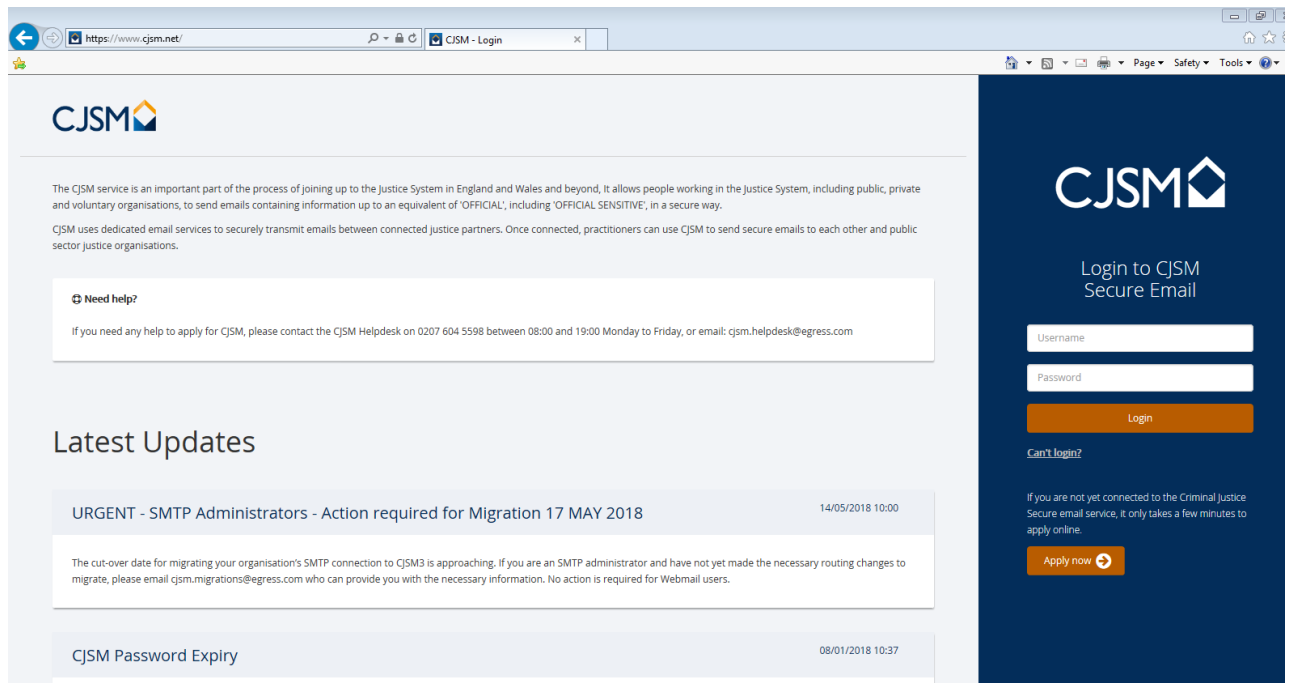


# SETTING UP A CJSB ACCOUNT FOR SAFEGUARDERS

## How to Set up a CJSJ Email Account

1. Safeguarders should type **www.cjsm.net** into their web browser.
2. Safeguarders will be presented with the screen below. Click the '**Apply now**' button.



3. When Safeguarders select 'Apply Now', they will be presented with the screen below which should be completed as follows:

The CJSM service is an important part of the process of joining up to the Justice System in England and Wales and beyond. It allows people working in the Justice System, including public, private and voluntary organisations, to send emails containing information up to an equivalent of 'OFFICIAL', including 'OFFICIAL SENSITIVE', in a secure way.

CJSM uses dedicated email services to securely transmit emails between connected justice partners. Once connected, practitioners can use CJSM to send secure emails to each other and public sector justice organisations.

**Need help?**

If you need any help to apply for CJSM, please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com)

## Latest Updates

**URGENT - SMTP Administrators - Action required for Migration 17 MAY 2018** 14/05/2018 10:00

The cut-over date for migrating your organisation's SMTP connection to CJSM3 is approaching. If you are an SMTP administrator and have not yet made the necessary routing changes to migrate, please email [cjsm.migrations@egress.com](mailto:cjsm.migrations@egress.com) who can provide you with the necessary information. No action is required for Webmail users.

**CJSM Password Expiry** 08/01/2018 10:37

If you are unable to login, click "Can't login" located under the login button. If you're unable to answer your security questions, please contact your local CJSM administrator. If you are the nominated CJSM administrator please contact the CJSM Helpdesk by emailing [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com) or phoning 0207 604 5598 between 08:00 and 19:00 Monday to Friday.

