

How does Secure E-mail work?

When an e-mail is initiated or responded to the secure e-mail algorithm will determine if the e-mail needs to be encrypted based on predefined criteria. If it meets the predefined criteria the email will be encrypted and sent to the recipient.

Why does Taxation need Secure E-mail?

Various state / federal laws and federal information exchange agreements require the use of encryption when transmitting PI or other sensitive data. Nevada Revised Statute (NRS) 603A (Security of Personal Information) states: A data collector doing business in this State shall not transfer any personal information through an electronic, non-voice transmission other than facsimile to a person outside of the secure system of the business of the data collector unless the data collector uses encryption to ensure the security of electronic transmission

What is Personal Information?

NRS 603A.040 defines personal information (PI) as follows:

“Personal information means a natural person’s first name or first initial and last name in combination with any one or more of the following data elements, when the name and data elements are not encrypted:

1. Social security number.
2. Driver’s license number or identification card number.
3. Account number, credit card number or debit card number, in combination with

any required security code, access code or password that would permit access to the person’s financial account. The term does not include the last four digits of a social security number or publicly available information that is lawfully made available to the general public.”

Can I manually trigger secure e-mail to encrypt a message that does not contain PI or other sensitive information? Yes, by use of the word **TID**.

Do I have to have Cookies turned on to read a secure e-mail?

Yes, Cookies must be enabled in order to access secure e-mail.

Will secure e-mail distinguish between a pseudo SSN and an actual SSN?

No. As a result, secure e-mail will encrypt both.

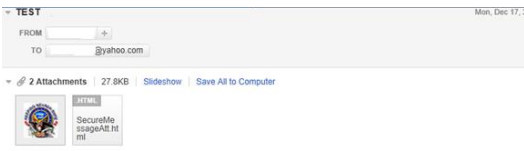
Will secure e-mail scan for PI captured within a scanned document, snap shot, or screen shot? NO. Secure e-mail only scans text and views a scanned document, screen shot or snap shot as a graphic. Screen shots or snap shots that contain PI should be sent as a password protected attachment.

How do I as the recipient read a secure e-mail message?

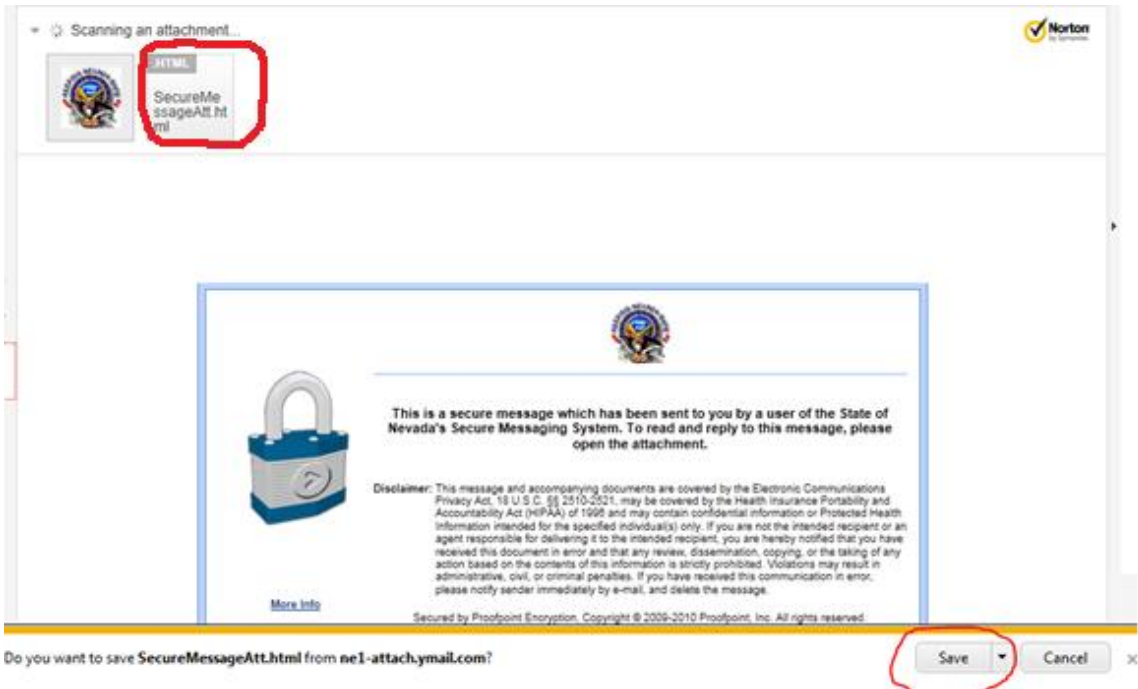
The end user presentation may differ pending on which web browser is being used by the recipient. This document uses Yahoo to illustrate the end user presentation. Here is what a secure e-mail looks like when it appears in the “inbox”:



