

Proofpoint

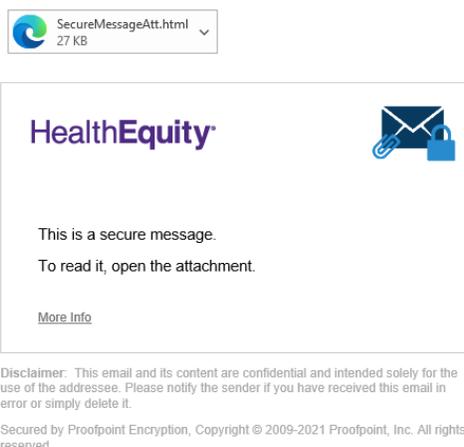
External Users – Reading Secure Messages via Web Portal

If a Social Security Number or a Credit Card number is sent to an external recipient, it will be delivered via a secure web portal.

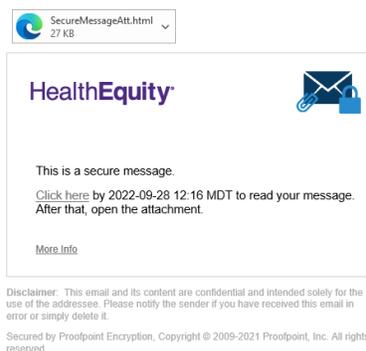
The following sections describe how users external to your organization receive and decrypt secure messages through the web portal.

Reading a Secure Message

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



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

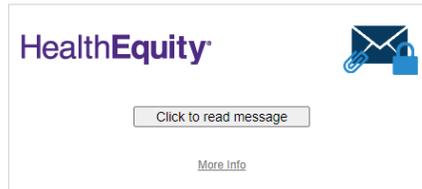


Select the attachment *SecureMessageAtt.html* to launch a browser or select the link. Either method will open the email, even if prior to the date listed.

Open the Attachment

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. Select the **Click to read message** button.



Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

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Note: Some email and webmail clients display the Proofpoint Encryption secure message attachment inline – for example, Mozilla Thunderbird will do this. When you select 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 would 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.*

You will be required to create an account with password reset questions.

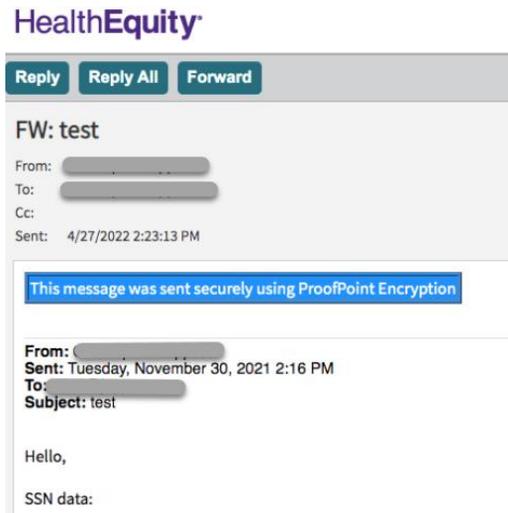
Depending on how your administrator set up Proofpoint Encryption, you may be required to create an account with password reset questions.

Please note: Your password cannot contain spaces.

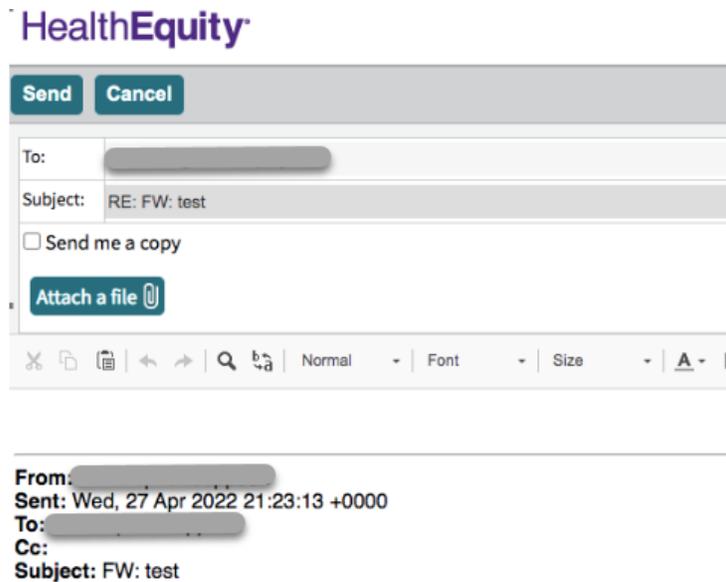
Fill in the fields, select your security question and answer, if applicable, and then select **Continue**.

Read Your Message

The **Reply**, **Reply All**, and **Forward** options are available.



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



If you select **Reply All**, you can add more recipients to the message.

HealthEquity

The screenshot shows the top portion of an email composition window. At the top, there are two buttons: 'Send' and 'Cancel'. Below these are three input fields: 'To:', 'Cc:', and 'Subject:'. The 'Subject' field contains the text 'FWD: FW: test'. Below the 'Cc' field, there is a checkbox labeled 'Send me a copy' which is currently unchecked. Underneath the checkbox is a button labeled 'Attach a file' with a paperclip icon. At the bottom of the composition area, there is a rich text editor toolbar with various icons for text formatting, alignment, and insertion.

If you select **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.

HealthEquity

The screenshot shows the top portion of an email composition window, similar to the previous one. It features 'Send' and 'Cancel' buttons at the top. The 'To:' and 'Cc:' fields are empty. The 'Subject' field contains 'FWD: SSN test'. Below the 'Cc' field, there is a checkbox labeled 'Send me a copy' which is unchecked. Underneath is an 'Attach a file' button. The rich text editor toolbar is visible below the composition area. Below the toolbar, the email header information is displayed: 'From: [redacted]', 'Sent: Fri, 29 Apr 2022 22:22:13 +0000', 'To:', 'Cc:', and 'Subject: SSN test'.

Select **Logout** when you are done.

HealthEquity

The screenshot shows the bottom portion of the email composition window. At the top, there are three buttons: 'Reply', 'Reply All', and 'Forward'. At the bottom right, there is a 'Help' button. On the far right side of the window, there is a 'Logout' button, which is highlighted by a purple arrow pointing to it from the left.

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

HealthEquity
Login

Log in to read your secure message.

Password

[Forgot Password](#)

Continue

Your Password Expires

Your password will expire every 90 days. If your password is about to expire, you will see the message “Your password will expire in *n* days” displayed in a secure message.



Select 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.

HealthEquity
Enter New Password

Password Policy

- Passwords must be 14-30 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Both uppercase and lowercase characters are required.
- Your username may not appear in the password.

Your password has expired or is expiring soon.

Enter a new password.

New password

Confirm password

Continue

Forgetting Your Password

If you forgot your password, select **Forgot Password**.

HealthEquity
Login

Log in to read your secure message.

Password

[Forgot Password](#)

Continue

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. Select the link to reset your password.