## Join the Secure Email Community

The first step is to check that you are not already connected to CJSM. You can do this by simply entering your email address and organisation name in the boxes below and then clicking on 'Apply now'.

Email Address\*

This must be the email address of the organisation that you are making this application on behalf of.

Please enter the name of the organisation you work for in full.

Organisation Name\*

Do you have a Parent Organisation?

Yes ☐ No ☒

[Back](#) [Apply now](#)

**Email Address:** Safeguarders should enter their **own current email address**, e.g. [john.smith@gmail.com](mailto:john.smith@gmail.com)

**Organisation Name:** Safeguarders should enter their full name and put in brackets '(Safeguarder)'

'Do you have a Parent Organisation?' – select 'Yes'

**Parent Organisation Name:** Safeguarders should enter '**Scotland - Justice System / Safeguarders**'

Click '**Submit**'.

4. Safeguarders will receive an email to the address they supplied in the previous step. If Safeguarders are using an internet based email account such as @gmail, @yahoo, @btinternet, @aol, etc. the email will indicate that the organisation is already registered. This is because the domain name Safeguarders entered (whoever provides their email account) has been recognised as an existing CJSM account holder.

The email will look like the below example:

**Subject:** [CJSM] Your CJSM application

Thank you for your interest in connecting to Criminal Justice Secure eMail (CJSM).

To get started with your application, please click on the link below which will take you to the on-line application form.

[Start application process](#)

CJSM Administrators

On behalf of

The Office for Criminal Justice Reform

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\*\*\* This email has been transmitted via the **Criminal Justice Secure eMail** service. \*\*\*

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## 5. Click the link located in the email.

There may be a significant delay once Safeguarders click on the link and it can take up to 10 minutes to take Safeguarders to the next screen.

Note: if for any reason Safeguarders are taken back to the previous screen (step 4) or they get an error screen as below this indicates the link has become broken.

To get to the next step Safeguarders can either manually copy and paste the link from the email into their web browser to proceed or re-enter their details into the joining screen to generate a new email with a fresh link.

This is a known issue that CJSM are investigating.

6. After launching the link in the email, Safeguarders may be taken to a screen that asks them to select their organisation from a displayed list.

Click **'None of the above'** to proceed to the next page.

7. 'Application Sponsors' Text reads:

**'Thank you for your interest in joining CJSM.'**

All applications are reviewed and accepted according to their own merits. Part of the approval process to join the CJSM community is the requirement for ALL applicants to nominate an individual they intend to communicate with, who can confirm they have a legitimate business need to access CJSM.

The contact MUST hold a secure government email domain/suffix from the list provided below.

- gsi.gov.uk
- pnn.police.uk
- justice.gov.uk
- cps.gov.uk
- hmpps.gov.uk
- hmcts.gov.uk
- yjb.gov.uk
- gcsx.gov.uk
- gcx.gov.uk
- governmentlegal.gov.uk
- nhs.net
- hscni.net

**Please provide a minimum of one contact, ensuring the email address meets the above criteria'**

**Primary Sponsor**

**Sponsors Full Name:** Bruce Knight

**Organisation Name:** Scottish Children's Reporter Administration

**Email Address:** Bruce.Knight@scra.gov.uk

**Position Held:** SCRA Information Security & Technical Assurance Officer (please type this in with no spaces between the words to enable this to fit into the box which contains 50 characters only)

8. Three questions - To progress your application, please provide the information below:

**Why do you or your organisation require access to CJSM?**

**Write the following:** I am a Safeguarder who requires to communicate confidential information securely.

**How many individuals intend to access CJSM in your organisation?** 1

**Do you have access to any other government, police or NHS network such as the ones listed above?** ('list above' is '• gsi.gov.uk' etc. from 7. above.) Drop-down list 'Yes/No' – select 'No'.

**Mark this organisation as Ex-Directory?** Drop-down list 'Yes/No' – select 'Yes'

9. Please confirm your organisation's mail server setup. Select 'Don't know/other'

**'Please provide any additional information about your mail server, if applicable' – leave blank.**

10. 'About You'

Safeguarders are now at the Mailbox Application set up screen.

Safeguarders should find their home address using the Postcode lookup tab, alternatively, type it in manually.

**Complete the following:-**

First Name\*

Last Name\*

Email\*

Telephone number\*

Postcode\*

Address Line 1\*

Address Line 2

Town

County

Country

Geographic location of your head office\* (Drop down list – select **Scotland**)

Practice Area\* (Drop down list – select **'Other – Scotland'**)

**11. Please Indicate if you require CJSW Webmail access – dropdown, 'Yes/No' - select 'Yes'.**

For the **'Abbreviation for your Organisation'** section enter **'Safeguarder'**. (Please ensure you use a capital 'S').

