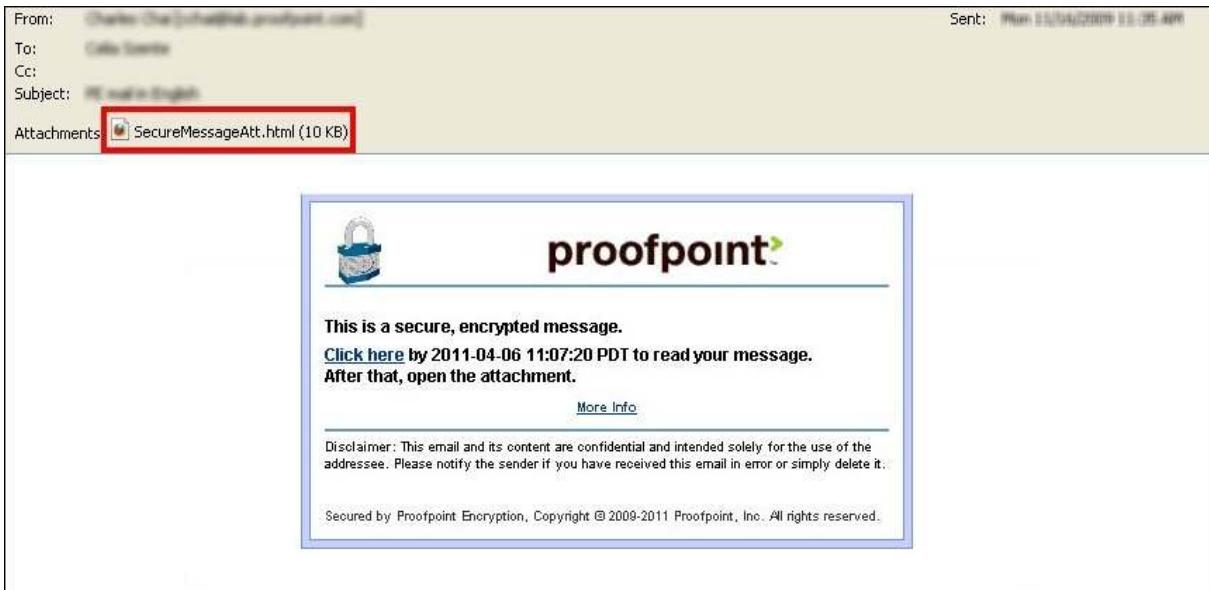


## Decrypting Secure Email – External Users

In order to maintain the confidentiality of sensitive information and ensure compliance with HIPAA privacy regulations, an email encryption service is utilized. Below is information on how to decrypt secure messages with Proofpoint, our provider of email encryption.

### Reading a Secure Message

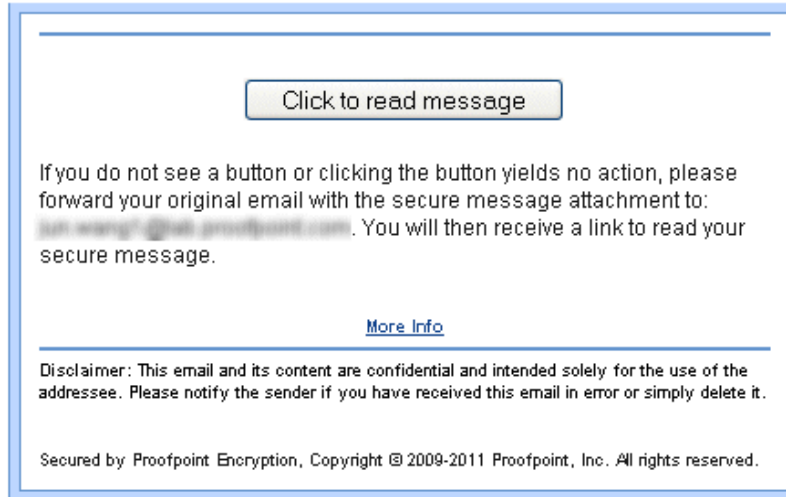
When you receive a secure message, it will look similar to this in your mailbox:



Click the attachment *SecureMessageAtt.html* to launch a browser.