The secure e-mail recipient must click on the Secure Message Attachment button. After clicking on the Secure Message Attachment button, click on the Download button as illustrated below:



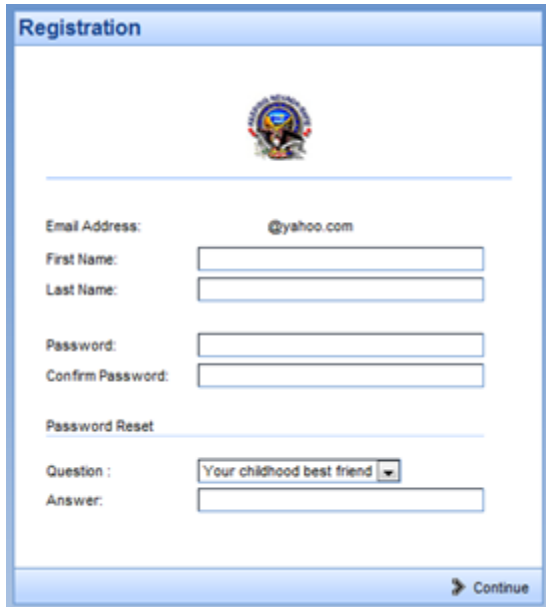
After clicking the download button you may be asked, “Do you want to open or save this file?” Click Save and then Click Open. Followed by , Click to read message button as shown below:



Click Open. Click the, Click to read message button as shown below:

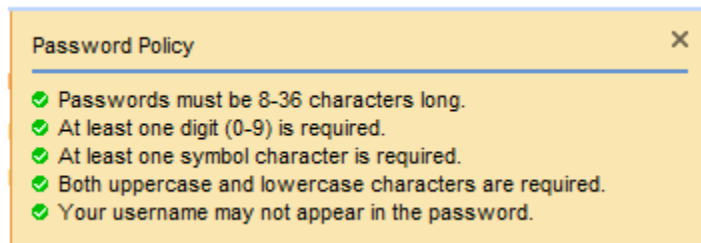


The first time a secure e-mail recipient attempts to read a secure e-mail they will need to complete the one time registration information.



The image shows a registration form titled "Registration" with a blue header. At the top center is a circular logo. Below the logo are several input fields: "Email Address:" with a pre-filled "@yahoo.com", "First Name:", "Last Name:", "Password:", and "Confirm Password:". Below these is a "Password Reset" section with a "Question:" dropdown menu showing "Your childhood best friend" and an "Answer:" text box. At the bottom right is a "Continue" button with a right-pointing arrow.

When you click in the Password field you will see the password policy requirements to assist you in creating a sufficiently complex password. The password must be 8-36 characters long, have at least one digit (0-9), have at least one symbol character and uppercase and lowercase characters are required.




The image shows a yellow dialog box titled "Password Policy" with a close button (X) in the top right corner. It contains a list of five requirements, each preceded by a green checkmark:

- ✔ Passwords must be 8-36 characters long.
- ✔ At least one digit (0-9) is required.
- ✔ At least one symbol character is required.
- ✔ Both uppercase and lowercase characters are required.
- ✔ Your username may not appear in the password.

To complete the registration process, enter the password, confirm the password, select the Password Reset Question from the dropdown, answer the question you selected then click on the > Continue button at the bottom right corner of the registration page.

Registration



Email Address: mkeith_y2k@yahoo.com

First Name:

Last Name:

Password:

Confirm Password:

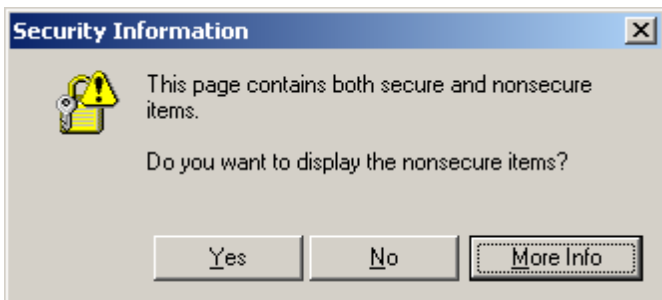
Password Reset

Question : Your childhood best friend

Answer:


[Continue](#)

If you receive the following Security Information popup, click **Yes** to continue:



If you receive the following Security Information popup, click **Yes** to continue:

The secure e-mail message recipient will then be presented with the decrypted message:



Reply Reply All Forward Help Logout

From: [redacted]@tax.state.nv.us Sent: Monday, December 17, 2012 1:35:50 PM

To: [redacted]@yahoo.com

Cc:

