

Proof Point Email Encryption User Manual

Why did I Receive an Encrypted Email?

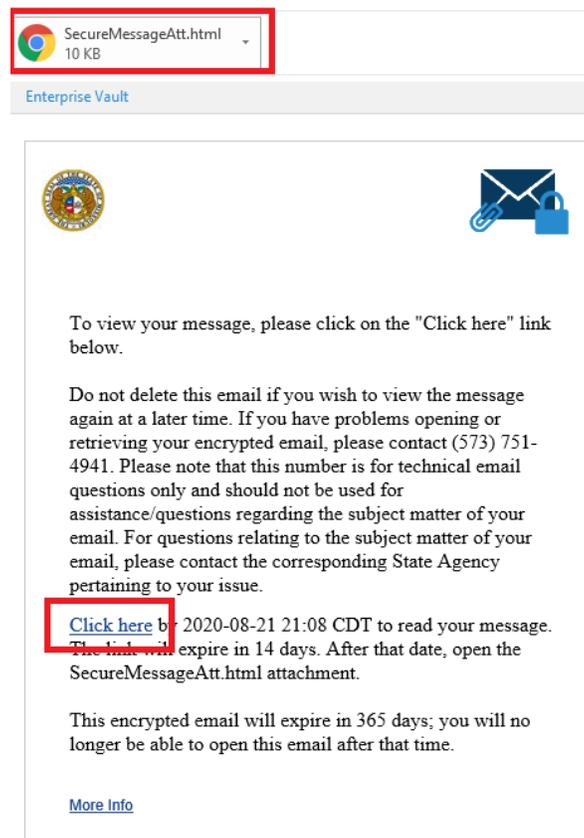
The Department of Health and Senior Services (DHSS) uses Proof Point email encryption software to eliminate the risks in sharing Protected Health Information (PHI) and Personally Identifiable Information (PII). Users can manually encrypt messages using [encrypt] in the subject line.

Proof Point automatically screens all outgoing messages and attachments for PHI and auto-encrypts the contents if sensitive information is suspected.

In some cases the software will auto-encrypt a message without PHI if it detects an eight or nine digit number in the body of the message or an attachment. Invoice numbers, confirmation numbers, or order numbers may be mistaken for Social Security numbers or Department Client Numbers (DCNs) by the software.

Registering to Open an Encrypted Email for the First Time

When you select an encrypted email in Outlook that was sent from the State of Missouri using Proof Point, the email will appear as shown below. Click either the “Click here” link in the body of the message or click to open the attachment.



If this is the first time you have opened an encrypted message, you will be prompted to register in the Proof Point email encryption system. This is a one-time registration process. You will need to type in your first name, last name, create a password, confirm the password, and then select password reset questions and answer the questions you selected.

Note: The password you create must be 8 to 20 characters long with uppercase and lowercase characters, at least one digit (0-9), and at least one symbol character required. This password will be used for opening all subsequent encrypted messages.

Registration

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Question :

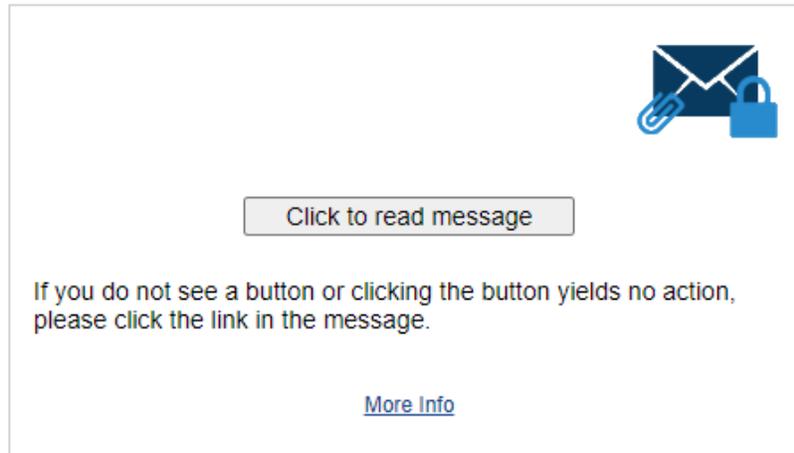
Answer:

Question 2:

Answer:

Continue

If you opened the attachment, your browser will open and prompt you to click the button to open your message.



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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Opening an Encrypted Email (Subsequent Openings)

Once you have completed the password registration, you will only be prompted to enter your password to view the message.

If you forget your password, click “Forgot Password” and answer the security questions as prompted:

Reset Your Password

Please answer the following to reset your password.

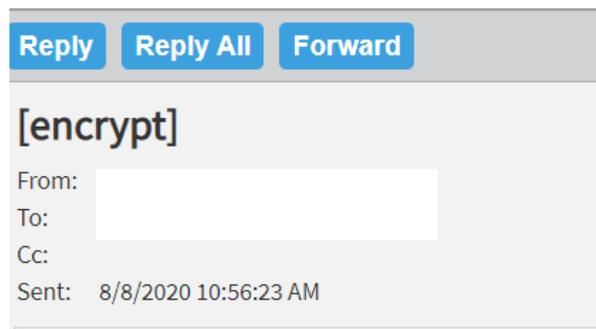
your first real job

favorite sports team

If your attempts to reset your password fail or you are locked out of the system, contact the OA ITSD Helpdesk at 800-347-0887 or 573-751-6388. You may also submit a ticket through the ITSD Service Portal.

Forwarding or Replying to Encrypted Messages

After logging in and decrypting a message, you may reply or forward the encrypted message. Click the “Reply” button or “Forward” button located inside the encrypted message in your browser window. This will ensure that your message remains encrypted.



NOTE: You can only forward the encrypted email to users who are in the same email domain as the sender or recipient. You will receive an error if forwarding the message to anyone else. When you are finished, click “Logout” found in the upper right hand corner of the message to ensure proper closure.

Initiating an Encrypted Message

To initiate a secure message from a State of Missouri email account, open a new message window in your email program and enter the recipient’s email address in the “To” section. Type [encrypt] in the subject line. Enter the body text of your message and click send to complete the process.

NOTE: To successfully encrypt a message, you must use square brackets []. You may include a subject after [encrypt]. Do not include any PII or PHI in the subject of the message. Proof Point will only encrypt the body text and attachments of the message.

