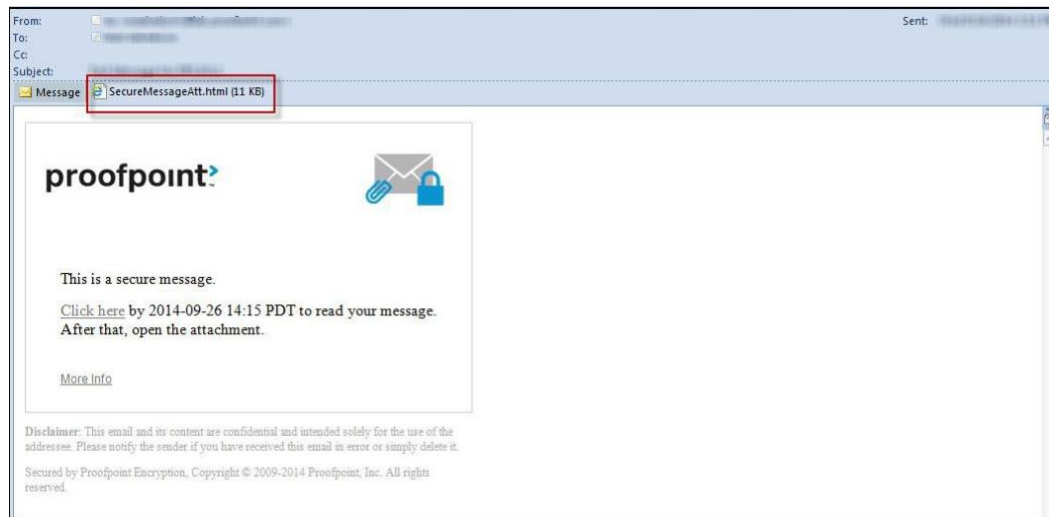**proofpoint**

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:

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.

Note: Some email and webmail clients display the Proofpoint Encryption secure message attachment inline – for example, Mozilla Thunderbird will do this. When you click the "Click to read message" link, you will see an error message. The solution is to first save the attachment to disk before opening it. If your administrator enabled the Decrypt Assist feature, you will not see this limitation.

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.

You will see the following message the first time you use Proofpoint Encryption and also when you initiate a secure message:

> First time here? *You'll be asked to register.*
>
> Already registered? *You'll be asked to log in.*

Depending on how your administrator set up Proofpoint Encryption, you may be required to create an account with password reset questions.

