Proofpoint Encryption Guide

June 2019

Contents

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:

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".
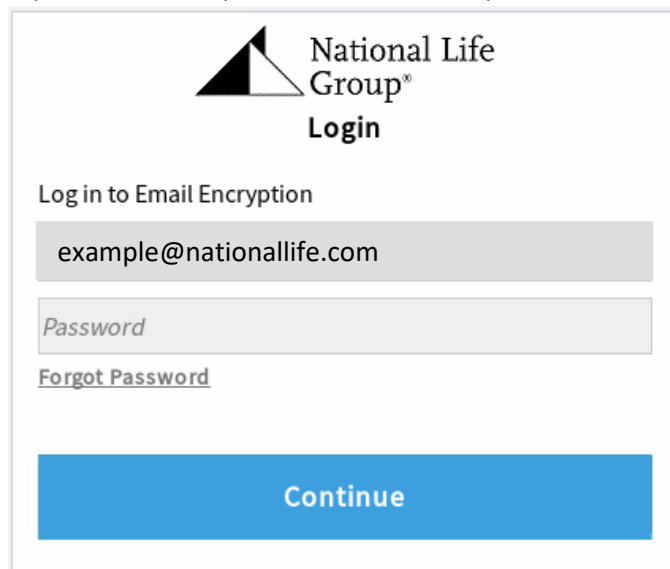
Opening Encrypted Messages

Opening encrypted messages received through Proofpoint Encryption can be done in 1 of 2 ways:
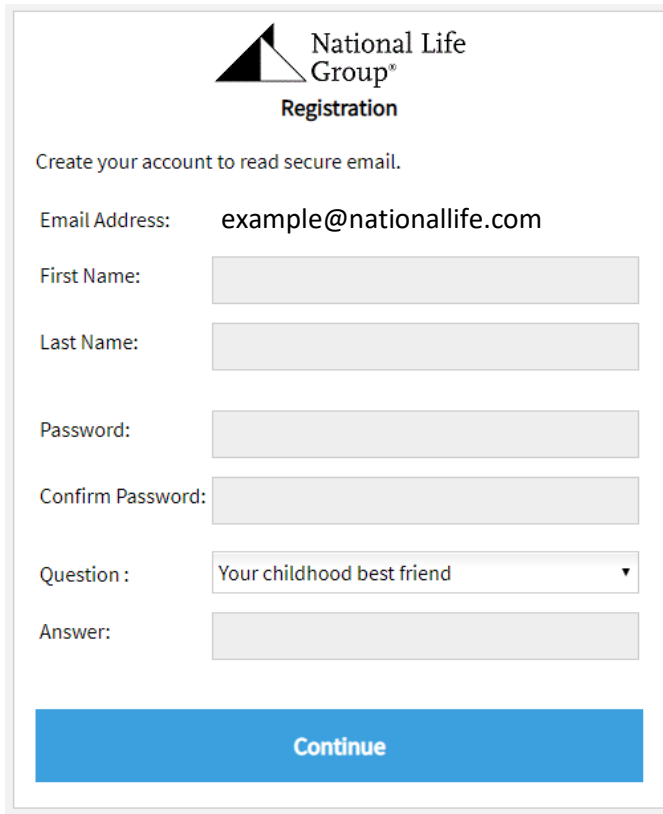
1. **Click Here** link

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

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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

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

National Life
Group®
Login

Log in to Email Encryption

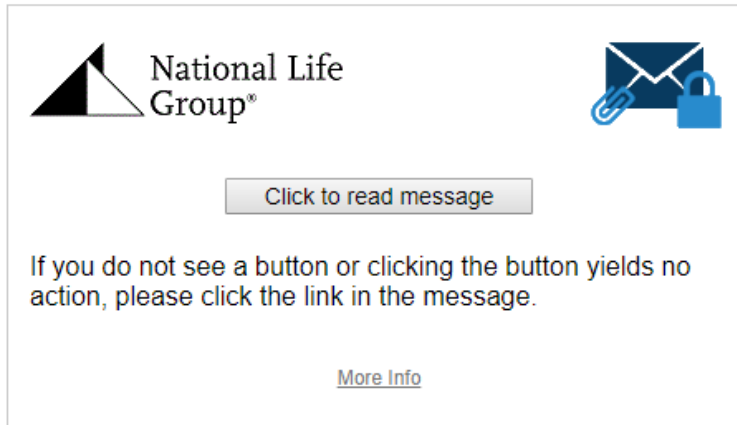example@nationallife.com

Password

Forgot Password

Continue

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

National Life
Group®
Registration

Create your account to read secure email.