Click **'Validate'**. A message may appear in red stating: 'This domain abbreviation is already in use' but this can be ignored.

Click **'Next'**

This will result in Safeguarders' email addresses being made up with

forename.surname@safeguarder.cjsm.net

For example, Jimmy Jones' email address will be:- jimmy.jones@safeguarder.cjsm.net

## **12. Terms and conditions**

In the following section fill out the page as follows:

### **Primary Signatory**

**Full Name:** Enter **YOUR** First Name + Surname

**Position:** Enter **Safeguarder**

**Email:** Enter email address

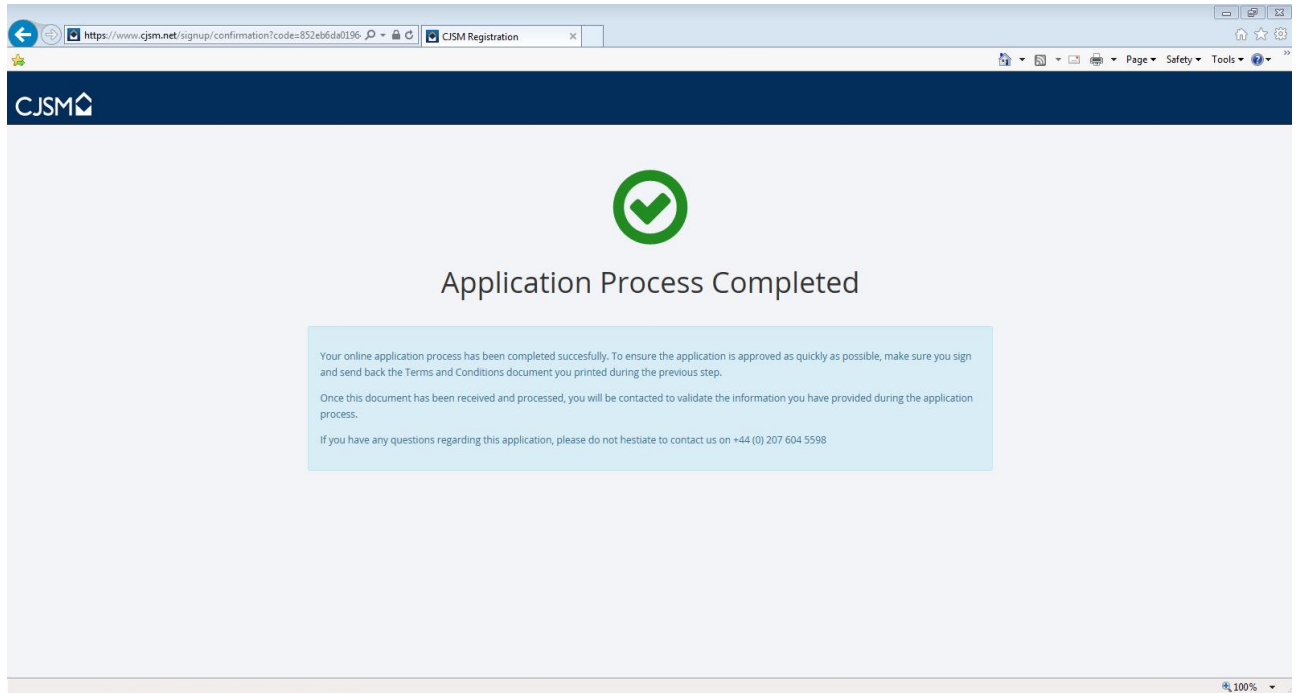
You must select **'download'** to read the terms and conditions in order to proceed.



Click '**Finish**' – clicking this is an acceptance of the terms & conditions.

**REMEMBER TO CLICK FINISH  
WITHOUT THIS YOU WILL NOT  
BE ABLE TO USE CJSM IF YOU  
DO NOT ACCEPT TERMS AND  
CONDITIONS**

Final page:



**13.** Safeguarders will receive an acknowledgement email to the address they supplied in the set up

process as follows:-

Thank you for completing the application for access to the CJSM system.

This has now been forwarded to our helpdesk who will be in touch in due course with the next steps in the process.

[Terms & Conditions](#)

CJSM Administrators  
On behalf of  
The Office for Criminal Justice Reform

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\*\*\* This email has been transmitted via the **Criminal Justice Secure eMail** service. \*\*\*

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Further help and support is available at: <https://www.cjsm.net>

The **CJSM Helpdesk** is available on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or by email: [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com).

When a Safeguarder tenders their resignation, they must deactivate any CJSM account set up solely for the purposes of their safeguarding role. This can be done by contacting Bruce Knight as per details in primary sponsor section above.