



Proofpoint Encryption Guide

June 2019



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Overview

Throughout the months of June and July, the current system used to encrypt outgoing email messages, Voltage, will be replaced by Proofpoint Encryption. This document describes how to perform basic functions within the system.

Receiving Messages / Message Format

All NLG emails received thru Proofpoint Encryption will use the following template:



This is a secure and encrypted message.



[Click here](#) by 2019-06-13 16:15 EDT to read your message.
After that, open the attachment.

[More Info](#)

Disclaimer: 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.

National Life Group® is a trade name representing various affiliates, which offer a variety of financial service products.

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 SecureMessageAtt...

The sender address and subject line will always be that of the original message (as opposed to a generic Proofpoint/NLG address and/or subject line). Additionally, every email will include an attachment titled, "SecureMessageAtt.html".

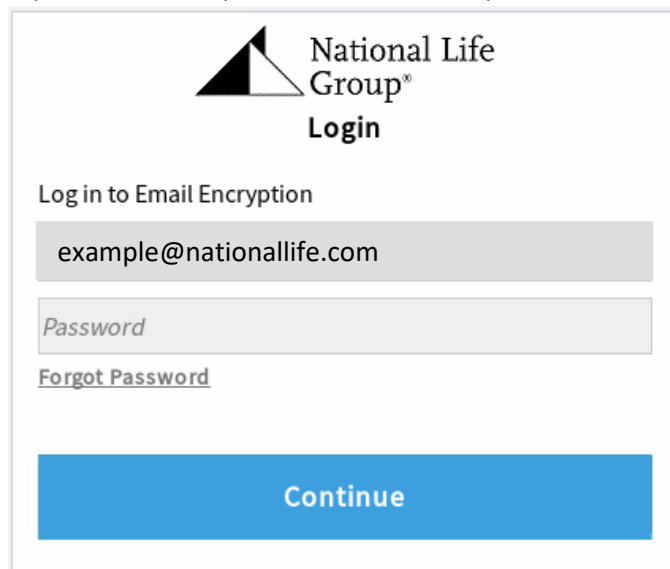
Opening Encrypted Messages

Opening encrypted messages received through Proofpoint Encryption can be done in 1 of 2 ways:

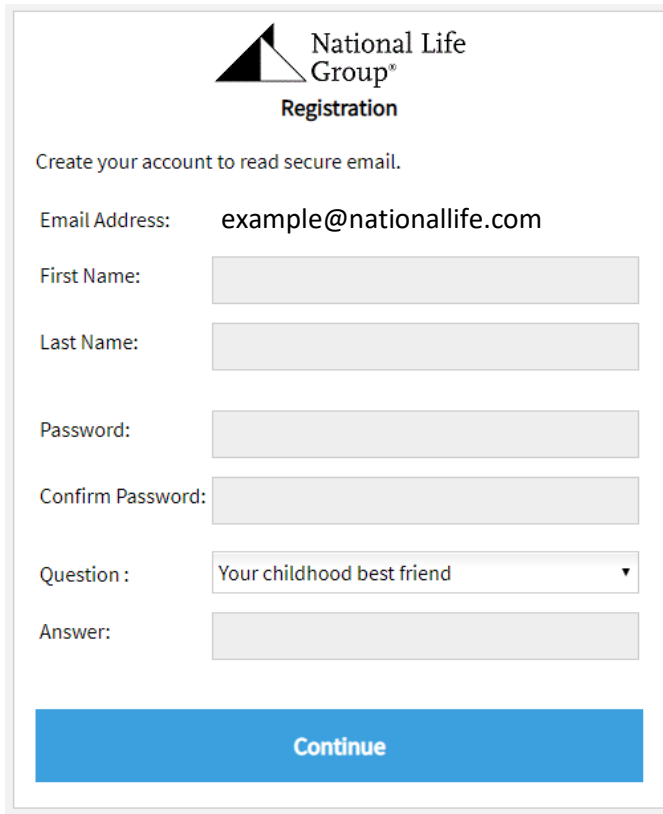
1. **Click Here** link
 - a. Click on the **Click Here** link located in the body of the email



