

E-MAIL ENCRYPTION:

Instruction 1. Sending an Encrypted Email using Proofpoint Email Encryption

The following conditions must be true to send an encrypted email using Proofpoint email encryption:

- Your State Agency's email server must use Proofpoint as a mail gateway;
- You have a license to use Proofpoint email encryption; and
- You are sending an email to a recipient who is external to your email system.

If the above-listed conditions are true, the sender can type [encrypt] in the subject line of an email message and the message will be sent encrypted to the recipient. The word [encrypt] can be anywhere in the subject line and is not case-sensitive. Please see Figure 1 below for an example of an encrypted email message initiated from a State user who meets the conditions above.

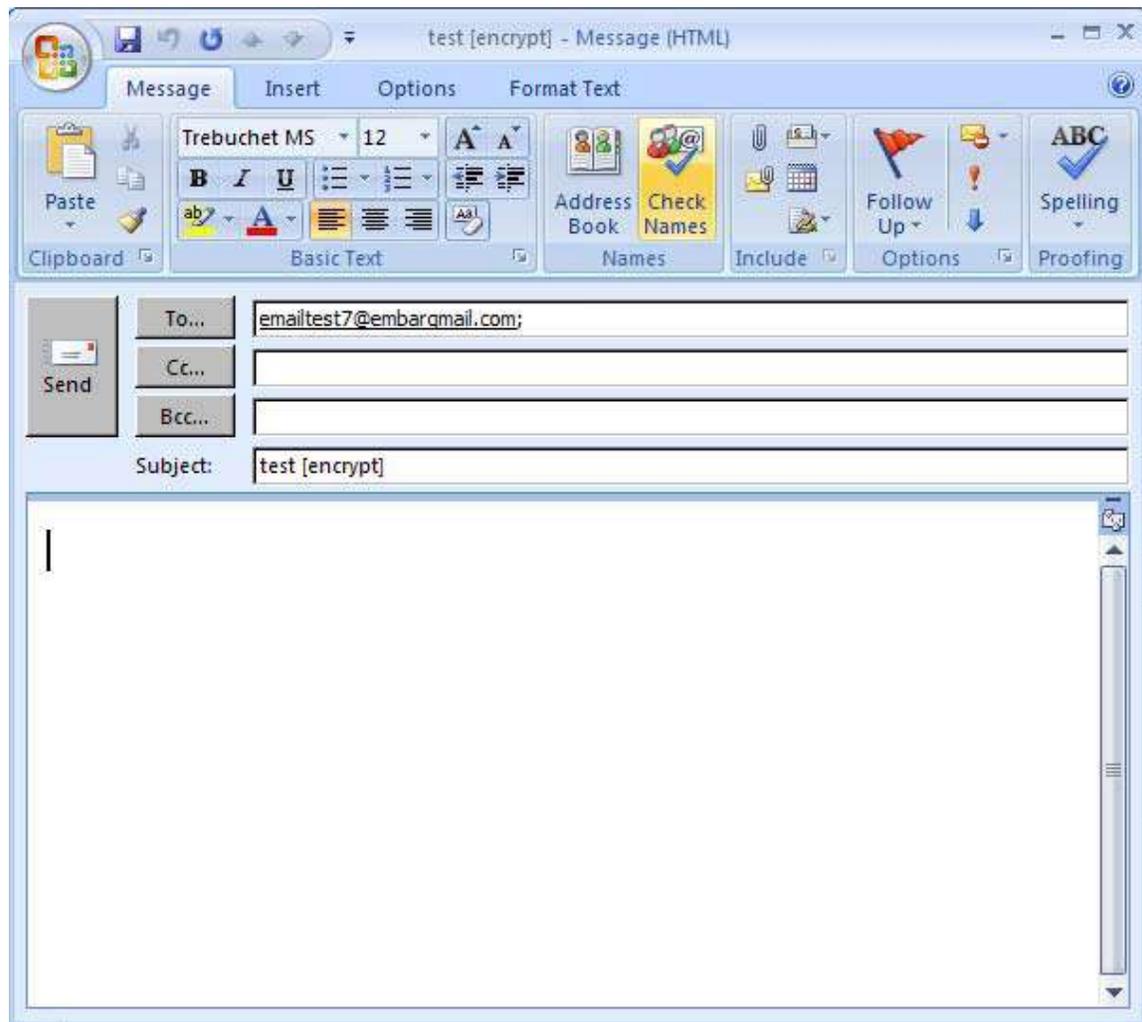


Figure 1: Example of a State user sending an encrypted email to an Internet address; note the [encrypt] in the subject line of the email.