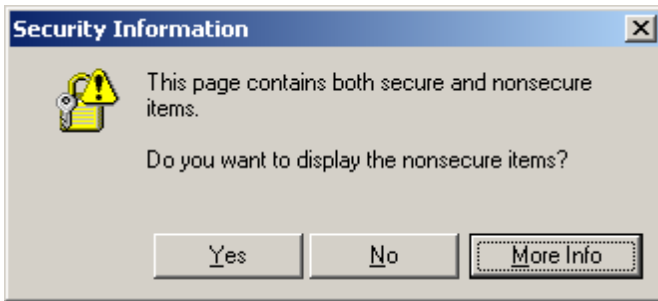
Subject: TEST
Digital Signature is VALID

Here is the sample SSN
555-44-7777

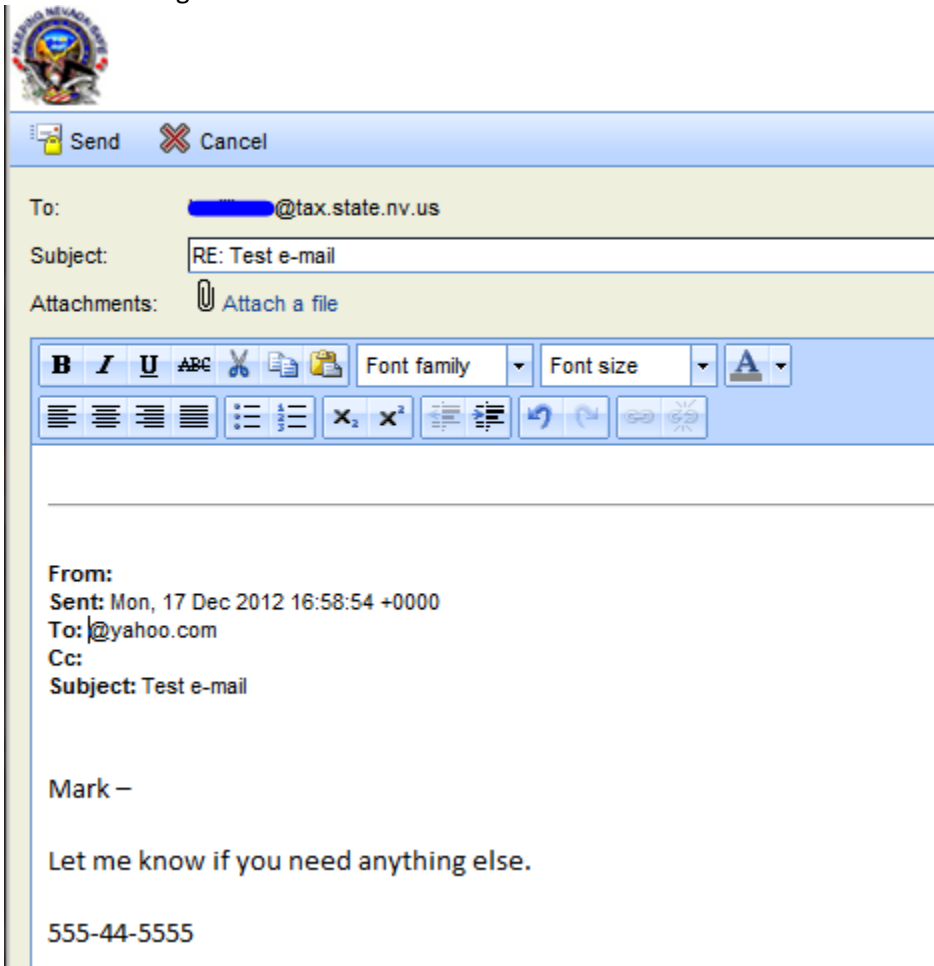
Thank you.
Dept. of Taxation
State of Nevada

CONFIDENTIALITY STATEMENT:
This e-mail and any attachments are intended only for those to which it is addressed and may contain information which is privileged, confidential and prohibited from disclosure and unauthorized use under applicable law. If you are not the intended recipient of this e-mail, you are hereby notified that any use, dissemination, or copying of this e-mail or the information contained in this e-mail is strictly prohibited by the sender. If you have received this transmission in error, please return the material received to the sender and delete all copies from your system.

