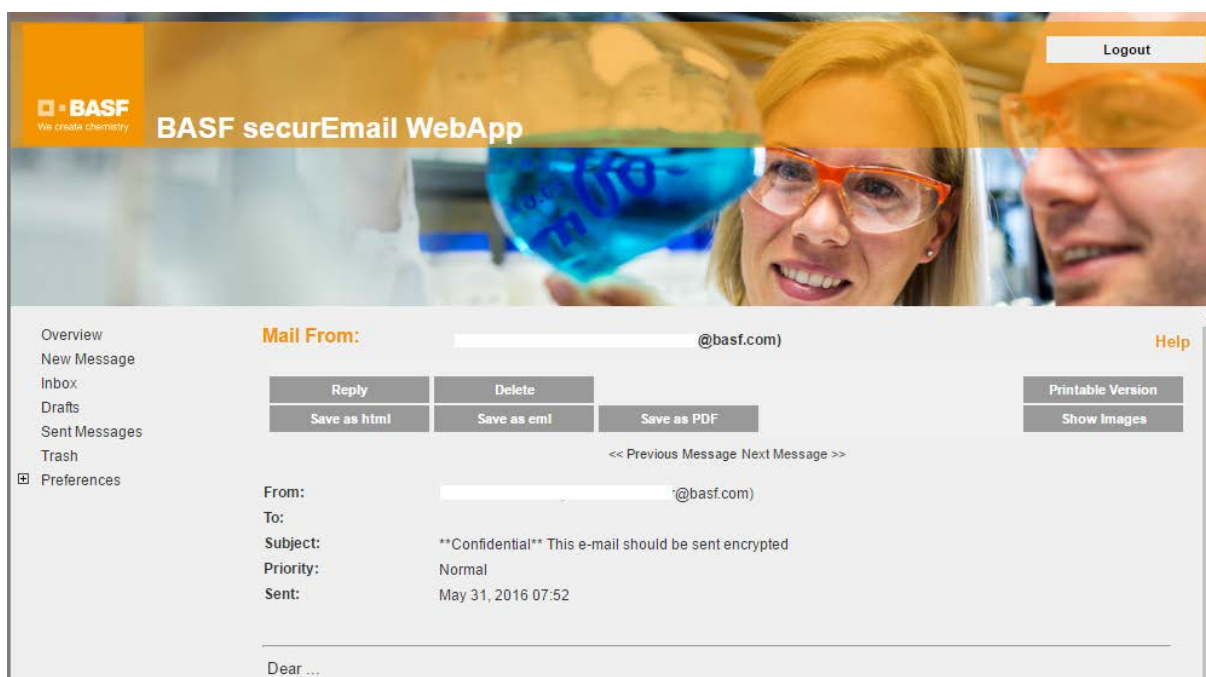


Fig. 7: Selected Email in the Inbox

As you can see in the menu you can now reply to this email, delete or save the email in diverse formats on your hard drive. It is also possible to export the emails as an *.eml file so that you can import the emails into your email program (e.g. Microsoft Outlook).

Please notice that the mail is kept on the server for 30 days. During this period, you can access the emails at any time via a browser using your user ID (your email address) and password. When a new email arrives in your BASF Secure Email mailbox, you are notified with a message.

When an email contains an attachment, this is indicated by a paper clip shown next to the sender's name. You can download any file attachments onto your computer.

You can use the “New Message” button to create an email to other BASF employees. This will be sent securely to his/her mailbox.

“New Secure Mail Gateway”

Guide for External Parties



4.2.4. BASF securEmail WebApp Preferences

Select the “Preferences” button to change your settings. You can change your password here. By selecting “Certificates” you can upload S/MIME or PGP keys in case you prefer one of those encryption methods. Don’t forget to delete outdated keys.

You can also change your User Preferences as shown in Fig. 8.