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.

Note: If the recipient has problems opening the attachment, they can call the number listed on the screen, (573) 751-2201, for assistance.

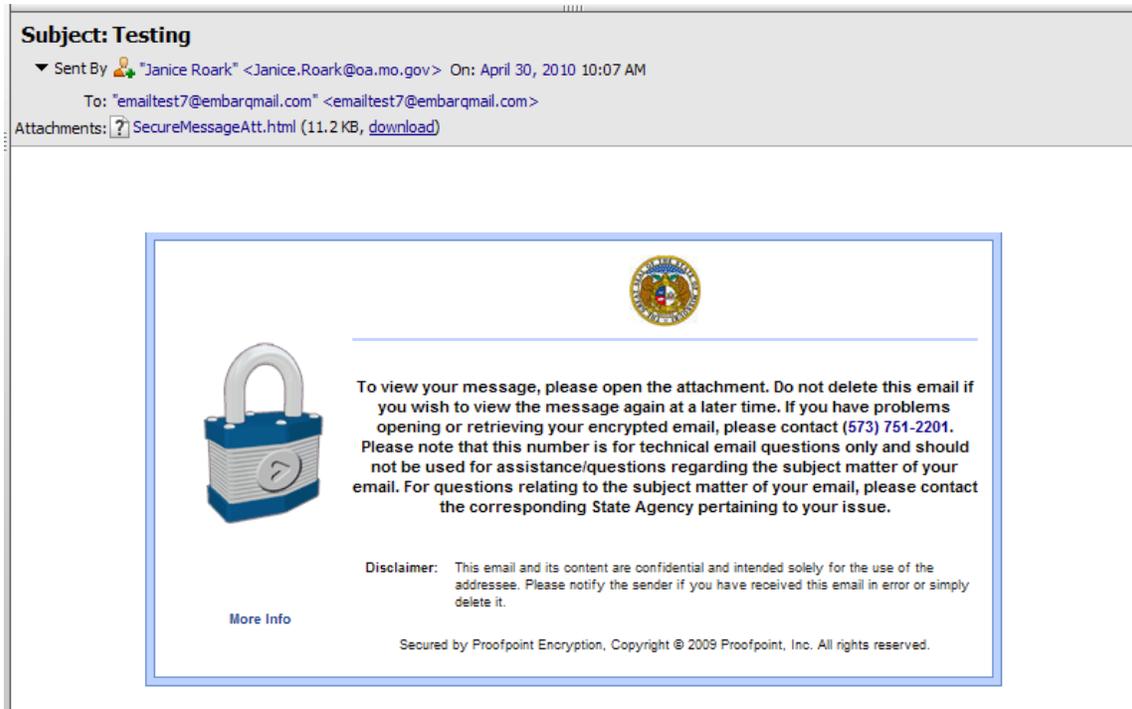


Figure 1: Encrypted Email Message – Email sent from the State to an Internet Address instructing the Recipient to Open the Attachment

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.



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

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

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.



The screenshot shows a web form titled "Registration" with a blue header. At the top center is the Seal of the State of California. Below the seal is a horizontal line and the text "Create your account to read secure email." The form contains several input fields: "Email Address:" with the value "emailtest7@embarqmail.com"; "First Name:" with the value "Test"; "Last Name:" with the value "User"; "Password:" and "Confirm Password:" both filled with ten black dots; "Password Reset" section with a dropdown menu for "Question:" showing "Your childhood best friend" and an "Answer:" field containing "Mary". At the bottom right is a "Continue" button with a right-pointing arrow.

Figure 3a: Recipient is prompted to register in the Proofpoint encryption system by entering their first name, last name, password, confirmpassword, 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.

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

Note: 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.



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.

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

Instruction 3. How to Initiate an Encrypted Email using the Secure Reader URL

If a person who is a non-State employee/non-State email account (i.e. an Internet address such as hotmail.com,aol.com, embarqmail.com) needs to send an encrypted email to a State recipient, that person can use the following link to send an encrypted email off of Proofpoint:

<https://securemail.mo.gov/securereader/init.jsf?brand=fbab8553>

Step 1: Open an Internet browser and go to the link:

<https://securemail.mo.gov/securereader/init.jsf?brand=fbab8553>

The sender will be prompted to enter their email address to proceed, as show in Figure 1 below. The sender should enter their email address and click "Continue".



Figure 1: A sender clicks on the URL to initiate an encrypted email to the State and is prompted to enter their email address.

