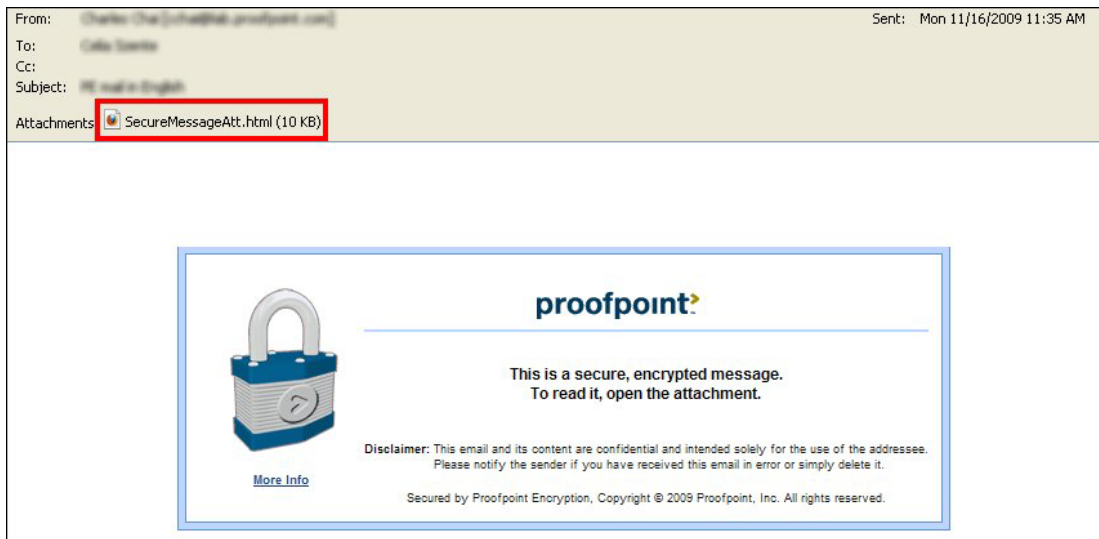


External Users - Decrypting Secure Messages

Reading a Secure Message

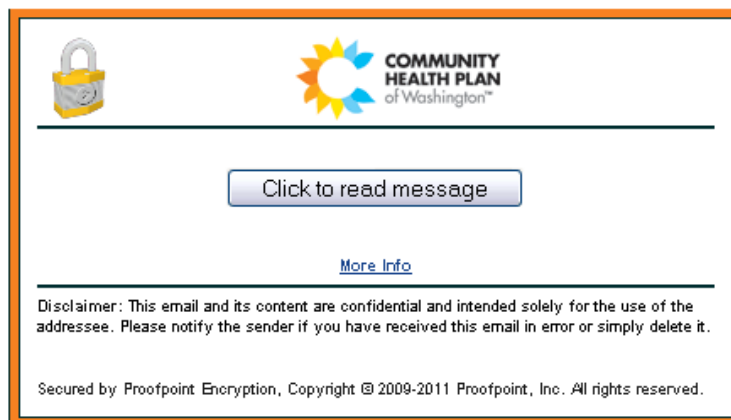
When you receive a secure message, it will look similar to this (but with CHPW branding) in your mailbox:



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

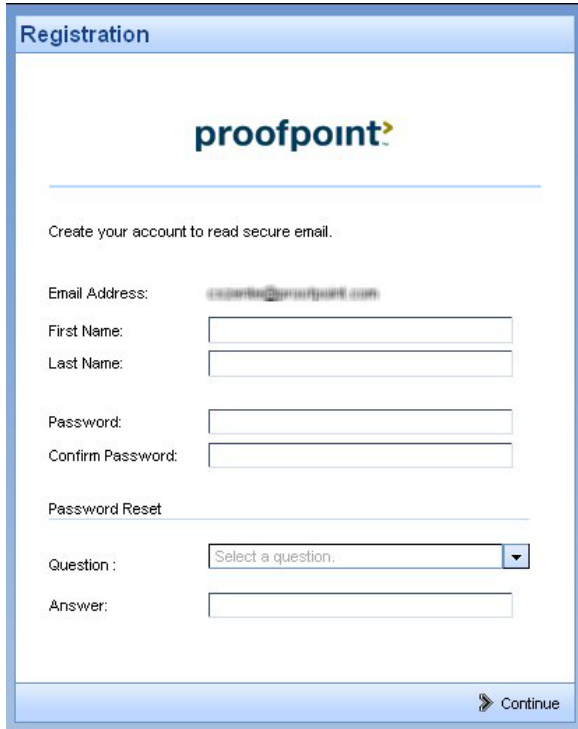
Open the Attachment

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.

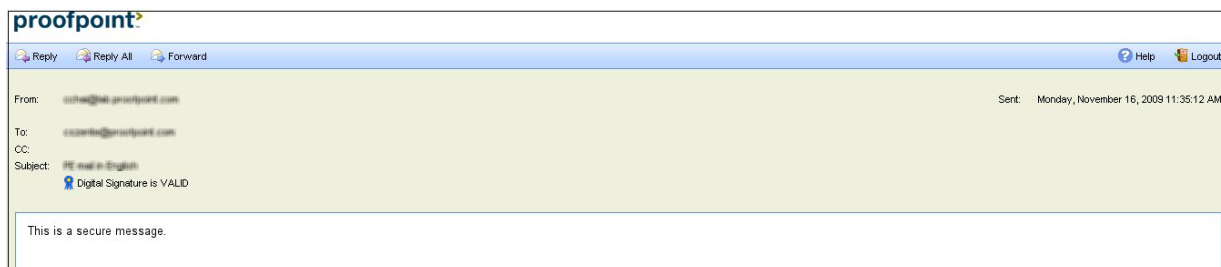


The screenshot shows a web browser window titled "Registration" with the Proofpoint logo. Below the logo, it says "Create your account to read secure email." The form includes fields for "Email Address" (pre-filled with "cccenter@proofpoint.com"), "First Name", "Last Name", "Password", and "Confirm Password". There is a "Password Reset" section with a "Question" dropdown menu (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, and then click **Continue**.

