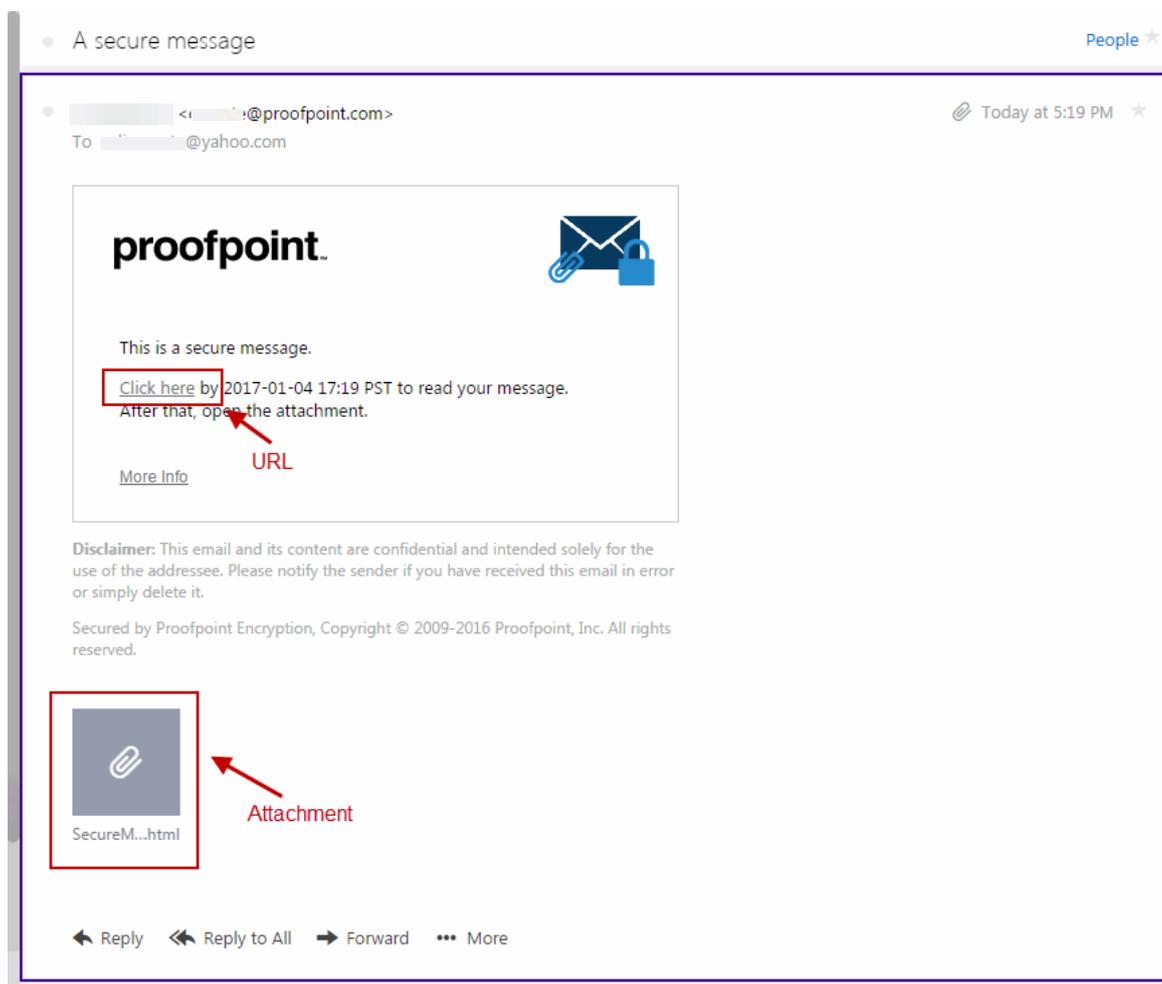


## Decrypting Secure Messages

The following sections describe how to receive and decrypt secure messages.

### Reading a Secure Message

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



Click the URL to launch a browser.

If this is the first time you are receiving a secure message, you will be prompted to register with Email Encryption. Otherwise, you will be prompted to log in to Email Encryption. Click the **Click to read message** button.



