

# User Guide to Receiving Encrypted Mail

## Background

Everybody is responsible for ensuring that all transfers of information by email are safe and secure. The Information Commissioner's Office can fine organisations for breaches of the Data Protection Act - which could include sending sensitive information in an unencrypted email or sending it to the wrong address. MFT use **Proof-point Encryption**. This enables us to send patient/person identifiable and other sensitive data to any external email address securely.

## What is Proof-point Encryption?

Proof-point Encryption gives the user a method of sending information securely via e-mail to an external contact or organisation.

## What does Proof-point Encryption do?

Proof-point Encryption ensures that confidential and/or sensitive information is protected and can only be read by you and the person who sends it.

## What happens when you receive the Proof-point email?

You will have an email that has an attachment and will be prompted by the following screen:-



## How to open a Proof-point email for the first Time.

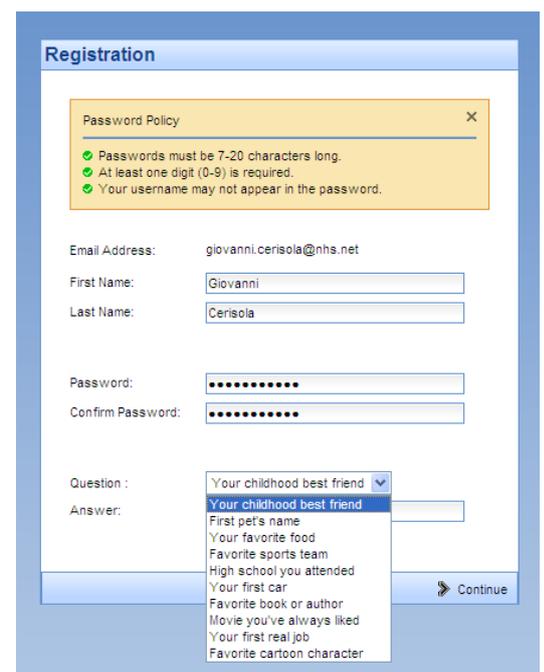
To open a Proof-point email for the first time to access the email; simply click on the '[Click here](#)' link in the message.

This will take you to a Registration screen as follows:-

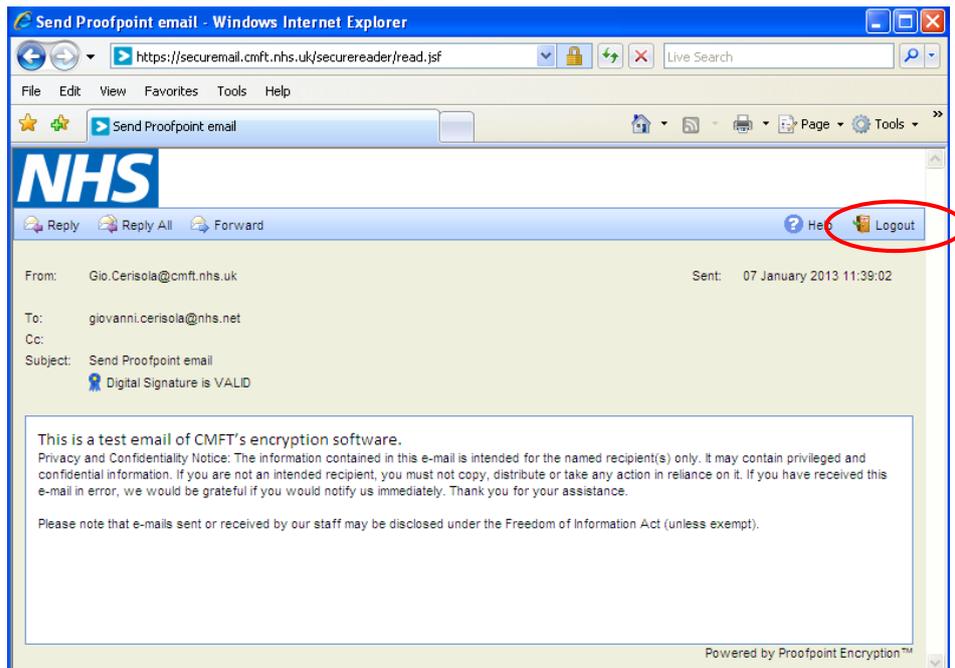
When going through this process for the first time, you will need to register - name, password, security question and answer are required.

Once your details have been completed, the contents of the message can now be viewed.

For future emails once you have registered and gone through the process of setting up your security details, you will simply be asked for your password.

A screenshot of a registration form titled "Registration". A yellow "Password Policy" popup is visible at the top, listing requirements: "Passwords must be 7-20 characters long.", "At least one digit (0-9) is required.", and "Your username may not appear in the password." The form fields include: "Email Address: giovanni.cerisola@nhs.net", "First Name: Giovanni", "Last Name: Cerisola", "Password:" and "Confirm Password:" (both masked with dots), "Question:" with a dropdown menu showing "Your childhood best friend" selected, and "Answer:" with a text input field. A "Continue" button is at the bottom right.

Once you have finished reading the message, click 'Logout'.



## Detailed guidance on the use of Proof-point Encryption

For detailed guidance on how to use the software, or to reset your password click the '[More Info](#)' link on the message screen



This will then take you to a webpage with further information:-

### Contact

If you have any further queries about this process please email us at [mft.genomics@nhs.net](mailto:mft.genomics@nhs.net)