Suffolk
County Council

Suffolk County Council Guidance
Sending and receiving secure email using TLS

Suffolk County Council's (SCC's) enhanced secure email system is called TLS (Transport Layer Security). Once a secure TLS connection is set up between the Council and your organisation, secure emails can be sent normally, as the connection between our two organisations is guaranteed to be secure. TLS is a government-recommended standard and is free to implement. If you can supply us with the details of a person who provides your email services, our IT team can work with them to configure the TLS connection.

OME – Suffolk County Council's standard secure email service
Suffolk County Council uses a system called OME (Office 365 Message Encryption) as its standard email service. When using OME, each time recipients get a secure email from the Council, they have to request a one-time passcode that enables them to decrypt the email. The repeated requesting of passcodes is not always the ideal experience for users, especially if your organisation exchanges a lot of secure email with the Council.

TLS – improving your organisations' secure email experience with SCC
Suffolk County Council (SCC) now also uses an additional technology called TLS (Transport Layer Security) to help improve the experience for organisations exchanging secure emails with the Council.

TLS essentially sets up a permanent secure tunnel between Suffolk County Council and your organisation. This means that secure email travelling between our two organisations can't be tampered with.

TLS is free and is a central government recommended standard. It doesn't take long to set up. Our IT team can help with this, although we will need to work with whoever provides your email to get the secure connection configured correctly.

TLS also has the added benefit that your organisation won't need to request a one-time passcode to open every secure email you receive from us. Similarly, if you want to send an email to anyone at Suffolk County Council, once the TLS connection is set up, you can simply send secure emails as you would any other email – TLS ensures your email is secure en route to SCC.

Requesting a TLS connection with Suffolk County Council
To request a TLS connection between your organisation and Suffolk County Council, please send your details, and the details of a person who provides your email services, to information.management@suffolk.gov.uk .