## Registering with Email Encryption

The first time you receive a secure message, you will be prompted to create an account to register with Email Encryption.

You will see the following message the first time you use Email Encryption:

First time here? *You'll be asked to register.*

Already registered? *You'll be asked to log in.*

The image shows a registration screen with the Proofpoint logo at the top. Below the logo is the heading "Initiate Secure Email". The text "Please provide your email address to proceed." is followed by the instruction "First time here? *You'll be asked to register.*". There is a text input field with the placeholder "Email Address" and a blue "Continue" button at the bottom.

Click here'. There is a 'Validation Code' input field. At the bottom is a blue 'Continue' button."/>

**Note:** Your password cannot contain spaces.

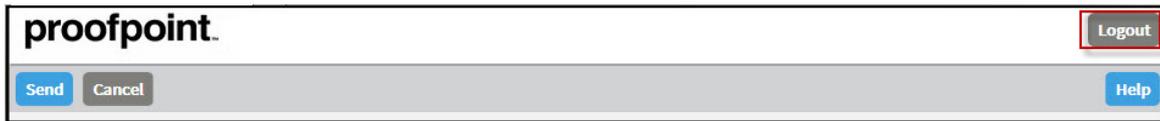
Fill in the fields and then click **Continue**.

## Read Your Message

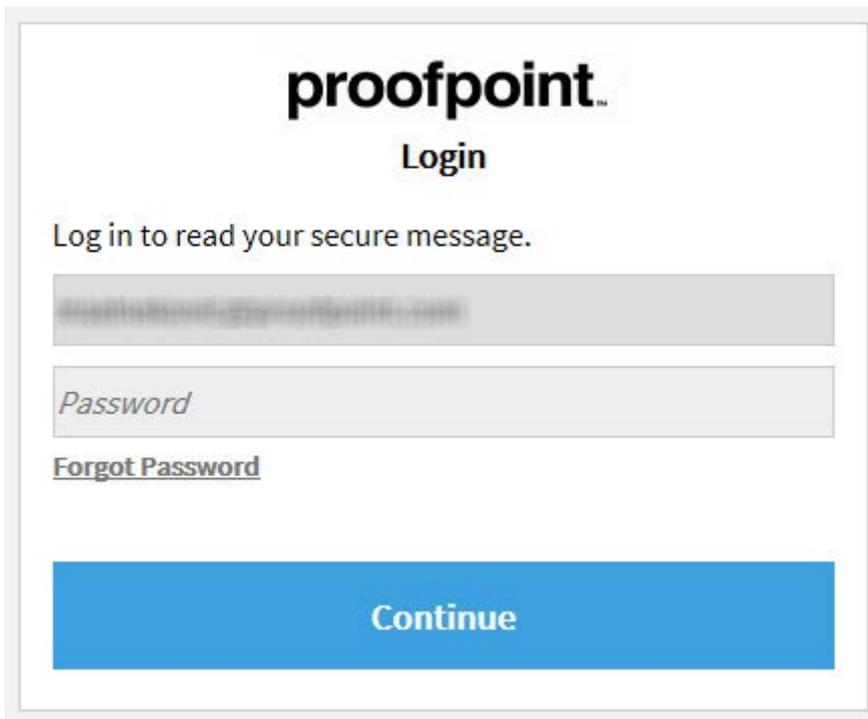
When reading your messages, the **Reply** and **Reply All** options are available. You cannot forward secure messages.

You do not have the option to add more recipients to replies.

Click **Logout** when you are done.



