

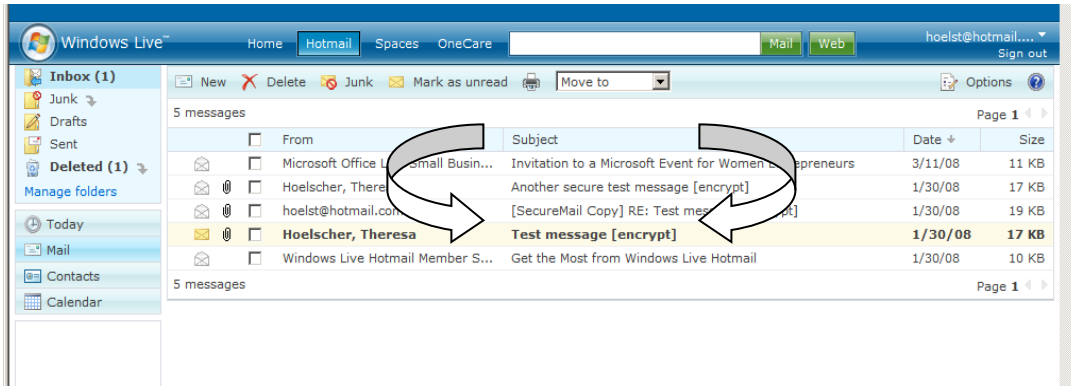
Proofpoint Mail Encryption Instructions for Providers

Proofpoint mail encryption allows you to receive encrypted email messages from the Department of Health and Senior Services (DHSS). The following procedures illustrate how you (the Recipient) will access an encrypted email from DHSS. The encrypted email message will always contain [encrypt] somewhere in the Subject line.

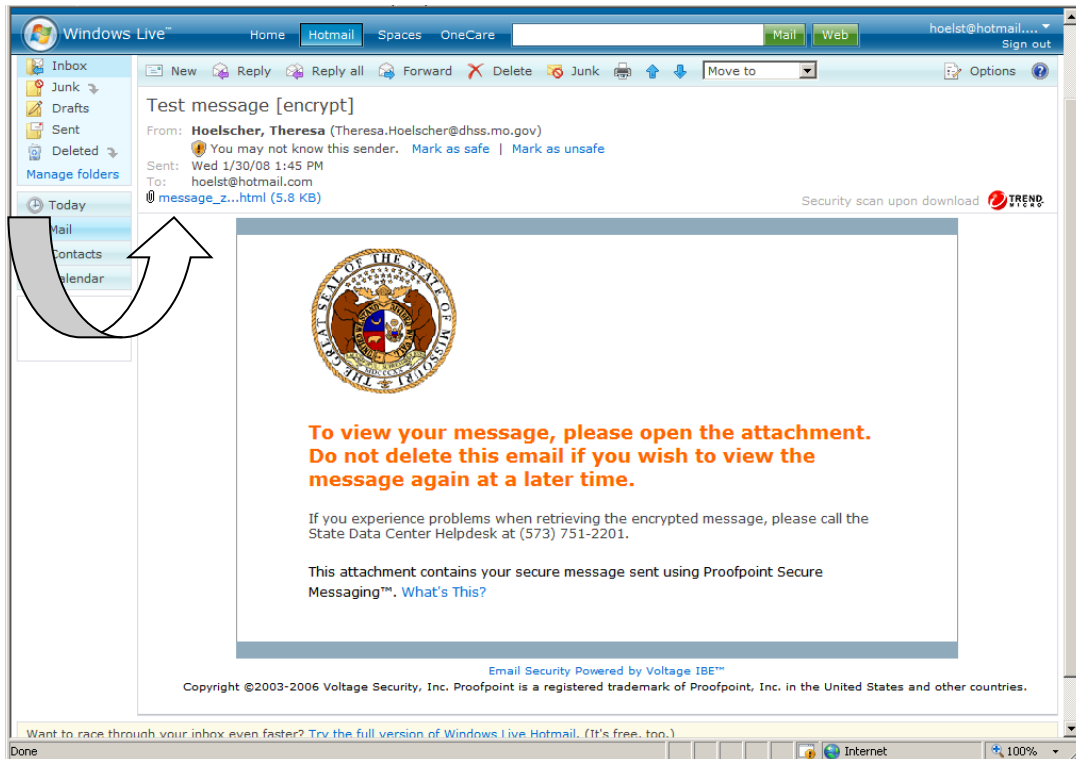
NOTE: No software is actually installed on the computer.

