

Our Commitment to Keeping Your Information Safe

Guide to Opening Encrypted Email Messages

To protect your information, any emails that include your personally identifiable information (PII) are handled through the **Proofpoint Email Encryption** solution. This guide will take you through what you will experience when receiving an encrypted email from our office.

[One-time Proofpoint Registration](#) 1

[Opening an Encrypted Email Message from Your Personal Computer \(PC\)](#) 1

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One-time Proofpoint Registration

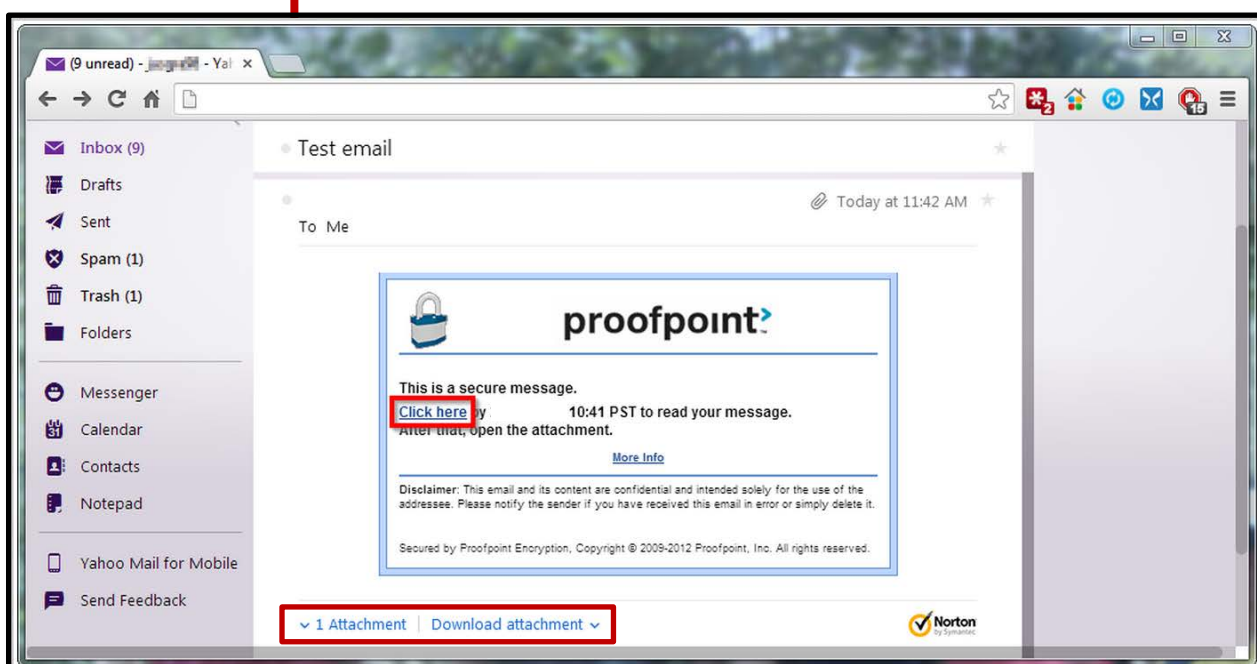
The first time you receive an encrypted email message from our office, you will need to go through a one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** and **Answer**. This can be done from your personal computer (PC) or your mobile device. The registration step is included in the *Opening an Encrypted Email Message* sections of this guide.

Opening an Encrypted Email Message from Your Personal Computer (PC)

