

Our Commitment to Keeping Your Information Safe

Guide to Opening Encrypted Email Messages

To protect your information, any emails that include your personally identifiable information (PII) are handled through the **Proofpoint Email Encryption** solution. This guide will take you through what you will experience when receiving an encrypted email from our office.

[One-time Proofpoint Registration](#) 1

[Opening an Encrypted Email Message from Your Personal Computer \(PC\)](#) 1

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One-time Proofpoint Registration

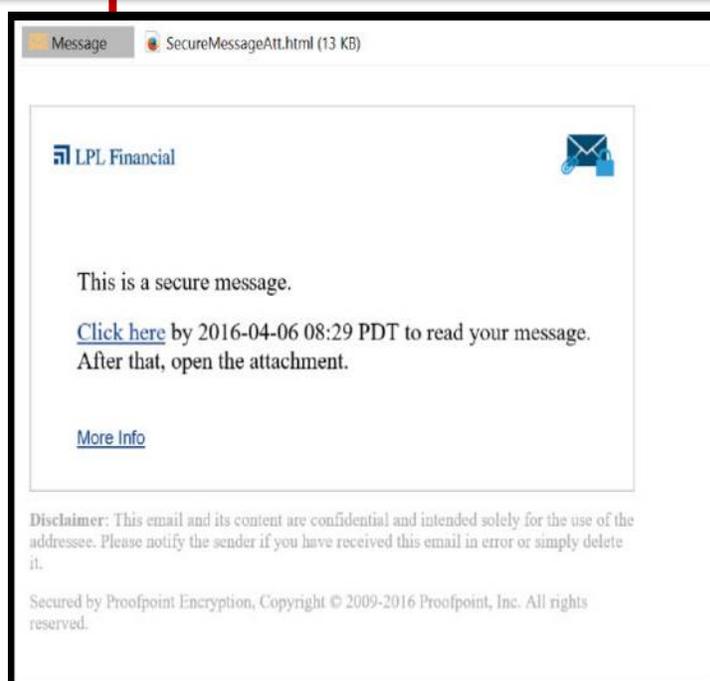
The first time you receive an encrypted email message from our office, you will need to go through a one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** and **Answer**. This can be done from your personal computer (PC) or your mobile device. The registration step is included in the *Opening an Encrypted Email Message* sections of this guide.

Opening an Encrypted Email Message from Your Personal Computer (PC)

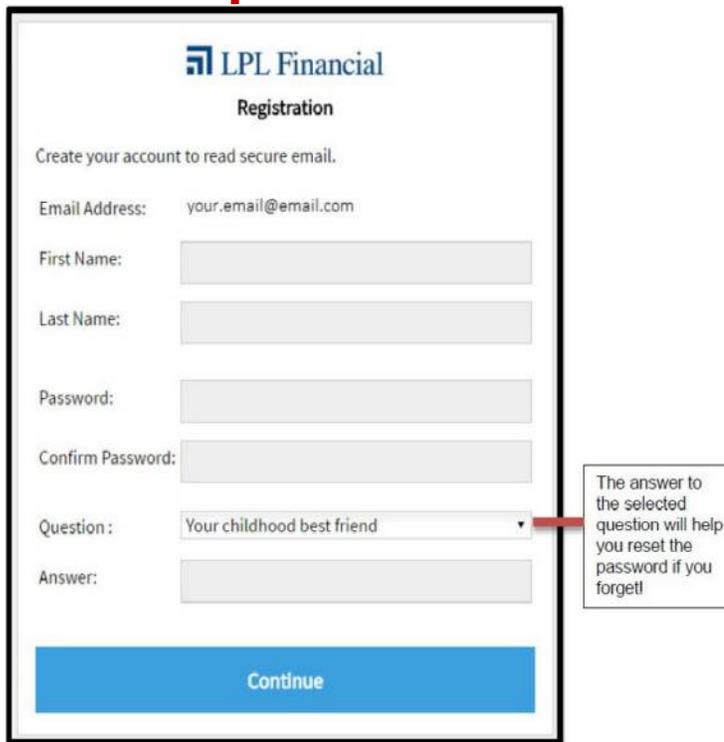
1

When you receive an encrypted (secure) message, it will look similar to this message.

To access the secure email, you can either select the **[Click here](#)** link within the email message, or you can double-click on the attachment.



Important Note: The first time you receive an encrypted email message from our office, you will need to go through the **Proofpoint** one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** with **Answer**.