With Password Reset questions	Without Password Reset questions

> **Note:** *Your password cannot contain spaces.*

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

Read Your Message

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


The **Save As** option is available if your organization's security policy allows it. Use the **Save As** option to download your secure message to your computer.
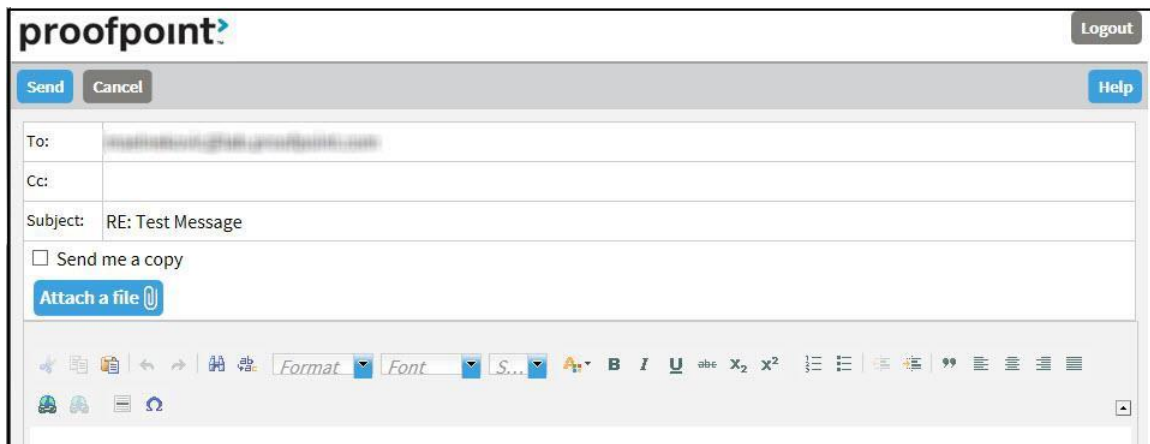
- Save Message Body as HTML – downloads the message body as `<message subject>`.html.
- Save as Zip Archive – downloads the message and associated attachments as `<message subject>`.zip.
- Save as EML Message – composes a RFC2822 message based upon the Secure Reader message content. This option does not include embedded images.
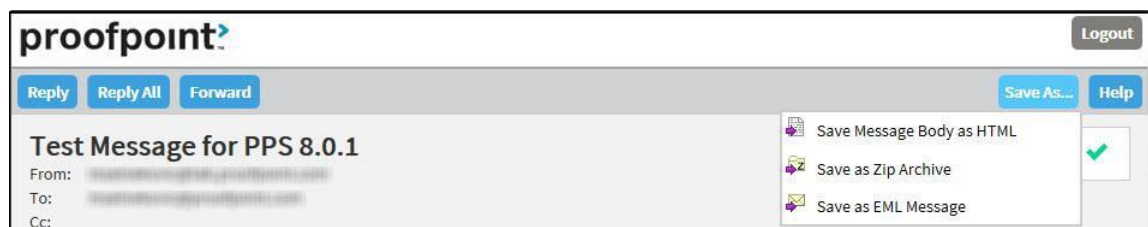
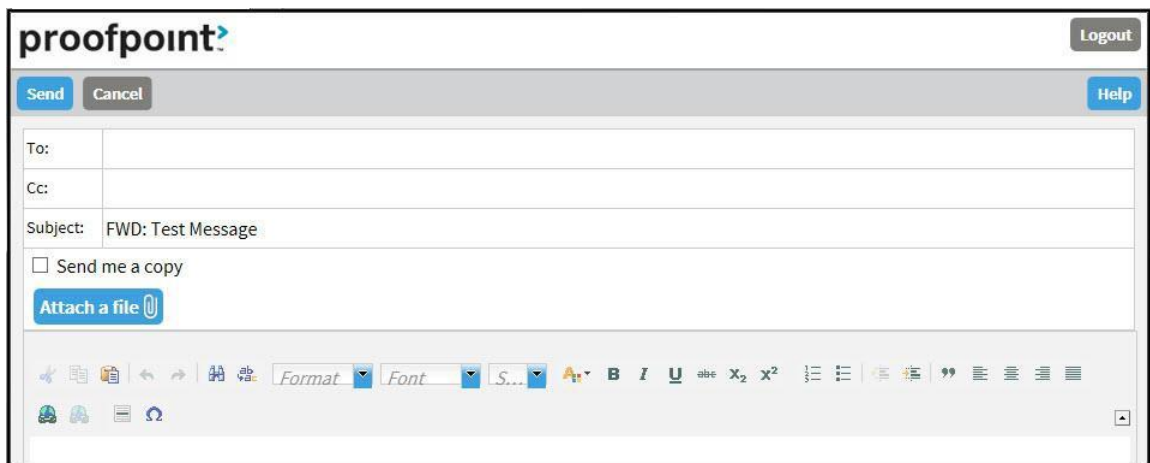If you click **Reply** you cannot add more recipients to the message.
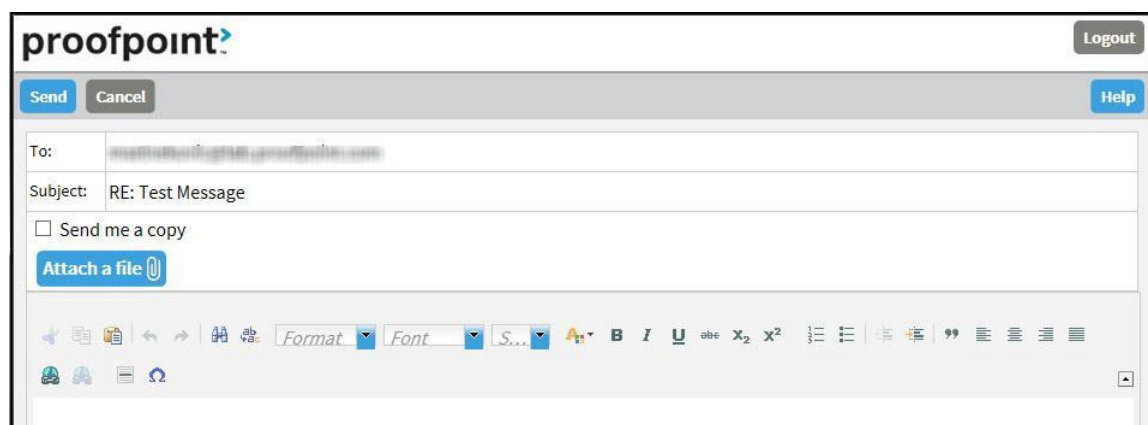
If you click **Reply All** you can add more recipients to the message.

