**How to open an encrypted e-mail**

1. In order for members to be able to receive a secure email, they must have Adobe Reader installed on their computer. **This applies to both Mac and PC users**.

    a. **PC Users**: To install Adobe Reader, follow this link and click on "Download" http://get.adobe.com/reader/ . Adobe Reader automatically becomes the default program to open PDF files.

    b. **Mac Users**: To install Adobe Reader, follow this link and click on "Download" http://get.adobe.com/reader/
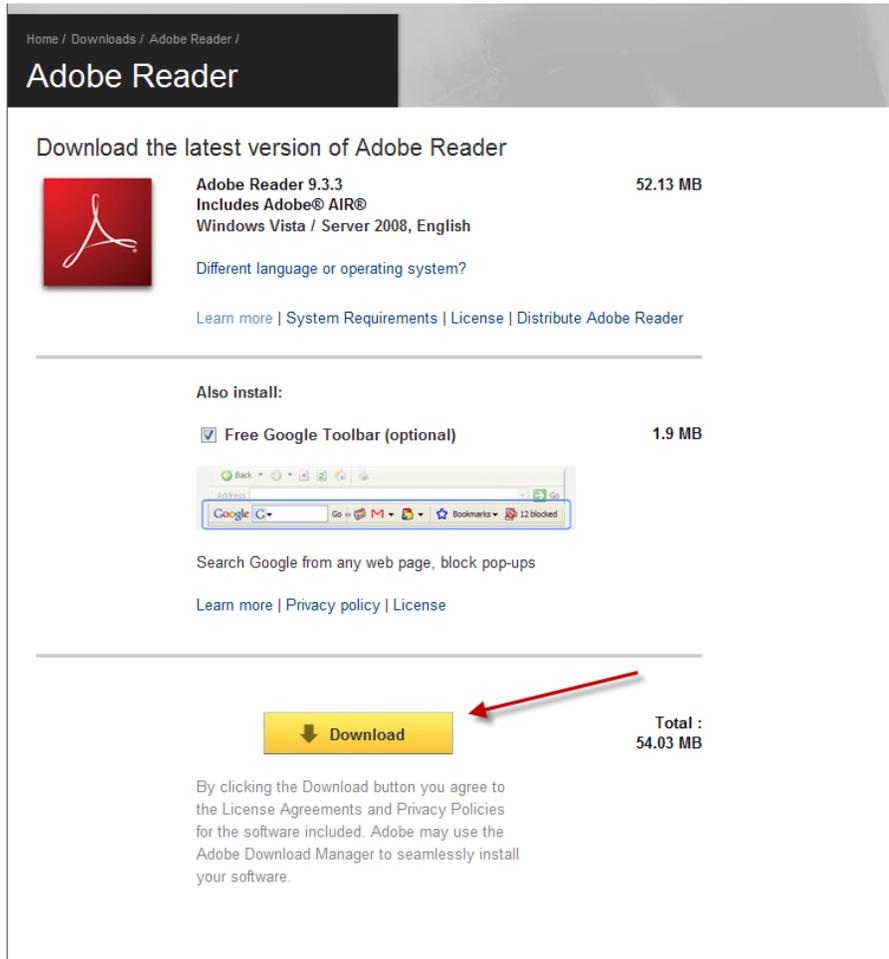
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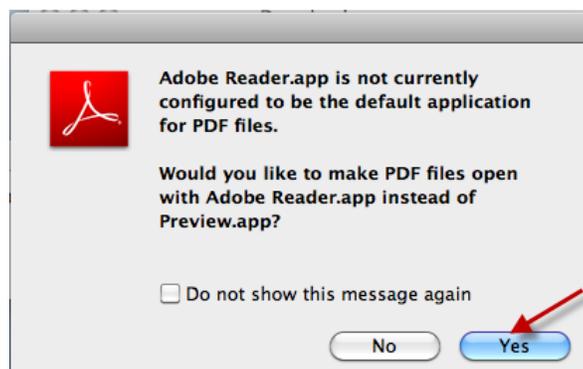
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your software.

    c. You will be prompted to make Adobe Reader the default program for opening PDF files, click "Yes". **Please Note:** if your system is opening secure emails using the program "Preview" – you will not be able to view the secure email properly.

Adobe Reader.app is not currently
configured to be the default application
for PDF files.

Would you like to make PDF files open
with Adobe Reader.app instead of
Preview.app?

