How Do I Read a Secure Message

When you receive a secure message in your mailbox, it will look similar to this. Click the attachment, **SecureMessageAtt.html** to launch your web browser.

How to Open an Attachment

If this is the first time you received a secure message from us, you will be prompted to register with **Proofpoint Encryption** (see "How to Register with Proofpoint Encryption below). Log in to Proofpoint Encryption and then click the **Click to read message** button to read your message.
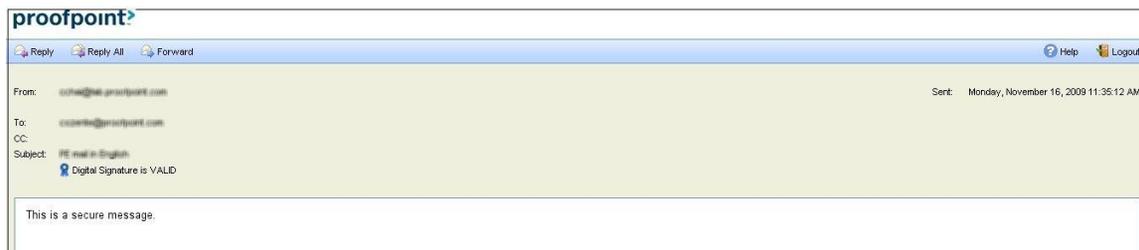

How to Register with Proofpoint Encryption

The first time you receive a secure message, you will be prompted to create an account to register with Proofpoint Encryption. Complete the fields and then click **Continue**.
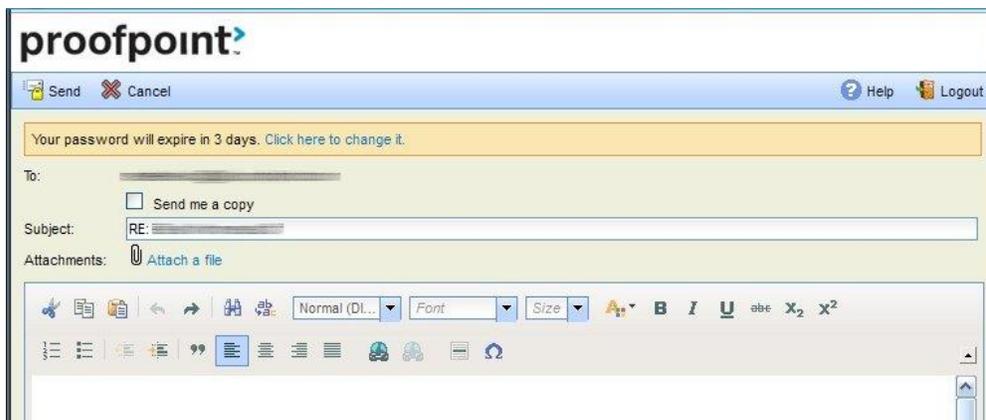
How to Read Your Message – About Reply, Reply All, and Forward

The **Reply**, **Reply All**, and **Forward** options are available at the top of the e-mail message.
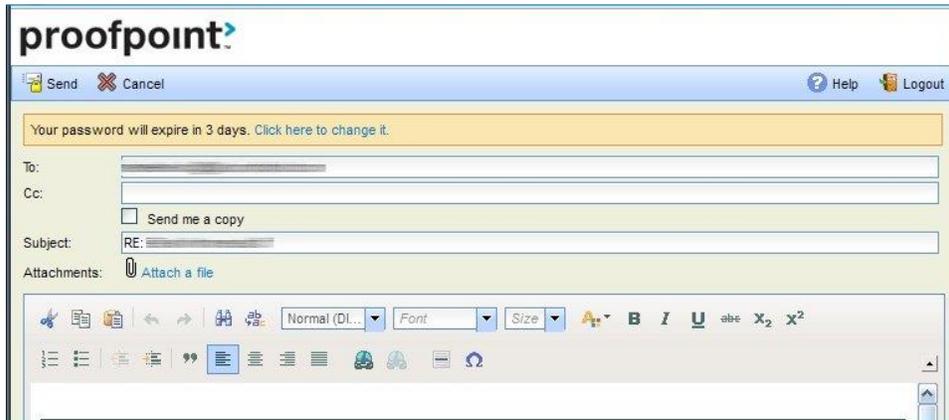

