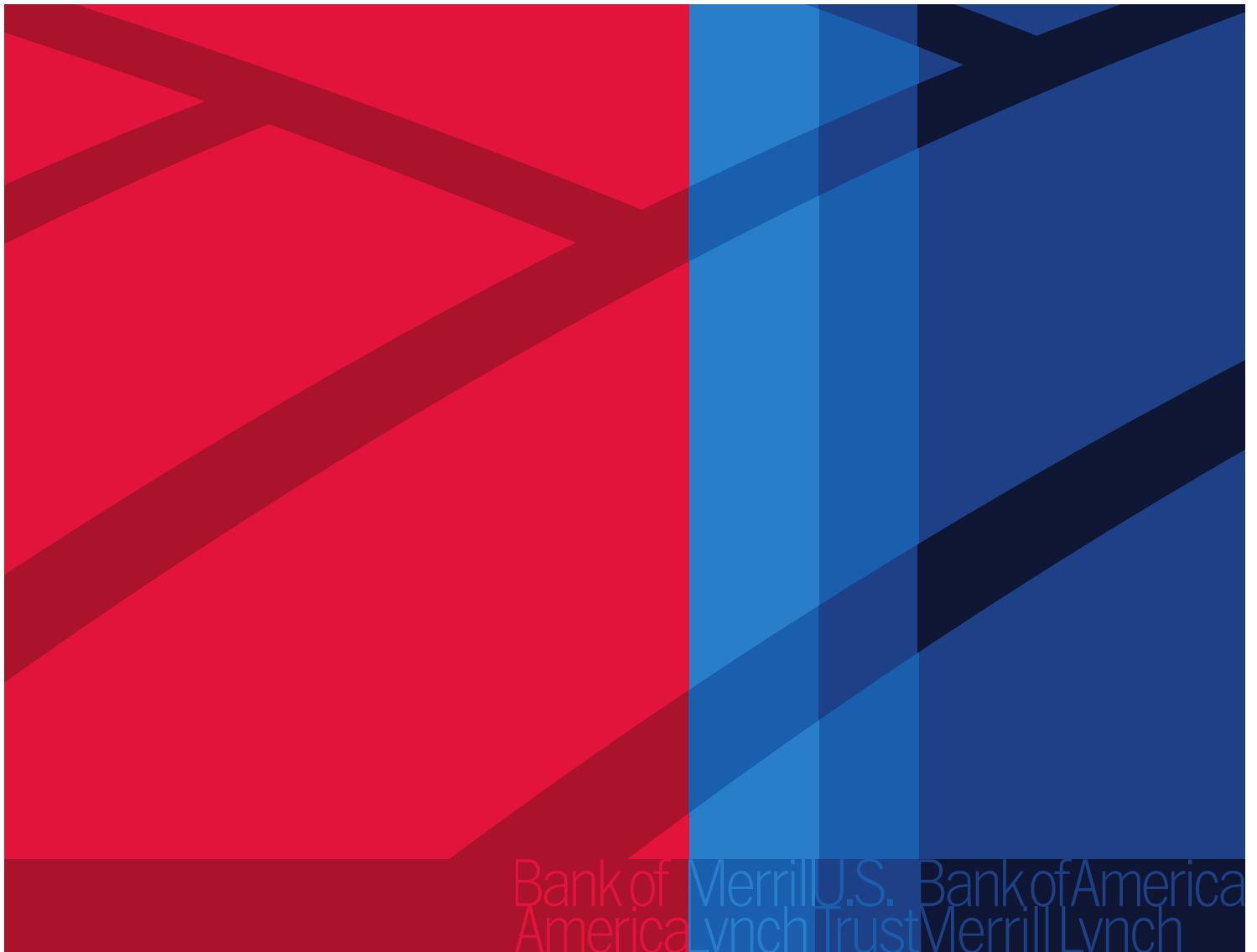


Secure Email Recipient Guide

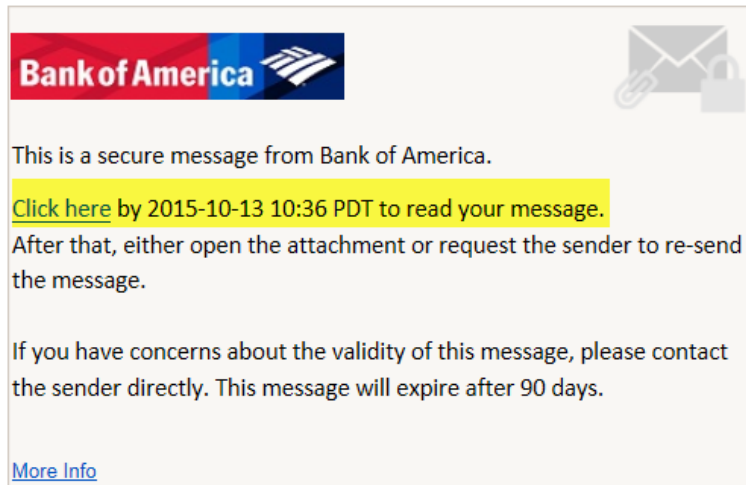


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OPENING A SECURE MESSAGE

When you receive a secure message, it will look similar to the below in your mailbox and may vary depending on your chosen Email client and operating system.



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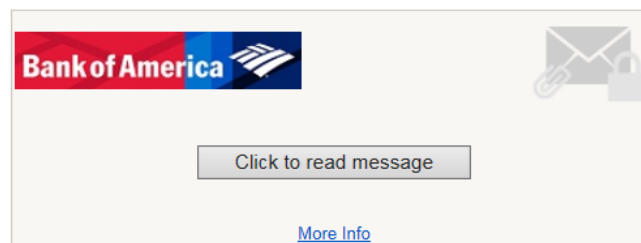
There are two options for opening a Secure Message:

Option #1 (Recommended):

Click the link labeled **Click here** to open the secure message prior to the date displayed. Depending on your operating device, you may need to double click the link to open the secure message.

Option #2:

Open the SecureMessageATT.html attachment followed by **Click to read message** button. Depending on your browser, the location of the SecureMessageATT.html attachment may vary.



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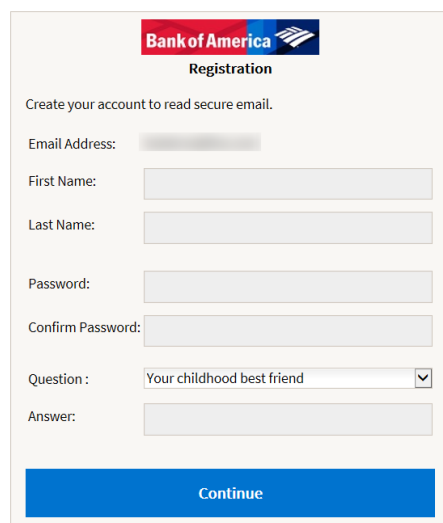
