



City of Phoenix

Instructions to Open Encrypted/Secured City of Phoenix Email

External Recipients of Phoenix Email

Hello, you have received a secure, encrypted message from the City of Phoenix. The following sections describe how external City of Phoenix users will receive and decrypt secure messages.

The city uses Proofpoint Encryption for securing email.

Reading a Secure Message

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

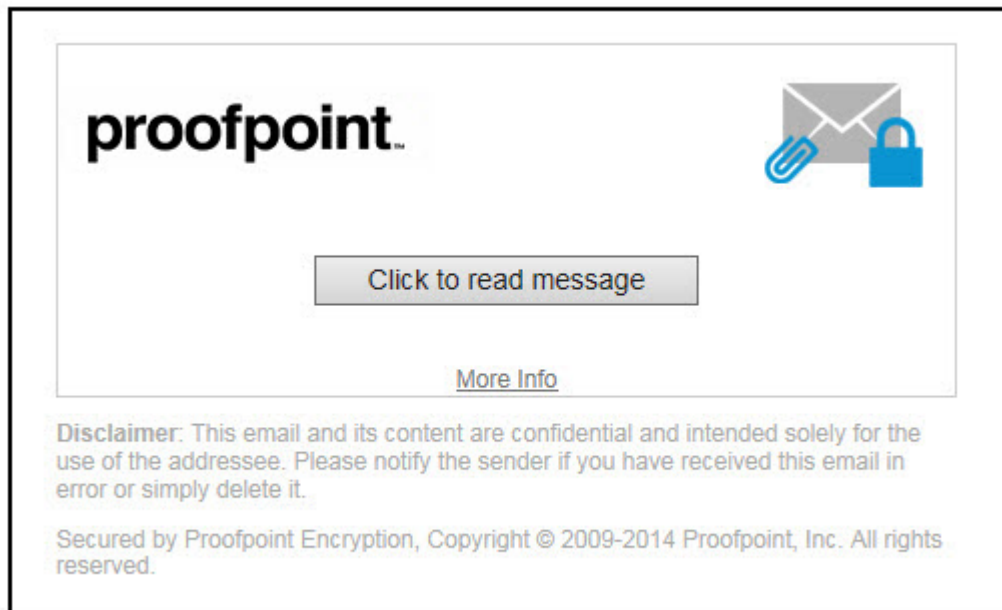
A screenshot of an email interface showing a secure message. At the top, there is an attachment named "SecureMessageAtt.html" (17 KB) with a red box around it and a red arrow pointing to it labeled "Attachment". Below the attachment is a message body with the City of Phoenix logo and a padlock icon. The text reads: "This is a secure message. [Click here](#) by 2020-08-14 13:51 MST to read your message. After that, open the attachment." A red arrow points to the "Click here" link, which is also enclosed in a red box, with the label "URL" next to it. Below the message body is a "More Info" link. At the bottom, there is a disclaimer and a copyright notice: "Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it. Secured by Proofpoint Encryption, Copyright © 2009-2020 Proofpoint, Inc. All rights reserved."

Click either the **URL** or the **SecureMessageAtt.html** attachment to launch a browser.

Open the Attachment

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

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



Note: Some email and webmail clients display the Email Encryption secure message attachment inline – for example, Mozilla Thunderbird will do this. When you click the “Click to read message” link, you will see an error message. The solution is to first save the attachment to disk before opening it.

