

Biscom (BDS) Secure Messenger FAQs

What is it?

Q. What is **Biscom Secure Messenger**?

A. **Biscom Secure Messenger** is a product that allows you to send encrypted email up to 2 GB in size.

Q. When do I use **Biscom Secure Messenger**?

A. **Biscom Secure Messenger** should be used when sending any type of sensitive personally identifiable information or extremely sensitive information over email.

Installation/Set Up

Q. How can I obtain Biscom Secure Messenger?

A. Biscom activation is free for those users that only download the content or reply to a secure message. If a user wants to utilize Biscom to create new secure messages, users will have to visit the Biscom website (www.biscom.com) and pay the monthly fee.

Training

Q. How do I view/reply to a secure message?

A. Once you receive a secure message notification: click on the link in your message (link will start with: <https://secure-email.aps.com/> or <https://secure-email.pinnaclewest.com/>) and sign in with your credentials. Your messages and attachments will appear on the screen.

To reply: click on the **Reply Securely** button, enter your message and/or attachment(s), and click **Send Reply**.

Knowledge

Q. What is the Web URL to login to Biscom secure messenger?

A. The web URL is as follows:

For APS: <https://secure-email.aps.com/aps/Login.do>

For Pinnacle West: <https://secure-email.pinnaclewest.com/pnw/Login.do>

Q. How long do files stay in my Biscom Secure Messenger account?

A. Message remains in Biscom Secure Messenger for 60 days.

Q. Can External Users **Send** secure emails to APS recipients using Biscom?

A. No. External Users can only **Reply** to messages received from APS users.

Q. What's the difference between a package and a delivery?

A. A **package** is the *collection of files and documents* securely stored on the BDS server.

Access to the package is determined and controlled by the **delivery**: You can have one **package** delivered in many different ways and to many different recipients depending on the parameters you set up when you create the **delivery**.

Troubleshooting

Q. When I click on an e-mail notification delivery link, I can't view the package any more.

A. Most likely, the sender of the delivery has deleted the delivery or removed you from the list of recipients.

- Another possibility is that the delivery has expired.

In either of the above cases, you will no longer have access to the package and will no longer see the delivery in your list of deliveries when logged onto the system.

Q. What if my recipient can only receive emails up to 5mb in size?

A. The attachment you send does not go to recipient's regular mail account: It goes to their Biscom Secure Messenger account on the secure messenger server.

Does the information on this page answer your question(s)?

If you need additional assistance, contact the Pinnacle West/Arizona Public Service employee/contractor that sent you the message.