Note: Some email and webmail clients, like Mozilla Thunderbird, display the Proofpoint Encryption secure message attachment inline. When you click the "**Click to read message**" link, you will see an error message. The solution is to first save the attachment to disk (not to the desktop) before opening it.

REGISTERING WITH PROOFPOINT ENCRYPTION

If this is your first time receiving a secure message from Bank of America, you will be prompted to register and create an account with Proofpoint Encryption.

Opening the secure message using:

- Option #1, **Click here** displays the Registration page.
- Option #2, Open the SecureMessageATT.html attachment, **Click to read message** displays the Registration page.

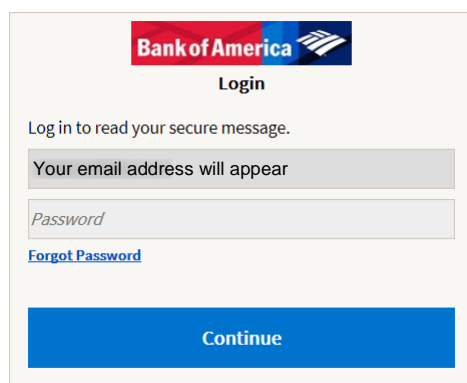


The registration form features the Bank of America logo at the top. Below the logo, the text reads "Registration" and "Create your account to read secure email." The form includes several input fields: "Email Address:", "First Name:", "Last Name:", "Password:", "Confirm Password:", "Question:" (with a dropdown menu showing "Your childhood best friend"), and "Answer:". A blue "Continue" button is positioned at the bottom of the form.