- b. If you have already created an account, you will be sent to a log in screen



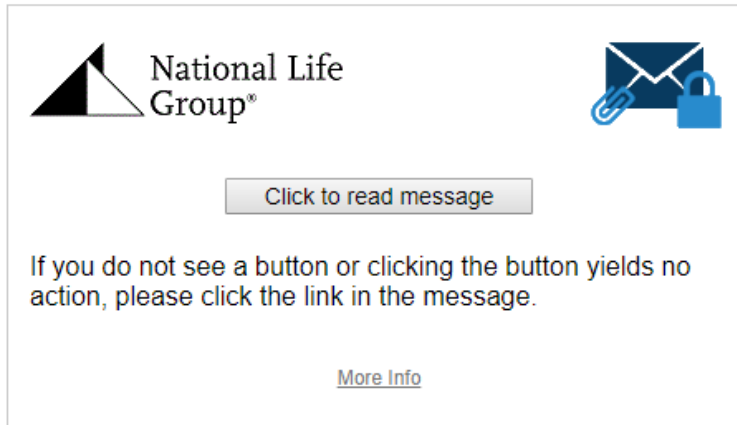
- c. If you have not created an account, you will be prompted with an account creation page (see **Create Account** section for more info)



The image shows a registration form for National Life Group. At the top, there is the National Life Group logo and the word "Registration". Below the logo, it says "Create your account to read secure email." The form contains several input fields: "Email Address" with the value "example@nationallife.com", "First Name", "Last Name", "Password", "Confirm Password", "Question" (a dropdown menu with "Your childhood best friend" selected), and "Answer". At the bottom of the form is a blue "Continue" button.

- 2. Open **SecureMessageAtt.html** attachment

- a. Click/open the **SecureMessageAtt.html** file attached to the email, which will direct you to the following page in your internet browser

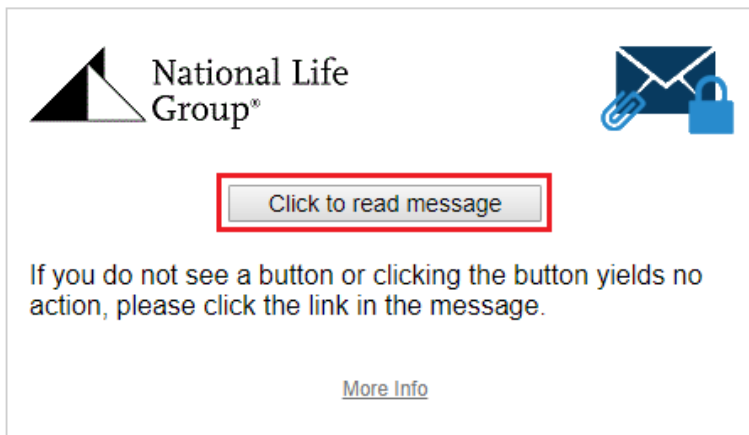


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- b. Click the **Click to read message** button

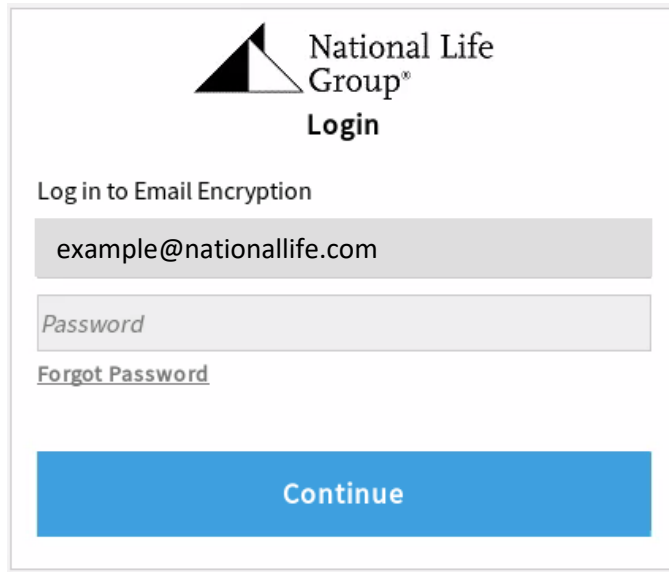


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National Life Group® is a trade name representing various affiliates, which offer a variety of financial service products.

