

Informing your user community about encrypting and decrypting secure email

This memo describes how to use Proofpoint Encryption to send and receive secure messages.

External Users - Decrypting Secure Messages

The following sections describe how users external to your organization receive and decrypt secure messages.

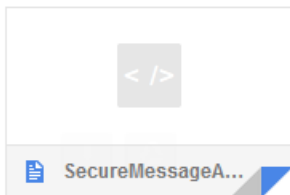
Reading a Secure Message

When you receive a secure message, it will look similar to this in your mailbox:



Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

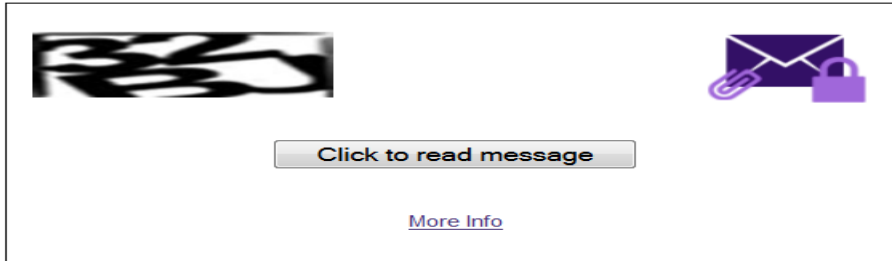
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Click the attachment *SecureMessageAtt.html* to launch a browser or "Click here" link

Open the Attachment

If this is the first time you are receiving a secure message, you will be prompted to register with Proofpoint Encryption. Otherwise, you will be prompted to log in to Proofpoint Encryption. Click the **Click to read message** button.

