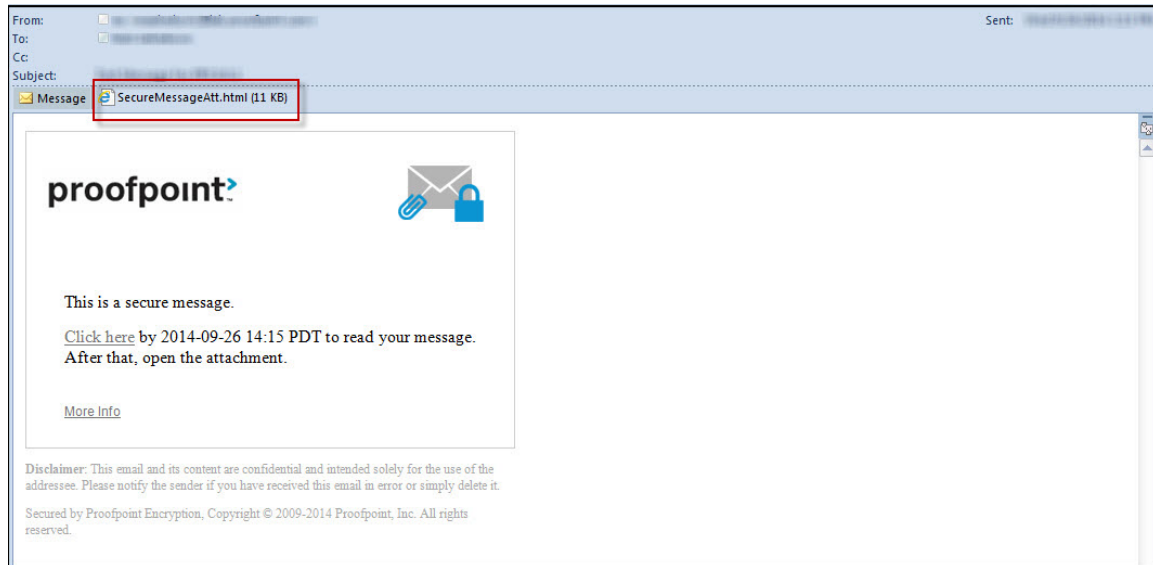# External Users - Decrypting Secure Messages

The following sections describe how users external to our organization receive and decrypt secure messages.

1. *Reading a Secure Message*

When you receive a secure message, it will look similar to this in your mailbox:

Click the attachment *SecureMessageAtt.html* to launch a browser.