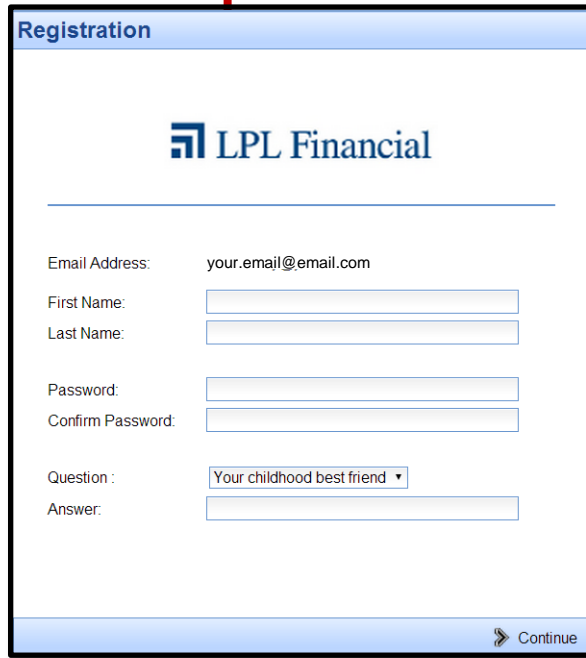


When you receive an encrypted (secure) message, it will look similar to this message.

To access the secure email, you can either select the **Click here** link within the email message, or you can double-click on the attachment.



Important Note: The first time you receive an encrypted email message from our office, you will need to go through the **Proofpoint** one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** with **Answer**.




The screenshot shows a web browser window titled "Registration" for LPL Financial. The page features the LPL Financial logo at the top. Below the logo, there are several input fields: "Email Address" (pre-filled with "your.email@email.com"), "First Name", "Last Name", "Password", and "Confirm Password". There is also a "Question" dropdown menu with "Your childhood best friend" selected, and an "Answer" field. A "Continue" button with a right-pointing arrow is located at the bottom right of the form.

2

Both the **Click here** link and the attachment within your email will launch an internet browser that opens this page.

Select the **Click to read message** button.



The screenshot shows an email interface for LPL Financial. At the top left, there is a padlock icon indicating an encrypted message. The LPL Financial logo is centered at the top. Below the logo, there is a prominent button labeled "Click to read message". Underneath this button is a link for "More Info". At the bottom of the email content, there is a "Disclaimer" section stating that the email and its content are confidential and intended solely for the use of the addressee. Below the disclaimer, it says "Secured by Proofpoint Encryption, Copyright © 2009-2012 Proofpoint, Inc. All rights reserved." A red arrow points from the text above to the "Click to read message" button.

