Q. What is e-mail encryption?
A. E-mail encryption is the process of protecting the content of e-mail messages (containing sensitive data) from being read by unintended recipients. By leveraging the Proofpoint appliances currently in place today, which are responsible for scanning messages for spam and viruses, we are able to provide our users with the ability to send encrypted mail whenever necessary.

Q. How do I send encrypted e-mails?
A. At the present time, you must request access to be able to send encrypted e-mails. Please contact the UTS Support Center at 305-348-2284 or via the online system available from http://utshelp.fiu.edu to request access to send encrypted e-mails. There is a charge associated with the ability to send encrypted e-mails. You will be informed of what that charge when access is requested.

Q. What do I do to send an encrypted e-mail?
A. Once you have been given access to send encrypted e-mails, compose your message as you normally do, but enter the keyword tag [secure] or [encrypt] (with the brackets and a space before and after the brackets) in the Subject line of the message. Here are some examples of subject lines that would trigger the message to be sent encrypted:

[secure] Lab report
Lab report [encrypt]
Lab [encrypt] report
Lab [secure] report

Q. What will the recipient of my encrypted message have to do to open the message?
A. When the recipient of the encrypted message opens the message sent, s/he will be presented with the screen shown below (see Figure 1) and will have to click the Click here link in order to authenticate with the Proofpoint Encryption system and then gain access to the actual message. The first time the recipient of the message receives an encrypted e-mail from FIU, s/he will have to register with the Proofpoint system and set a password (see Figure 2) before s/he is able to read the encrypted message. Subsequent access to encrypted e-mails from FIU will just require the password that was originally set (see Figure 3). If the user forgets the special Proofpoint encryption password for FIU, the “Forgot Password” link can be used to reset it.
Q. When I send an e-mail to someone else at FIU using the FIUmail email system, is the mail encrypted?
A. Yes, when sending e-mails to others on the FIU Exchange email system, the mail is encrypted in transit.

Q. What types of e-mails should be encrypted?
A. Not all e-mails sent need to be encrypted. E-mails that should be encrypted are those that contain sensitive information as defined by the FIU Data Stewardship Procedure 1930.020a (http://policies.fiu.edu/files/560.pdf).

Q. How long will the encrypted messages I send be available to the recipients?
A. Encrypted emails will be available for 30 days from the date sent.

Q. Will I be able to reply or forward an encrypted e-mail to someone else?
A. Your ability to reply to or forward an encrypted message depends upon the sending organization’s policies. If you do not see a Reply, Reply All, or Forward link, it is because the sender of the message cannot allow recipients to reply to or forward the message. If you are allowed to reply to a message, your reply will be sent securely.

Q. Will I be able to add recipients to the encrypted e-mail I received?
A. Your ability to add or edit the recipient list when you reply to an encrypted message depends upon the sending organization’s policies. You will either be allowed to add or delete recipients from the To and CC recipient fields or they will be fixed and you cannot change them.

Q. If I reply to a secure message I received from FIU’s Proofpoint Encryption system, why is it that I do not see the sent message in my Sent folder?
A. Proofpoint Encryption does not automatically place a copy of a secure message in your Sent folder. Click Send me a copy when you forward or reply to a secure message so that a copy will be sent to your address for your records.

Q. Will I be able to read the secure message on my smart phone?
A. Some smart phones cannot download files or modify HTML files. The secure message is sent as an HTML attachment, so it is possible that you may not be able to read it on your smart phone.

Q. What happens if I type the wrong password too many times on the Proofpoint encryption login window?
A. If you enter your password incorrectly several times, you may be locked out of Proofpoint Encryption. Please contact the UTS Support Center at 305-348-2284 or via the online system available from http://utshelp.fiu.edu to request that an email administrator reset the password.

Q. What happens if I forget the password I set on the Proofpoint Encryption window during registration?
A. If you forget the password you set during the Proofpoint Encryption registration, you can click the “Forgot Password” link (see Figure 3). A password reset message will be sent to the email address you registered with. Please click the link in that message to reset your password.