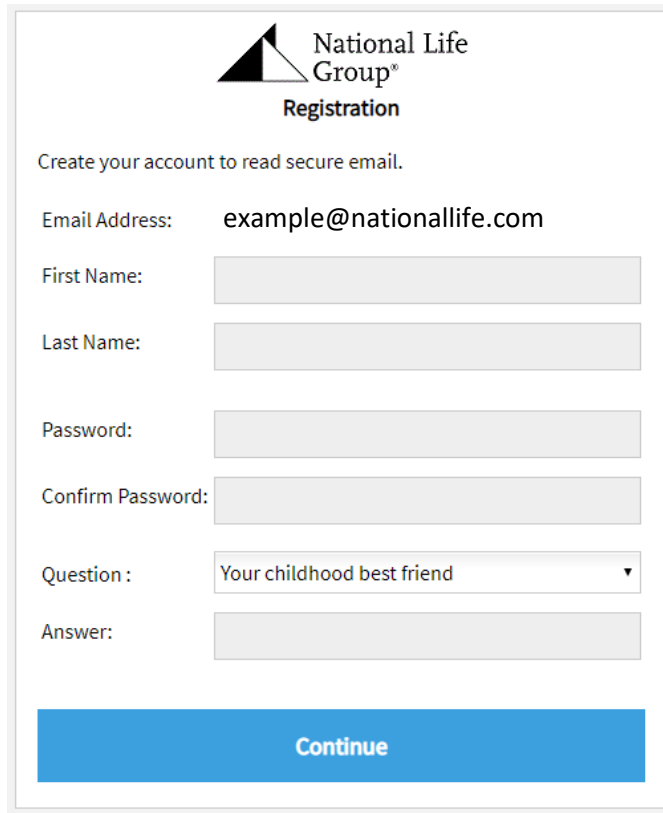
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- c. If you have already created an account, you will be sent to a log in screen



The login screen features the National Life Group logo at the top, followed by the text "National Life Group® Login". Below this is the heading "Log in to Email Encryption". There are two input fields: the first contains the email address "example@nationallife.com" and the second is labeled "Password". A link for "Forgot Password" is positioned below the password field. A large blue "Continue" button is at the bottom.

- d. If you have not created an account, you will be prompted with an account creation page (see **Create Account** section for more info)

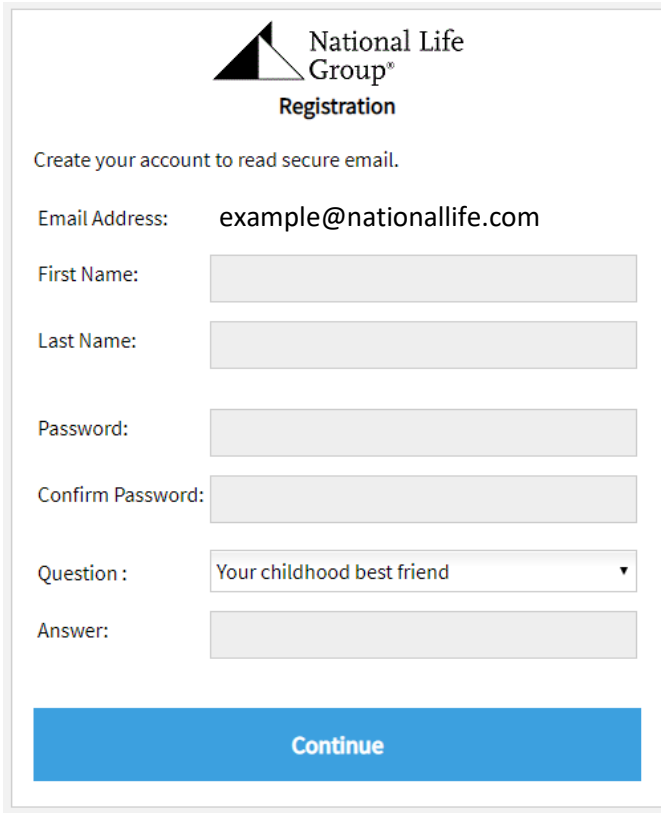


The registration screen features the National Life Group logo at the top, followed by the text "National Life Group® Registration". Below this is the heading "Create your account to read secure email." The form includes several fields: "Email Address:" with "example@nationallife.com", "First Name:", "Last Name:", "Password:", "Confirm Password:", "Question:" with a dropdown menu showing "Your childhood best friend", and "Answer:". A large blue "Continue" button is at the bottom.