2. Open the Attachment

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.
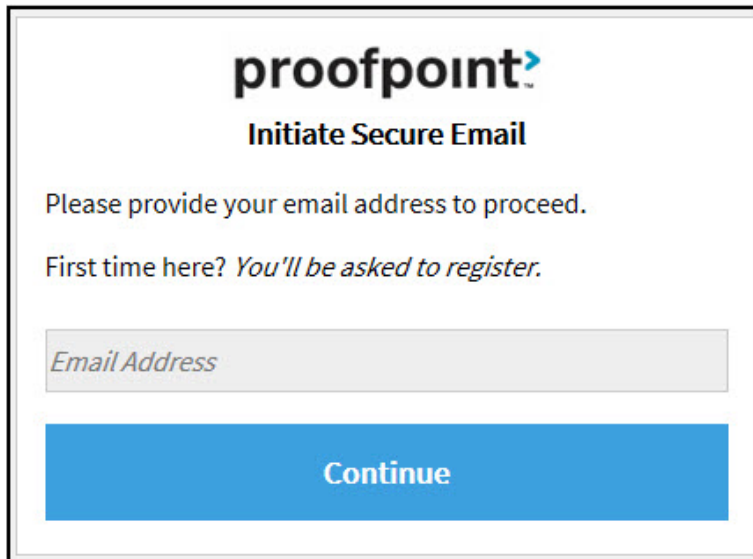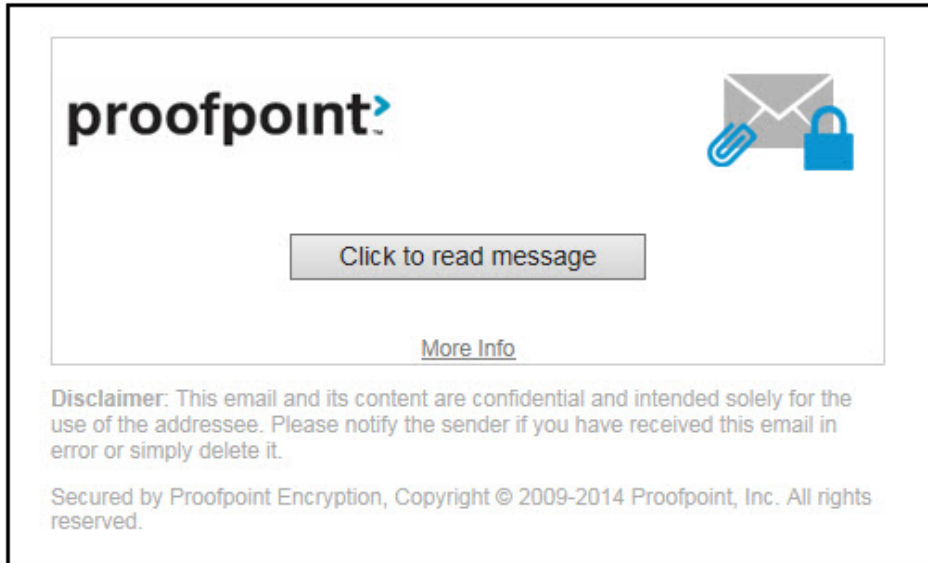
3. Registering with Proofpoint Encryption

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

You will see the following message the first time you use Proofpoint Encryption and also when you initiate a secure message:
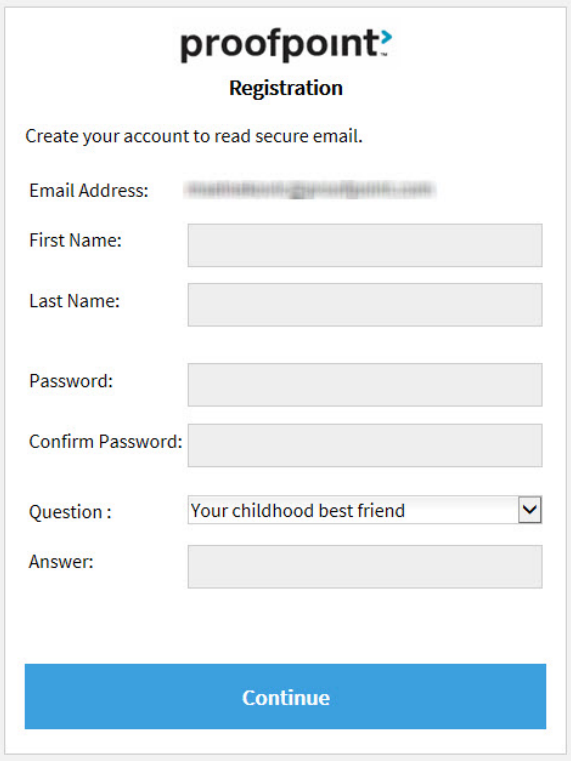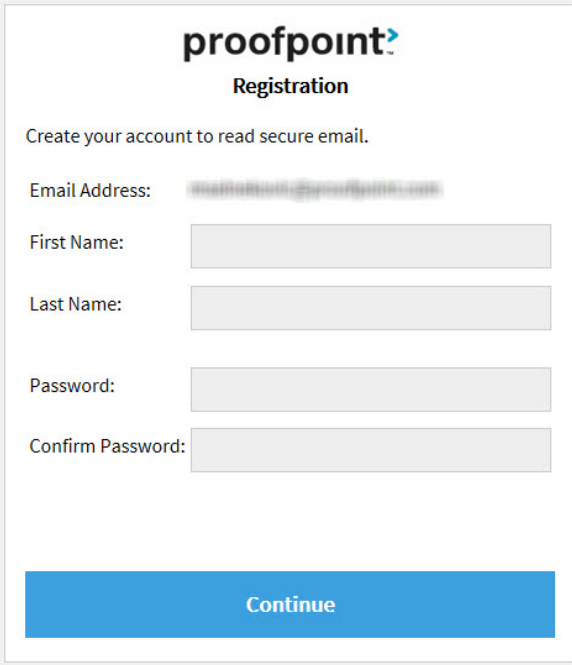
First time here? *You'll be asked to register.*