The screenshot shows the 'User Preferences' page of the BASF securEmail WebApp. On the left is a navigation menu with items: Overview, New Message, Inbox, Drafts, Sent Messages, Trash, Preferences (expanded), User Preferences, Change Password, and Certificates. The main content area is titled 'User Preferences' and includes an 'Apply Changes' button. The settings are as follows:

User ID:	partner.basf@gmx.de
Full Name:	<input type="text" value="partner.basf@gmx.de"/>
Security Type:	<input checked="" type="radio"/> BASF securEmail WebApp <input type="radio"/> S/MIME <input type="radio"/> PGP
Language:	<input type="text" value="English"/>
Archive sent messages:	<input checked="" type="checkbox"/>
Receive notifications:	<input checked="" type="checkbox"/>

Fig. 8: User Preferences

If you want to change the Security Type to S/MIME or PGP you must have uploaded your certificate before. After changing the Security Type to S/MIME or PGP and clicking on Apply Changes you will receive the next encrypted email from a BASF employee in your mailbox and not in BASF securEmail WebApp. Your login information will still be valid.

“New Secure Mail Gateway”

Guide for External Parties



4.2.5 Responding to an email

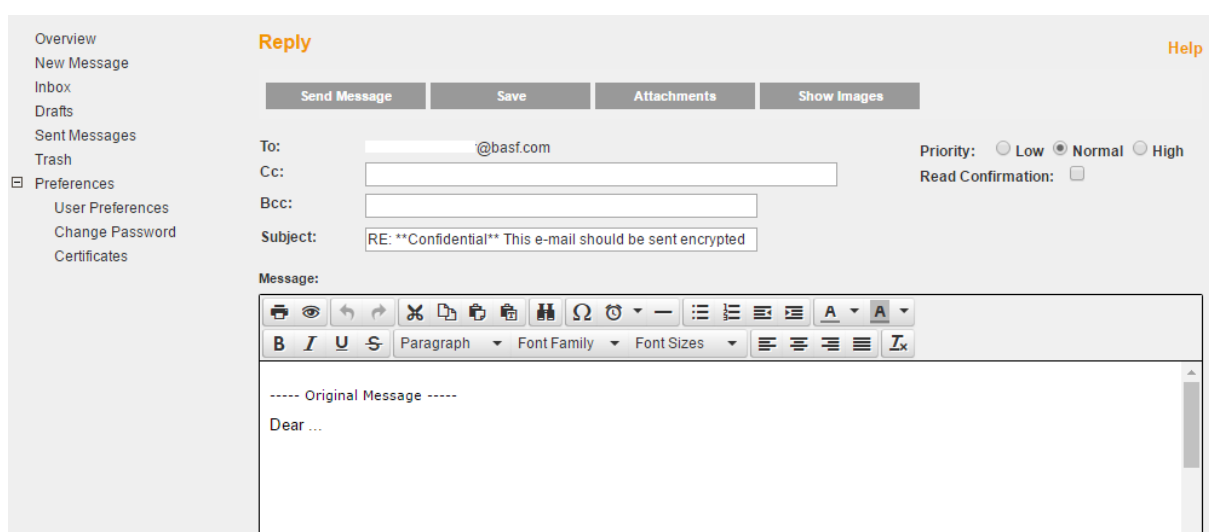


Fig. 9: Replying to an email

You can also use the BASF securEmail WebApp interface to send secure messages to BASF. This can be a response to an existing email in your mailbox (Fig. 9), or it can be a new message. You can attach files to any email. The "To:", "Cc:" and "Bcc:" fields only accept valid BASF email addresses. If you want to address multiple people at BASF, their addresses are to be separated by a comma (",") or semicolon (";").

It is not possible to send an email to a non-BASF address; consequently, any message containing such an address will be rejected.

5. Requesting public keys of BASF employees

If you use S/MIME or PGP encryption, you need the public key that your communication partner at BASF uses. This key enables you to establish encrypted communication. You can request the public key from BASF via the following link:

URL: <https://securemail.basf.com>

BASF won't provide S/MIME certificates and PGP keys for all employees here. Only keys of users of the Secure Mail Gateway can be downloaded.

“New Secure Mail Gateway”

Guide for External Parties



Therefore BASF recommends to always initiate secure email communication on the BASF side. Please ask your contact person to send you a confidential email. In that way you will always receive his/her certificates automatically or you can reply using BASF securEmail WebApp.

The procedure for requesting a public key is described in the example provided in Fig. 10 below. In the login page (Fig. 4) don't log in but select “Request a Public Key”.

Request a Public Key

To send an encrypted message to a recipient, you require his or her public key.

Please follow these steps:

- Enter your email address in the field "Your Email Address".
- Enter the email address of the recipient in the field "Email Address of the Key Owner".
- Click the "Request a Public Key" button.
- If any keys are found, they will be sent to you by mail.