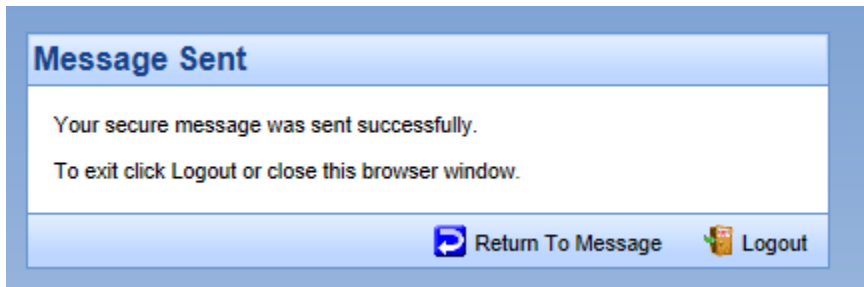
To Reply, Reply All, or Forward the message, click the appropriate corresponding button at the top left corner of the message. If you receive the following Security Information popup, click **Yes** to continue:



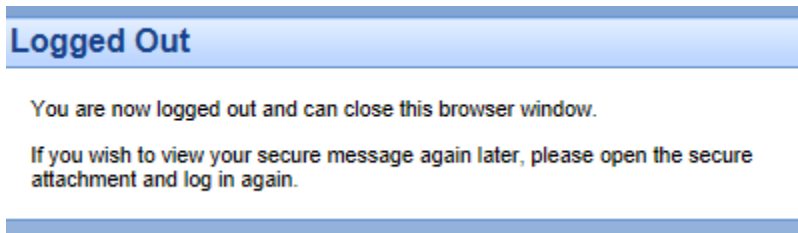
When you are ready to send your Reply, Reply All, or Forward, click the Send button at the top left corner. You will also have the option to cancel. Once you have clicked the Send button you will see Message Sent:



From the Message Sent page you have an option to Return to Message or Logout. To Logout, click on the Logout button on the lower right corner which will display the following message:



You are now logged out and can close this browser window.



If you wish to view your secure message again later, open the secure attachment and log in again.



If you cannot remember your password, click on the Forgot Password button on the bottom portion of the Login page to Reset Your Password. Answer the passphrase question you established when initially creating your account and click > Continue.

Reset Your Password



Please answer the following to reset your password.

Question : high school you attended

Answer:

 Cancel  Continue

Create a new password conforming to the password policy requirements, confirm your new password and click > Continue.

Enter New Password



Enter a new password.

Email Address:

New password:

Confirm password:

 Cancel  Continue

The secure e-mail message can now be read by the recipient.

Receiving Encrypted Email

You have received a secure, encrypted message from the sender. Click the attachment in the message to launch a browser to authenticate so that you can decrypt and read the message.

Note: If you see red X icons in the browser, your email client is blocking images. These images are typically the logo or images of the sender's organization. You can display the images or ignore them without affecting your ability to read the message.

If you have not registered for Proofpoint Encryption, you will be prompted to create an account and choose a password on the **Registration** page. Click **Continue** when you are done. In the future, you will not be prompted to register.

- If you have already registered, or if your account already exists, you will be prompted to sign in and provide your password to decrypt the message.

Click **Continue**.

- If you sign in, and the Login screen returns with a field that you can edit for your user name, it means Proofpoint Encryption found a record for you, but the email address is different - perhaps an email alias. Enter a different address to sign in. For example, a record for jsmith@example.com exists, but you entered joe@example.com - your alias for jsmith.

Replying or Forwarding

Your ability to reply to or forward an encrypted message depends upon the sending organization's policies. If you do not see a **Reply**, **Reply All**, or **Forward link**, it

is because the sender of the message cannot allow recipients to reply to or forward the message. When you reply to a message, your reply will be sent securely.

Adding Recipients

The ability to add or edit the recipient list when you reply to a message depends upon the sending organization's policies. The To and CC recipient fields will either be fixed so that you cannot change them, or you will be allowed to add or delete recipients from these fields. Separate multiple recipients with a comma.

When you forward a message, you can always edit the recipient list.

Note: The sender's organization has the option to restrict secure messages to specific domains. If this is the case, you will see an error message if you try to forward a secure message to a recipient that is not allowed to receive it.

Send Me a Copy

Proofpoint Encryption does not automatically place a copy of a secure message in your Sent folder. Click Send me a copy when you forward or reply to a secure message so that a copy will be sent to your address for your records.

Adding an Attachment to Encrypted Email

If you want to add an attachment to a message, click the Attach a file link.

Navigate to the file you want to attach and then click the Add link. The name of the attached file displays in the dialog box. Click Upload when you are done adding attachments.

To delete an attachment from a message, click the X link to the right of the attachment.

Note: The (combined) attachments cannot exceed 10 MB in size.

Reading a Secure Message on a Smart Phone

Some Smart Phones cannot download files, and some Smart Phones modify HTML files. Since your secure message is sent to you as an HTML attachment, you may not be able to read it on your Smart Phone. If you have trouble reading your secure message, follow the instructions to forward the message to another server. You will then be able to download the message from the server to read it.

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 or forward it. 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, Reply All, or Forward 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 Web Access on Windows Vista:

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