HOW TO OPEN ENCRYPTED MESSAGES AND ATTACHMENTS RECEIVED FROM THE DIVISION

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Aging and Disability Services Division
Step 1: Click the attachment in the message

- A new tab will open on your web browser
Step 2: Click “Click to read message”

Step 3: The window to the left may pop up. If so, click “OK” to continue.
Step 4: A Pop-up blocker may block you from continuing. To proceed, click “Options for this site” and then “Always allow”.

Step 5: A Login screen will appear - enter your password. Click ☰️ to see what you entered and make corrections to your password if needed. If Password is correct, click “Continue”. 
Step 6: You now will be able to view the email that was sent encrypted (secure email) by the ADSD system called “Proofpoint”.

From: EITSHELP@admin.nv.gov
To: @gmail.com, @admin.nv.gov
CC: 
Subject: RE Password reset
Digital Signature is VALID
Attachments: Image001.png

Proofpoint Information

Secure email accounts unlock themselves after 15 minutes. Can you wait 15 minutes and then try to login to your Secure email account again with your correct password, and let us know if you still continue to have problems.

You simply need to attempt to read the secure emailing that have been sent to you from our users, and the first Time that you attempt to do so you'll be prompted to create an account to be able to read that secure emailing. After creating your account on our secure email system, then you'll use the credentials that you provided when Creating that account to read future secure emailing that you receive from our users.

If you've forgotten the password for your secure email account on our system, then let us know and we'll delete Your account and then you can re-create it when trying to read one of our secure email messages.
RESPONDING TO EMAIL

To respond to an email click “Reply All”.

To receive a copy of your reply, be sure your email address is listed, or add it under “To:” or “Cc:”.

OR USING GMAIL:

Go back to the email in your Gmail account and click “Reply”.

Send documents this way to receive a copy of your reply.
ATTACHMENTS

To view attachments sent through Proofpoint email, follow steps 1-4. Start by clicking on the attachment.

– The alert below (yellow) will be displayed on your email sent through Proofpoint.