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## Procedure

# P309 - Proofpoint Encryption - Decrypting Secure Messages

## *Business systems*

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## Document Control

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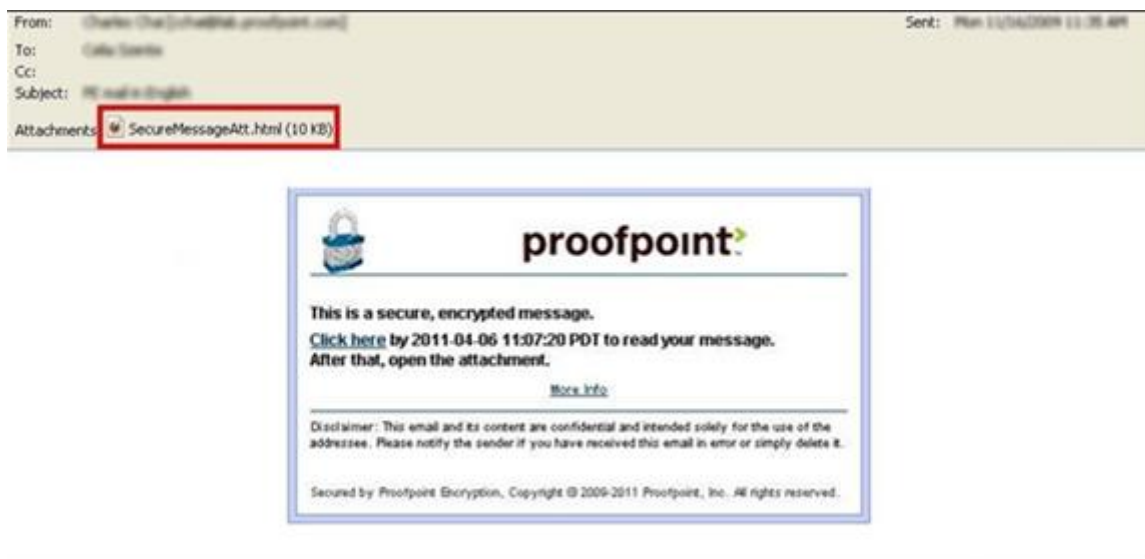
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# 1 Reading a Secure Message

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



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

## 1.1 Open an 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.



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## 2 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 be required to create an account with password reset questions.



The screenshot shows a web browser window titled "Registration" with the Proofpoint logo. Below the logo, it says "Create your account to read secure email." The form includes fields for "Email Address" (pre-filled with "cccenter@proofpoint.com"), "First Name", "Last Name", "Password", and "Confirm Password". There is a "Password Reset" section with a dropdown menu for "Question" (set to "Select a question") and an "Answer" field. A "Continue" button is at the bottom right.

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

### 2.1 Password Policy

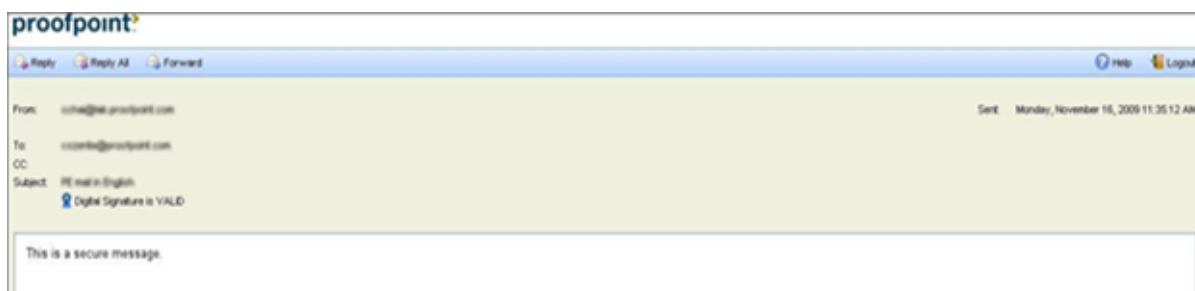
Your password is required to meet the following criteria

