

E-mails you receive from DHS/OHA are secure e-mail messages. This is necessary to protect your confidential information.

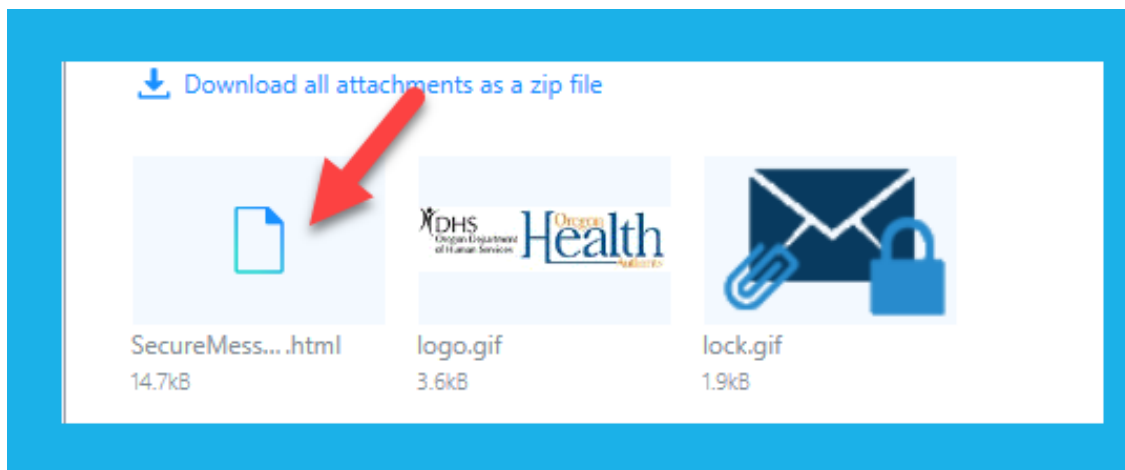
You will receive a notification letting you know that you have a secure message from DHS/OHA. The notification email will contain a link that will direct you to the secure message.

Retrieving a Secure Email Message

- Select the “Click here” link in the notification email received.
 - If you are already registered, you will be asked to provide your password.
 - If you forgot your password, see the **Reset Password** instructions below.
 - If you need to register, see the **Register** instructions below.

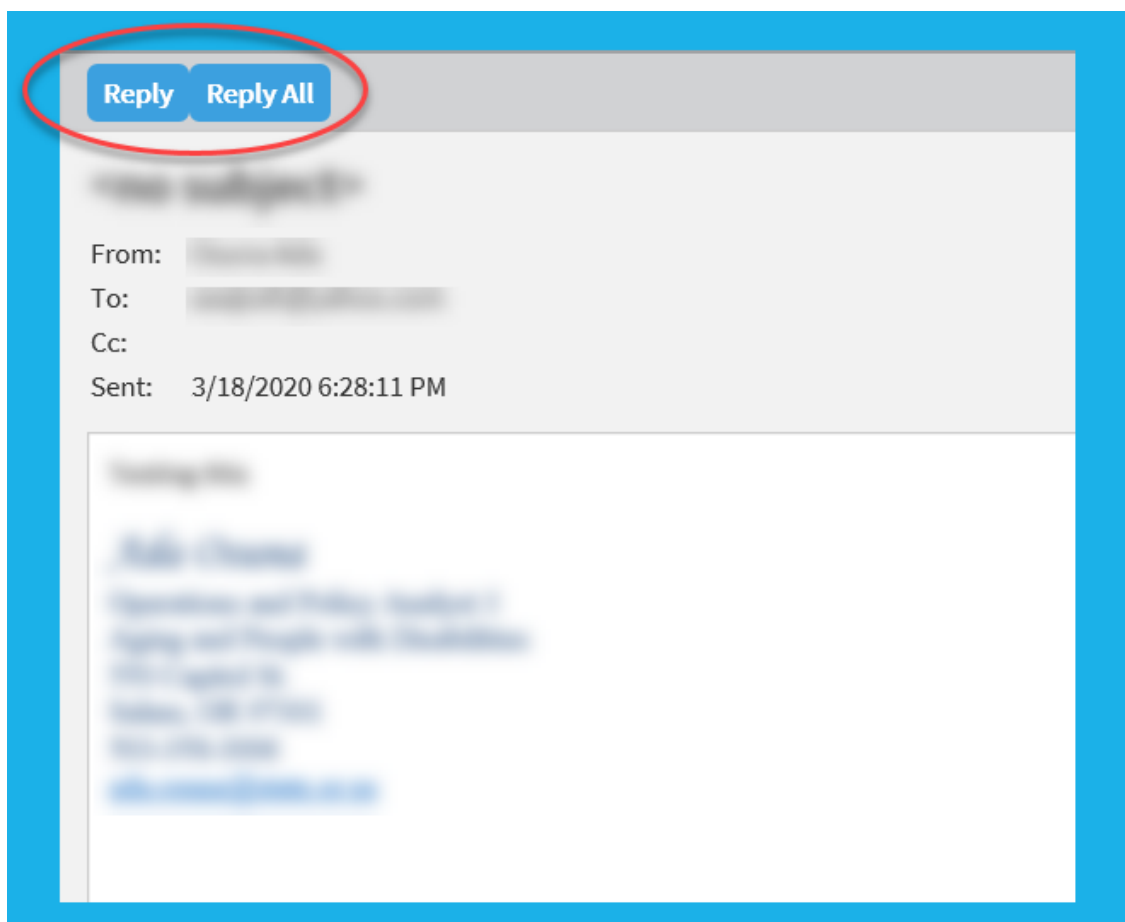
A screenshot of a login page for retrieving a secure email message. The page has a blue header with the word "Login" in white. Below the header, the text "Log in to read your secure message." is displayed. There are two input fields: the first is for the username, and the second is for the password, with the label "Password" in a light blue font. Below the password field is a link that says "Forgot Password". At the bottom of the form is a large blue button with the word "Continue" in white.