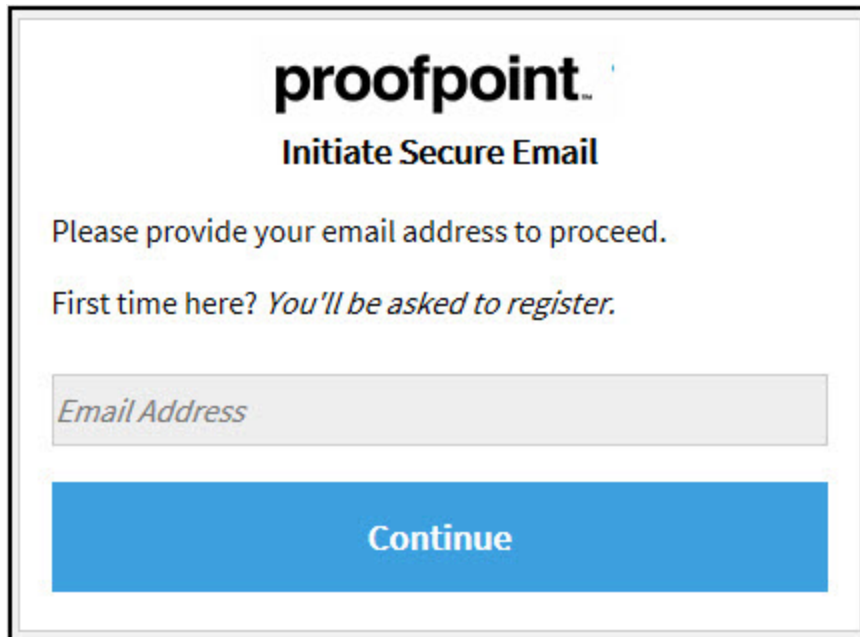
Registering with Email Encryption

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

You will see the following message the first time you use Email Encryption:

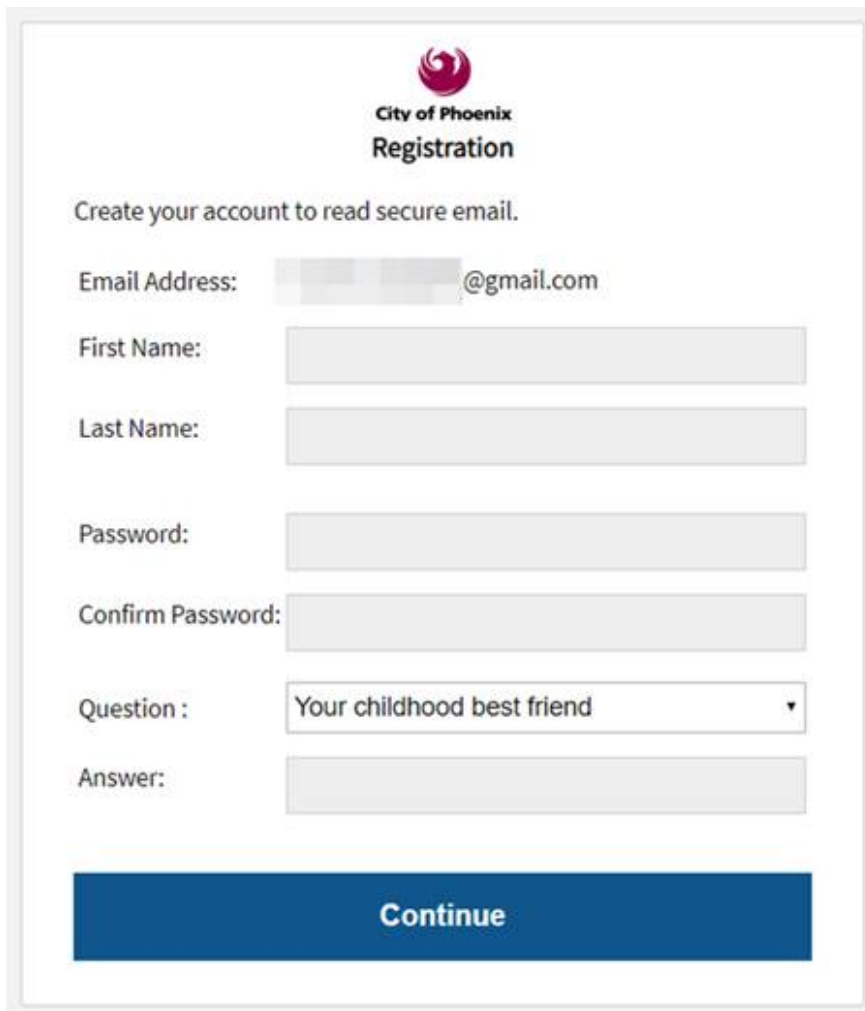
First time here? *You'll be asked to register.*

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



The screenshot shows a white dialog box with a black border. At the top center is the **proofpoint** logo. Below it is the title **Initiate Secure Email**. The main text reads: "Please provide your email address to proceed." followed by the italicized text "First time here? *You'll be asked to register.*". Below this is a light gray input field with the placeholder text "Email Address". At the bottom is a blue button with the white text "Continue".

You will be required to create an account with password reset questions.