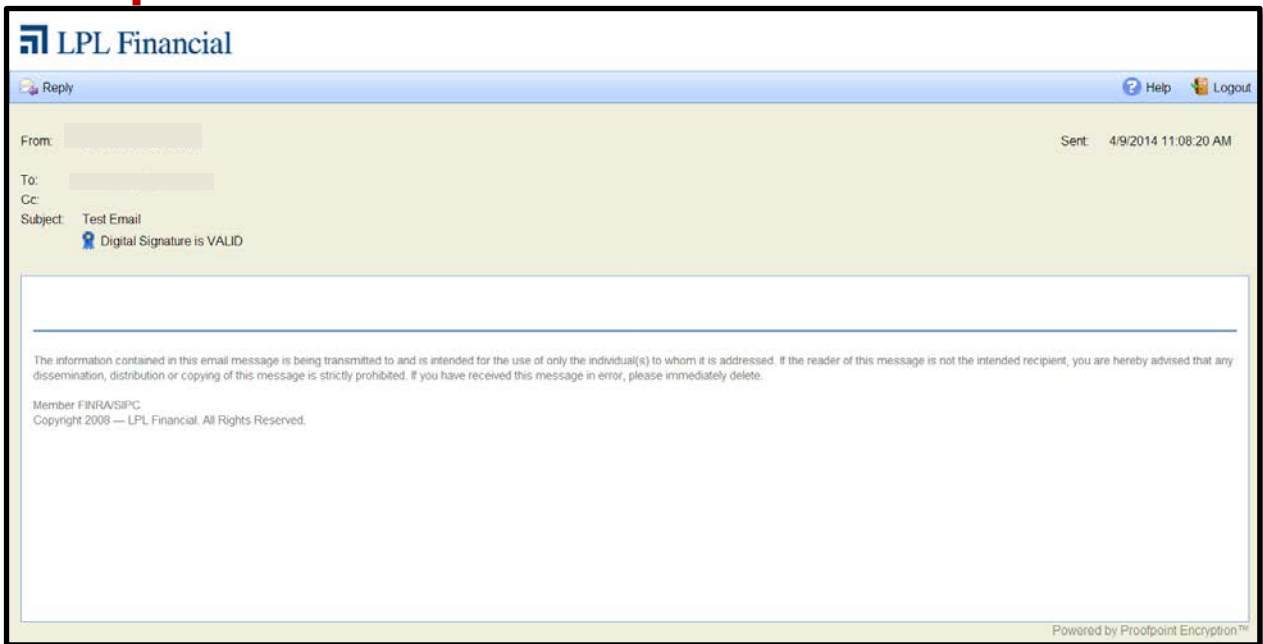
3

Next, you will be prompted to enter your **Proofpoint** email encryption password.



4

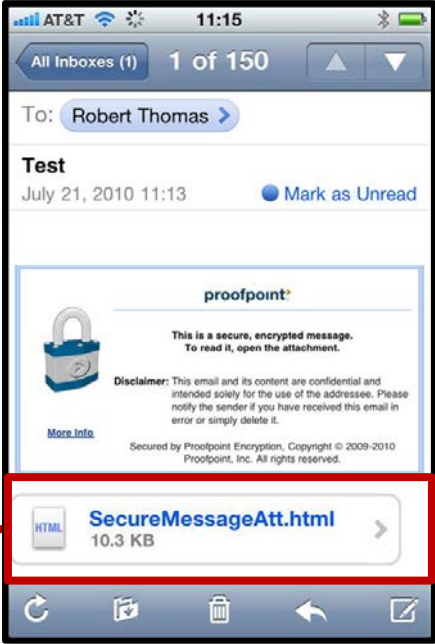
Next, you will be taken to the **Proofpoint** secure email application where you are *only* able to read and reply to the email. The options to **Forward** and **Reply All** to the email are disabled.



Opening an Encrypted Email Message from Your Mobile Device

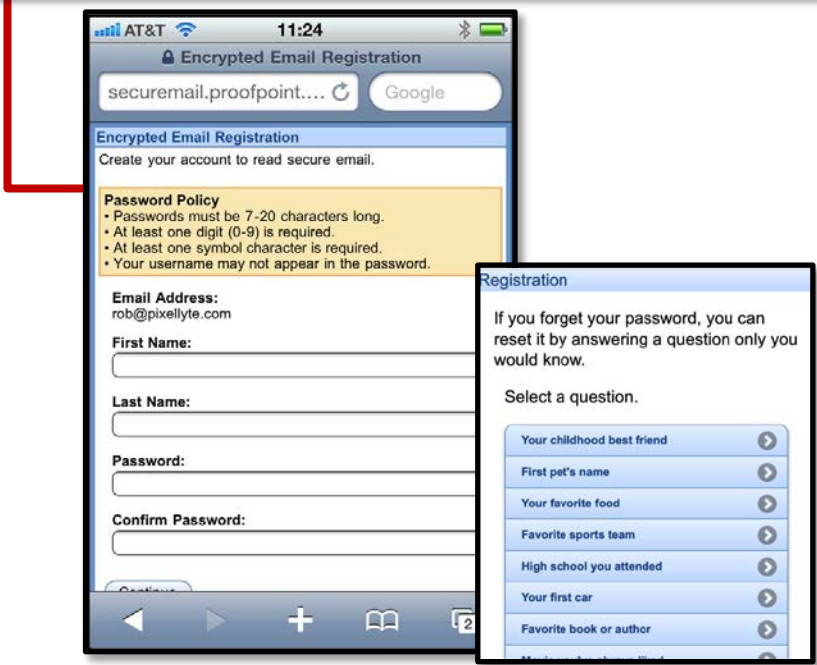
1

When accessing the secure message on your mobile device, the message will include an attachment that you will need to tap on (select).



Important Note: The first time you receive an encrypted email message from our office, you will need to go through the **Proofpoint** one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** with **Answer**.

If you have already gone through the registration on your PC, this does not apply, since you only need to register once.



2

Next, you will be prompted to enter your **Proofpoint** email encryption password.



3

You will *only* be able to read and reply to the email. The options to **Forward** and **Reply All** to the email are disabled.