Already registered? *You'll be asked to log in.*

Depending on how your administrator set up Proofpoint Encryption, you may be required to create an account with password reset questions.

With Password Reset questions	Without Password Reset questions

> **Note:** Your password cannot contain spaces.

Fill in the fields, select your security question and answer if applicable, and then click **Continue**.

4. Read Your Message

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

Use the **Save As** option to download your secure message to your computer.

- Save Message Body as HTML – downloads the message body as *<message subject>*.html.
- Save as Zip Archive – downloads the message and associated attachments as *<message subject>*.zip.
- Save as EML Message – composes a RFC2822 message based upon the Secure Reader message content. This option does not include embedded images.
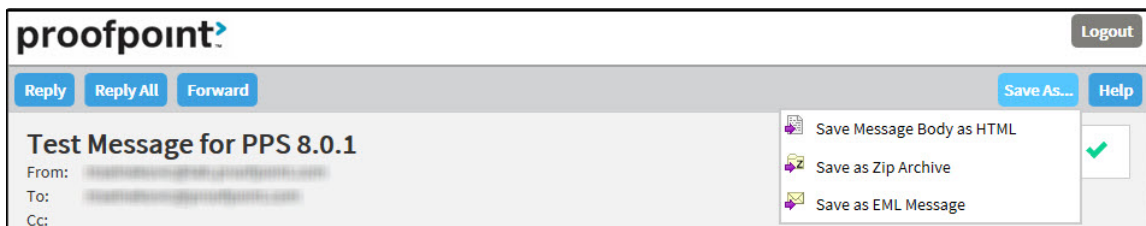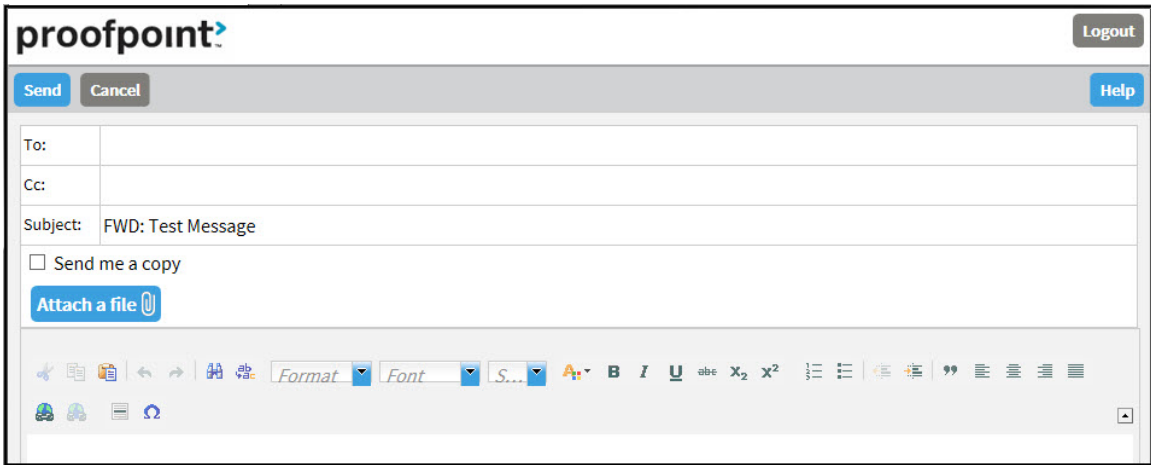