The image shows a registration form for the City of Phoenix. At the top center is the City of Phoenix logo, a stylized red and white phoenix, with the text "City of Phoenix" and "Registration" below it. The instruction "Create your account to read secure email." is centered above the form fields. The form includes the following fields: "Email Address:" with a text input containing a redacted address followed by "@gmail.com"; "First Name:" with a text input; "Last Name:" with a text input; "Password:" with a text input; "Confirm Password:" with a text input; "Question:" with a dropdown menu showing "Your childhood best friend"; and "Answer:" with a text input. At the bottom of the form is a large blue button with the text "Continue" in white.

Note: Your password cannot contain spaces.

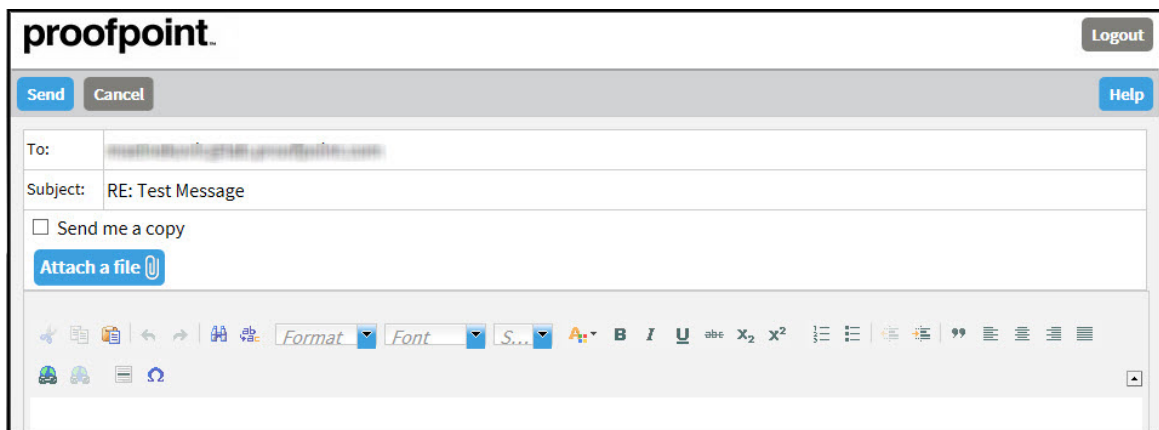
Fill in the fields, select your security question and answer, and then click **Continue**.

Read Your Message

Reply and Reply All options are available.



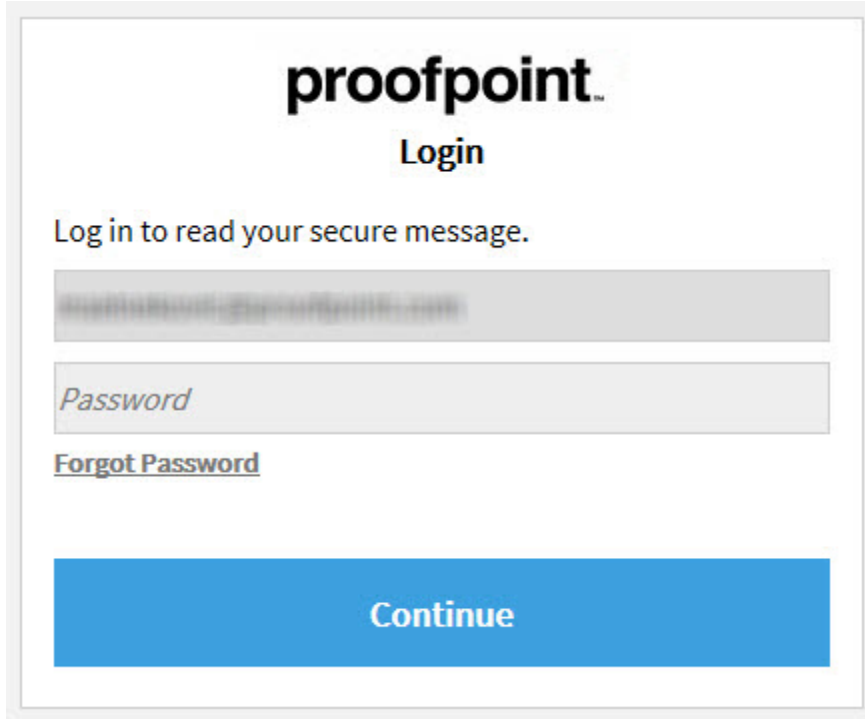
If you click **Reply** or **Reply All** you cannot add more recipients to the message.