Recommendation: When registering a shared email account, ensure all authorized users are informed of the credentials for accessing the secure message including **Answer** selected for the security **Question**.

Fill in the **Name** fields, **Password** (*Password Policy requirements display when setting the password*), **Confirm Password**, select your security **Question**, security **Answer** and click **Continue**. Depending on whether Option #1 or #2 was used to complete registration, the secure message will either open or a message will be displayed confirming your registration has been completed.

The next time you access a secure message, you will be prompted to log into Proofpoint Encryption using your password.

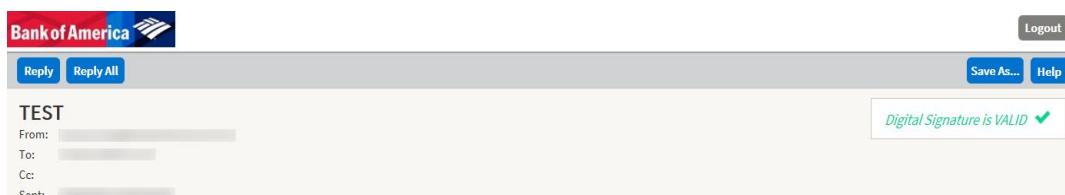


The login form features the Bank of America logo at the top. Below the logo, the text reads "Login" and "Log in to read your secure message." The form includes two input fields: "Your email address will appear" and "Password". A blue "Continue" button is positioned at the bottom of the form. A link for "Forgot Password" is located below the password field.

REPLYING TO YOUR SECURE MESSAGE

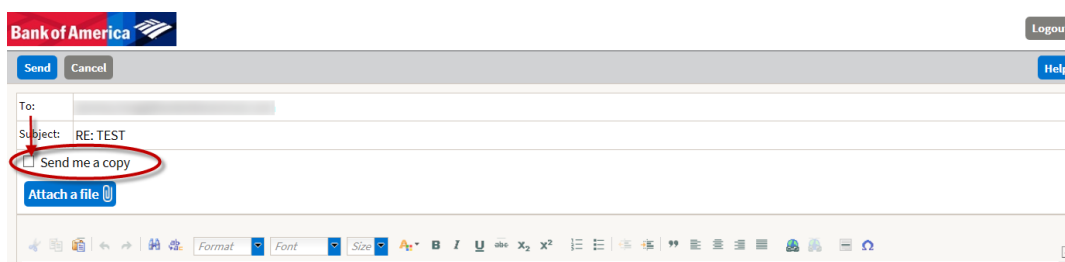
After you open a secure message, click **Reply** to send a Secure Reply message back to the original sender. When available, clicking **ReplyAll** sends a Secure Reply message to the sender and other recipients on the original email.

Additional recipients **CANNOT** be added to the secure message.

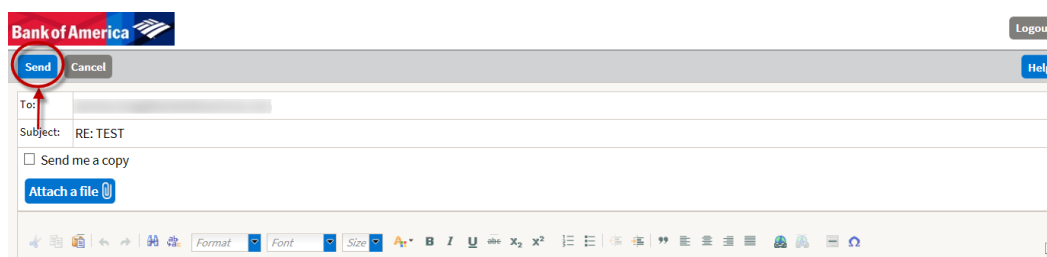


To receive a copy of your reply message, check the **Send me a copy** option. Depending on your email application, receiving a copy may be blocked.

