

How Do I Read a Secure Message

When you receive a secure message in your mailbox, it will look similar to this. Click the attachment, **SecureMessageAtt.html** to launch your web browser.



How to Open an Attachment

If this is the first time you received a secure message from us, you will be prompted to register with **Proofpoint Encryption** (see "How to Register with Proofpoint Encryption below). Log in to Proofpoint Encryption and then click the **Click to read message** button to read your message.



How to Register with Proofpoint Encryption

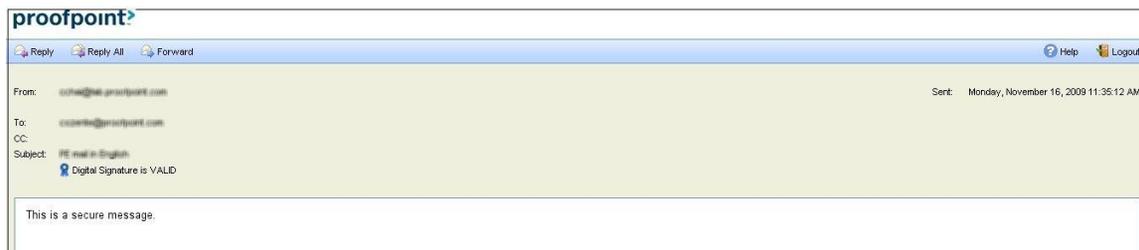
The first time you receive a secure message, you will be prompted to create an account to register with Proofpoint Encryption. Complete the fields and then click **Continue**.



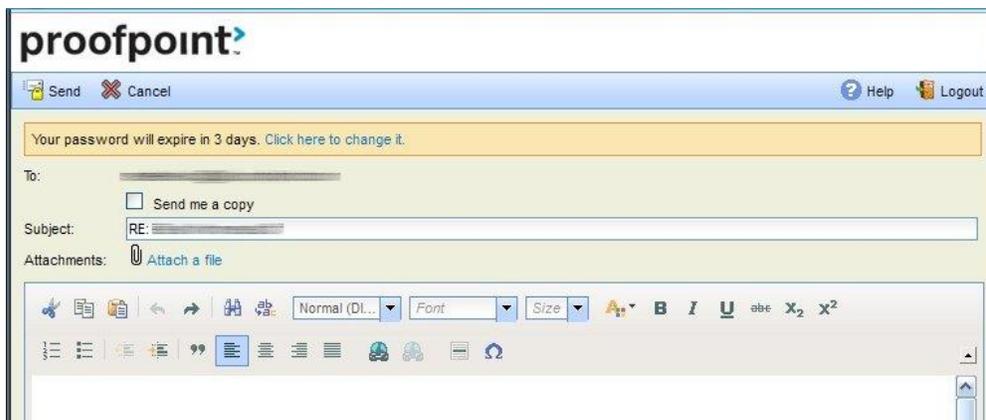
The registration form is titled "Registration" and features the proofpoint logo at the top. Below the logo, there are input fields for "Email Address" (pre-filled with a masked email), "First Name", "Last Name", "Password", and "Confirm Password". A "Continue" button is located at the bottom right of the form.

How to Read Your Message – About Reply, Reply All, and Forward

The **Reply**, **Reply All**, and **Forward** options are available at the top of the e-mail message.

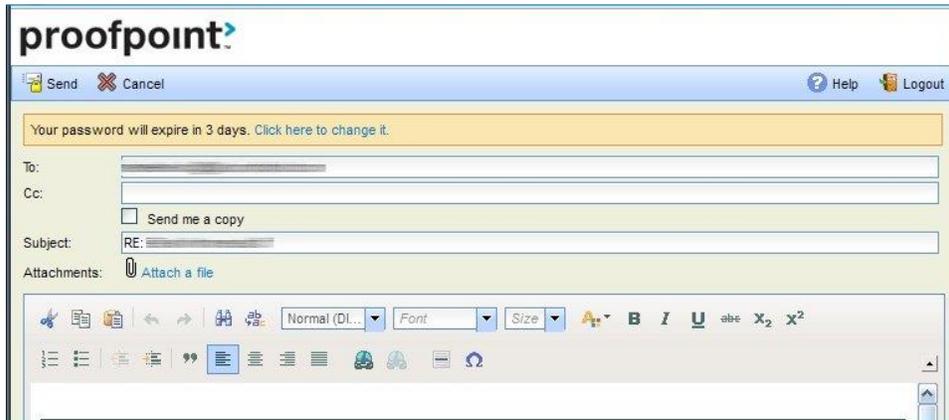


If you click **Reply** you cannot add more recipients to the message.

