



How to Open an Encrypted Email from the Family Care Safety Registry

The Family Care Safety Registry (FCSR) uses encrypted email to send individuals notifications containing sensitive information, such as background screening results. The email is encrypted by Proofpoint software. Follow these simple steps to create an account in Proofpoint to access your encrypted email.

Your encrypted email from the FCSR will look like the example below. Click the blue “Click here” link in the body of the email message.

From: fcsr@health.mo.gov
To: FCSR Registrant
Cc:
Subject: Family Care Safety Registry Correspondence for [REDACTED] [ENCRYPT]

Message | SecureMessageAtt.html (445 KB)



To view your message, please click on the "Click here" link below.

Do not delete this email if you wish to view the message again at a later time. If you have problems opening or retrieving your encrypted email, please contact (573) 751-4941. Please note that this number is for technical email questions only and should not be used for assistance/questions regarding the subject matter of your email. For questions relating to the subject matter of your email, please contact the corresponding State Agency pertaining to your issue.

[Click here](#) by 2017-12-18 09:04 CDT to read your message.
After that, open the attachment.

[More Info](#)

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.

Be sure to click the “Click here” link before the date shown (which is in yyyy-mm-dd format).

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Create an account in Proofpoint. To the right is an example of Proofpoint's account creation screen. Click "Continue" after you have entered your name, created your password, and selected *two* password reset questions and answers.

About your Proofpoint account password:

- It must contain at least 8 characters, including upper & lower case and special characters.
- It will expire after 60 days. (Expect an email 14 days before the password expires.)
- If your password expires without having been reset, you may need to create a new Proofpoint account.

Registration

Create your account to read secure email.

Email Address: emaltest7@embarqmail.com

First Name: Test

Last Name: User

Password: [Redacted]

Confirm Password: [Redacted]

Password Reset

Question : Your childhood best friend

Answer: Mary

Continue

After logging into Proofpoint, you can now read the full text of the encrypted email. Click or double-click the attachment to view your FCSR notification. (If needed, get the free Adobe Acrobat Reader software from <https://get.adobe.com/reader/> or visit your app store.)

https://securemail.mo.gov/securereader/read.jsf

File Edit View Favorites Tools Help

From: fcsr@health.mo.gov

To: FCSR Registrant

Cc:

Subject: Family Care Safety Registry Correspondence for [Redacted] [ENCRYPTED]

Digital Signature is VALID

Attachments: FCSR - 20160316-1530.pdf

You are receiving correspondence from the Missouri Department of Health and Senior Services' Family Care Safety Registry (FCSR) by email because an email address was included in your FCSR registration records. To open the attachment, you must have the free Adobe Acrobat Reader software installed on your device.

If you have questions about the attached correspondence or wish to update your email/ mailing preference or other information on file with the FCSR, please contact our toll free call center at 866-422-6872.

For additional information about FCSR caregiver background screenings and who is required to register, visit our website at <http://www.health.mo.gov/safety/fcsr/faqs.php>.

CONFIDENTIALITY STATEMENT

This electronic communication is from the Missouri Department of Health and Senior Services and is confidential, privileged and intended only for the use of the recipient named above. If you are not the intended recipient or the employee or agent responsible for delivering this information to the intended recipient, unauthorized disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you have received this message in error, please notify the sender immediately at the email address fcsr@health.mo.gov or by calling 866-422-6872.

Powered by Proofpoint Encryption™

If you need assistance with Proofpoint software or creating your Proofpoint account, telephone the help staff at (573) 751-4941.

If you have questions about the content of the email and attached notification, contact the FCSR toll-free at (866) 422-6872.