Your Email Address

Email Address of the Key Owner

[Request a Public Key](#) [Go To Login](#)

Fig. 10: Replying to an email

After entering your own email address and the email address for which you want to request the key, click on “Request a Public Key”. The result of your request will be displayed:

Request a Public Key

You will receive the public key per email.

Fig. 11: Result of Requesting a key

“New Secure Mail Gateway”

Guide for External Parties



The S/MIME certificate and the PGP key that you requested for your BASF communication partner is then sent to your personal mailbox (see Fig.12). This is an automated response with the sender address of the person from whom you requested the key.

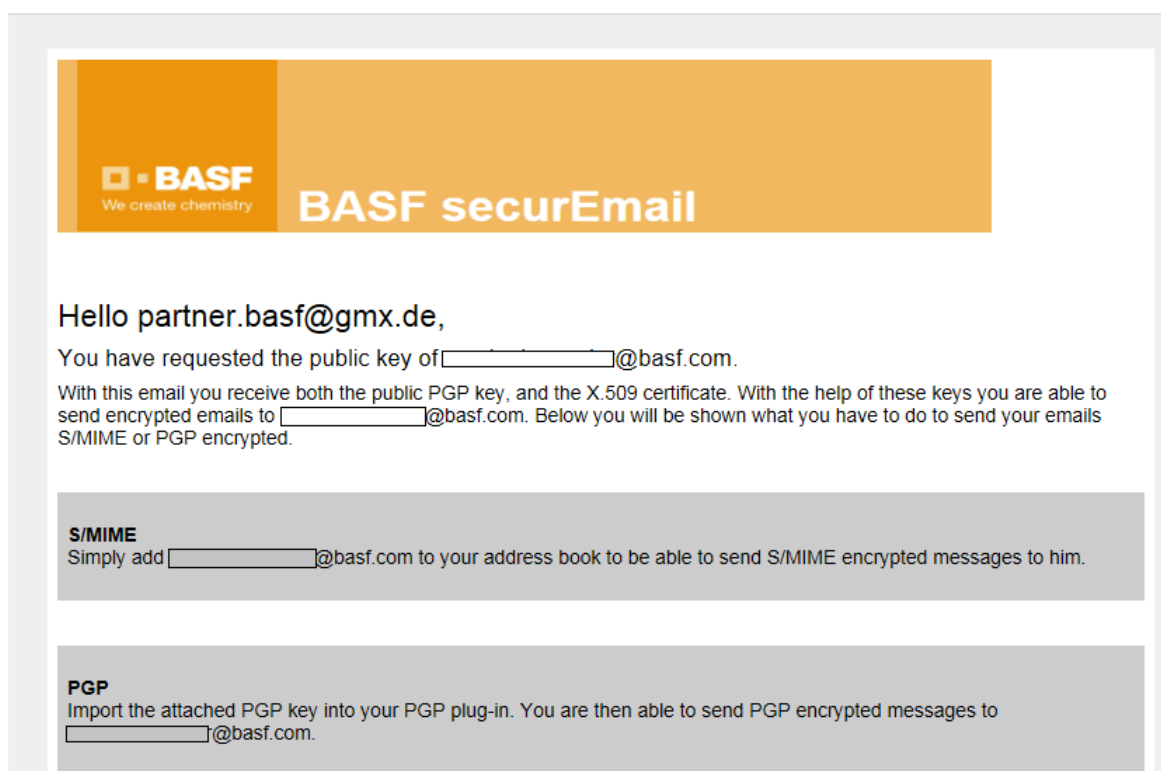


Fig. 12: Received email with keys

This mail contains the PGP public key as an .asc attachment and is S/MIME signed by the sender.

If you use an S/MIME certificate or PGP key for email encryption, you will always receive the emails directly in your personal email client. In this case, the encryption/decryption of the messages takes place automatically between your email program and BASF.

To be able to use this option, you must have an S/MIME certificate or a PGP key. To set things up, please respond to the registration email and sign this response with your S/MIME certificate or attach your public PGP key. That enables the exchange of the public keys for both communication partners. The BASF Secure Mail Gateway verifies your signature and your public key. If they are valid, the confidential message is sent to you immediately in the form of an S/MIME encrypted message or a PGP encrypted e-mail.