☐ Do not show this message again

       No   Yes

d. If a Mac user already has Acrobat Installed, but it is not the default program for opening PDFs (Preview is launched instead) please follow these directions:

   i. Save the PDF to your desktop

   ii. Select the PDF on your desktop

   iii. Open the Get info panel by going File>Get Info OR right-click on the PDF
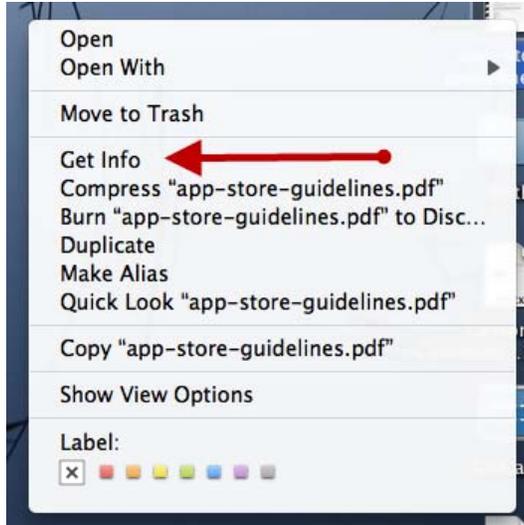
   iv. In the Get Info panel, click on the arrow marked 'Open With'

   v. On the drop down menu that appears, select Adobe Reader to open the pdf

   vi. Underneath there is a button marked "Change All", click that.
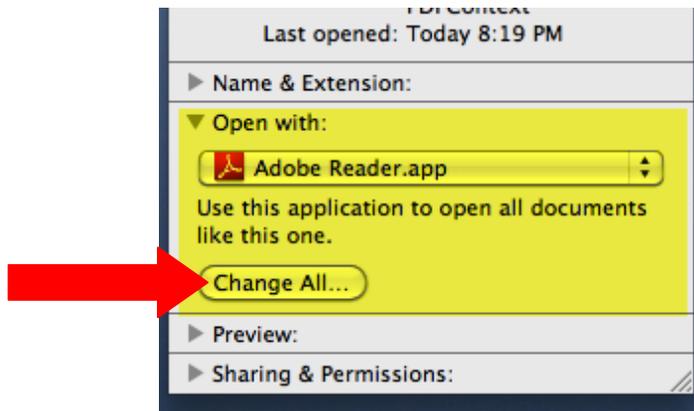
2. Member receives an email from the sender/employee at USE Credit Union, the message will contain a link to register into the SOPHOS system (one time only).
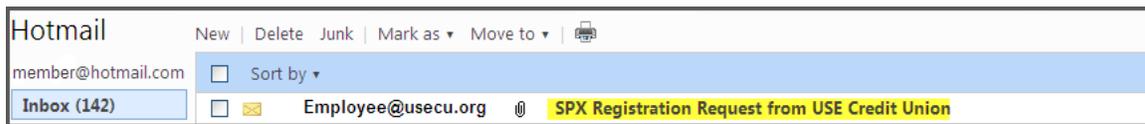
3. By clicking the link *"here"*, Member will be required to set up a password in order to open the encrypted message by (one time only)

SPX Registration Request from USE Credit Union

USE Employee (USEemployee@usecu.org) has sent you an encrypted message. Before you can receive and view this email you will need to register with a password by clicking here.

After you have completed the registration, you will be able to view any future encrypted emails using the same password that this sender or other senders from USE Credit Union might send you in the future.

Note: if your mail program does not support active links, you can register by copying and pasting the text below into your internet browser:

https://mailgate.usecu.org/register/003U2FsdGVkX19yEEuKOstPXNbYDJI5w5XLqCXTGdI4e9L1YG8CjkA3fA/

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately if you have received this email by mistake and delete this email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

powered by
sophos SPX encryption | SOPHOS simply secure
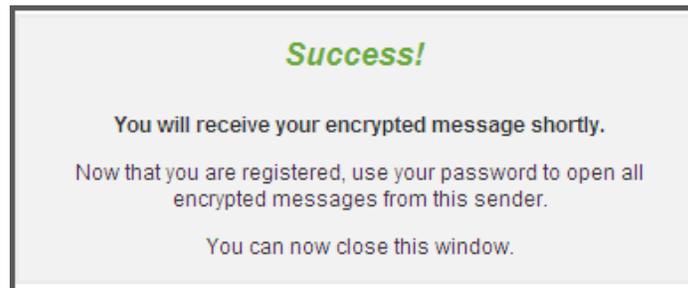
4. Instructions for setting the password will display, and as the member adds the information, the checkmarks on the right box will change to green, and then the "Register" button is activated to continue the process.