Create Account

If you do not have an account, you will be prompted to create one the first time you open an encrypted email message.

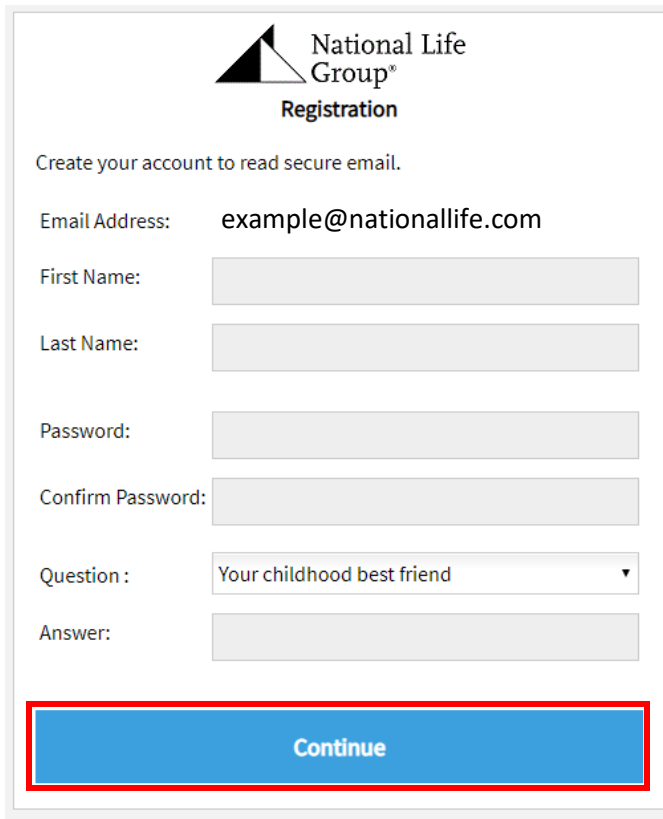
1. Follow one of the 2 methods mentioned above to open the encrypted email, which will take you to the account creation page



The image shows a registration form for National Life Group. At the top, there is the National Life Group logo and the word "Registration". Below the logo, it says "Create your account to read secure email." The form contains several input fields: "Email Address" with the value "example@nationallife.com", "First Name", "Last Name", "Password", "Confirm Password", "Question" (a dropdown menu with "Your childhood best friend" selected), and "Answer". At the bottom of the form is a blue "Continue" button.

2. Fill out all of the form fields. Note that passwords must meet the following criteria:
 - a. Must be 12-20 characters long.
 - b. At least one digit (0-9) is required.
 - c. At least one symbol character is required.
 - d. Both uppercase and lowercase characters are required.
 - e. Your username may not appear in the password.

3. Click the **Continue** button



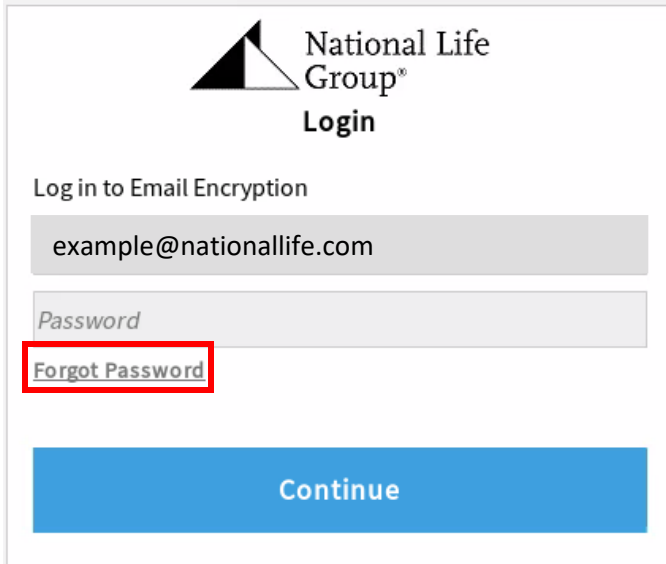
The image shows a registration form for National Life Group. At the top left is the National Life Group logo, consisting of a stylized triangle. To the right of the logo, the text "National Life Group®" is displayed, with "Registration" centered below it. Below the header, the instruction "Create your account to read secure email." is shown. The form contains several input fields: "Email Address:" with the value "example@nationallife.com"; "First Name:" with an empty text box; "Last Name:" with an empty text box; "Password:" with an empty text box; "Confirm Password:" with an empty text box; "Question:" with a dropdown menu showing "Your childhood best friend"; and "Answer:" with an empty text box. At the bottom of the form is a blue button labeled "Continue", which is highlighted with a red rectangular border.