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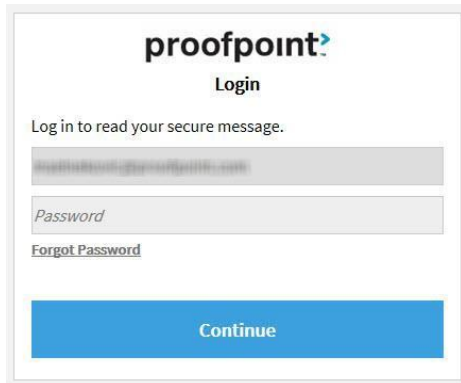

Click **Logout** when you are done.

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

Your Password Expires
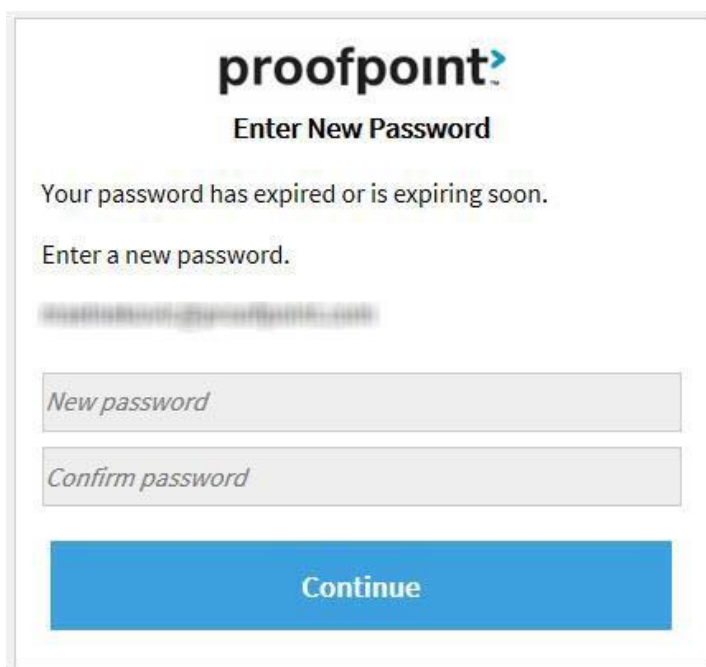
Your password may expire after a period of time. The password expiration is determined by your email administrator. If your password is about to expire, you will see the message "Your password will expire in *n* days" displayed in a secure message.