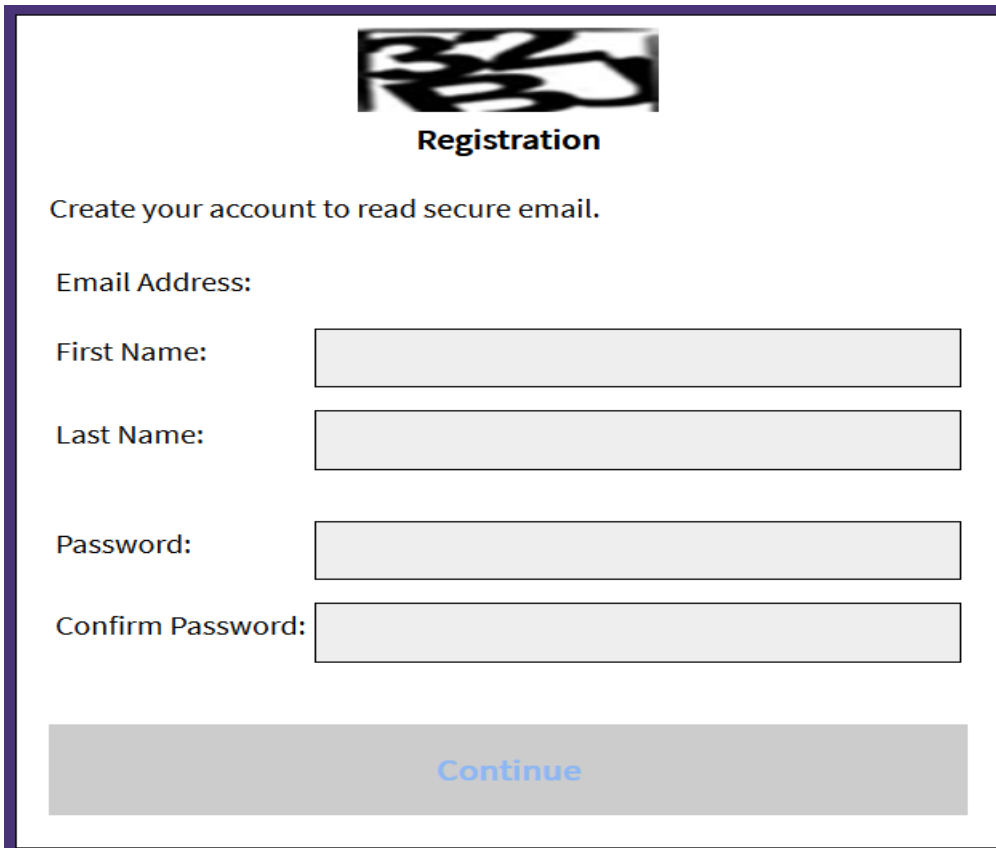


Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

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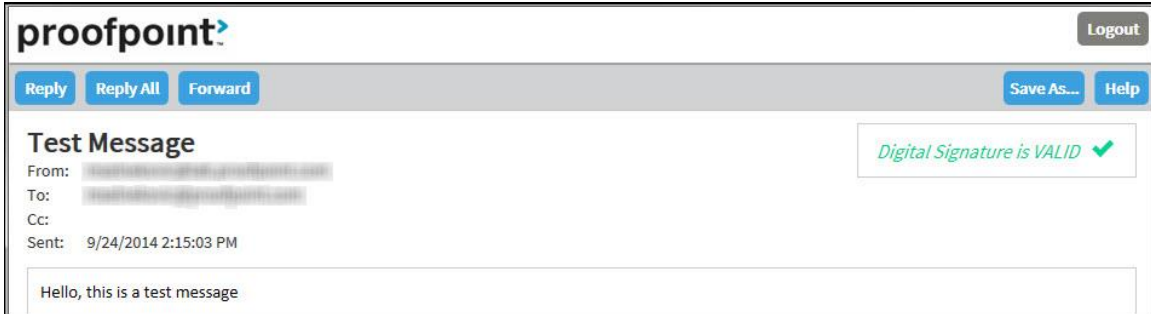
Registering with Proofpoint Encryption

The first time you receive a secure message, you will be prompted to create an account to register with Proofpoint Encryption.

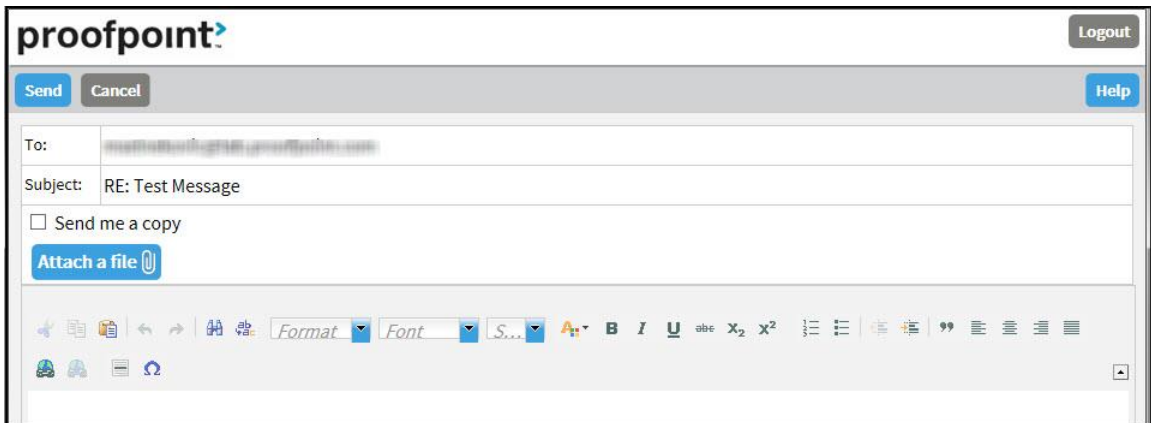
A screenshot of the Proofpoint Encryption registration form. At the top, there is a blurred image and the word "Registration" in bold. Below this, the text "Create your account to read secure email." is displayed. The form contains four input fields: "Email Address:", "First Name:", "Last Name:", "Password:", and "Confirm Password:". At the bottom, there is a large button labeled "Continue".

