

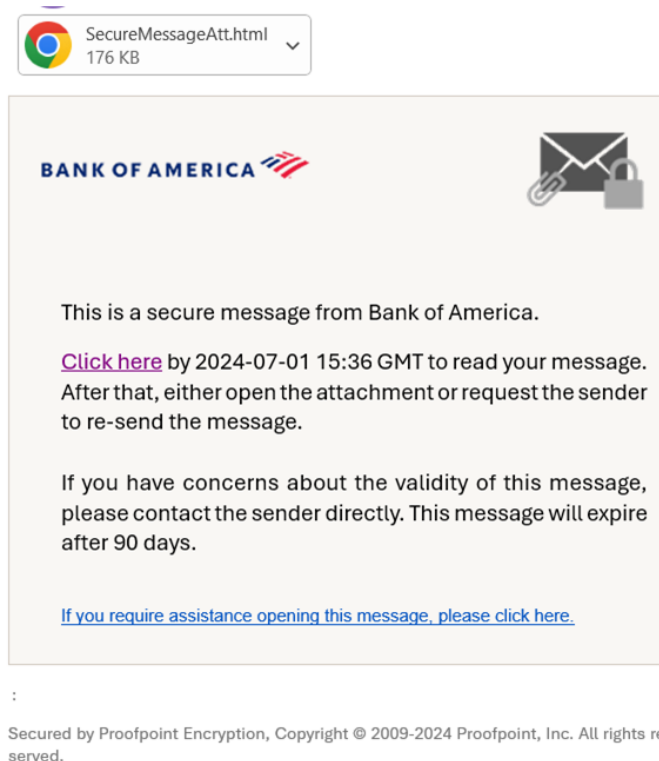
Secure Email Recipient Guide

Contents

Opening a Secure Message	2
Registering with Proofpoint Encryption	4
Replying to Your Secure Message	5
Saving Your Secure Message	7
Forgot Password	8
Initiating a new Secure Message to Bank of America	10
Logging Out	10
Error Messages	11
No Validation Code Received	11
Forgotten Password	11
Account Locked Out	11
Key Expired	12
Message Not Found	12
Other Errors	13
Support	13

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.



There are two options for opening a Secure Message:

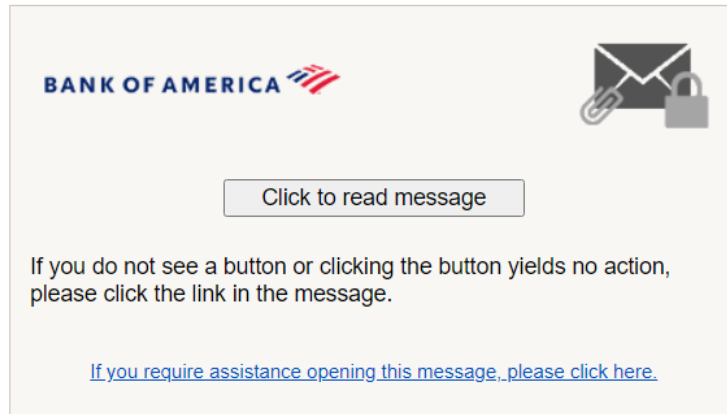
Option #1 (Recommended):

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.

NOTE: Internet Explorer is no longer supported for Proofpoint Encryption. Please use Chrome, Edge, Firefox or Safari to access your secure message.



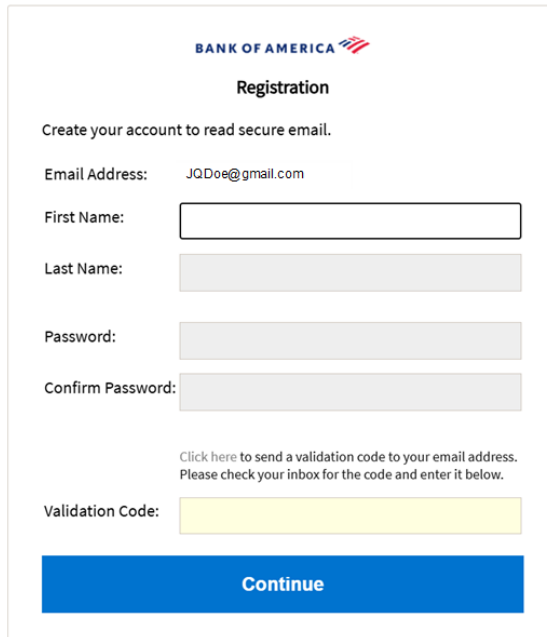
Secured by Proofpoint Encryption, Copyright © 2009-2020 Proofpoint, Inc. All rights reserved.