4. You will be automatically directed to your Secure Reader Inbox where you can view your encrypted message

Forgot Password

If you do not know your password, there is a way to reset the password through your web browser.

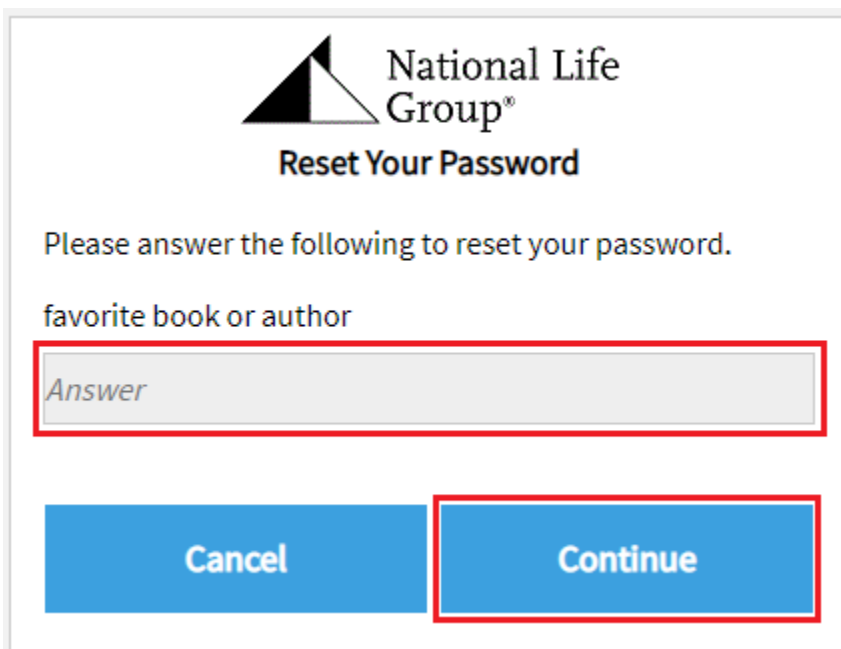
1. At the login screen, click the **Forgot Password** link



The image shows a login screen for National Life Group. At the top left is the National Life Group logo, consisting of a stylized triangle. To the right of the logo, the text "National Life Group®" is displayed in a serif font, with "Login" centered below it in a bold sans-serif font. Below the header, the text "Log in to Email Encryption" is shown. There are two input fields: the first contains the email address "example@nationallife.com", and the second is labeled "Password" and is currently empty. A red rectangular box highlights a link labeled "Forgot Password" located below the password field. At the bottom of the form is a large blue button with the text "Continue" in white.

2. You will be prompted with the security question you configured when you created your account. Input your security answer, then click **Continue**.

***If you do not know the answer to your security question, please contact the Help Desk via email at helpdesk@nationallife.com or by phone at x3000 or toll-free at 877.654.3499.*



The image shows a "Reset Your Password" screen for National Life Group. At the top left is the National Life Group logo. To the right, the text "National Life Group®" is displayed in a serif font, with "Reset Your Password" centered below it in a bold sans-serif font. Below the header, the text "Please answer the following to reset your password." is shown. A security question, "favorite book or author", is displayed above a text input field. The input field contains the word "Answer" in a light gray font and is highlighted with a red rectangular border. Below the input field are two blue buttons: "Cancel" on the left and "Continue" on the right. The "Continue" button is also highlighted with a red rectangular border.

3. Input a new password, confirm the password, then click **Continue**. Note that passwords must meet the following criteria:
 - a. Must be 12-20 characters long.

- b. At least one digit (0-9) is required.
- c. At least one symbol character is required.
- d. Both uppercase and lowercase characters are required.
- e. Your username may not appear in the password.

National Life Group®

Enter New Password

Enter a new password.

example@nationallife.com

New password

Confirm password

Continue **Cancel**

- 4. You will be automatically directed to your Secure Reader Inbox where you can view your encrypted message.