- Password Length between **7** to **20** characters long
- Require Numbers [**0-9**] in Password
- Require Special Character **!@\$%^&\*()[ ]\_+=~:** in Password
- Prevent Common Words As Password
- Require Combination of Upper And Lower Case Letters
- Password Must Not Match User ID

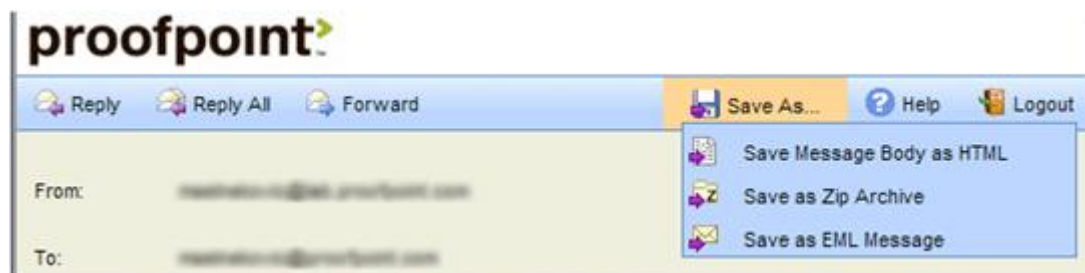
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### 3 Read Your Message

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



- 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.

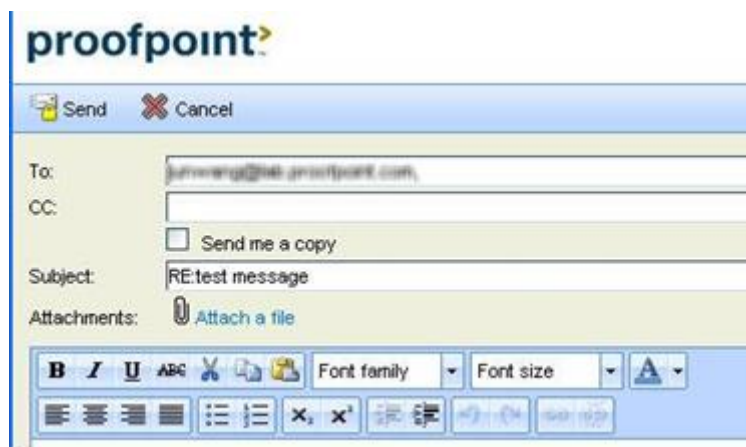


If you click **Reply** you cannot add more recipients to the message.

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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.

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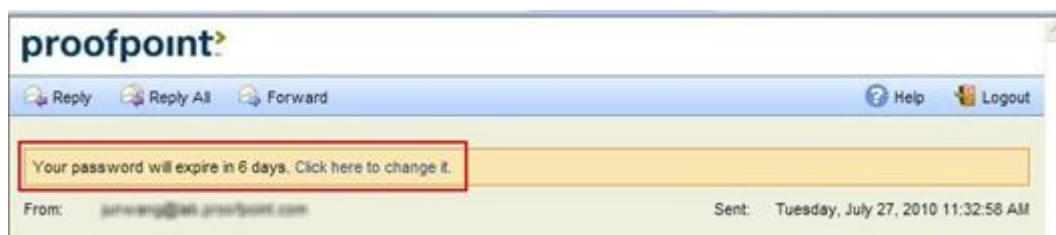




The next time you want to read a secure message, you will be prompted to log in to Proofpoint Encryption using your password.



#### 4 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.

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## 5 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.