Receive Encrypted Email

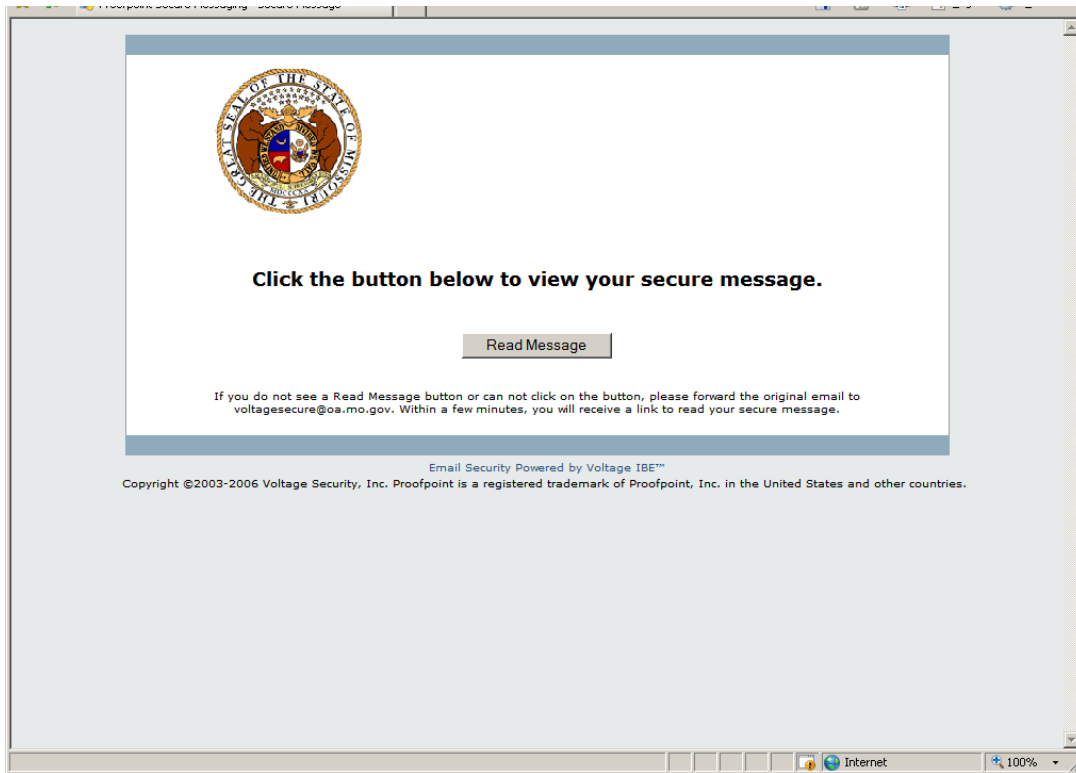
1. The recipient receives the email.



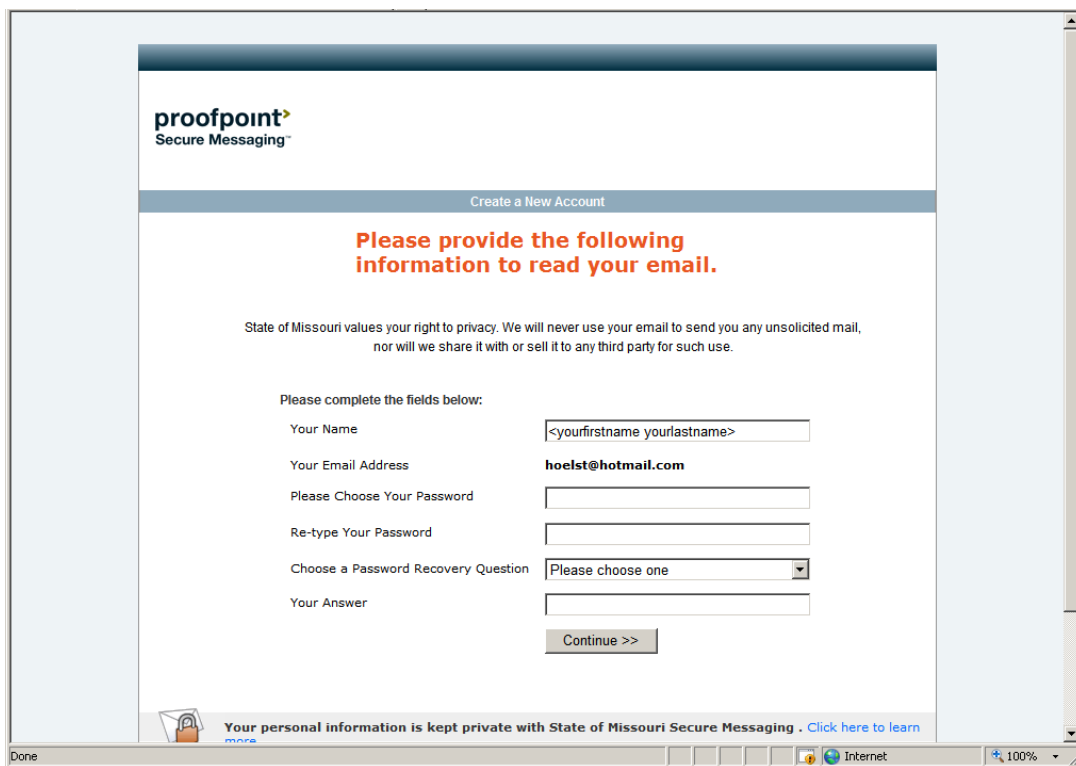
2. The recipient opens the email and clicks on the message_zdm.html attachment.