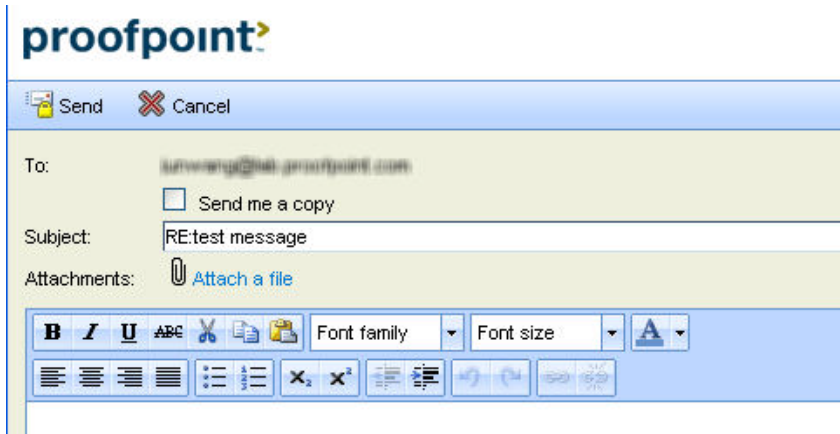
Read Your Message

The **Reply** and **Reply All** options are available. For security reasons, you can't forward an email containing sensitive information, but you may cc: someone if they have an email address with the same domain as



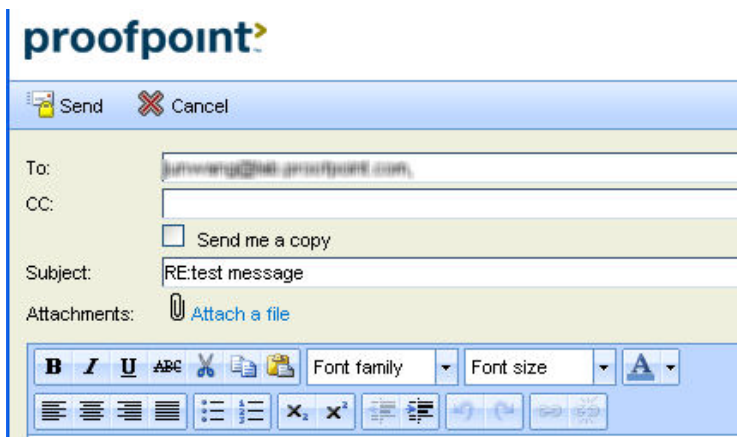
The screenshot shows an email client interface with the Proofpoint logo. At the top, there are "Reply", "Reply All", and "Forward" buttons, along with "Help" and "Logout" links. The email header shows "From: ccenter@proofpoint.com", "To: ccenter@proofpoint.com", "CC:", and "Subject: PE mail in English". A "Sent: Monday, November 16, 2009 11:35:12 AM" timestamp is also present. Below the header, a message icon indicates "Digital Signature is VALID". The main body of the email contains the text "This is a secure message."

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. You can only add email addresses from the same company as either the sender or recipient (email addresses must share the same domain).

For example, if you receive a message from jane@chpw.org and your email address is sally@domain.com you can add john@domain.com or john@chpw.org, but not john@gmail.com.



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.



The screenshot shows a web browser window titled "Login". On the left is a graphic of a key with a blue ring and a gold head. To the right is the "proofpoint" logo. Below the logo, the text reads "Log in to read your secure message." There are two input fields: "Email Address:" with the value "ccarter@proofpoint.com" and "Password:" with an empty field. At the bottom right, there are two links: "Forgot Password" with a key icon and "Continue" with a right-pointing arrow icon.

Resetting Your Password

Your password will expire after 90 days. If your password is about to expire, you will see the message "Your password will expire in 15 days" displayed in a secure message.



The screenshot shows an email interface. At the top left is the "proofpoint" logo. Below it are icons for "Reply", "Reply All", and "Forward". On the right are "Help" and "Logout" links. A yellow banner contains the text: "Your password will expire in 6 days. Click here to change it." Below the banner, the email header shows "From: jnwang@ahs.proofpoint.com" and "Sent: Tuesday, July 27, 2010 11:32:58 AM".

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.



The screenshot shows a web browser window titled "Enter New Password". It features the "proofpoint" logo at the top. Below the logo, the text reads "Your password has expired or is expiring soon." and "Enter a new password." There are three input fields: "Email Address:" with the value "jnwang@ahs.proofpoint.com", "New password:", and "Confirm password:". At the bottom right, there is a "Continue" button with a right-pointing arrow icon.

If you forgot your password and your email administrator reset it for you, you will be prompted for a security question when you choose your new password. If you can't remember your security question, please contact CHPW's IT department at 206-613-8989 to have your password reset.