Read Your Message

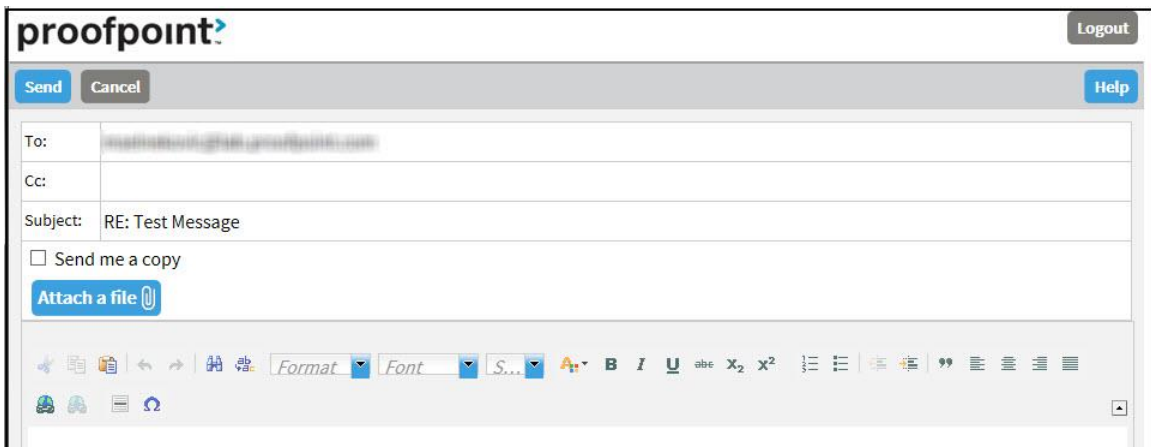
The **Reply**, **Reply All**, and **Forward** options are available if your organization's security policies allow these options.



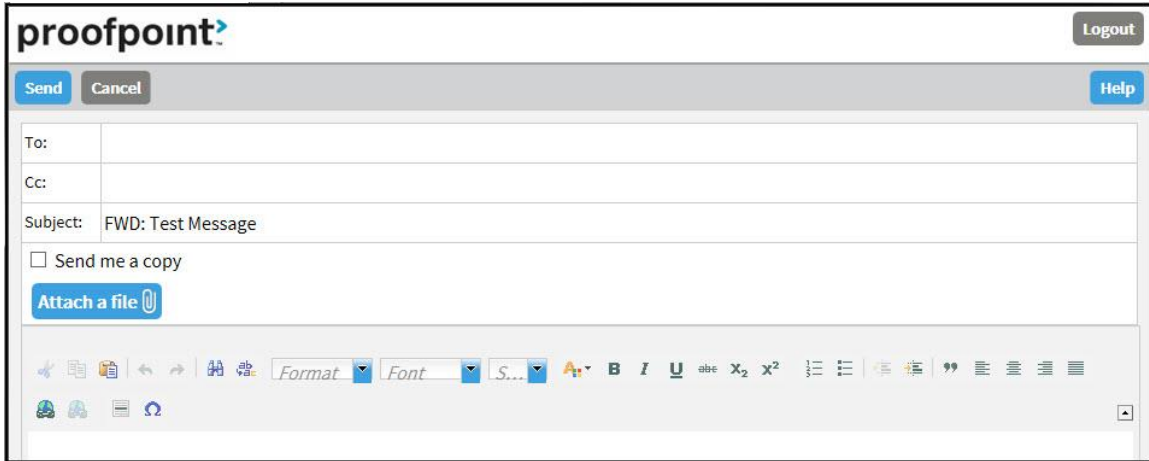
If you click **Reply** you cannot add more recipients to the message.



If you click **Reply All** you can add more recipients to the message.