Step 2:

The first time a sender initiates an encrypted message to the State using the Proofpoint email encryption system, they will be prompted to register in the Proofpoint email encryption system as shown in Figure 2a below. This is a one-time registration process. The sender 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 sender must complete this information to register in order to send an encrypted message. The sender should complete this information and select "Continue".

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

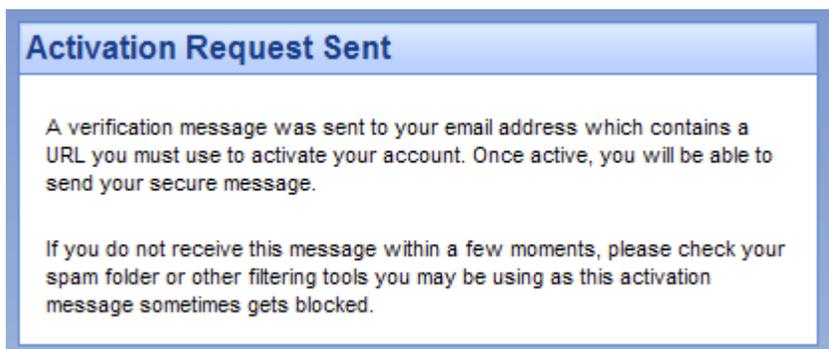
Instruction 3. How to Initiate an Encrypted Email using the Secure Reader URL (continued)



The image shows a web-based registration form titled "Registration". At the top center is the Proofpoint logo. Below the logo, the text reads "Create your account to read secure email...". The form contains several input fields: "Email Address:" with the value "emailtest7@embarqmail.com"; "First Name:" with the value "Test"; "Last Name:" with the value "User"; "Password:" and "Confirm Password:" both with masked characters (dots); "Password Reset" section with "Question:" set to "Your first real job" (shown in a dropdown menu) and "Answer:" set to "Central Bank". A "Continue" button with a right-pointing arrow is located at the bottom right of the form.

Figure 2a. Sender is prompted to register in the Proofpoint encryption system by entering their first name, last name, password, confirm password, and password reset question/answer.

After the sender has registered and selects "Continue", an "Activation Request Sent" notice, as shown in Figure 3 below, will appear on the screen informing the sender that an activation email has been sent to them. This email contains a URL that must be clicked to activate their Proofpoint email encryption account.



The image shows a notification box titled "Activation Request Sent". The text inside reads: "A verification message was sent to your email address which contains a URL you must use to activate your account. Once active, you will be able to send your secure message." Below this, it says: "If you do not receive this message within a few moments, please check your spam folder or other filtering tools you may be using as this activation message sometimes gets blocked."

Figure 3: The sender will receive an Activation Request Sent notice on the screen

Instruction 3. How to Initiate an Encrypted Email using the Secure Reader URL (continued)

Step 4:

The sender must go into their email account (the email account that they are using to register with Proofpoint) and open the Proofpoint Encryption Registration email. The sender should click on the securemail.mo.gov URL within the registration message as shown in Figure 4.



Figure 4: The sender will open the registration email and click on the securemail.mo.gov URL presented within the email.

Step 5:

The sender will receive an "Account Activated" message on the screen that says their account has been successfully activated as shown in Figure 5. The sender should click "continue".



Figure 5: Account Activated successfully message appears on the screen

Step 6.

A window will appear that will allow the sender to compose and send an encrypted message, as shown in Figure 6 below. The sender needs to complete the To field, the Subject field and type in the text of the message, then press "Send".

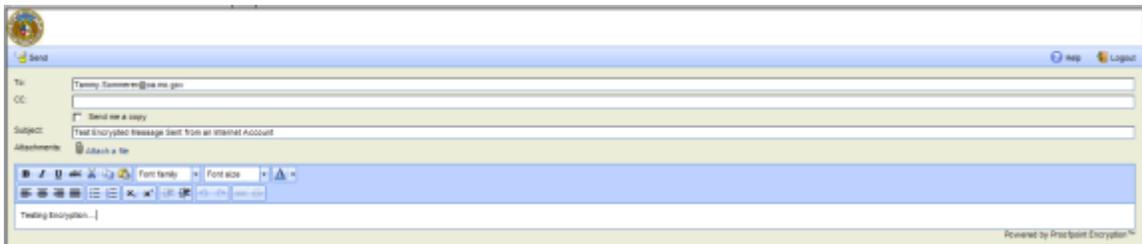


Figure 6: A window shows allowing the sender to compose an encrypted email message.