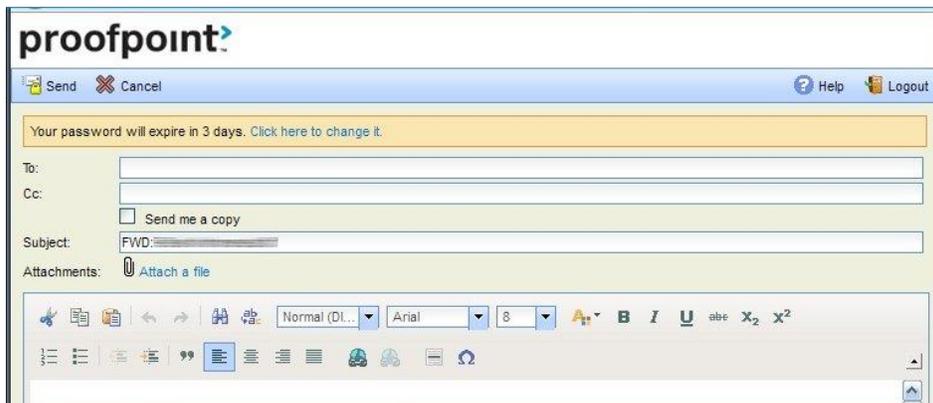


AvMed's Customer E-mail Encryption Instructions

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



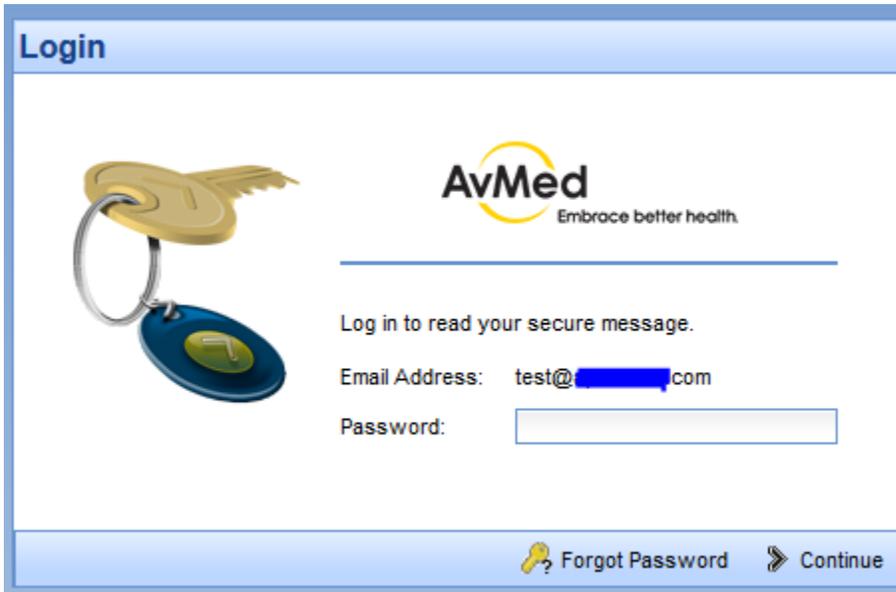
If you click **Forward** you can add recipients to the message. The recipients will be restricted to certain domains according to AvMed's security policies.



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.



The image shows a login form for AvMed. At the top left, the word "Login" is displayed in a blue header. To the left of the form is an illustration of a keychain with a gold key and a blue keychain. In the center, the AvMed logo is shown with the tagline "Embrace better health." Below the logo, the text "Log in to read your secure message." is displayed. The form includes an "Email Address:" field with the text "test@[redacted].com" and a "Password:" field with an empty input box. At the bottom right, there are two links: "Forgot Password" with a key icon and "Continue" with a right-pointing arrow icon.

Will My Password Expire?

Your password may expire after a period of time. The password expiration is determined by the email administrator based on security and HIPAA compliance best practices. If your password is about to expire, you will see the message **"Your password will expire in *n* days"** displayed in a secure message as shown below.

Click the link, **"Click here to change it"**, next to the expiration message to reset your password.



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



The screenshot shows a web form titled "Enter New Password" with the Proofpoint logo at the top. Below the logo, a message states: "Your password has expired or is expiring soon." The user is prompted to "Enter a new password." The form includes an "Email Address" field with the value "joh.wang@us.proofpoint.com", a "New password:" field, and a "Confirm password:" field. A "Continue" button with a right-pointing arrow is located at the bottom right of the form.

What if I Forget My Password

If you forgot your password, click the **Forgot Password** link. You will receive an email message with a link in it. Click the link to reset your password.



The screenshot shows a web form titled "Login" with the Proofpoint logo at the top. On the left side, there is an illustration of a keychain with a gold key and a blue circular tag. The text "Log in to read your secure message." is displayed. The form includes an "Email Address" field with the value "ccocartin@proofpoint.com" and a "Password:" field. At the bottom, there is a "Forgot Password" link with a key icon, which is highlighted by a red rectangular box, and a "Continue" button with a right-pointing arrow.