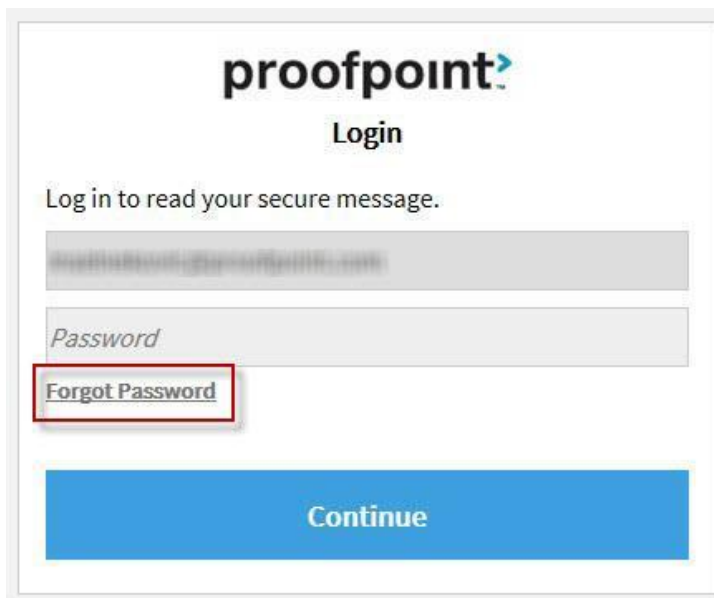Click the link next to the expiration message to reset your password.

If your password expires before you have a chance to reset it, you will be prompted to reset it the next time you read a secure message.

Forgetting Your Password

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

The password reset procedure depends upon how your Proofpoint Encryption account is set up.

- ♦ If you have a security question, you will be prompted to answer the question. You will then be prompted to reset your password.

- ♦ If you do not have a security question, you will receive an email message with a link in it. Click the link to reset your password.

Decrypting Secure Messages from a Mobile Device

The administrator can configure a feature called *Decrypt Assist* so that users can decrypt secure messages from their mobile devices. When you receive a secure message, it contains a link that you can click to decrypt the message and read it on your mobile device. Your administrator configures how long the link in the message is "clickable," but typically it is two days.

The next screen shots illustrate how the secure message displays on a mobile device, depending upon how it is set up.
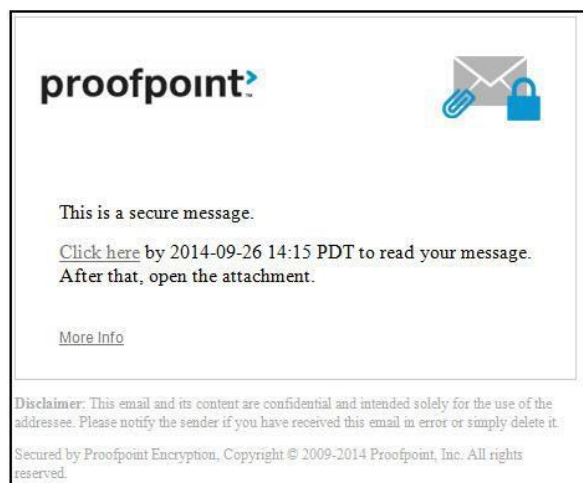

Figure 1. Secure Reader Proxy enabled or disabled, and Decrypt Assist enabled

After two days (or the number of days your administrator configured), you need to open the attachment that contains the Secure Reader Proxy email address to forward the secure message to the proxy. You will then receive another message with a URL to click to authenticate with Proofpoint Encryption. After authentication, you can read the secure message.
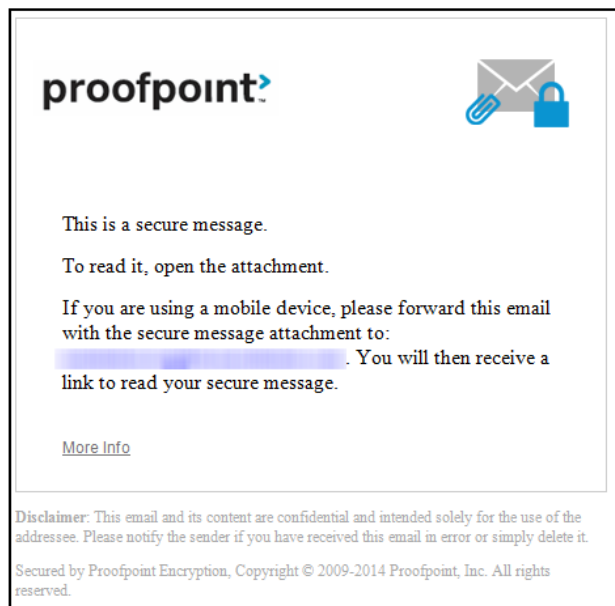

