STATE OF MISSOURI
OA/INFORMATION TECHNOLOGY SERVICES DIVISION

E-MAIL ENCRYPTION:

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption

Step 1:
When a recipient opens an encrypted email that was sent from the State using Proofpoint encryption, the email will appear as shown in Figure 1 below. It will instruct the recipient to open the attachment called "SecureMessageAtt.html". The recipient should open this attachment.

<mark>NOTE: FOR STATE OF MISSOURI ONLY</mark> - If the recipient has problems opening the attachment, they can call the number listed on the screen for assistance.
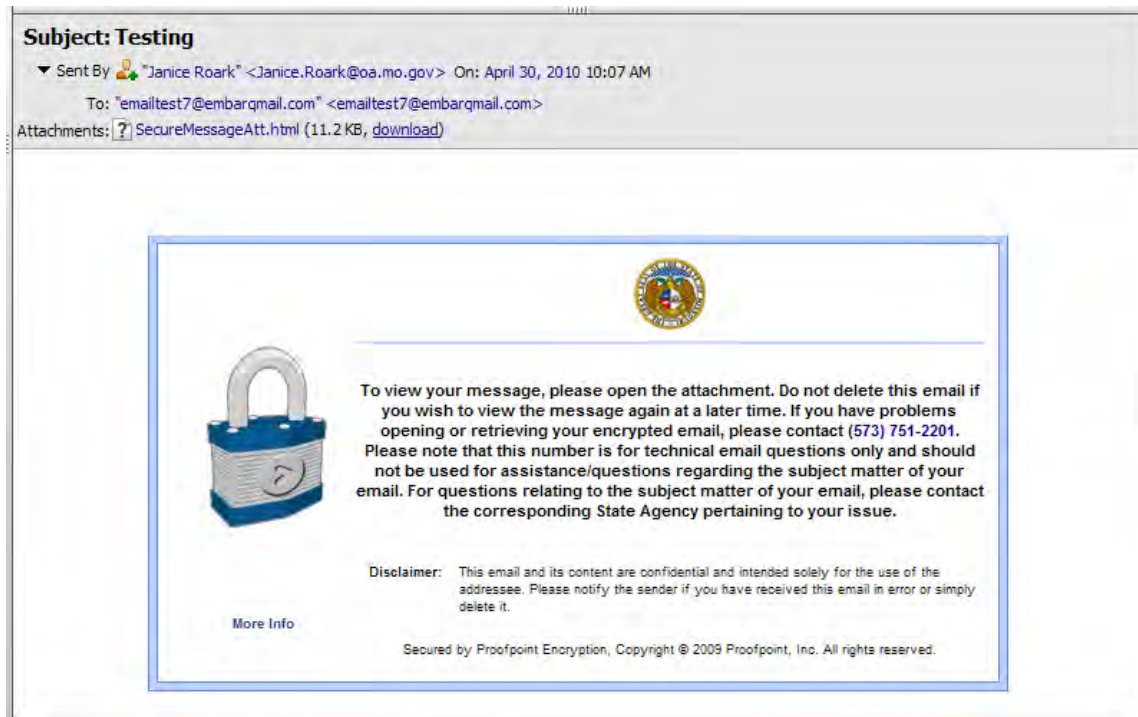

Figure 1: Encrypted Email Message – Email sent from the State to an Internet Address instructing the Recipient to Open the Attachment

Step 2:
When the recipient opens the attachment, SecureMessageAtt.html, they are prompted to click the button that says "Click to read message", as shown in Figure 2 below. The recipient should click the button.

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Figure 2: Recipient is prompted to click the button that says "Click to read message".

Step 3:

If this is the first time the recipient has opened an encrypted message that was sent from the State using the Proofpoint email encryption system, when the recipient clicks the button to read message, they will be prompted to register in the Proofpoint email encryption system as shown in Figure 3a below. This is a one-time registration process. The recipient is prompted to type in their first name, last name, create a password, confirm the password, and then select a password reset question and answer. The recipient must complete this information in order to view the encrypted message.