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, or if your account has been inactive for some time, you will be prompted to register and create an account with Proofpoint Encryption. There are two methods:

1. [Click here](#) displays the Registration page, or
2. Open the SecureMessageATT.html attachment, **Click to read message** displays the Registration page.



BANK OF AMERICA 

Registration

Create your account to read secure email.

Email Address: JQDoe@gmail.com

First Name:

Last Name:

Password:

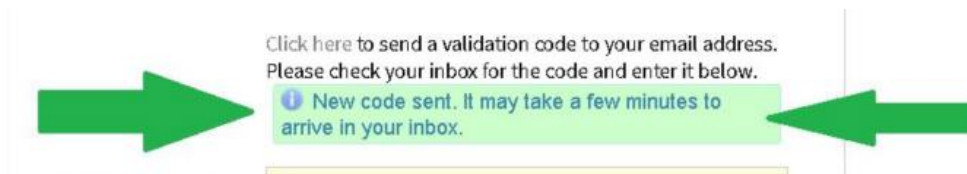
Confirm Password:

[Click here to send a validation code to your email address.](#)
Please check your inbox for the code and enter it below.

Validation Code:

Continue

Complete the First Name, Last Name, Password, Confirm Password fields, then click the “Click here” link below the Confirm Password field. The following message should appear*:



A Proofpoint Encryption validation code email will then be generated to your email address.

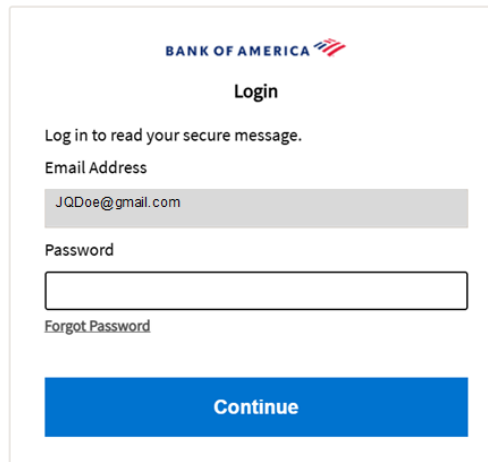
Please use this validation code to complete your registration: XXXXXX

Note: This code will expire in 30 minutes.

* If the green box does not appear, there is a security mechanism in place on your system. See the [No validation code received](#) section in Error Messages.

Enter the **Validation Code** 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 image shows a login form for Bank of America. At the top is the Bank of America logo. Below it is the heading "Login". The text "Log in to read your secure message." is displayed. There are two input fields: "Email Address" with the value "JQDoe@gmail.com" and "Password" which is empty. Below the password field is a link "Forgot Password". At the bottom is a large blue button labeled "Continue".

Recommendation: When registering a shared email account, ensure all authorized users are informed of the credentials for accessing the secure message.

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.



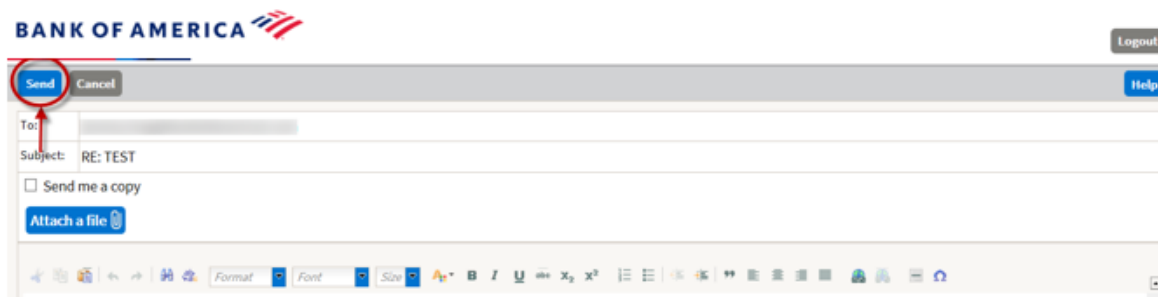
The image shows the Bank of America email interface. At the top is the Bank of America logo. On the right is a "Logout" button. Below the logo are buttons for "Reply" and "Reply All". On the right side of the interface are buttons for "Save As..." and "Help". The main content area shows an email header for a message titled "TEST". The header includes fields for "From:", "To:", "Cc:", and "Sent:". On the right side of the email header, there is a green box that says "Digital Signature is VALID" with a green checkmark.