If you click **Reply** you cannot add more recipients to the message.
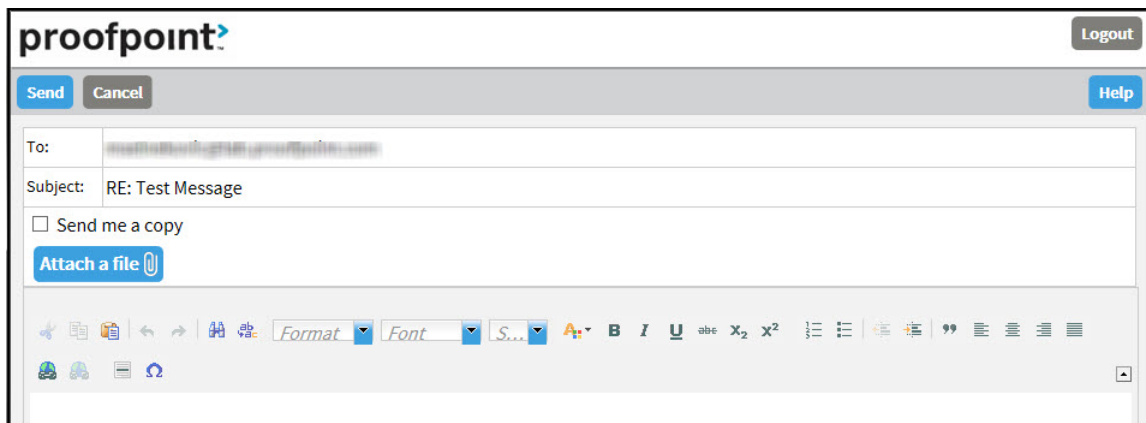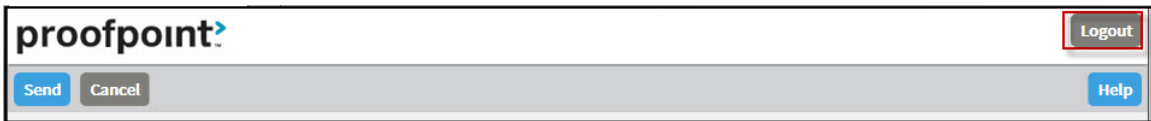