Set your password below to access secure emails you have been sent.

Email Address:	galvaqui@hotmail.com
Password:	••••••••••
Confirm password:	••••••••••

(Register)

Password Requirements:
✅ Passwords must be 6-32 characters in length
✅ Passwords must be alphanumeric
✅ Passwords must match

5. Upon successful completion of the password, the member will get an immediate confirmation of their password.

Success!

You will receive your encrypted message shortly.

Now that you are registered, use your password to open all encrypted messages from this sender.

You can now close this window.

5. The member will receive a second e-mail that contains the message as an attachment.

Sort by ▾

✉ USE Employee 📎 Top Secret

6. Member will be able to open the encrypted email attachment by opening the link and entering their password (created in step 3)

Top Secret

From: **USE Employee** (employee@usecu.org)
Sent: Tue 7/20/10 12:47 PM
To: 'member@hotmail.com' (member@hotmail.com)
2 attachments | Download all attachments (13.9 KB)
email_foo...gif (5.4 KB),USEmployee...pdf (8.6 KB)

Encrypted email notification from USE Credit Union
Encrypted email message from Gabriela Alvarez (GAlvarez@usecu.org)

This email contains a message that has been sent as an encrypted PDF document in order to ensure the secure delivery of its contents.

Open the encrypted PDF attachment to view your secure message.

To access this message, you should open the attached PDF using Adobe Acrobat Reader version 7.0 or higher. In order to view its contents, you must enter the password that you should have already set during the registration process.

If you have any problems viewing the encrypted message or do not know your password, please contact the sender of the message.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately if you have received this email by mistake and delete this email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

sophos SPX encryption | SOPHOS simply secure

Password

'USEemployee_2010-07-20-1947...' is protected. Please enter a Document Open Password.

Enter Password: ••••••••••

OK   Cancel

7. The message will display in Adobe Reader

8. If there is an attachment to the secure email it will appear in the attachments section at the bottom of Adobe Reader. If the attachments aren't visible, just click on the paper clip icon to get the attachments to display
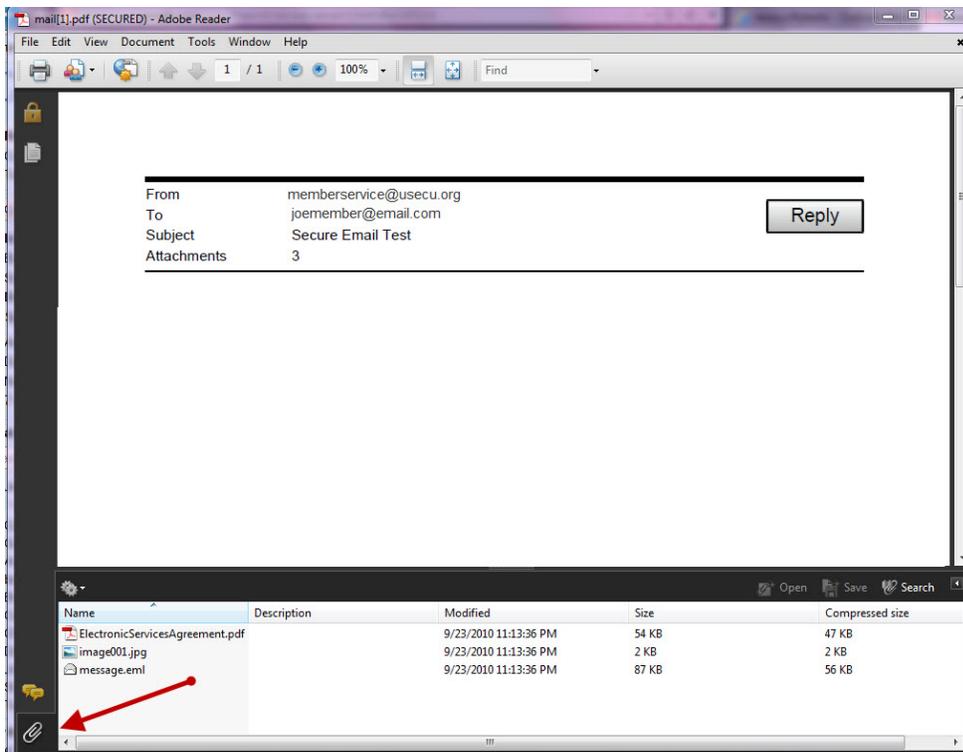
NOTE:

- Password is case sensitive and must match the registration.
- Call our Member Service Center if the password needs to be reset.