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AGENCY CONTACT MEMORANDUM #2019-1206

TO: Agency IT Leadership, Technical Contacts
FROM: Jim Barnhart, Deputy Chief Information Officer
DATE: December 06, 2019
SUBJECT: **Entrust Secure Email Services**

This is a reminder the Commonwealth Office of Technology (COT) will end service and support for Entrust software on December 31, 2019 (see previous Agency Contact Memorandum #2019-0901). Entrust software was used for PKI security certificate requirements and secure/encrypted email services. Entrust software also provided secondary features such as file encryption and digital signature capabilities. COT has transitioned email encryption to Office 365 natively replacing the dependence on Entrust software. Users who have Entrust-encrypted emails they want to keep, must decrypt those emails prior to 12/31. Otherwise, Entrust-encrypted emails will not be accessible or readable after the deadline.

For detailed instructions on how to decrypt Entrust emails, click [here](#).

For detailed instructions on how to use Office 365 encryption features, [here](#).

If you are still using Entrust for sending and receiving encrypted email and haven't been migrated to Office 365, please create a ticket with the [Commonwealth Service Desk](#).

Please contact your Agency Information Technology Executive Director, and/or Jack Lee (JackJ.Lee@ky.gov) for additional information.