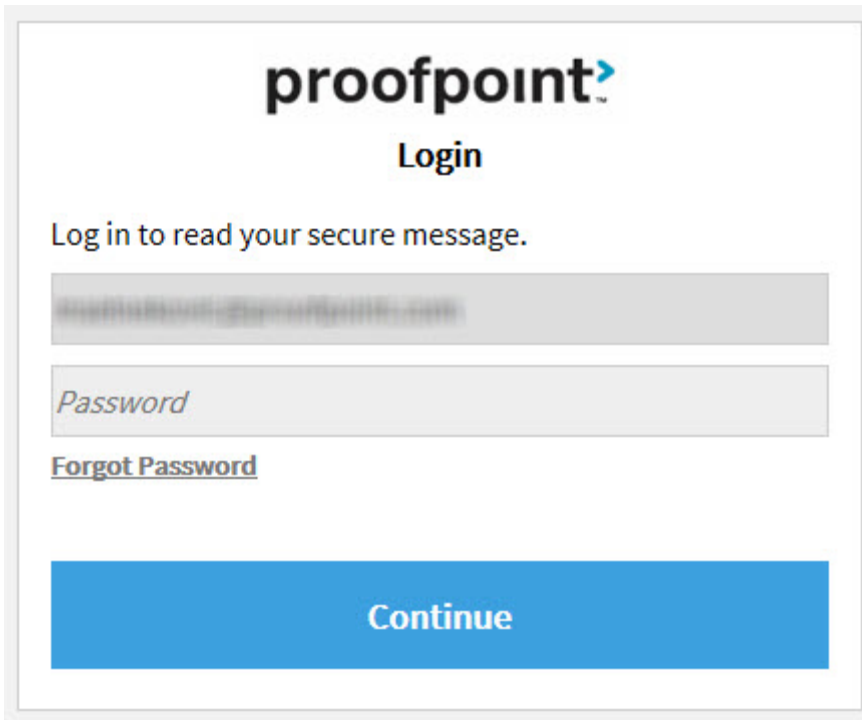If you click **Reply All** you can add more recipients to the message.
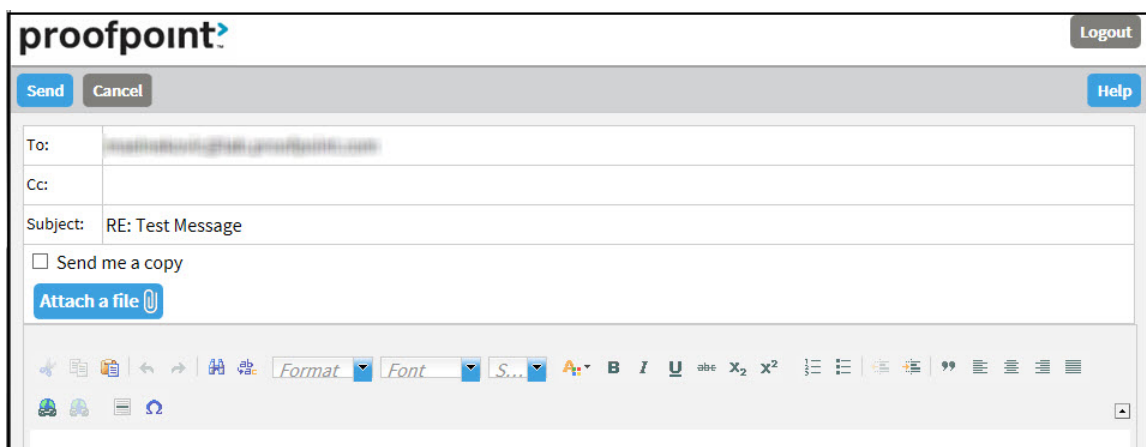
If you click **Forward** you can add recipients to the message.

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.

5. *Your Password Expires*

Your password will expire after a period of time. The password expires every 90 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.
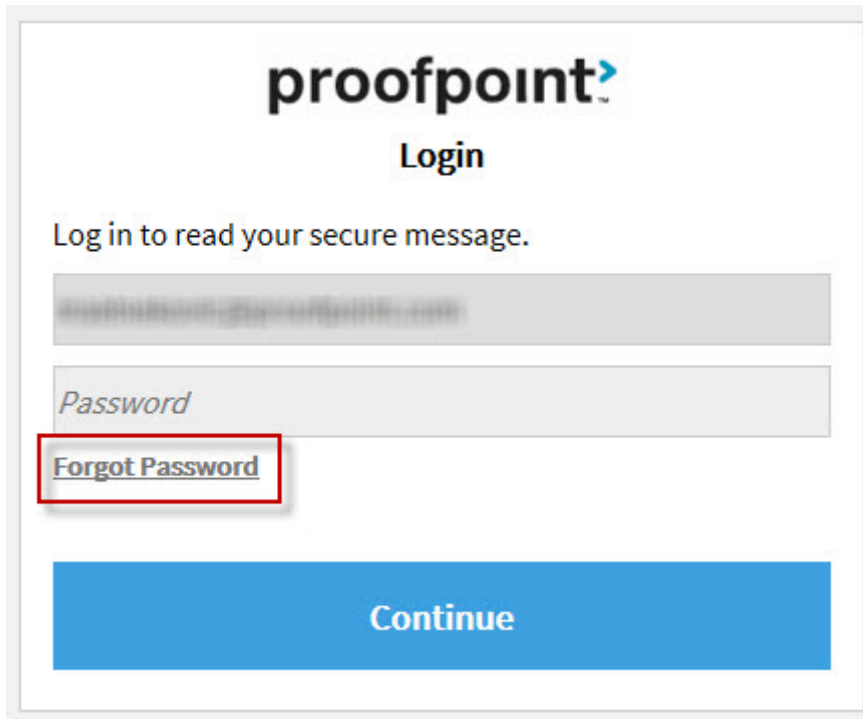

