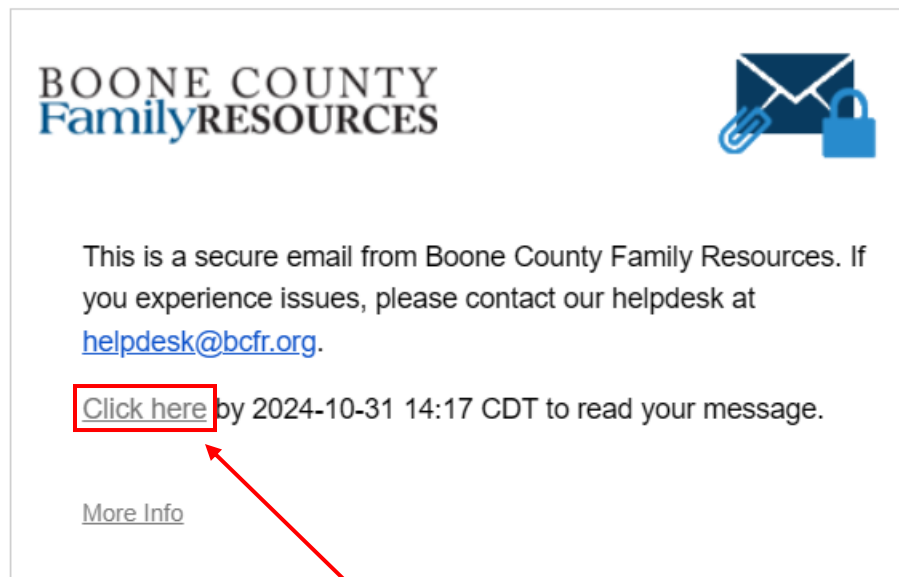# BCFR Proofpoint Guide

How to open an email encrypted by Proofpoint and how to reset your Proofpoint password.

How to Open an Email Encrypted by Proofpoint

1. **Receive the Encrypted Email**:

   o You will receive an email notification indicating that you have an encrypted message.

2. **Open the Notification Email**:

   o Open the email by clicking **"Click here"** link. The message expires 30 days after being sent. **After 30 days, you will not be able to access the email message**. You cannot manually delete a message from the Proofpoint portal, it will automatically delete after 30 days.

3. **Access the Secure Portal**:

   o You will be redirected to the Proofpoint Secure Reader Portal.

4. **Register or Log In**:

   o If this is your first time using Proofpoint, you will need to register. Enter your email address and create a password.

Password Policy　　　　　　　　　　×

- Passwords must be 7-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

  o If you have used Proofpoint before, simply log in with your existing credentials.

> **BOONE COUNTY**
> **Family RESOURCES**
>
> ### Login
>
> Log in to Email Encryption
>
> Email Address
>
> bnhulett@gmail.com
>
> Password
>
> [　　　　　　　　　　　　]
>
> Forgot Password
>
> **Continue**

5. **View/Reply to the Encrypted Email:**

  o Once logged in, you will be able to view and reply to your encrypted email securely within the portal. If you add attachments to email, the total size of all attachments cannot exceed 30 MB.

> **BOONE COUNTY**
> **Family RESOURCES**　　　　　　　　　　bnhulett@gmail.com **Logout**
>
> ↻　　　　　　　**New Message**　**Reply**　**Reply All**　**Forward**　　　　　　　**Help**
>
> **Inbox**
>
> bhulett@bcfr.org　　　　Oct 1, 02:17 PM ▲
> [secure] test
>
> **[secure] test**　　　　　　　　　　　　　　*Digital Signature is VALID* ✔
>
> From:　Brian Hulett
> To:　　Brian Hulett
> Cc:
> Sent:　10/1/2024 2:17:53 PM
>
> Test email from Proofpoint.
>
> Thanks,
>
> **Brian Hulett**
> IT Specialist