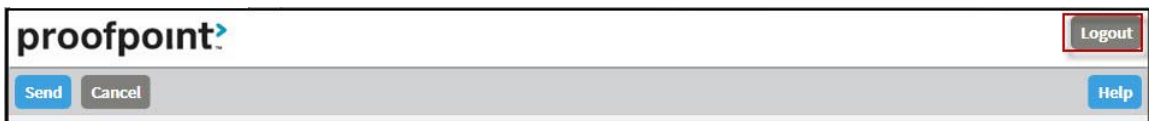


If you click **Forward** you can add recipients to the message. The recipients may or may not be restricted to certain domains according to your organization's security policies.



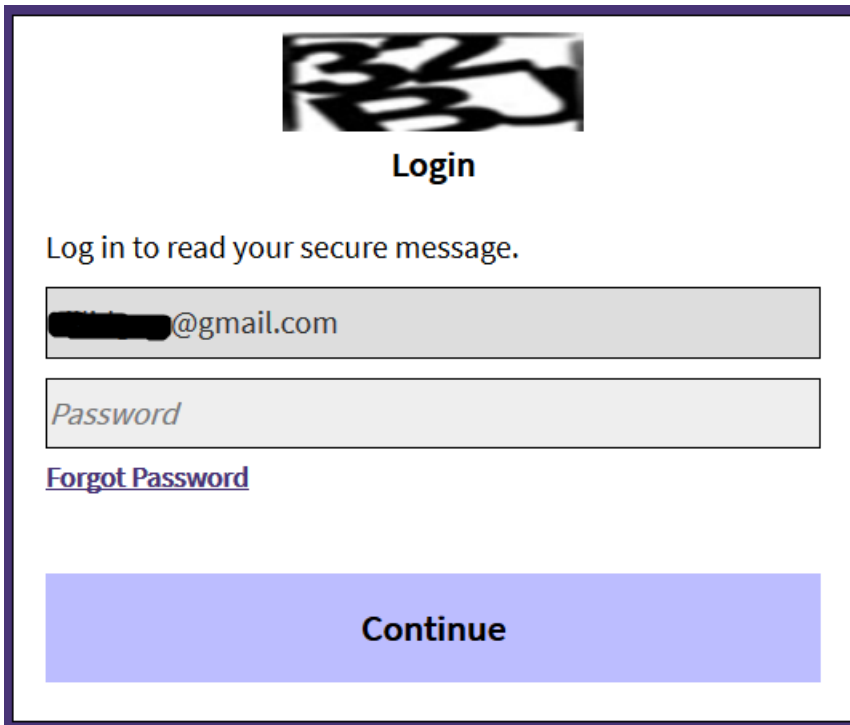
The screenshot shows the Proofpoint email composition interface. At the top left is the Proofpoint logo, and at the top right is a "Logout" button. Below the logo are "Send" and "Cancel" buttons, and at the top right of the composition area is a "Help" button. The "To:" and "Cc:" fields are empty. The "Subject:" field contains "FWD: Test Message". There is a checkbox for "Send me a copy" which is unchecked. Below this is an "Attach a file" button with a paperclip icon. At the bottom is a rich text editor toolbar with various icons for undo, redo, bold, italic, underline, link, unlink, text color, background color, bulleted list, numbered list, indent, outdent, and quote. The "Format" dropdown is set to "Font".

Click **Logout** when you are done.



This screenshot is identical to the previous one, but the "Logout" button at the top right is highlighted with a red rectangular border.

The next time you want to read a secure message, you will be prompted to log in to Proofpoint Encryption using your password.