Email Address: example@nationallife.com

First Name:

Last Name:

Password:

Confirm Password:

Question :   Your childhood best friend   ▼

Answer:

Continue

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

Click to read message

If you do not see a button or clicking the button yields no action, please click the link in the message.
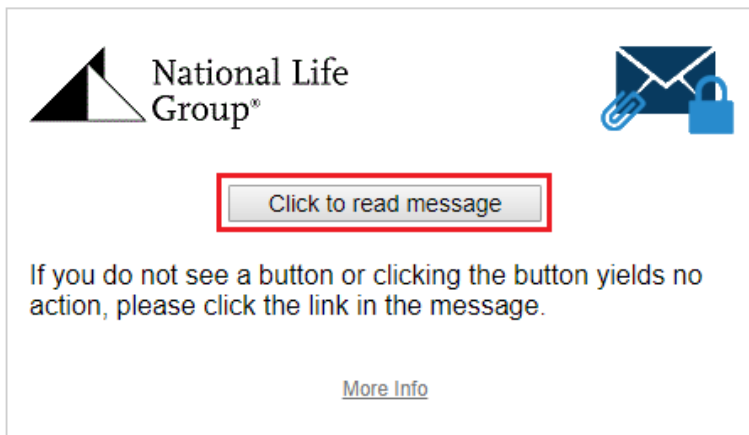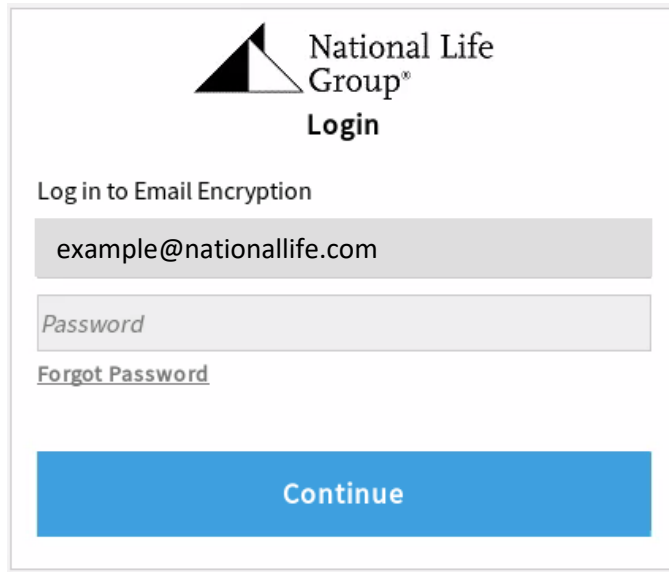
More Info

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.
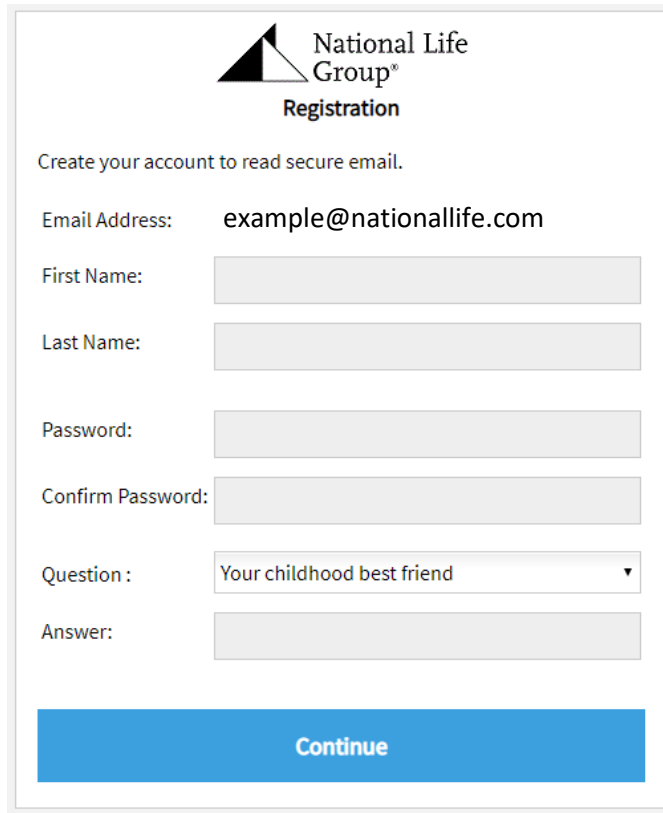
Secured by Proofpoint Encryption, Copyright © 2009-2019 Proofpoint, Inc. All rights reserved.

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

Click to read message

If you do not see a button or clicking the button yields no action, please click the link in the message.