## **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.



## 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. Fill in the fields, select your security question and answer and then click **Continue**.



The image shows a registration form titled "Registration" with the Proofpoint logo. The form includes fields for Email Address, First Name, Last Name, Password, and Confirm Password. Below these is a "Password Reset" section with a dropdown menu for "Question" and an "Answer" field. A "Continue" button is located at the bottom right of the form.

**Registration**

**proofpoint**

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Password Reset

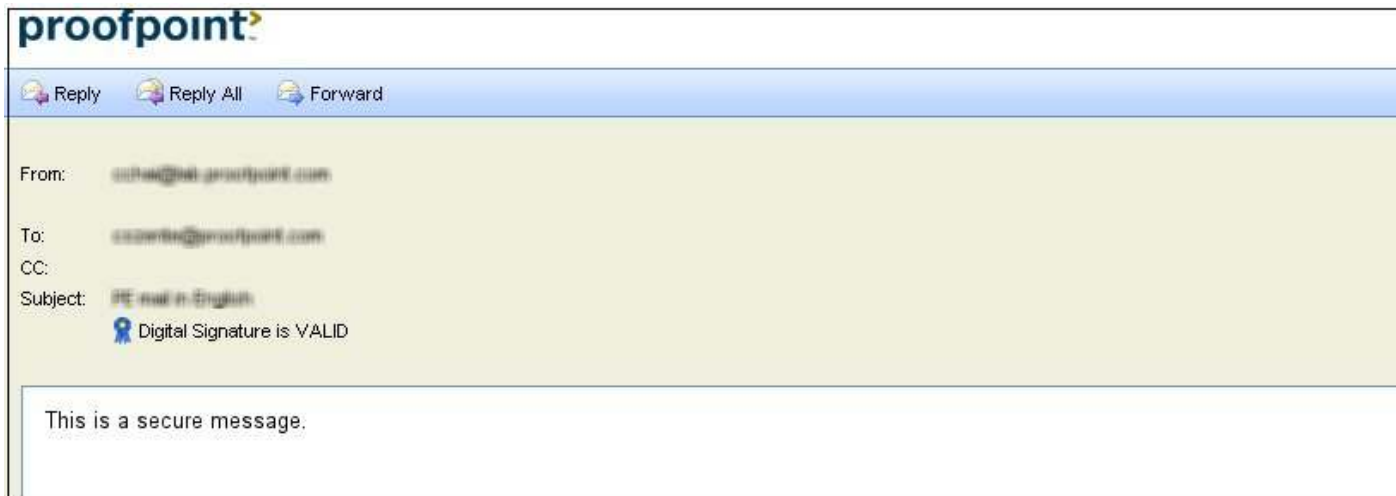
Question :

Answer:

 Continue

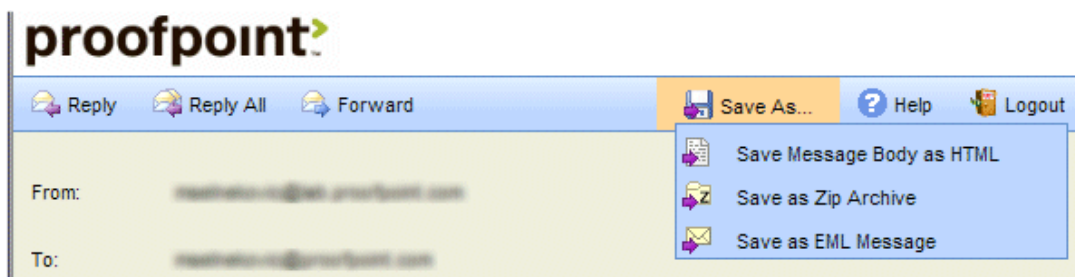
## Read Your Message

The **Reply**, **Reply All**, and **Forward** options are available.

