



How to Join the Service



How to Join the Service

This document shows you the process of applying to become an organisation within the CJSM community. During the application process, a number of practical and technical questions relating to your existing email configuration will be asked in order to validate your organisation's suitability to join the community.

The screenshot displays the CJSM website interface. On the left, there is a 'Need help?' section with contact information for the CJSM Helpdesk. Below this is a 'Latest Updates' section with a notification titled 'Automated System Notification Title' dated 27/11/2017 15:15. On the right, there is a dark blue sidebar with the CJSM logo and a 'Login to CJSM Secure Email' form. The form includes fields for 'Username' and 'Password', a 'Login' button, and a 'Can't login?' link. Below the login form, there is an 'Apply now' button with a right-pointing arrow. At the bottom of the sidebar, it says 'Powered by egress'.

If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjasm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.





Application process and assigning an organisation administrator

The CJSM homepage screen, www.cjsm.net is displayed.

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 020 7604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com

Latest Updates

Automated System Notification Title

Automated System Notification Content

Login to CJSM Secure Email

Username

Password

Login

Can't login?

If you are not yet connected to the Criminal Justice Secure email service, it only takes a few minutes to apply online.

Apply now

Powered by EGRESS

An existing account holder uses this screen to log into their Secure eMail mailbox.

An organisation or company that wants to enrol can start the application process here.

Click on the '**Apply now**' button. The Join the CJSM community screen is displayed. In order to start the application process, some basic details are required.

Enter '**Email Address**'. The email address field is used to capture the applicant's normal business (non-secure) email address. This address will be used to contact the applicant during the application process and as a secondary point of contact in the future.

Enter '**Organisation Name**'. The applicant will enter their organisation name in this field.

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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](#)

Powered by 

The Parent Organisation should be completed if you are a department or a sub-organisation of a larger organisation

'Yes' button: The Parent Organisation should be written in full in the box.

If your Parent Organisation already exists, you will be informed via your non-secure email address.

Do you have a Parent Organisation?

Yes No

If you are a department of a larger organisation, please enter in the full name of your organisation or leave blank.

Parent Organisation Name

- Click on the 'Apply now' button
- The 'Next Steps' screen is displayed. Then click on the 'OK' button to exit the screen

An email will be sent to the applicant's email address provided containing instructions on how to proceed with the application.



Next Steps

An Email has been sent to you at jag@teeorg3.local explaining how you should proceed.

Thank you.

OK

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The email sent contains a link (**'Start application process'**) to a web page that will enable you to start the process of application.

Thank you for your interest in joining 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. ***
*** Anfonwyd y neges ebost hon drwy wasanaeth ebost Diogel Cyfiawnder Troseddol ***

*** This email has been transmitted via the **Criminal Justice Secure eMail** service. ***
*** Anfonwyd y neges ebost hon drwy wasanaeth **ebost Diogel Cyfiawnder Troseddol** ***

Based on the information submitted, if your organisation has not already joined CJSM it won't appear in the list below.

However, if your organisation details are similar to those of another, a list of matching detail organisations will be shown.

Click on the **'View'** button to check and determine whether your organisation is already part of the CJSM community.

If your organisation is not on the list, then click on the **'None of the above'** button to proceed to the next screen.

Organisations

Your email address is similar to the address of other organisations that we already have on our system. It's possible that your organisation's application is currently pending with us.

- If your organisation doesn't appear on the list below, please select "none of the above"
- If your organisation's name appears on the list below, please click on 'view and continue'

Egress Software Technologies	View
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[None of the above](#)

Click View to see if your organisation is not duplicated.

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The **'Application Sponsor'** screen is displayed. Applicants have to nominate an individual they intend to communicate with who holds one of the secure government domains in the list provided and can verify that the applicant's organisation has a legitimate business need to access CJSM.

- All fields marked with * are mandatory
- In the **Primary Contact** screen, enter the correct information in the field
- To add more than one contact, click on the **'+'** icon to open another **Contact** tab
- Click on the **'Next'** button to proceed to the next page

Application sponsors

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 Contact +

Full Name *

Organisation *

Email *

Position

Previous Next

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The **'Business Requirements'** screen is displayed. Here the applicant states why they need the access to CJSM and how many individuals intend to use the system in their organisation.