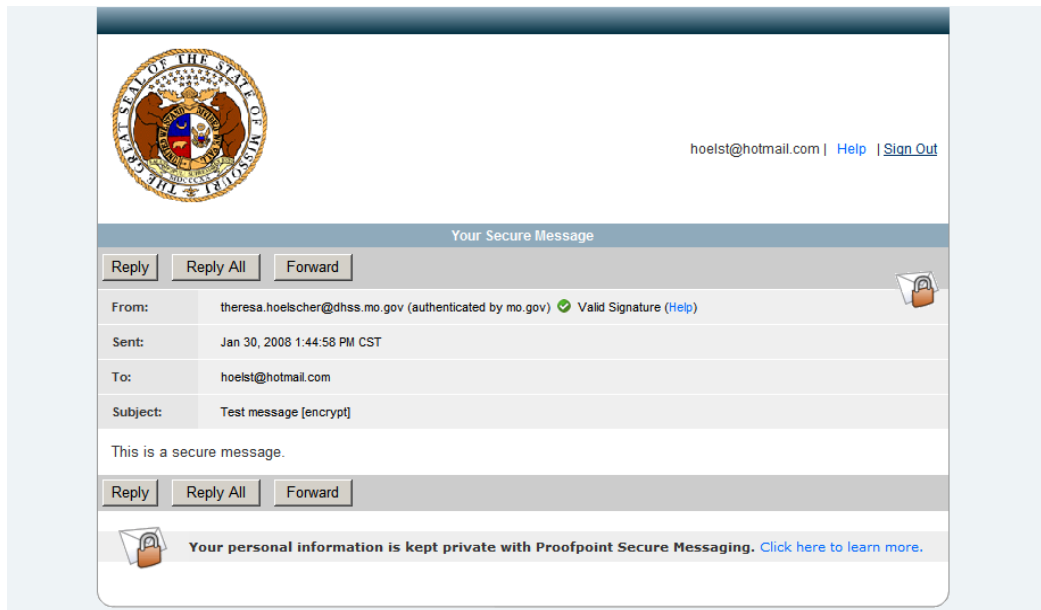
3. After opening the message_zdm.html attachment, the recipient clicks the “**Read Message**” button.



4. The recipient is asked to enroll in the Proofpoint Voltage encryption system. The recipient types his or her name, a password of his or her choosing (the password must have a minimum of four characters), and selects a password reminder phrase. The recipient clicks “**Continue**”.



