

## Barracuda Message Center FAQ

### Why did I receive an encrypted message?

The sender of the message wanted the contents of the message to be private and secure, so they used the encryption feature of either the Barracuda Spam Firewall or the Barracuda Email Security Service to encrypt the message. Only you (the intended recipient) will see the message contents when you log into the Barracuda Message Center with a password you create the first time you log in.

### What is the Barracuda Message Center?

The Barracuda Message Center is a cloud-based email encryption service. The service provides a web-based email client for receiving and replying to encrypted email sent by the Barracuda Spam Firewall or the Barracuda Email Security Service. The email client looks and behaves much like any web-based email program. Once you log into the Barracuda Message Center, you'll be presented with a list of one or more email messages that were sent to you. All encrypted messages you receive will appear in this list for a finite retention period or until you delete them.

### What encryption method was used to encrypt the message I received?

The Barracuda Message Center uses AES-256 bit encryption.

### How do I retrieve and read my encrypted message?

The email notification you received telling you that you received an encrypted email message includes a link to the Barracuda Message Center. The first time you click this link, the Barracuda Message Center will prompt you to create a new password. In the future you can re-use that password to pick up subsequent encrypted messages from the Barracuda Message Center. Once you create a password, you can log in and retrieve your message.

### If I reply to the encrypted message, will my reply also be encrypted?

When you reply to the encrypted email message, the response will also be encrypted and the recipient (who may be the sender of your original encrypted message) will receive a notification, much like the one you received, that includes a link to view and retrieve the message from the Barracuda Message Center. You can address the reply to as many recipients as you like.

### Can anyone else read the contents of my encrypted message?

The message can only be viewed when you enter your unique password. It is highly recommended that the password not be shared with anyone else. As long as the password is secure, no one else can read the message.

### How long are my messages stored by the Barracuda Message Center?

The Barracuda Message Center will store your encrypted email message for a minimum of 30 days from the date of receipt.

### How can I see the message headers of one of my encrypted emails?

In the Barracuda Message Center, click on the message to open it. Once the message is open, click on the "Show All Headers" link at the upper right of the message.

### How do I get my password if I forget it?

On the Login page, click on the "Forgot Password?" link. You'll then be prompted to enter your email address, and the password will be sent to you.

### What is the largest message we can send on the Barracuda Message Center?

The Barracuda Message Center accept messages up to 268000000 bytes (255MB). This is the total message size including attachments.