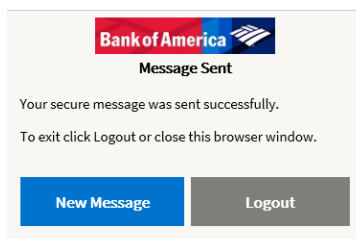
To add an attachment using a computer (*not available for Mobile Devices*), click **Attach a File** and follow the prompts.



Once your reply is fully composed, click **Send**.

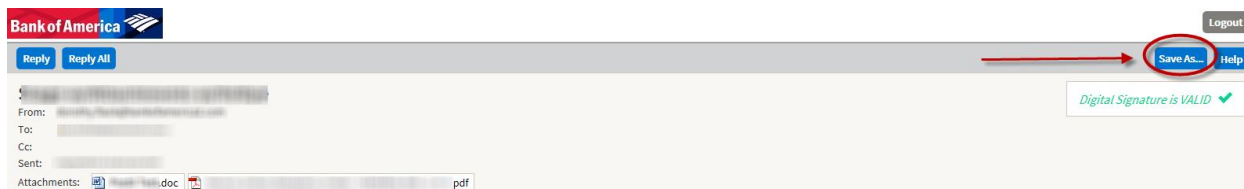


The following message displays when the email has been sent successfully. Click **New Message** to compose a new secure message or click **Logout**.

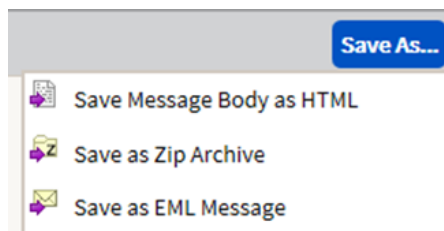


SAVING YOUR SECURE MESSAGE

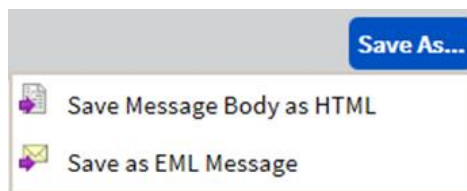
Use the **Save As** option to download your secure message to your computer.



Messages with an attachment will have these **Save As** options:



Messages without an attachment will have these **Save As** options:

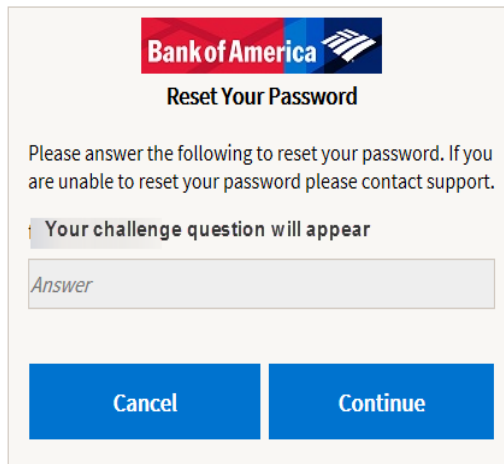


- Save Message Body as HTML – downloads ONLY the message body as <Subject line of the secure email message>.html.
- Save as Zip Archive – downloads the message body and associated attachments as <Subject line of secure email message>.zip.
- Save as EML Message – composes a RFC2822 message based on the Secure Reader message content. This option does not include embedded images.

FORGOT PASSWORD

If you forget your password, click the **Forgot Password** link on the **Login** page.

Enter the **Answer** to the security question created during registration and click **Continue**.



