1. **What are personal email accounts?**

   Personal email accounts are email accounts not provided by a state or federal agency. For example accounts other than user@iowa.gov, user@agency.state.ia.us, user@leo.gov, user@riss.net.

2. **What is outbound email?**

   Outbound email is email that leaves the agency email system via the gateway.

3. **What email must be encrypted?**

   All outbound agency email messages with confidential information, either in the body or as an attachment, must be encrypted.

4. **Does Item 6 Client Security prohibit use of the preview pane?**

   No, item #6 does not prohibit use of the preview pane.