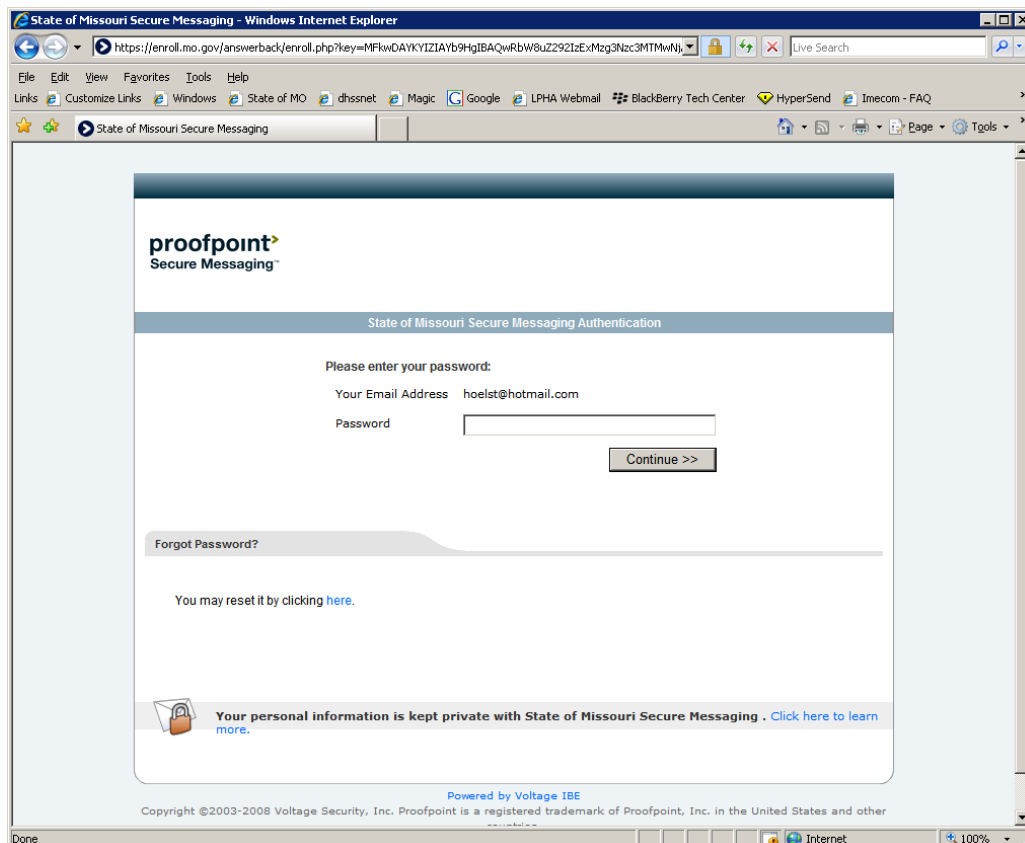
5. The encrypted email is decrypted and opened for the recipient to view.



Subsequent Emails

(for a recipient who is already enrolled in the encryption system)

1. The recipient receives the email with [encrypt] in the subject line.
2. The recipient opens the email, types in his or her password, and clicks “Continue”.

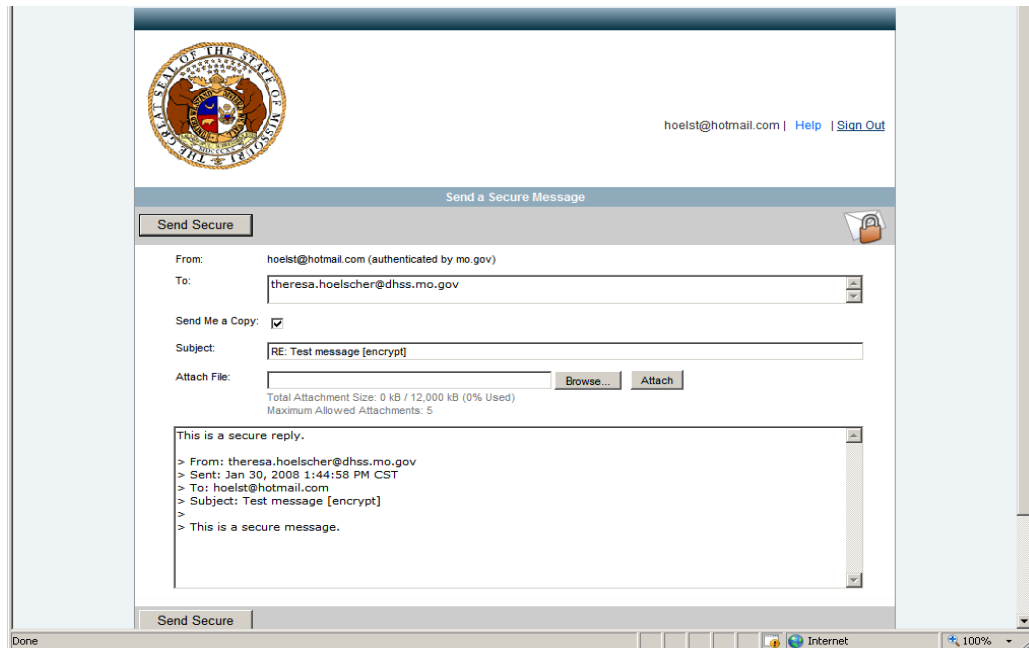


3. The encrypted email is decrypted and opened for the recipient to view.

Note: If the recipient forgets his or her password, there is an option within the message that says “Forgot Password? You may reset it by clicking here”. Once the recipient clicks on this option, the system will then prompt the recipient with the password reminder question. If the recipient answers the password reminder question correctly, he or she will be allowed to change the password and read the message.

Recipient Can Send Secure Reply

4. After opening the encrypted mail message, the recipient can click reply.
5. After the recipient types a response, then the recipient can click the “Send Secure” button.



6. The encrypted message is sent to the Proofpoint encryption device and is unencrypted.
7. The unencrypted message is delivered to the DHSS recipient’s mailbox.