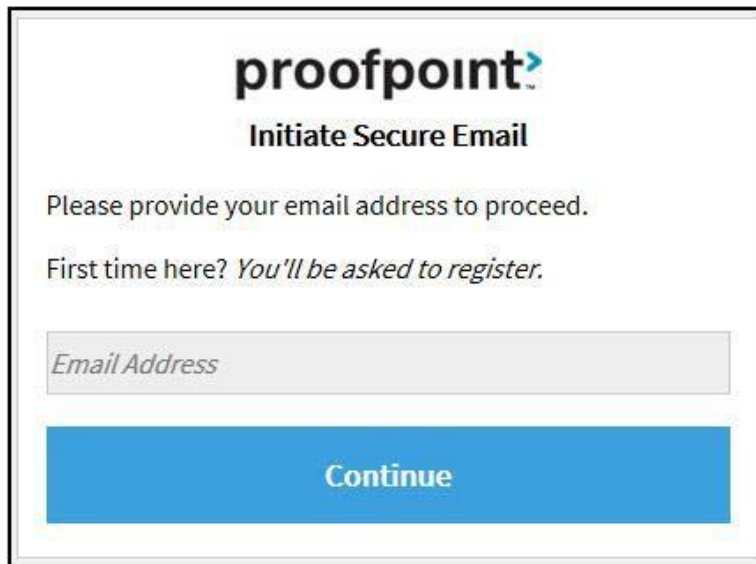*Figure 2. Secure Reader Proxy enabled, and Decrypt Assist disabled*

Figure 3. Secure Reader Proxy disabled, and Decrypt Assist disabled

Access to Proofpoint Encryption from Your Web Site

The administrator has the option of providing a link on your organization's web site to allow users outside your organization to compose secure messages. If this feature is available, anyone can send secure messages by going to your organization's web site and clicking the link, or by entering the URL in a browser. If it is a URL, the administrator will need to provide it to the user community.

When an external user navigates to the URL, the user is prompted to enter his or her email address.
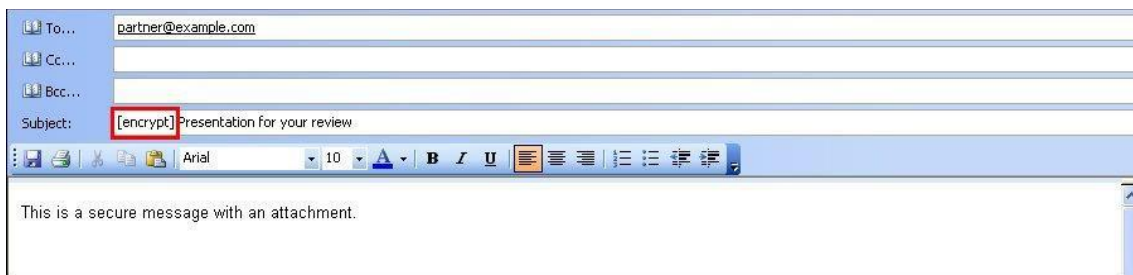

If the user has already registered with Proofpoint Encryption, the user will be prompted to provide a password to authenticate before they can compose a secure message.

If the user has not already registered with Proofpoint Encryption, the user is prompted to create an account. The user will then receive a confirmation to complete the registration process.

> **Important:** For security reasons, registering, authenticating, and composing secure messages with Proofpoint Encryption must be completed in the same browser, on the same system, within a 30-minute period.

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**.