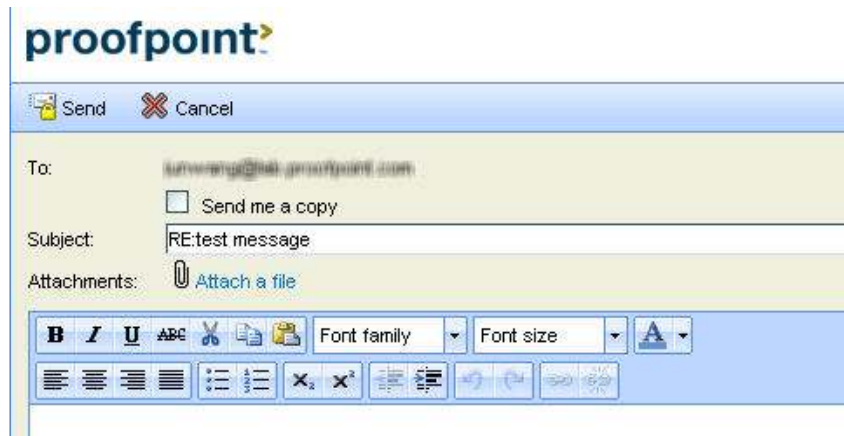


Use the **Save As** option to download your secure message to your computer.

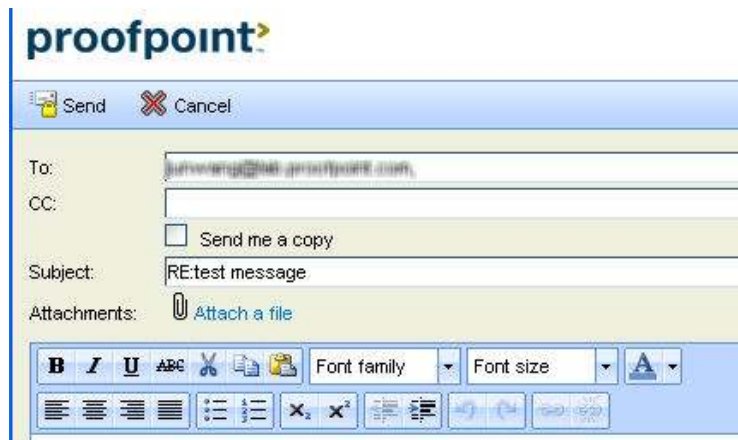
- Save Message Body as HTML – downloads the message body as `<message subject>.html`.
- Save as Zip Archive – downloads the message and associated attachments as `<message subject>.zip`.
- Save as EML Message – composes a RFC2822 message based upon the Secure Reader message content. This option does not include embedded images.



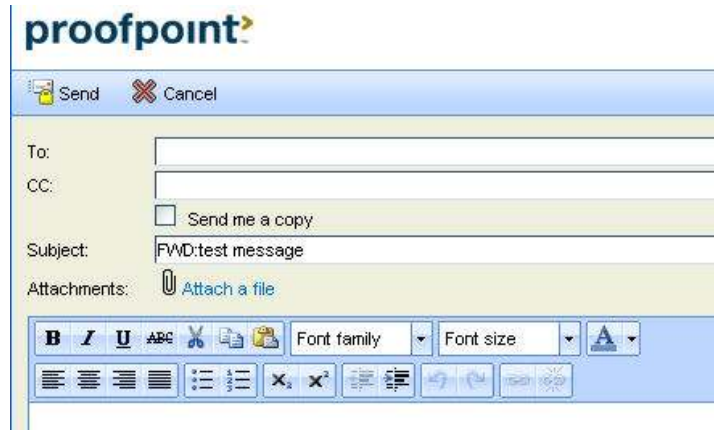
If you click **Reply** you cannot add more recipients to the message.



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 applicable security policies.



Click **Logout** when you are done.



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



## Forgetting Your Password

If you forgot your password, click the **Forgot Password** link. You will be prompted to answer the security question you set up when you initially registered. You will then be prompted to reset your password.



## Decrypting Secure Messages from a Mobile Device

To decrypt secure messages from a mobile device, users on mobile devices can click a link within eight days of receiving the message to decrypt and read it.



Figure 1. From a mobile device within eight days of receiving message

After eight days, users on a mobile device must forward the entire email to the address shown in the email. The user will then receive another message with a URL to click to authenticate with Proofpoint Encryption. After authentication, the user will be able to read the secure message.



Figure 2. From a mobile device after eight days of receiving message