

Our Commitment to Keeping Your Information Safe

Guide to Opening Encrypted Email Messages

To protect your information, any emails that include your personally identifiable information (PII) are handled through the **Proofpoint Email Encryption** solution. This guide will take you through what you will experience when receiving an encrypted email from our office.

[One-time Proofpoint Registration](#) 1

[Opening an Encrypted Email Message from Your Personal Computer \(PC\)](#) 1

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One-time Proofpoint Registration

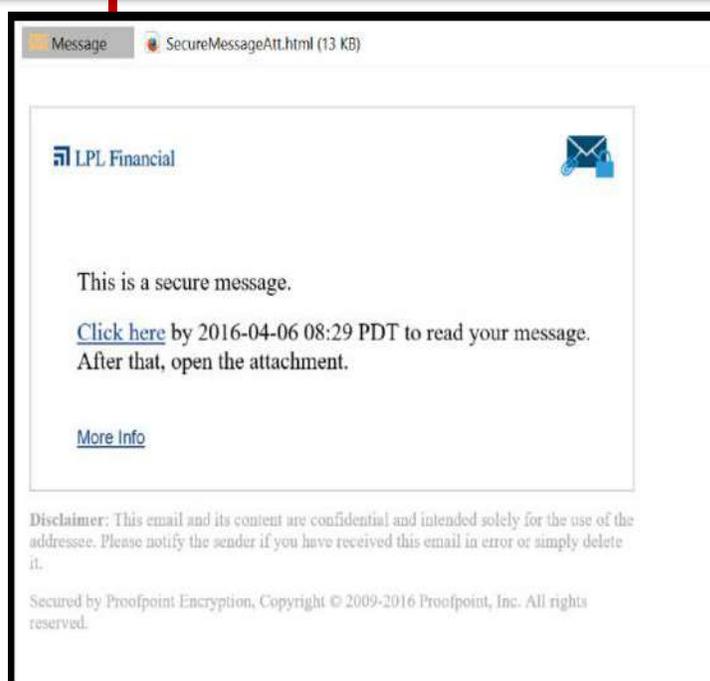
The first time you receive an encrypted email message from our office, you will need to go through a one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** and **Answer**. This can be done from your personal computer (PC) or your mobile device. The registration step is included in the *Opening an Encrypted Email Message* sections of this guide.

Opening an Encrypted Email Message from Your Personal Computer (PC)

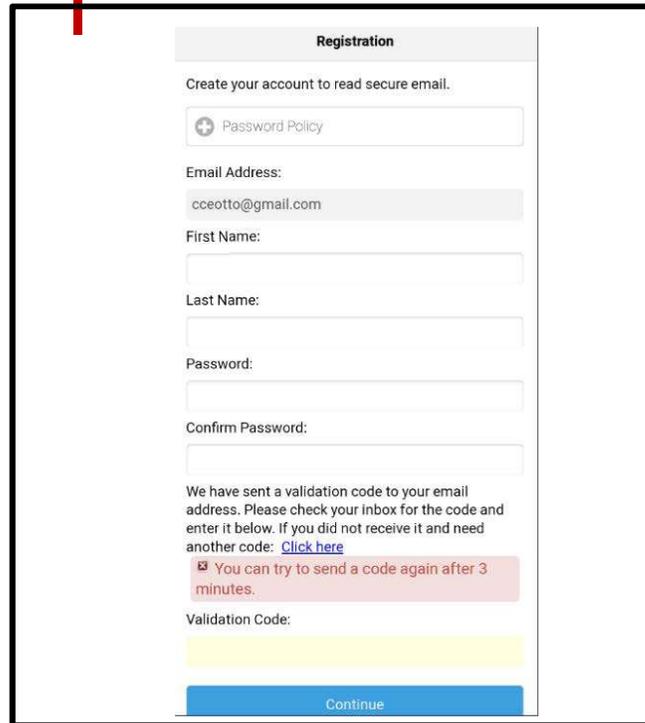
1

When you receive an encrypted (secure) message, it will look similar to this message.

To access the secure email, you can either select the **Click here** link within the email message, or you can double-click on the attachment.



