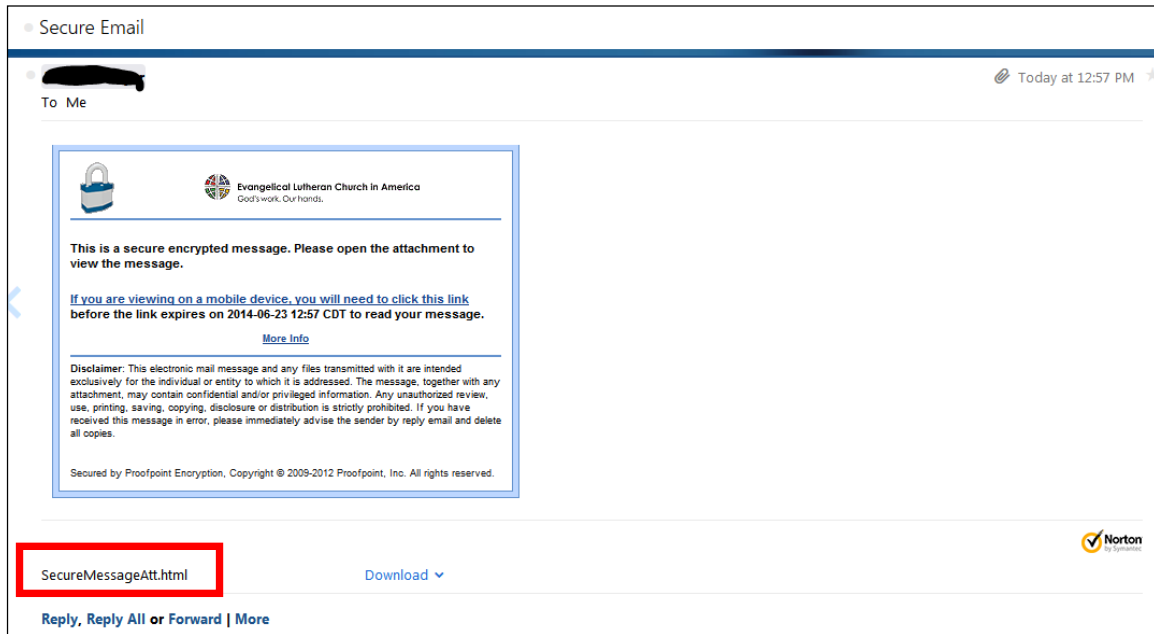


External Users - Decrypting Secure Messages

The following sections describe how secure email from the ELCA is received and decrypted.

Reading a Secure Message

When you receive a secure message in your email inbox, it will look similar to the message below.



****NOTE:** your view may be slightly different depending on which browser you are using**

Click the attachment *SecureMessageAtt.html* to launch a browser (see the red box in the picture above). You may be prompted to save the file. If so, choose **Save**. It can be saved on your desktop computer.



Then Click **Open**.



View This Email

If this is the first time you are receiving a secure message, you will be prompted to register with Proofpoint Encryption. Otherwise, you will be prompted to log in to Proofpoint Encryption. Click the **Click to read message** button.



Registering with Proofpoint Encryption

The first time you receive a secure message, you will be prompted to create an account to register with Proofpoint Encryption. You will be required to create an account with

password reset questions. Please populate all of the fields below and remember your password.

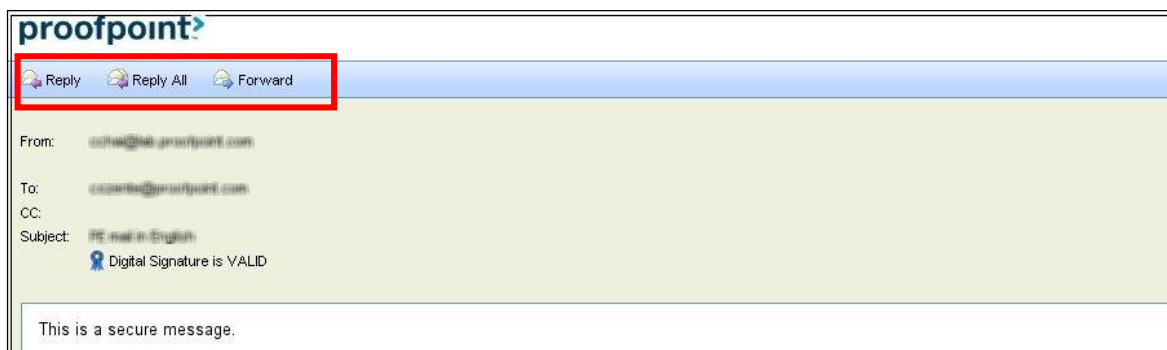


The registration form is titled "Registration" and features the logo of the Evangelical Lutheran Church in America with the tagline "God's work. Our hands." Below the header, there are several input fields: "Email Address:" with a text box; "First Name:" and "Last Name:" with separate text boxes; "Password:" and "Confirm Password:" with separate text boxes; "Question:" with a dropdown menu currently showing "Your childhood best friend"; and "Answer:" with a text box. A "Continue" button with a right-pointing arrow is located at the bottom right of the form.