Instruction 3. How to Initiate an Encrypted Email using the Secure Reader URL (continued)

Step 7:

A message, as shown in Figure 7 below, will appear on the screen informing the sender that their message was successfully sent. The sender can either click “New Message” to compose another encrypted email, or click “Logout” to exit the window.



Figure 7: A message appears informing the sender that their message was successfully sent. The sender can click New Message or Logout.

Step 8.

When the recipient receives the message, they simply open the message. Please note that the message appears with a footer in the text that indicates it was sent encrypted, as shown in Figure 8 below.

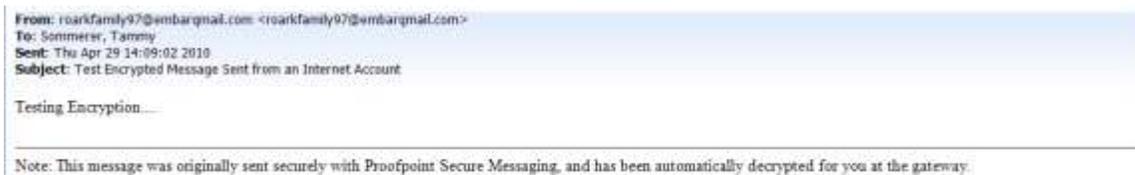


Figure 8: Example of the encrypted email message as received by the recipient. Note the footer that indicates the message was sent encrypted and was decrypted automatically at the gateway.

Step 9.

For any subsequent encrypted messages initiated by this same sender, the sender just needs to click on the URL, <https://securemail.mo.gov/securereader/init.jsf?brand=fbab8553>, and instead of receiving the initial registration screen as show in Step 2, the sender will simply be prompted to type in their password as show in Figure 9 below. The sender should type in their password and click “Continue”.



Figure 9: Sender types in their password to initiate a secure email.

Instruction 3. How to Initiate an Encrypted Email using the Secure Reader URL (continued)

Step 10.

A window will appear that will allow the sender to compose and send an encrypted message, as shown in Figure 10 below. The sender needs to complete the To field, the Subject field and type in the text of the message, then press "Send".

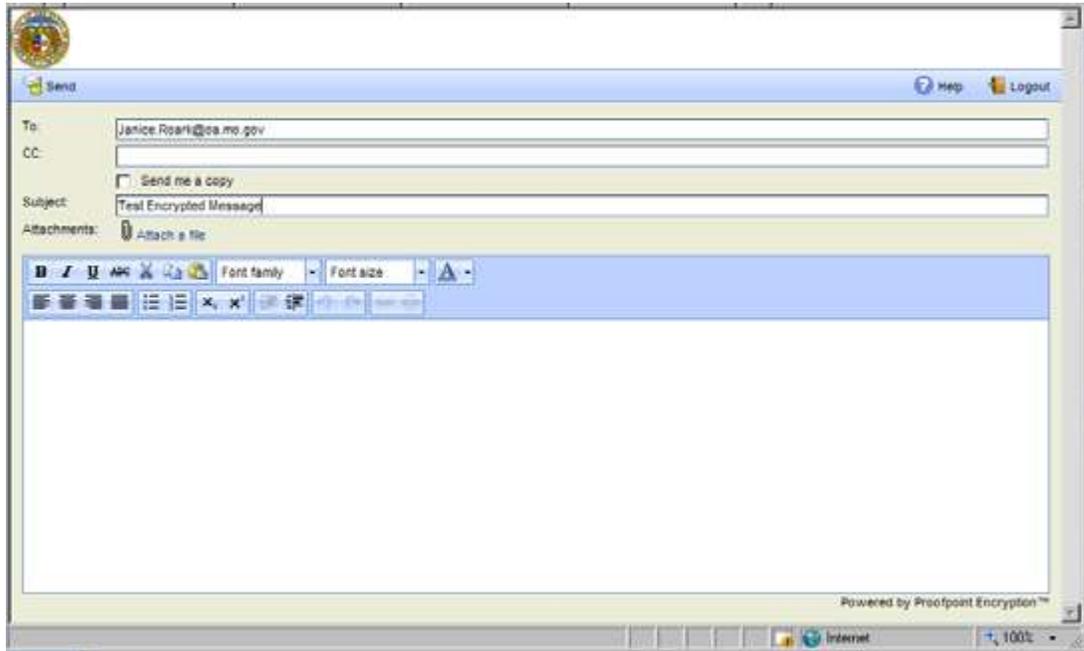


Figure 10: A window shows allowing the sender to compose an encrypted email message.