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

National Life
Group®
Login

Log in to Email Encryption

example@nationallife.com

Password

Forgot Password

Continue

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

National Life
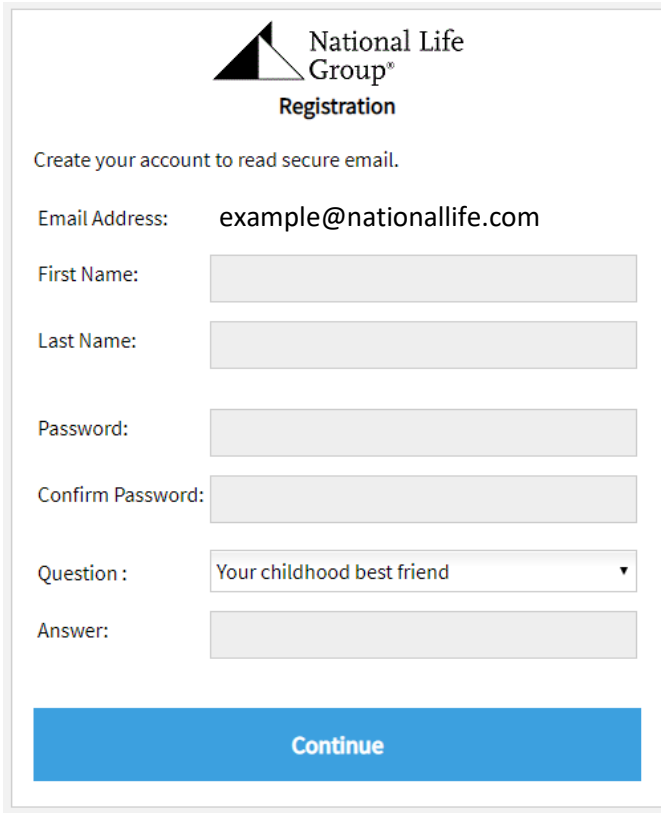Group®
Registration

Create your account to read secure email.

Email Address: example@nationallife.com

First Name:

Last Name:

Password:

Confirm Password:

Question :   Your childhood best friend   ▼

Answer:

Continue

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.

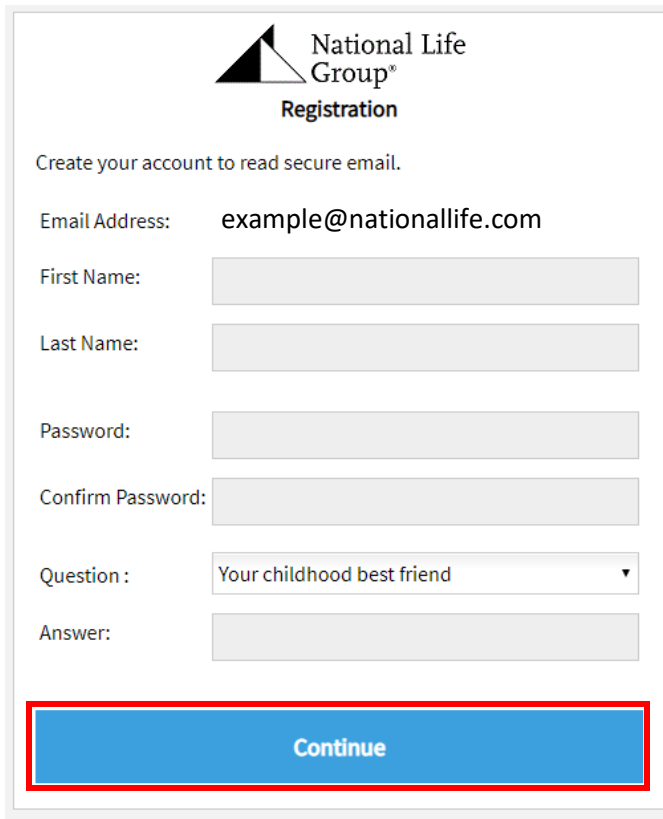1. Follow one of the 2 methods mentioned above to open the encrypted email, which will take you to the account creation page

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

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

Forgot Password

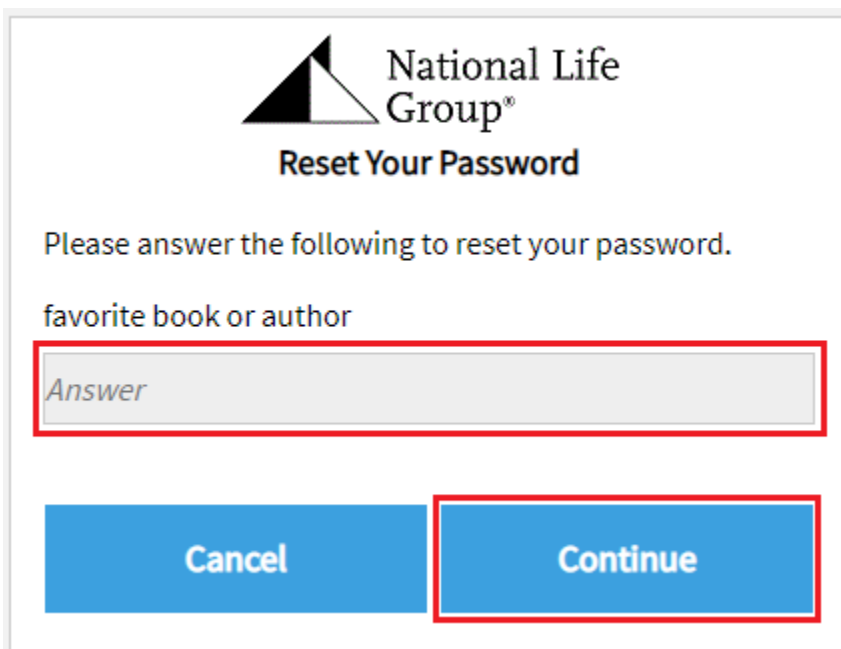If you do not know your password, there is a way to reset the password through your web browser.

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

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.

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.

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