Click the link next to the expiration message to reset your password.

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.
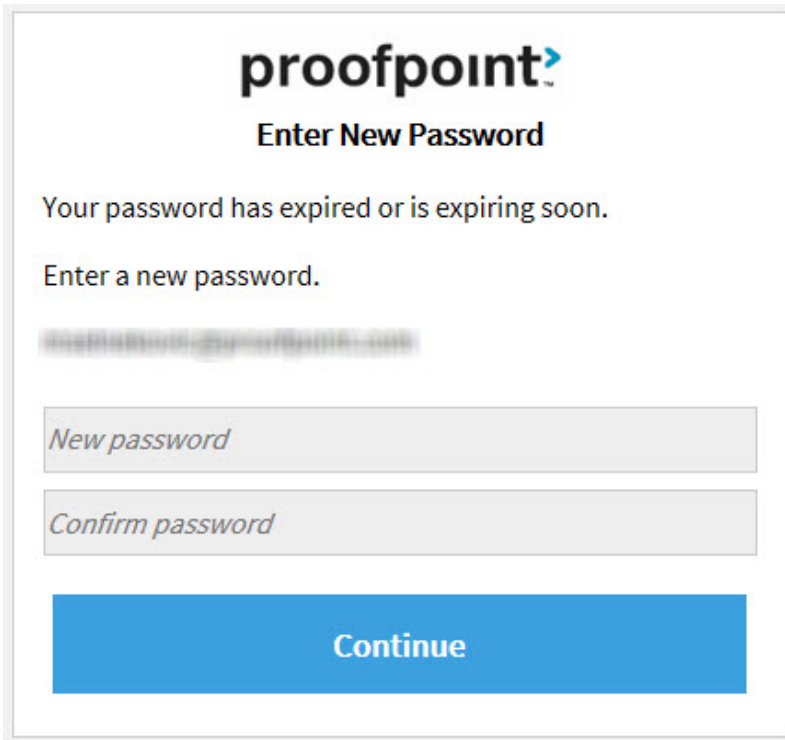
6. Forgetting Your Password

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.

7. Decrypting Secure Messages from a Mobile Device

When Decrypt Assist is enabled, users on mobile devices can click a link within two days of receiving the message to decrypt and read it. The two-day period of time is configurable. See the topic *About Encryption* in Proofpoint Help for more detailed information.
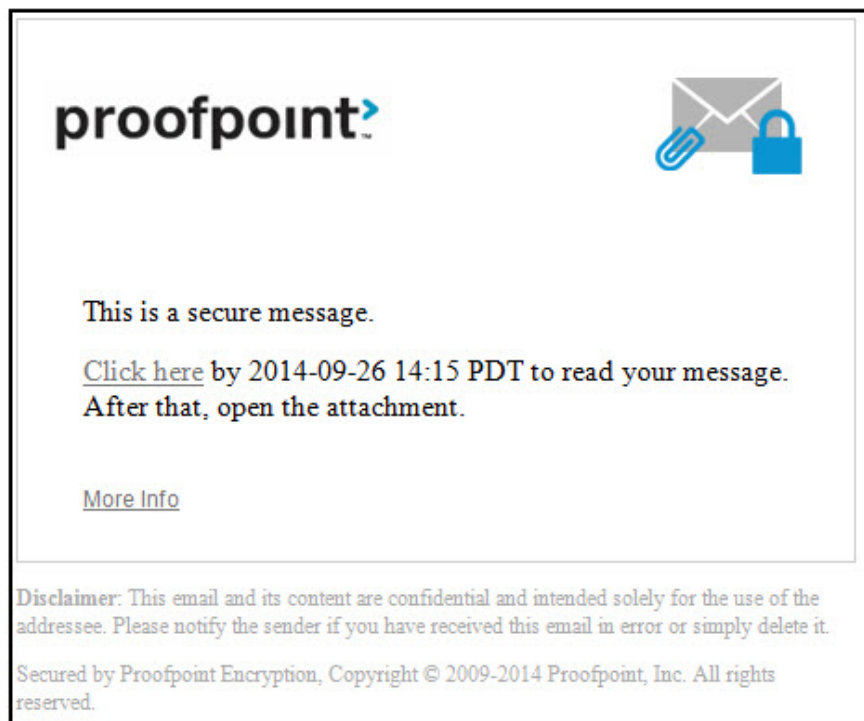