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



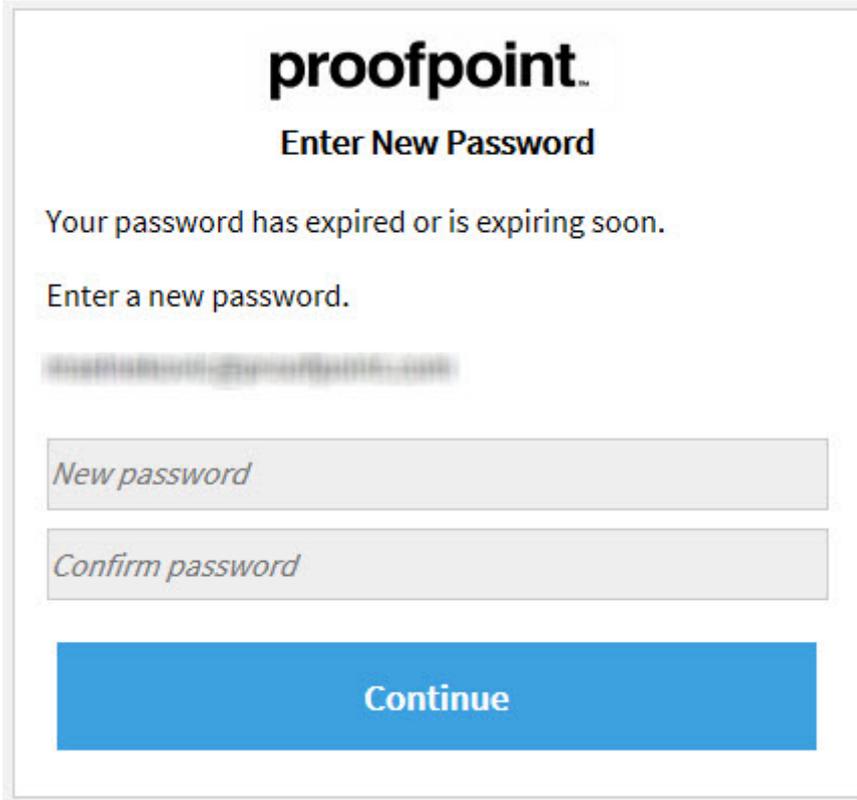
## Your Password Expires

Your password may expire after an expiration period. If your password is about to expire, you will see the message "Your password will expire in *n* days" displayed in a secure message.



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.



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**Enter New Password**

Your password has expired or is expiring soon.

Enter a new password.

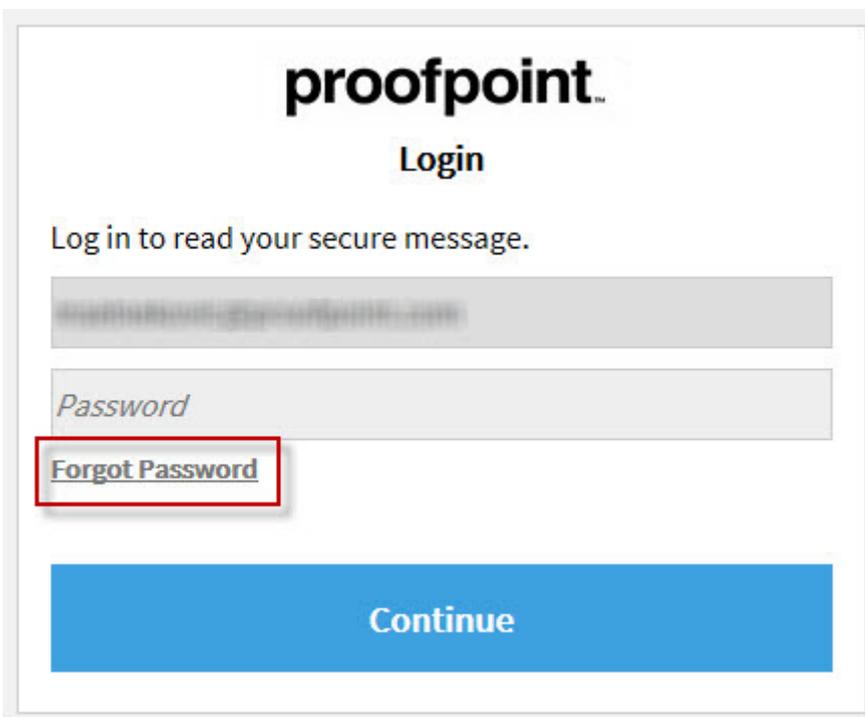
*New password*

*Confirm password*

**Continue**

## Forgetting Your Password

If you forgot your password, click the **Forgot Password** link.



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**Login**

Log in to read your secure message.

*Email*

*Password*

**Forgot Password**

**Continue**

You will receive an email message with a link in it. Click the link to reset your password.