Section 1. How to Send an Encrypted E-mail from the Private Network/State Employee

The following conditions must be true to send an encrypted e-mail using Proofpoint e-mail encryption:

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

If the above-listed conditions are true, the sender can type [encrypt] in the subject line of an e-mail 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 the example below of an encrypted e-mail message initiated from a State user who meets the conditions above.

Example of a State user sending an encrypted e-mail to an Internet address; note the [encrypt] in the subject line of the e-mail.

Notes:

* Many State agencies (more than the agencies in the Exchange consolidation, such as Attorney General’s Office, Conservation, Public Defender, etc.) use Proofpoint as a mail gateway and are licensed to use the encryption software.

** The reason why the encrypted e-mail can only be sent to a recipient who is not on the same e-mail system as the sender is because, in order for the e-mail to be encrypted, the e-mail has to leave the sender’s e-mail system (Exchange) and be sent to Proofpoint to be encrypted and then delivered to the recipient’s e-mail system. All e-mail that is sent from users on the consolidated Exchange e-mail system to recipients whose mailboxes do not reside on the consolidated Exchange e-mail system must go to Proofpoint to be delivered. If the sender and recipient are on the same e-mail system (for example, both sender and recipient both having mailboxes on our consolidated Exchange e-mail system), then putting [encrypt] in the subject line of the e-mail will not encrypt the e-mail as the e-mail will never go to Proofpoint to be delivered.
Section 2. How to Send an Encrypted E-mail to the State from the Outside (Public)

If a person who is a non-State employee/non-State e-mail account (i.e. an Internet address such as hotmail.com, aol.com, embarqmail.com) needs to send an encrypted e-mail to a State recipient, and that State recipient has a license to use Proofpoint e-mail encryption, that person can use the following link (called the “Secure Reader URL” to send an encrypted e-mail off of Proofpoint:

https://secure-mail.mo.gov/securereader/init.jsf?brand=fbab8553

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

https://secure-mail.mo.gov/securereader/init.jsf?brand=fbab8553

The sender will be prompted to enter their e-mail address to proceed, as show in Figure 1 below. The sender should enter their e-mail address and click “Continue”.

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

Step 2:

The first time a sender initiates an encrypted message to the State using the Proofpoint e-mail encryption system, they will be prompted to register in the Proofpoint e-mail encryption system as shown in Figure 2 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 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.
Section 2. How to Send an Encrypted E-mail to the State from the Outside (Public) (continued)

Figure 2. 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.

Step 3:

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 e-mail has been sent to them. This e-mail contains a URL that must be clicked to activate their Proofpoint e-mail encryption account.

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

Step 4:

The sender must go into their e-mail account (the e-mail account that they are using to register with Proofpoint) and open the Proofpoint Encryption Registration e-mail. The sender should click on the secure-mail.mo.gov URL within the registration message as shown in Figure 4.
Section 2. How to Send an Encrypted E-mail to the State from the Outside (Public) (continued)

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 e-mail message.

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 e-mail, 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.

Section 2. How to Send an Encrypted E-mail to the State from the Outside (Public) (continued)

Step 8.

For any subsequent encrypted messages initiated by this same sender, the sender just needs to click on the URL, https://secure-mail.mo.gov/securereader/init.jsf?brand=fbab8553. 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 8 below. The sender should type in their password and click “Continue”.

Figure 8: Sender types in their password to initiate a secure e-mail.

Step 9.

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”.
Section 3. How to Open an Encrypted E-mail

Step 1:

When a recipient opens an encrypted e-mail that was sent from the State using Proofpoint encryption, the e-mail 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.

Figure 1: Encrypted E-mail Message – E-mail sent from the State to an Internet Address instructing the Recipient to open the “SecureMessageAtt.html” 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”.
Section 3. How to Open an Encrypted E-mail (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 e-mail encryption system, when the recipient clicks the button to read message, they will be prompted to register in the Proofpoint e-mail encryption system as shown in Figure 3 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.

![Figure 3: Recipient is prompted to register in the Proofpoint encryption system by entering their first name, last name, password, confirm password, and password reset question/answer.](image)

For any subsequent encrypted e-mail 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 4 below.
Section 3. How to Open an Encrypted E-mail (continued)

Note:

If the recipient cannot remember their password or does not type in their password correctly, the recipient needs to click 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, their Proofpoint account needs to be deleted so that the recipient can re-register. The instructions for how to reset a user’s password in Proofpoint are listed later in this document.

Step 4:

After registering and/or entering their password, the recipient can view the encrypted message as shown in Figure 5 below. If the recipient needs to reply or forward the encrypted message, the recipient should click the “Reply” button or “Forward” button located inside the encrypted message under the Missouri State Seal. This will ensure that the reply and/or forward to the message is also encrypted.

Figure 5: The contents of the encrypted message.

NOTE: Recipients can only forward the encrypted e-mail to users who are in the same e-mail domain as the sender or recipient. They will receive an error if they try to forward the message to anyone else.

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 6 below.
Figure 6: Logged Out message