Figure 1. Secure Reader Proxy enabled or disabled, and Decrypt Assist enabled

After two days, the user must click the attachment that contains the Secure Reader Proxy email address which can be used to forward the secure message. The user forwards the message to the Secure Reader Proxy mailbox. The user will then receive another message with a URL to click to authenticate with Proofpoint Encryption. After authentication, the user will be able to read the secure message.
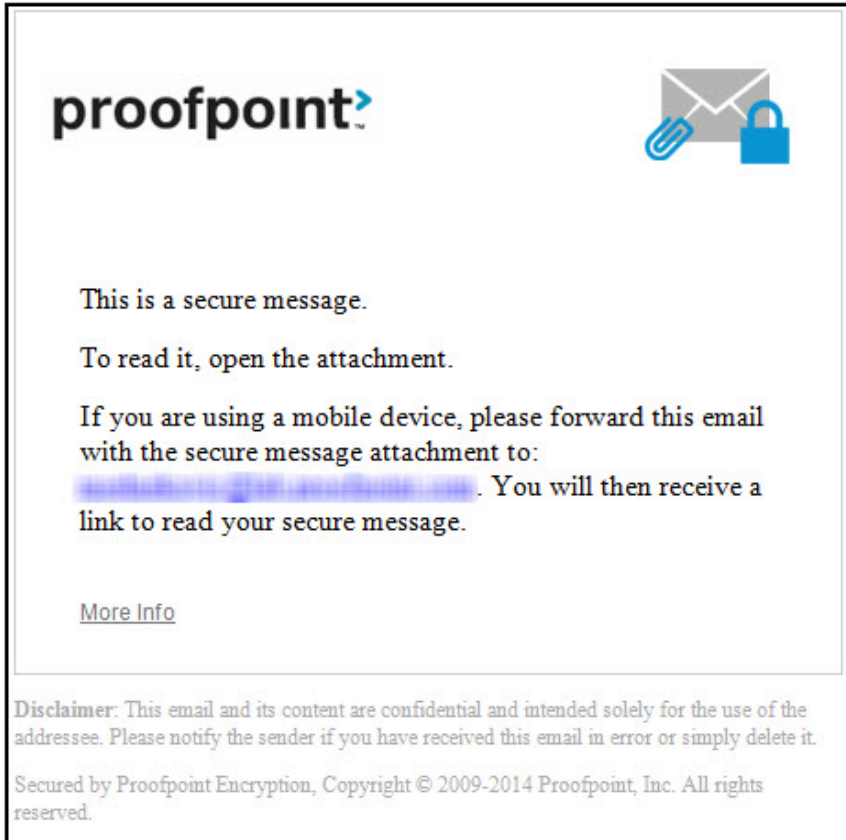
Figure 2. Secure Reader Proxy enabled, and Decrypt Assist disabled

Figure 3. Secure Reader Proxy disabled, and Decrypt Assist disabled