How to Reset Your Proofpoint Password

1. **Initiate Password Reset**:

   o If you forget your password, go to the Proofpoint Secure Reader Portal login page by clicking on a received email message or clicking the following link: https://securemail.bcfr.org/securereader/init.jsf
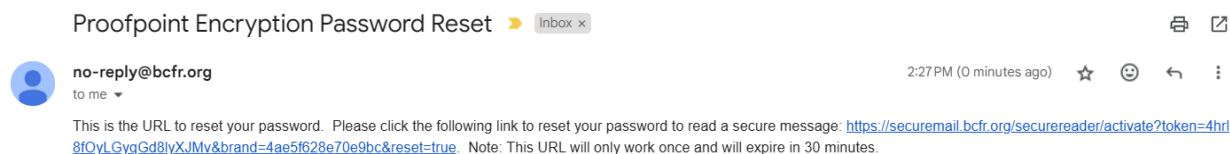
   o Click on the **"Forgot Password"** link.

2. **Enter Your Email Address**:

   o Enter the email address you use to receive encrypted emails and click **"Continue"**.
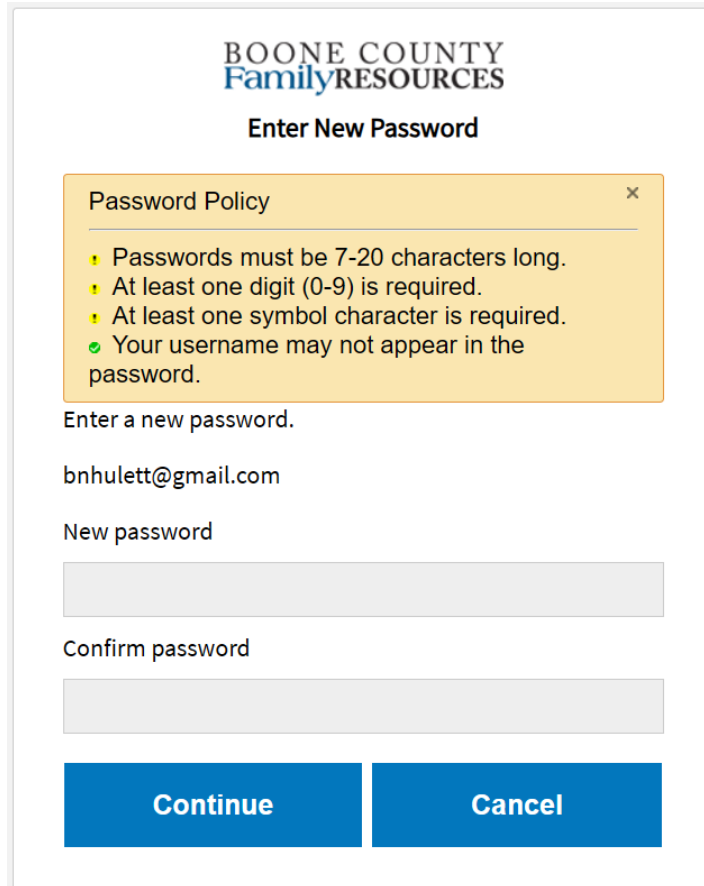

3. **Receive Password Reset Email**:

   o Check your inbox for an email from Proofpoint with the subject "Proofpoint Encryption Password Reset".

   o Open the email and click on the provided link to reset your password.

   o **The link is only valid for 30 minutes**. After 30 minutes if you have not clicked on the link, you will have to request a new password reset.

4. **Create a New Password**:

   o Enter your new password and confirm it by entering it again.

   o Click **"Continue"** to complete the password reset process.

5. **Log In with New Password**:

   o Return to the Proofpoint Secure Reader Portal and log in using your new password to access your encrypted emails.

If you follow these steps, you should be able to open your encrypted emails and reset your password without any issues. If you encounter any problems, feel free to reach out to helpdesk@bcfr.org for further assistance!