The hyperlink included in the notification is active for 30 days. After 30 days, you will need to open the accompanying attachment in order to view the email.



Replying to a Secure Email

Use the **Reply** or **Reply All** buttons within the secure email system to respond to your secured email. Your reply will be routed back through the secure email system and will be encrypted.



Registration

Enter First Name, Last Name

Registration

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Continue

Create a Password using the following Password Policy and click Continue

Registration

Password Policy

✔ Passwords must be 8-20 characters long.

✔ At least one digit (0-9) is required.

✔ Both uppercase and lowercase characters are required.

✔ Your username may not appear in the password.

Create your account to read secure email.

Email Address:

First Name:

Last Name:

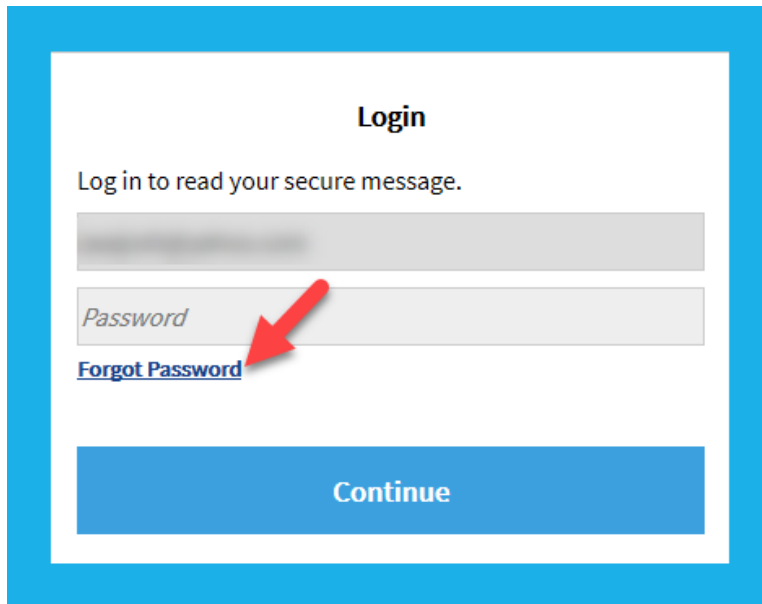
Password:

Confirm Password:

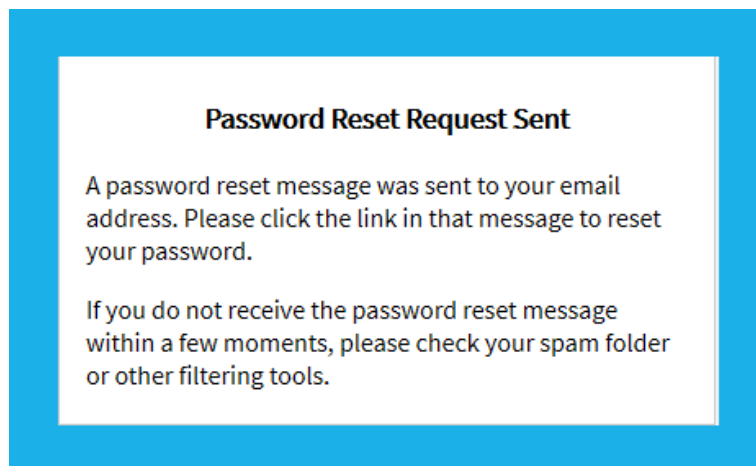
Continue

Reset Password

- Click Forgot Password.
 - If Proofpoint Encryption is configured to allow you to reset your password, you will be prompted for your security question. Create a new password for your account.
 - If not, a pop-up will appear letting you know that a password reset request was sent to your email address.



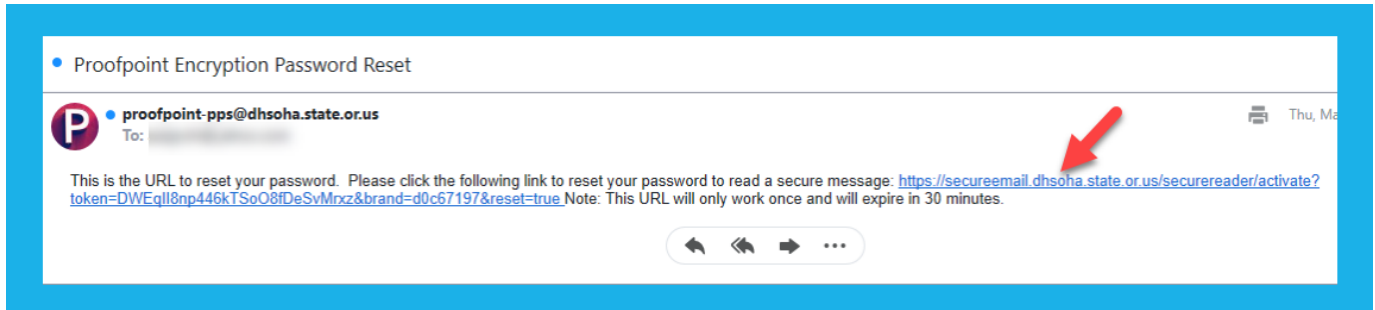
The screenshot shows a login interface with a blue border. At the top, it says "Login". Below that, it says "Log in to read your secure message." There are two input fields: the first is for a username (blurred) and the second is for a password, labeled "Password". Below the password field is a blue link that says "Forgot Password", which is highlighted by a red arrow. At the bottom is a large blue button labeled "Continue".



The screenshot shows a confirmation page with a blue border. At the top, it says "Password Reset Request Sent". Below that, it says "A password reset message was sent to your email address. Please click the link in that message to reset your password." At the bottom, it says "If you do not receive the password reset message within a few moments, please check your spam folder or other filtering tools."

Reset Password

- Check your e-mail messages. Open the e-mail you received from proofpoint-pps@dhsosha.state.or.us
- Click on the link to reset your password.



Follow the instructions to reset your password

A screenshot of a web form titled "Enter New Password". At the top, there is a "Password Policy" box with a close button (X) and four requirements, each preceded by a green checkmark: "Passwords must be 8-20 characters long.", "At least one digit (0-9) is required.", "Both uppercase and lowercase characters are required.", and "Your username may not appear in the password." Below the policy box is the instruction "Enter a new password." followed by a text input field. Below that are two password input fields, each containing ten dots. At the bottom of the form are two blue buttons: "Continue" and "Cancel".

To Print a Secure Email Using Internet Explorer:

- Open the secure email in your browser. See instructions above for "Retrieving your secure email."
- Click File on the browser menu bar.
- Click Print.
- Verify or change any print settings.
- Click the Print button.

To Save a Secure Email Using Internet Explorer:

- Open the secure email in your browser. See instructions above for "Retrieving your secure email."
- Click File on the browser menu bar.
- Click Save as.
- Navigate to a folder on your computer where you want to save the file.
- Verify or change the File name and Save as type options. We recommend you select Text file (.txt) in the 'Save as type' box.
- Click the Save button.