- All fields marked * are mandatory before processing to the next page

Business Requirements

Criminal Justice Secure Email (CJSM) is intended to provide a secure way for justice agencies and practitioners to exchange emails with each other and we must ensure we maintain its intended use before giving access to the service.

CJSM must not be used to send information with sensitivity level higher than OFFICIAL, as defined by the Government Protective Marking Scheme.

CJSM users must make sure that they only send sensitive information to those who have a need to know it, and are authorised to do so. If there is any doubt, then the recipient organisation should be consulted.

Approved government, police and NHS domains are listed below.

- gsi.gov.uk
- pmn.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

To progress your application, please provide the information below:

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

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

Do you have access to any other government, police or NHS network such as the ones listed above? *

Previous Next

Click on the **'Next'** button

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- The **'Mail Server'** screen is displayed
- Click on the drop-down arrow on the right to select your organisation's mail server setup
- Click on the **'Next'** button to proceed to the next page

The **'Mail Server'** screen is displayed.

Mail Server

If you are a sole user, please select 'Do not have a mail server' and continue with your application.

If you are unsure what to select, please contact the IT/Email administrator for your organisation. Selecting the 'Don't know/Other' option could lead to a delay in us processing your application.

Please confirm your organisation's mail server setup *

Please select

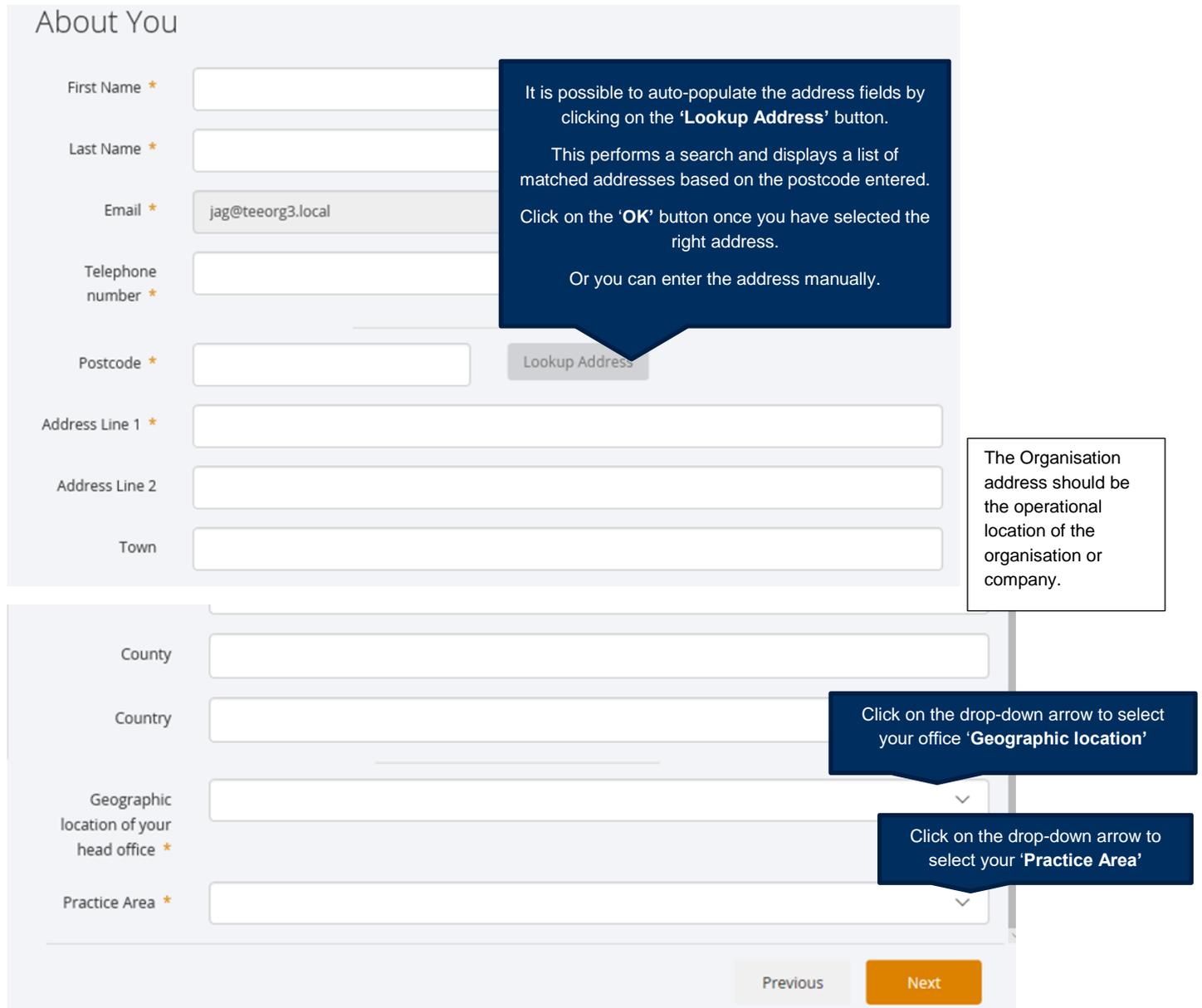
- Cloud provider
- Mail Server - On premise
- Mail Server - Hosted in a UK datacentre
- Do not have a mail server
- Don't know/Other