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**.

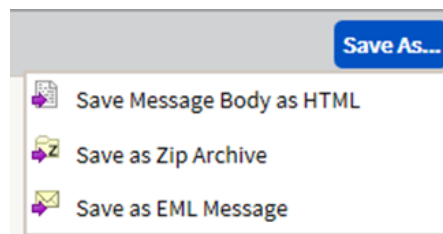


Saving Your Secure Message

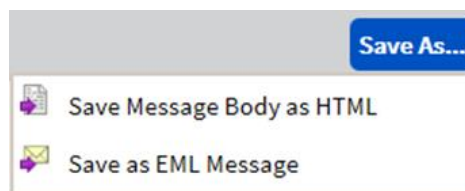
Use the **Save As** option to download your secure message to your computer.



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

Important: Your Proofpoint Encryption secure messaging account is not the same as other applications you use at Bank of America, and does not automatically share the same password. If you forget your password for Proofpoint Encryption, click the **Forgot Password** link on the **Login** page. You will be presented with an **Enter New Password** screen. Complete each field, then click the **Click here** link.



Enter New Password

Password Policy ×

- Passwords must be 8-20 characters long.
- At least one digit (0-9) is required.
- Both uppercase and lowercase characters are required.
- Your username may not appear in the password.

Enter a new password.

JQDoe@gmail.com

New password

Confirm password


[Click here](#) to send a validation code to your email address. Please check your inbox for the code and enter it below.


Validation Code:

Continue
Cancel

The following note should appear and an email will be generated to your email address.

Click [here](#) to send a validation code to your email address. Please check your inbox for the code and enter it below.

 New code sent. It may take a few minutes to arrive in your inbox.

BANK OF AMERICA 

Enter New Password


Enter a new password.

JQDoe@gmail.com

New password

Confirm password

Click [here](#) to send a validation code to your email address. Please check your inbox for the code and enter it below.

 New code sent. It may take a few minutes to arrive in your inbox.

Validation Code:

Continue

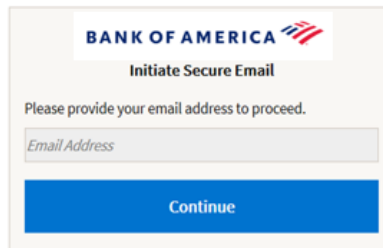
Cancel

Enter the code, then click Continue. You will then be able to read your secure message. Note that you will receive a “Proofpoint Encryption Password Reset Confirmation” email once the process is complete.

Initiating a new Secure Message to Bank of America

Important: To initiate a secure message to Bank of America, you must already 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 a web form titled "Initiate Secure Email" with the Bank of America logo at the top. Below the title, it says "Please provide your email address to proceed." There is a text input field labeled "Email Address" and a blue "Continue" button at the bottom.

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 a confirmation screen titled "Message Sent" with the Bank of America logo. It states "Your secure message was sent successfully." and "To exit click Logout or close this browser window." At the bottom, there are two buttons: a blue "New Message" button and a grey "Logout" button.

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.



The screenshot shows a confirmation screen titled "Logged Out" with the Bank of America logo. It states "You are now logged out and can close this browser window."