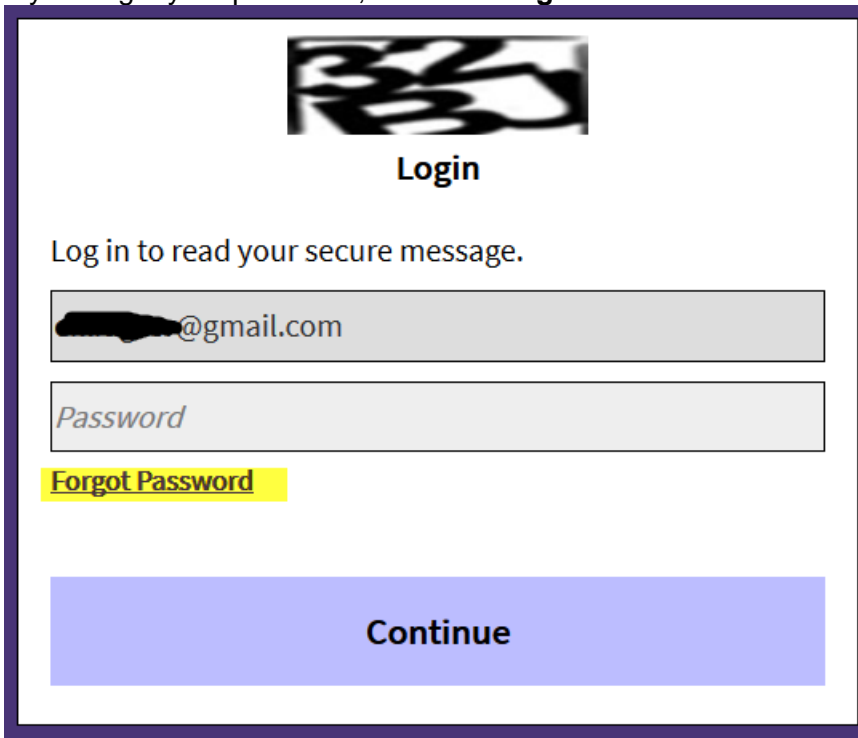
The screenshot shows a login prompt. At the top is a blurred image of a person's face. Below it is the word "Login" in bold. The text "Log in to read your secure message." is displayed. There are two input fields: the first contains a redacted email address followed by "@gmail.com", and the second is labeled "Password". Below the password field is a blue link that says "Forgot Password". At the bottom is a large blue button with the word "Continue" in white text.

Inactive accounts

Your account will be deleted if no activity with 90 day, you will need to re-register to activate your account and read messages

Forgetting Your Password

If you forgot your password, click the **Forgot Password** link.

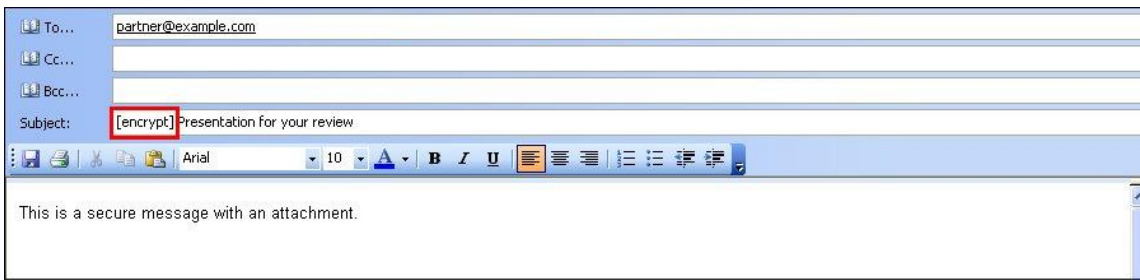


The screenshot shows a login interface. At the top center is a blurred logo. Below it is the word "Login" in bold. Underneath is the text "Log in to read your secure message." There are two input fields: the first contains a redacted email address followed by "@gmail.com", and the second is labeled "Password". Below the password field is a link labeled "Forgot Password" which is highlighted with a yellow background. At the bottom of the form is a large blue button labeled "Continue".

You will receive an email message with a link in it. Click the link to reset your password.

Internal Users - Composing a Secure Message to External Users

When you want to send a secure message, all you need to do is use your regular email application and enter the word *[encrypt]* into the **Subject** field of your message. Include the square brackets.



Using the Proofpoint Encryption Premium Plug-in for Microsoft Outlook

If you have installed the Outlook premium plug-in, a **Send Securely** button appears in Outlook when you compose a message. To send a secure message, all you have to do is click **Send Securely**.