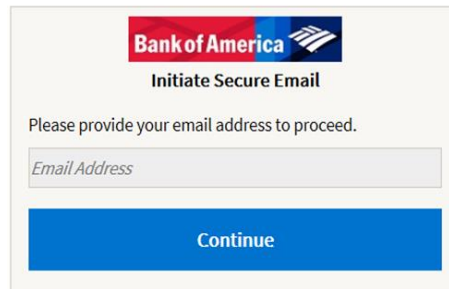
The screenshot shows the 'Reset Your Password' screen. At the top is the Bank of America logo. Below it, the text reads: 'Please answer the following to reset your password. If you are unable to reset your password please contact support.' A grey box contains the text 'Your challenge question will appear'. Below this is a text input field with the placeholder text 'Answer'. At the bottom are two blue buttons: 'Cancel' and 'Continue'.

Enter the password in the **New password** and **Confirm password** fields and click **Continue**. The secure message opens.

INITIATING A NEW SECURE MESSAGE TO BANK OF AMERICA

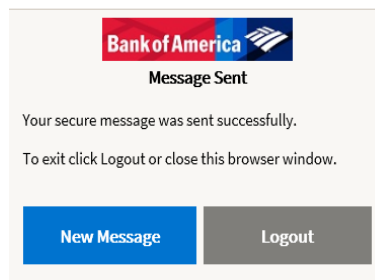
To initiate a secure message to Bank of America, you must be registered with Proofpoint Encryption. If not already registered, you will need to register by opening a secure message sent to you.

Go to <https://secmail.bankofamerica.com/compose> (save to Favorites). Fill in your **Email Address**, click **Continue**.



The screenshot shows the 'Initiate Secure Email' screen. At the top is the Bank of America logo. Below it, the text reads: 'Please provide your email address to proceed.' Below this is a text input field with the placeholder text 'Email Address'. At the bottom is a large blue button labeled 'Continue'.

Enter your **Password** and click **Continue**. Compose your message and click **Send**. The message displays your email has been sent successfully. Click **New Message** to compose another secure message or click **Logout**.

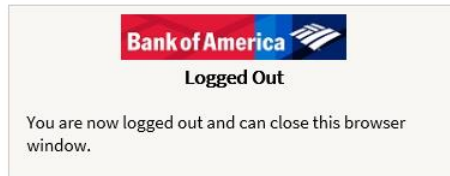


The screenshot shows the 'Message Sent' screen. At the top is the Bank of America logo. Below it, the text reads: 'Your secure message was sent successfully. To exit click Logout or close this browser window.' At the bottom are two buttons: a blue button labeled 'New Message' and a grey button labeled 'Logout'.

Important: For security reasons, registering, authenticating and composing secure messages with Proofpoint Encryption must be completed in the same browser and on the same system, within a 30 minute period.

LOGGING OUT

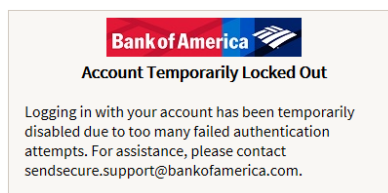
To logout of your secure message account, click the **Logout** button located in the top Right corner of an opened secure message or click **Logout** after sending a secure message. The **Logged Out** message returns.



ERROR MESSAGES

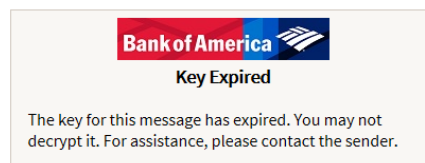
ACCOUNT TEMPORARILY LOCKED OUT

You will receive the following message after three (3) failed password attempts. Use the Forgot Password feature to reset the password.



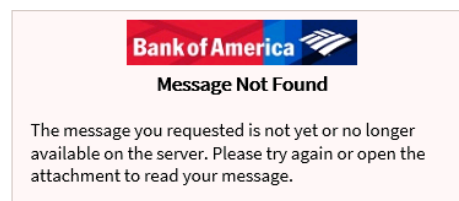
KEY EXPIRED

The secure message is more than 90 days old and has expired. Contact the sender to resend the secure message.



MESSAGE NOT FOUND

An attempt to view the secure message after the **Click here** displayed date will return the following message. To access the secure message, open the SecureMessageATT.html attachment.



SUPPORT

For Bank of America's Secure Messaging support hours and contact information, please visit [Secure Messaging Information](#)