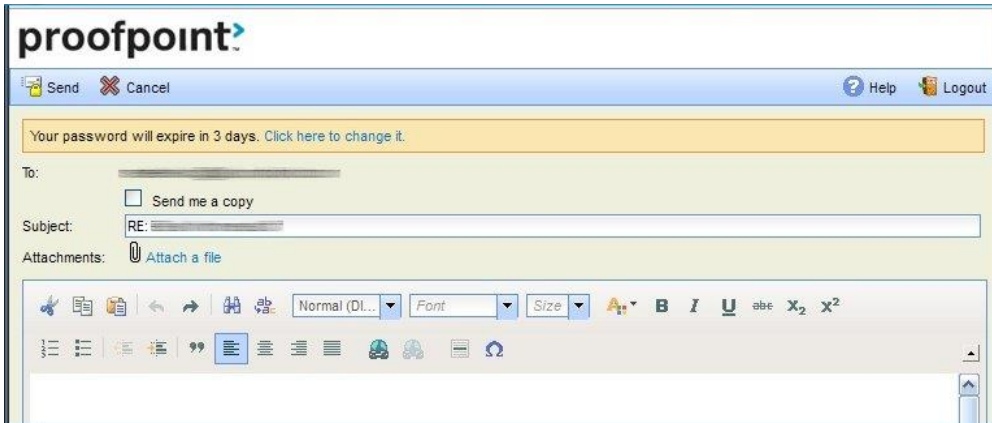
Select and answer your security question and, and then click **Continue**.

Read Your Message

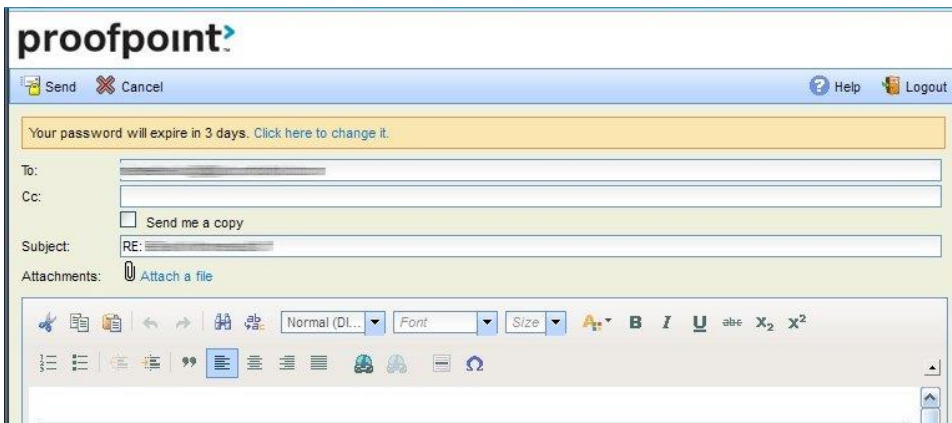
The **Reply**, **Reply All**, and **Forward** options are available if your organization's security policies allow these options.



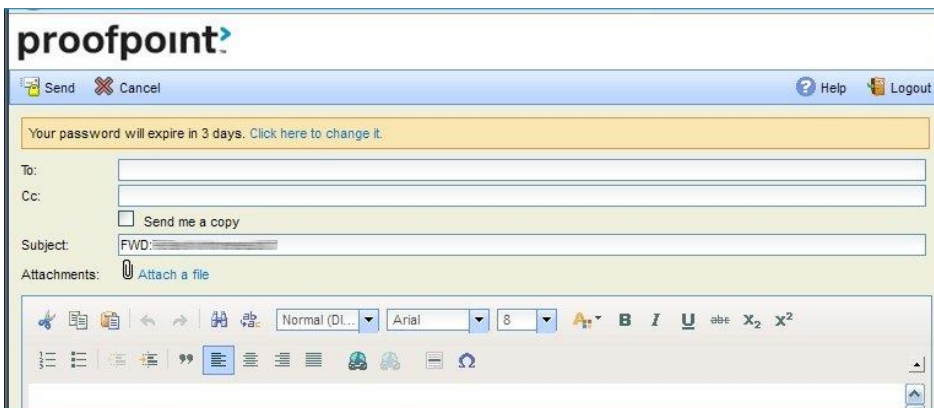
If you click **Reply** you can reply to the originator of the email.



If you click **Reply All** you can add more recipients to the message.



If you click **Forward** you can add recipients to the message. The recipients may or may not be restricted to certain domains according to your organization's security policies.



Click **Logout** when you are done.



The next time you want to read a secure message, you will be prompted to log in to Proofpoint Encryption using your password.



Your Password Expires

Your password will expire after 180 days. If your password is about to expire, you will see the message "Your password will expire in *n* days" displayed in a secure message.



Click the link next to the expiration message to reset your password.

If your password expires before you have a chance to reset it, you will be prompted to reset it the next time you read a secure message.



Forgetting Your Password


If you forgot your password, click the **Forgot Password** link.



- You will be prompted to answer your security question established when you setup your account. You will then be prompted to reset your password.

Decrypting Secure Messages from a Mobile Device

Users on mobile devices can click a link within seven days of receiving the message to decrypt and read it.

  **Evangelical Lutheran Church in America**
God's work. Our hands.

This is a secure encrypted message. Please open the attachment to view the message.

If you are viewing on a mobile device, you will need to click [this link](#) before the link expires on 2014-04-21 11:32 CDT to read your message.

[More Info](#)

Disclaimer: This electronic mail message and any files transmitted with it are intended exclusively for the individual or entity to which it is addressed. The message, together with any attachment, may contain confidential and/or privileged information. Any unauthorized review, use, printing, saving, copying, disclosure or distribution is strictly prohibited. If you have received this message in error, please immediately advise the sender by reply email and delete all copies.

Secured by Proofpoint Encryption, Copyright © 2009-2012 Proofpoint, Inc. All rights reserved.

After seven days, the user must click the attachment that contains the Secure Message.