

# 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

[Opening an Encrypted Email Message from Your Mobile Device](#) 4

## One-time Proofpoint Registration

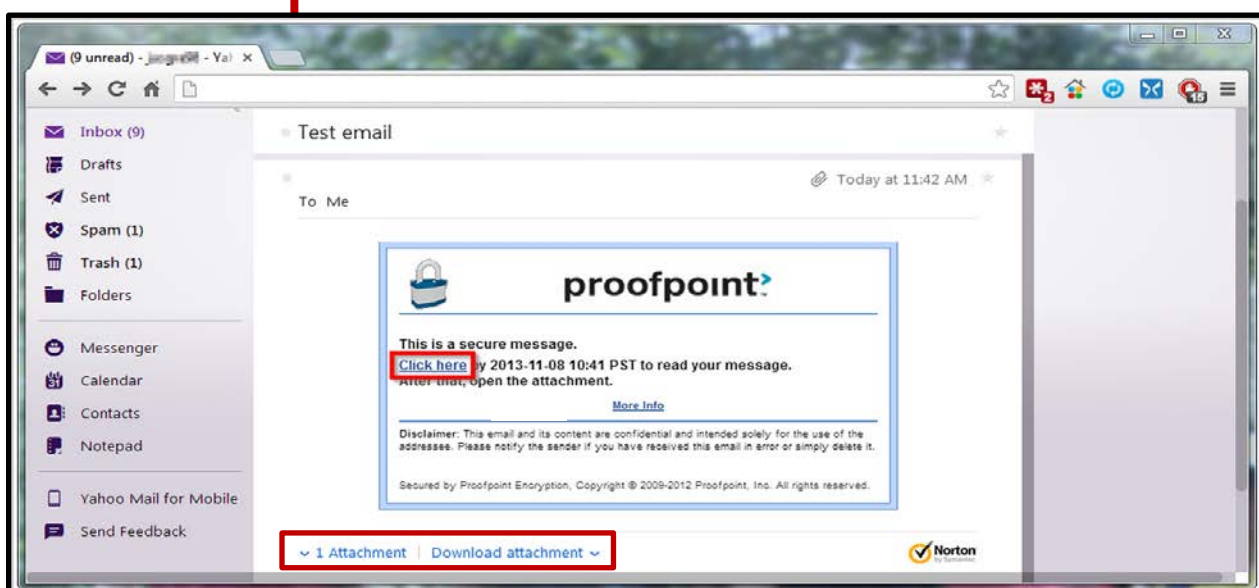
The first time you receive an encrypted email message from our office, you will need to go through a one-time registration that requires you to enter your **First** and **Last Name**, create your **Password** and choose a security **Question** and **Answer**. This can be done from your personal computer (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)

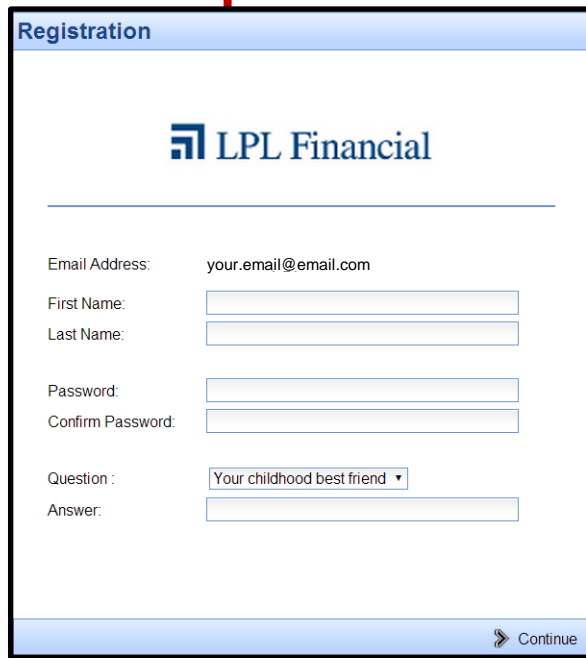
1

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**.

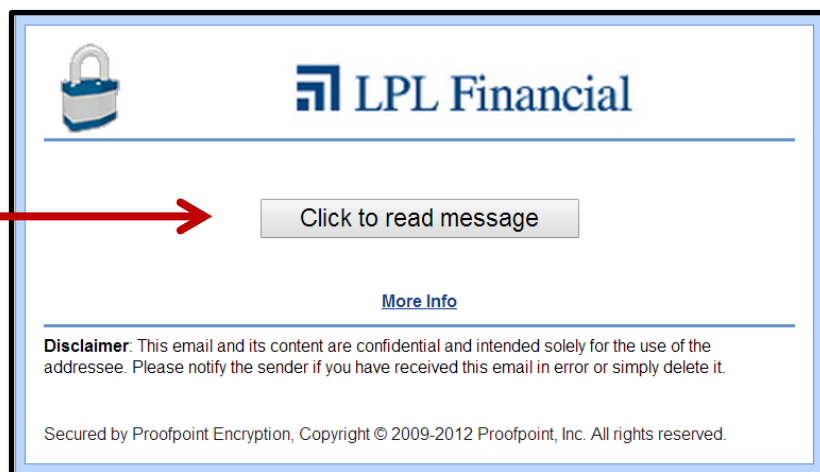


The screenshot shows a web browser window titled "Registration" for LPL Financial. The page features the LPL Financial logo at the top. Below the logo, there are several input fields: "Email Address" (pre-filled with "your.email@email.com"), "First Name", "Last Name", "Password", "Confirm Password", "Question" (a dropdown menu with "Your childhood best friend" selected), and "Answer". A "Continue" button with a right-pointing arrow is located at the bottom right of the form.

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 a lock icon in the top left corner. The LPL Financial logo is centered at the top. Below the logo is a large button labeled "Click to read message". Underneath the button is a link for "More Info". At the bottom of the email content, there is a "Disclaimer" section stating: "This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it." Below the disclaimer is a footer: "Secured by Proofpoint Encryption, Copyright © 2009-2012 Proofpoint, Inc. All rights reserved." A red arrow points from the text above to the "Click to read message" button.

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: [Redacted] Sent: 4/9/2014 11:08:20 AM

To: [Redacted]

Cc: [Redacted]

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.

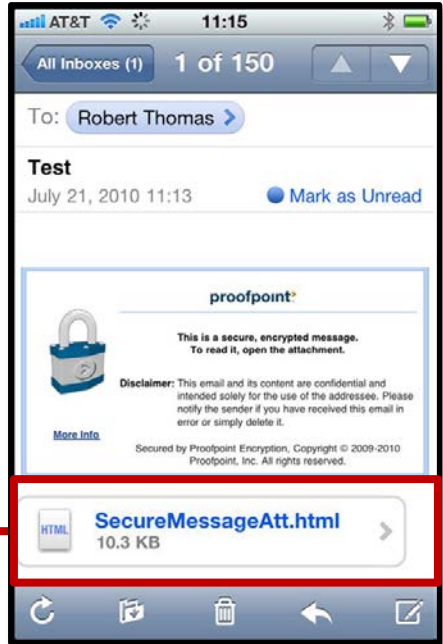
Member FINRA/SIPC  
Copyright 2008 — LPL Financial. All Rights Reserved.

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.