Note: The password below is a password the recipient will create themselves. The password entered must be 7 to 20 characters long, with one number required. The recipient should remember the password they enter on this screen because it will be needed for any subsequent encrypted messages they open.

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Figure 3a: Recipient is prompted to register in the Proofpoint encryption system by entering their first name, last name, password, confirm password, and password reset question/answer.

For any subsequent encrypted email messages the recipient receives after they have completed the one time enrollment in the Proofpoint encryption system, the recipient will only be prompted to enter their password, as show in Figure 3b below.

NOTE: FOR STATE OF MISSOURI ONLY - If the recipient cannot remember their password or does not type in their password correctly, the recipient needs to press the "Forgot Password" button to be prompted to type in the answer to their password reset question. If the recipient is still unable to log in, they should contact 573-751-2201 or email itsdassist@oa.mo.gov to have their account reset.

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Figure 3b: Recipient is prompted to enter their password for any subsequent encrypted messages they receive after the initial registration.

Step 4:

After registering and/or entering their password, the recipient can view the encrypted message.
If the recipient needs to reply to an encrypted message, the recipient should click the "Reply" button inside the encrypted message. (The "Reply" button is located under the State Seal.) This will ensure that the reply to the message is also encrypted.
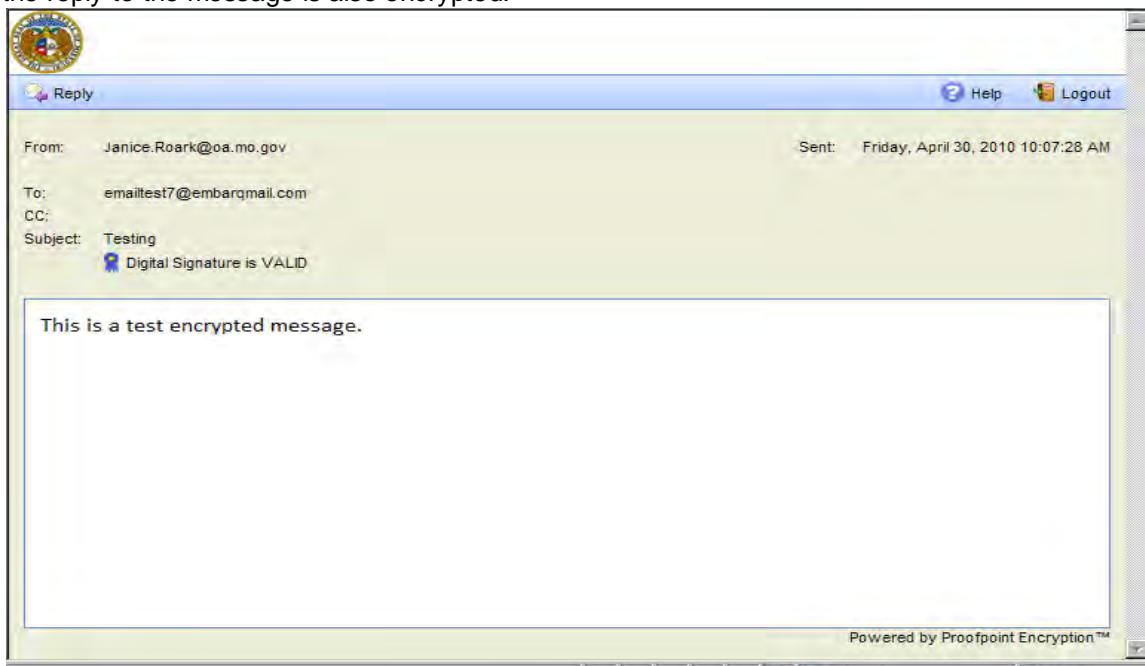

Figure 4: The contents of the encrypted message.

STATE OF MISSOURI

OA/INFORMATION TECHNOLOGY SERVICES DIVISION

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Step 5:
The recipient should click "Logout" found in the upper right hand corner of the message. When the user clicks "Logout", a "Logged Out" message appears on the screen as shown in Figure 5 below.

Figure 5: Logged Out message