Previous Next

This screen is used to determine whether or not your mail server is located on your premises.

The **'About You'** screen is displayed. The organisation/company details should be entered here.

All fields marked * are mandatory.



The screenshot shows the 'About You' form with the following fields and callouts:

- First Name ***: Text input field.
- Last Name ***: Text input field.
- Email ***: Text input field containing 'jag@teeorg3.local'.
- Telephone number ***: Text input field.
- Postcode ***: Text input field with a **Lookup Address** button next to it.
- Address Line 1 ***: Text input field.
- Address Line 2**: Text input field.
- Town**: Text input field.
- County**: Text input field.
- Country**: Text input field.
- Geographic location of your head office ***: Dropdown menu with a callout: "Click on the drop-down arrow to select your office **'Geographic location'**".
- Practice Area ***: Dropdown menu with a callout: "Click on the drop-down arrow to select your **'Practice Area'**".

At the bottom of the form are **Previous** and **Next** buttons.

Click on the **'Next'** button to proceed to the next page

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The **'Organisation Administrator'** screen is used to enter the details of the nominated Organisation Administrator, who could also be the applicant.

The Organisation Administrator is responsible for maintaining the organisation's contact details and managing the organisation's user accounts.

More organisation administrators can be added (and deleted) throughout the time the organisation is part of the CJSM community.

All fields marked * are mandatory.

Organisation Administrator

Nominated administrators are responsible for creating, resetting and administrating accounts for your organisation. They will be the first point of contact for users in your organisation. You can add and change administrators later if required.

Use your personal details

First Name *

Last Name *

Email *

Telephone number *

Postcode *

Address Line 1 *

Address Line 2

Town

County

Country

Click on **'Next'** to proceed to the next page.

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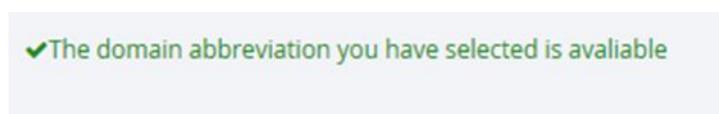


The **'Webmail Configuration'** screen is displayed. This screen is used to apply for CJSM mailboxes and when mailboxes are required in addition to the SMTP registration. This section determines the CJSM email addressing for the organisation.

All fields marked * are mandatory

Select **'Yes'** from the list to apply for a Secure eMail mailbox. Or you can choose **'No'**; it's possible to apply for the mailbox accounts at a later date.

If the domain name you selected is available, the confirmation screen below will appear. If not, you will be asked to nominate another domain name.



Click on the **'Next'** button to proceed.

