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 ▨▨▨ ▨▨▨ [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.*

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.)

> *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.*