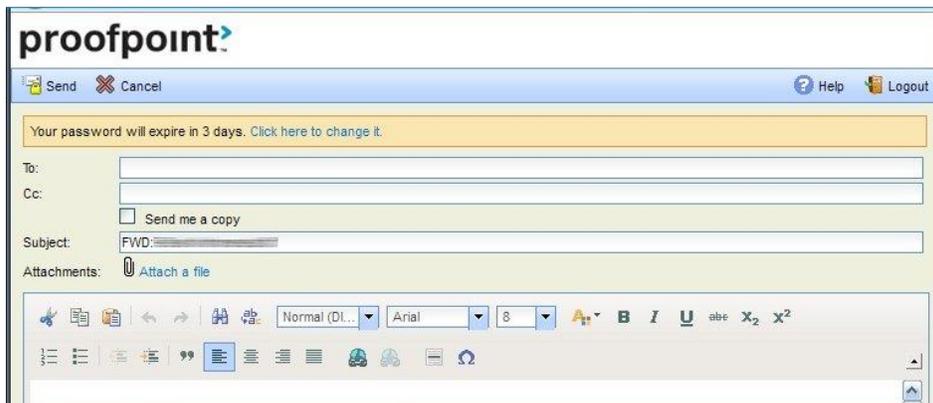If you click **Reply** you cannot add more recipients to the message.

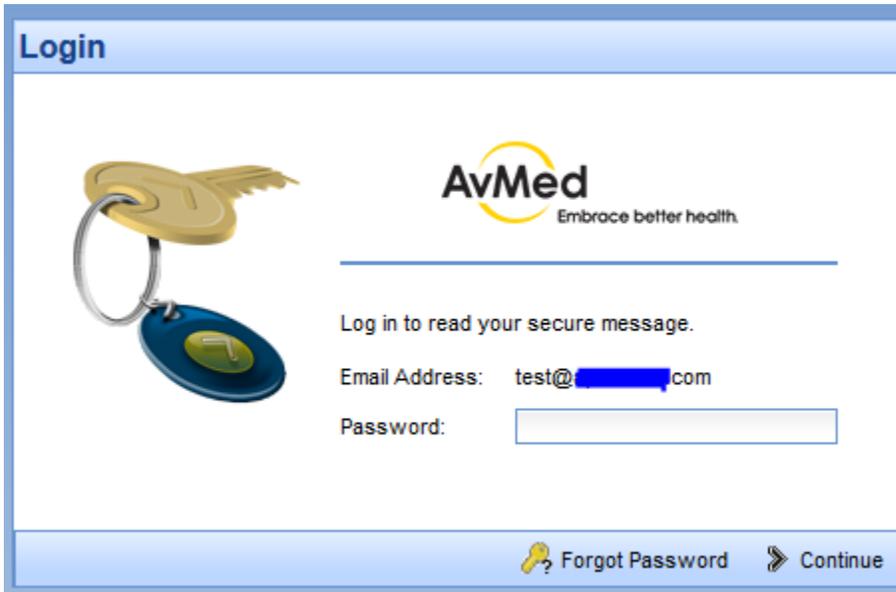If you click **Reply All** you can add more recipients to the message.

If you click **Forward** you can add recipients to the message. The recipients will be restricted to certain domains according to AvMed's security policies.

Click **Logout** when you are done.

The next time you want to read a secure message, you will be prompted to log in to **Proofpoint Encryption** using your password.

Will My Password Expire?

Your password may expire after a period of time. The password expiration is determined by the email administrator based on security and HIPAA compliance best practices. If your password is about to expire, you will see the message **"Your password will expire in *n* days"** displayed in a secure message as shown below.

Click the link, **"Click here to change it",** next to the expiration message to reset your password.

If your password expires before it is reset, you will be prompted to reset your password the next time you read a secure message.

What if I Forget My Password

If you forgot your password, click the **Forgot Password** link. You will receive an email message with a link in it. Click the link to reset your password.