Click **Logout** when you are done.



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



proofpoint.
Login

Log in to read your secure message.

example@cityofpitt.com

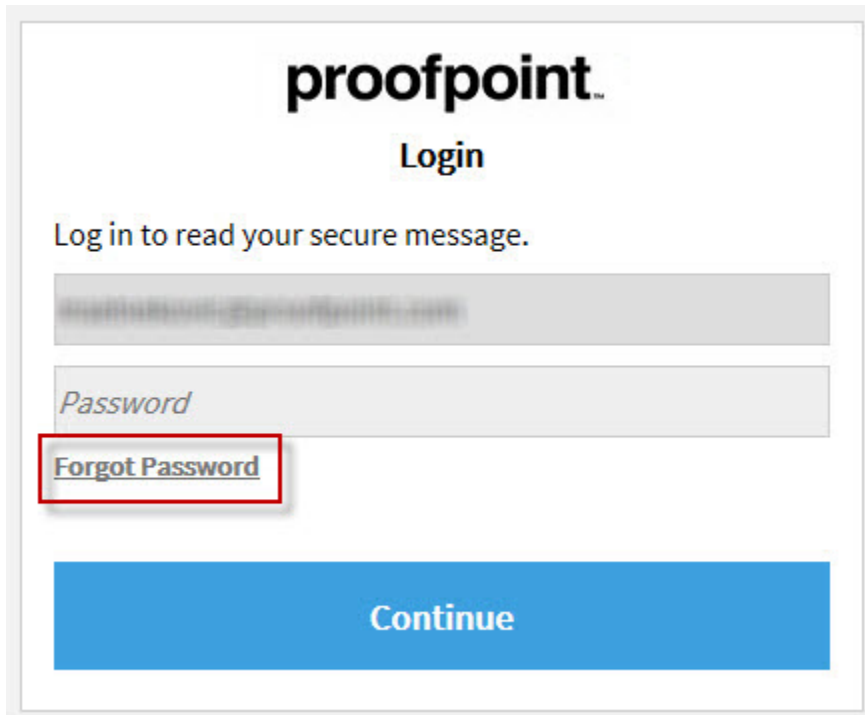
Password

[Forgot Password](#)

Continue

Forgetting Your Password

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



proofpoint.
Login

Log in to read your secure message.

example@cityofpitt.com

Password

[Forgot Password](#)

Continue

- You will be prompted to answer your password reset question. You will then be prompted to reset your password.

Troubleshooting

This section describes error messages and what they mean.

- **You authenticated successfully, but do not have permission to decrypt this message.**
You do not have permission to decrypt this message, or the administrator has disabled your ability to decrypt the message.
- **You authenticated successfully, but the decryption key for your message has been deleted.**
The decryption key for this message has expired or has been deleted.
- **There was a critical error processing your request. There may be a problem with the system or your request.**
Proofpoint Encryption is temporarily unavailable. If this situation persists, contact the City Enterprise Service Desk at (602) 534-4357.
- **The message you are trying to read is corrupted and cannot be processed. Please contact the sender of the message.**
The message is corrupted and cannot be decrypted. Contact the sender of the message.
- **The page you requested was not found. If you clicked a link to get here, click the Back button in your browser to return to the previous page.**
The page you are trying to view in the browser is not available or does not exist. Click the Back button in your browser.
- **The username you requested has already been registered.**
You have already authenticated with Proofpoint Encryption.
- **There was an error retrieving the key for your message.**
The key server is temporarily unavailable. Try again later.
- **Your account has been disabled.**
The email administrator has disabled your account.
- **Login Disabled**
You do not have permission to perform this action.

Other Issues

Error with Large HTML Secure Messages.

If your HTML message contains more than 500 KB of content, you may encounter a "Large Message Warning" error message. This limitation applies to Firefox 3.X or Internet Explorer browsers when you reply to the message. This limitation does not apply to plain text.

Intermittent Problem with Replying to or Forwarding Secure Messages

If Proofpoint Encryption hangs when you try to compose a message and click the Reply or Reply All links, click Cancel and try again. If the original text of the secure message does not display in the browser, refresh the browser or close the browser and open it again. The behavior is infrequent, intermittent, and typically works the second time around.

If you use Outlook 2007 on Windows Vista.

Do not save the *SecureMessageAtt.htm* attachment to disk and then try to open it. Open it from the email message.

Thank you.

