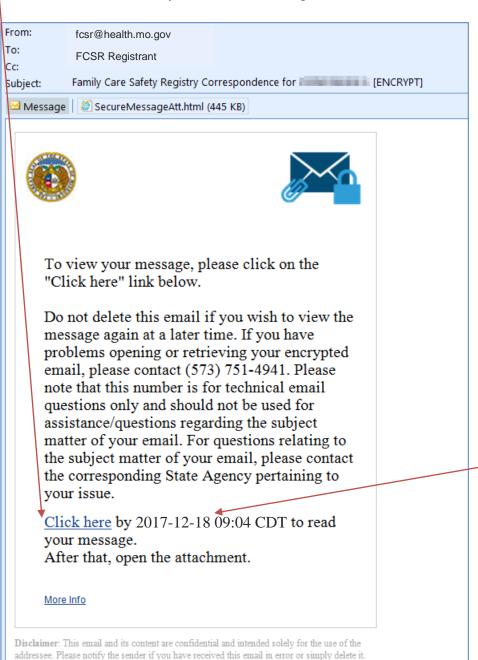
How to Open an Encrypted Email from the Family Care Safety Registry

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.



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.)