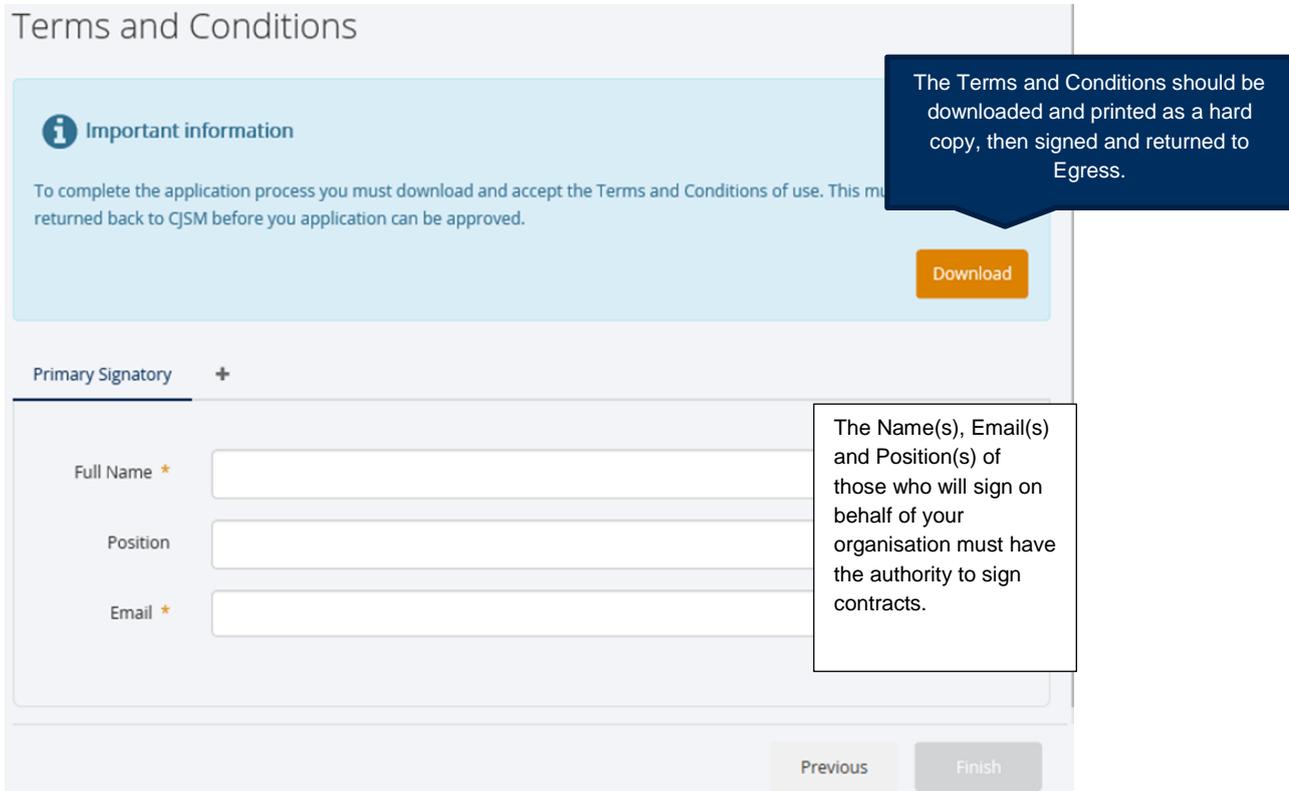
To make any changes to the information on your application, click on the **'Previous'** button to take you back to the page.

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The **'Terms and Conditions'** screen is displayed. This screen contains the contractual part of the application.



The screenshot shows the 'Terms and Conditions' screen. At the top, there is a section titled 'Important information' with a blue background. It contains the text: 'To complete the application process you must download and accept the Terms and Conditions of use. This must be returned back to CJSM before your application can be approved.' Below this text is an orange 'Download' button. A dark blue callout box points to this section with the text: 'The Terms and Conditions should be downloaded and printed as a hard copy, then signed and returned to Egress.' Below the 'Important information' section is a 'Primary Signatory' section with a plus sign. It contains three input fields: 'Full Name *', 'Position', and 'Email *'. A white callout box points to these fields with the text: 'The Name(s), Email(s) and Position(s) of those who will sign on behalf of your organisation must have the authority to sign contracts.' At the bottom of the screen, there are two buttons: 'Previous' and 'Finish'.

If for some reason the Terms and Conditions do not print, they are available at the website address below: <http://cjsm.justice.gov.uk/terms.html>. The document can then be printed, signed and sent to the CJSM Administrator.

Click on the **'Finish'** button to submit the completed application.