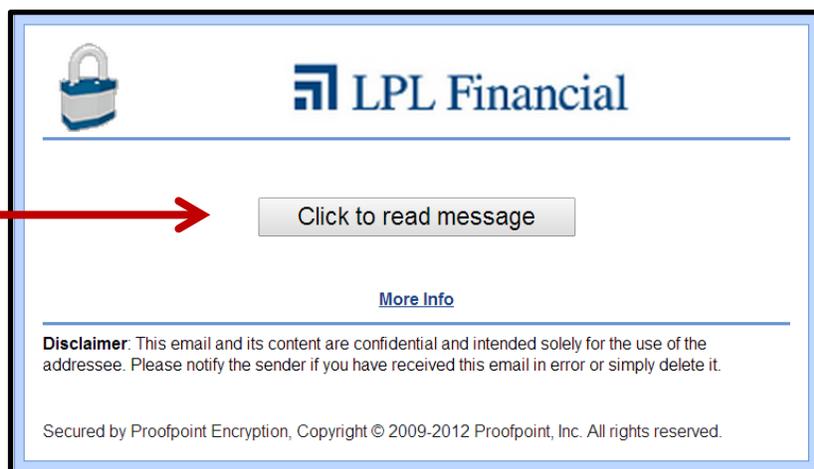


The screenshot shows the LPL Financial Registration page. At the top is the LPL Financial logo and the word "Registration". Below that is the instruction "Create your account to read secure email." The form includes fields for "Email Address:" (with the placeholder "your.email@email.com"), "First Name:", "Last Name:", "Password:", and "Confirm Password:". There is a "Question:" dropdown menu with "Your childhood best friend" selected, and an "Answer:" field below it. A blue "Continue" button is at the bottom. A red line connects the "Important Note" box to the top of the form. A callout box points to the question dropdown with the text: "The answer to the selected question will help you reset the password if you forget!"

2

Both the **Click here** link and the attachment within your email will launch an internet browser that opens this page.

Select the **Click to read message** button.



The screenshot shows an email interface with the LPL Financial logo and a padlock icon. A red arrow points from the "Click to read message" button in the text above to the button in the screenshot. Below the button is a "More Info" link. At the bottom, there is a "Disclaimer" section and a footer: "Secured by Proofpoint Encryption, Copyright © 2009-2012 Proofpoint, Inc. All rights reserved."

3

Next, you will be prompted to enter your **Proofpoint** email encryption password.

Login

 LPL Financial

Log in to read your secure message.

Email Address: _____

Password:

[Forgot Password](#) [Continue](#)

4

Next, you will be taken to the **Proofpoint** secure email application where you are *only* able to read and reply to the email. The option to **Forward** the email has been disabled. Direct replies back to our office will automatically be encrypted.

LPL Financial

Reply [Help](#) [Logout](#)

From: _____ Sent: 4/9/2014 11:08:20 AM

To: _____

Cc: _____

Subject: Test Email
Digital Signature is VALID

The information contained in this email message is being transmitted to and is intended for the use of only the individual(s) to whom it is addressed. If the reader of this message is not the intended recipient, you are hereby advised that any dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please immediately delete.

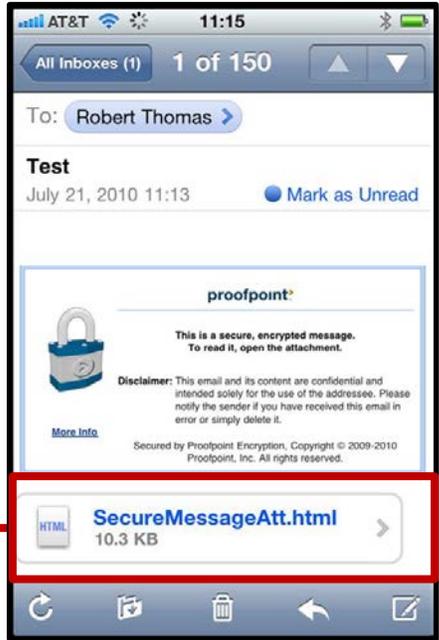
Member FINRA/SIPC
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Powered by Proofpoint Encryption™

Opening an Encrypted Email Message from Your Mobile Device

1

When accessing the secure message on your mobile device, the message will include an attachment that you will need to tap on (select).



Important Note: The first time you receive an encrypted email message from our office, you will need to go through the **Proofpoint** one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** with **Answer**.

If you have already gone through the registration on your PC, this does not apply, since you only need to register once.



2

Next, you will be prompted to enter your **Proofpoint** email encryption password.



3

You will *only* be able to read and reply to the email. The option to **Forward** the email has been disabled. Direct replies back to our office will automatically be encrypted.