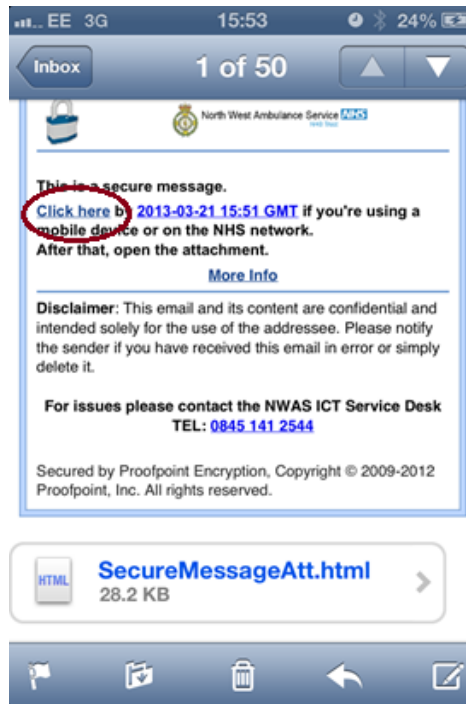
- If you have a security question, you will be prompted to answer the question. You will then be prompted to reset your password.
- If you do not have a security question, you will receive an email message with a link in it. Click the link to reset your password.

## 6 Decrypting Secure Messages from a Mobile Device

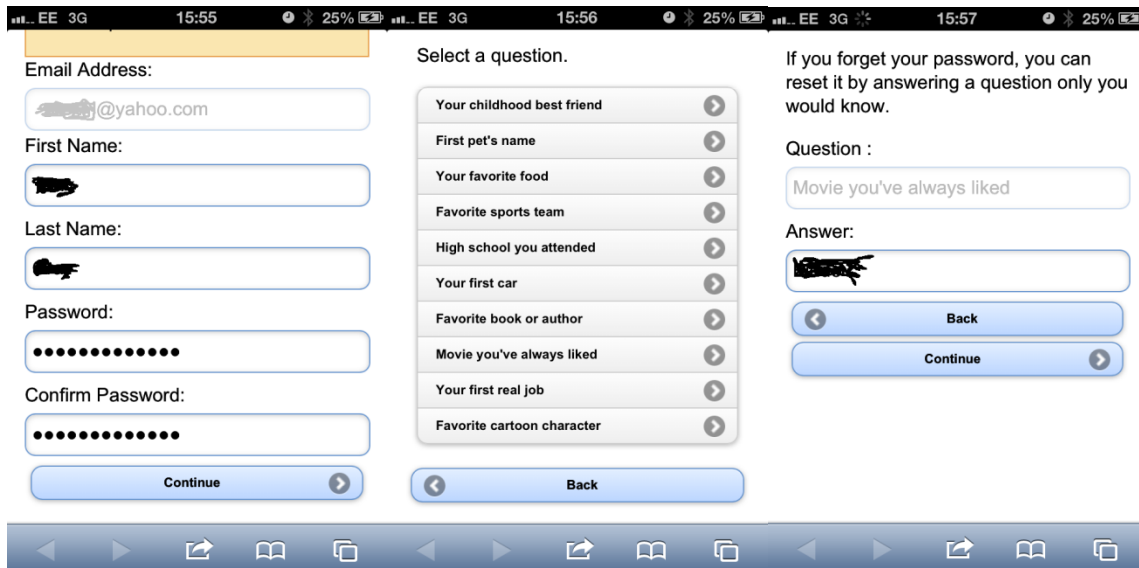
Users on mobile devices can click the link on the message to decrypt and read it.

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If this URL has expired, the user must click the attachment that contains the Secure Reader Proxy email address which can be used to forward the secure message. The user forwards the message to the Secure Reader Proxy mailbox. 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.



Enter your details and choose a recovery question from the options provided



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You may receive an error '**Service Unavailable**' after clicking continue on the third screen. If you receive this error, close your browser and click on the link again within the e-mail and enter your new password, you will then be able to access your encrypted e-mails.

## 7 Using Proofpoint Encryption e-mail from an external location

Anyone can send secure messages by going to the following URL;-

<https://securemail.nwas.nhs.uk/>

When you navigate 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.

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