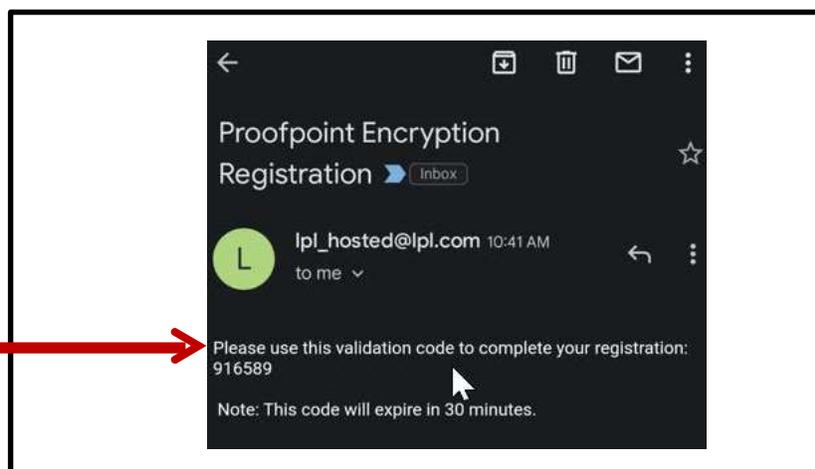
Important Note: The first time you receive an encrypted email message from our office, you will need to go through the **Proofpoint** one-time registration that requires you to enter your **First** and **Last Name**, create your **Password**. The Validation Code will be in sent in a follow up email(See Step 2).



The screenshot shows a web form titled "Registration". At the top, it says "Create your account to read secure email." Below this is a "Password Policy" link. The form includes fields for "Email Address" (pre-filled with "cceotto@gmail.com"), "First Name", "Last Name", "Password", and "Confirm Password". A message states: "We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)". A red warning box says: "You can try to send a code again after 3 minutes." At the bottom, there is a "Validation Code" field and a blue "Continue" button.

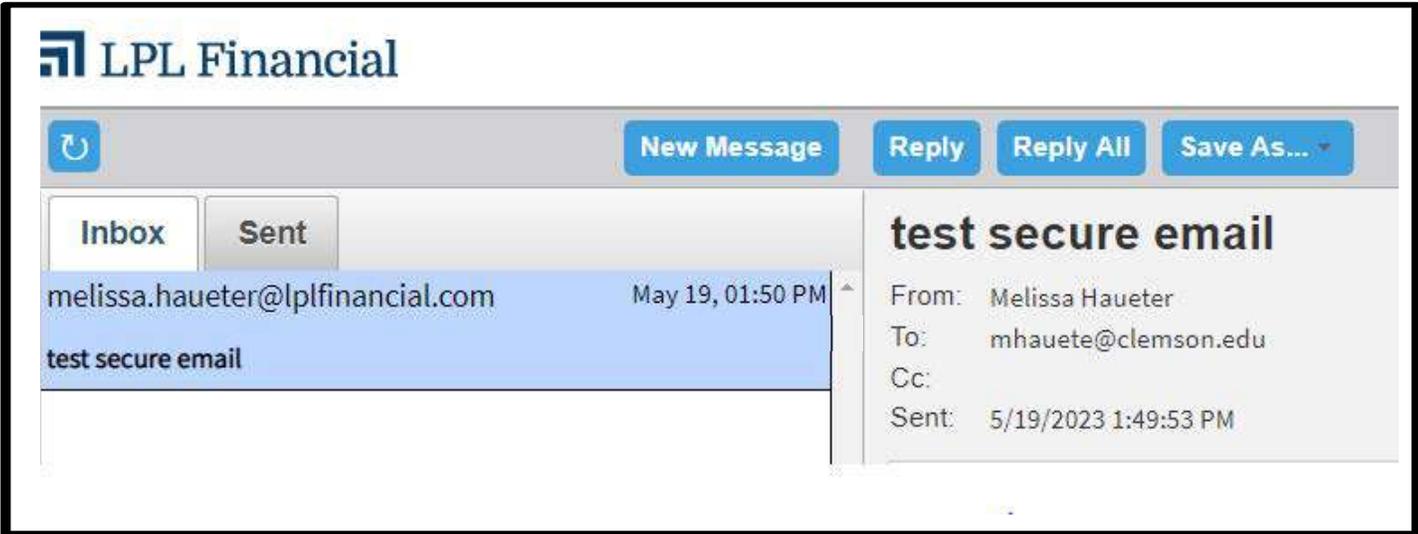
2

Use the **Validation Code** from the **Proofpoint Encryption Registration Email** in **Validation Code Field** from Step 1. Once the **Validation Code** has been entered click continue. The **Validation Code** will only be valid for **30 minutes**.



3

Next, you will be taken to the Proofpoint secure email application where you are only able to read and reply to the email. The option to Forward the email has been disabled. Direct replies back to our office will automatically be encrypted.



4

The same process should be followed when accessing Encrypted emails from your mobile device. Below is a screenshot of an Encrypted Email on a Mobile Device.