Error Messages

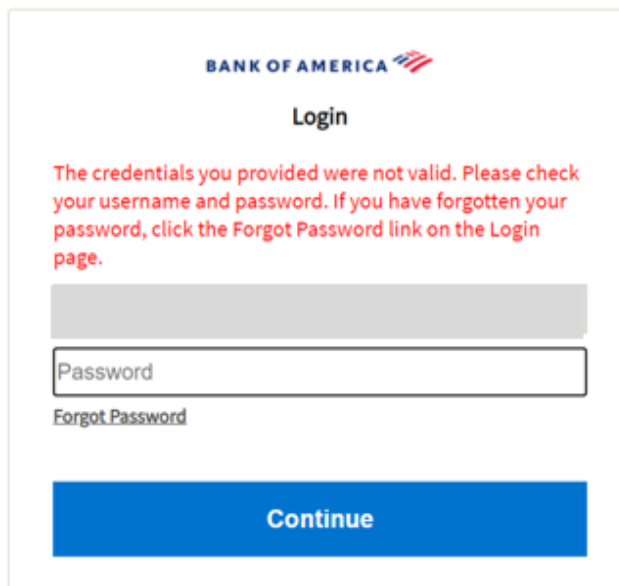
No Validation Code Received

If no validation code is received when registering for a Proofpoint Encryption account or resetting your password, and no “new code sent” notice is displayed, your system has some type of security mechanism in place to prevent certain behaviors. Options to try:

1. Try using a different browser to open the secure message; we are seeing this issue with Chrome; Edge seems to work better.
2. If you have the ability to check your email via your mobile phone, disable your Wifi connection to your phone. Ensure you are using mobile data, not Wifi. Then open the secure message via your mobile phone. You should be able to complete all steps to register and read the email. Note that you may be able to open secure emails on your computer now; however, it’s possible the same security mechanisms will continue to prevent access from your computer.
3. Contact your technical support staff and explain that you are unable to generate a validation email or access your secure email because of a security mechanism impacting your system.

Forgotten Password

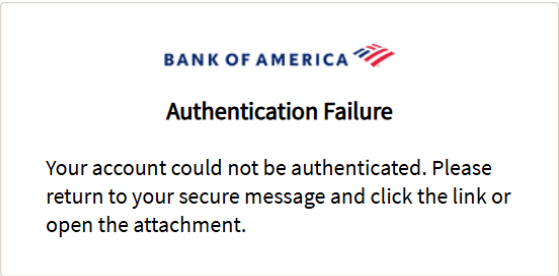
You will receive this message if you have entered an incorrect password. Click the “Forgot Password” link to remediate.



The screenshot shows the Bank of America login interface. At the top is the Bank of America logo. Below it is the word "Login". A red error message states: "The credentials you provided were not valid. Please check your username and password. If you have forgotten your password, click the Forgot Password link on the Login page." Below the message is a grey rectangular box, likely for the username. Underneath that is a password input field with the placeholder text "Password". Below the password field is a link that says "Forgot Password". At the bottom of the form is a large blue button with the word "Continue" in white text.

Account Locked Out

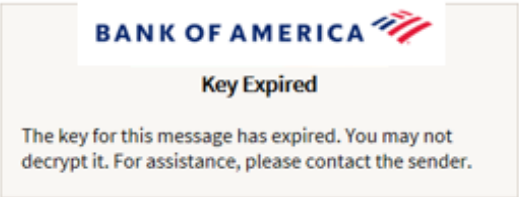
You will receive the following message after several failed password attempts. Return to the secure message and click the link or open the attachment to register for a new account.



You will also be asked to re-register if your account has been inactive for some time.

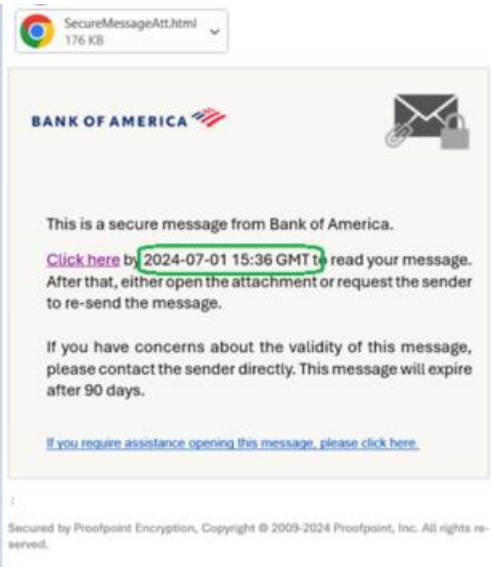
Key Expired

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 using the “Click here” link after the displayed date will return a “Message Not Found” error.





The message is no longer available via the “click here” link, but can be accessed by opening the SecureMessageATT.html attachment. The email will be available for 90 days via the attachment.

Other Errors

For other common errors such as: Bad Request, Request Entity Too Long, Forbidden or Server Unavailable, Page Cannot Be Found, etc., the solution may be remedied by the following:

1. Clear browsing history, cache and cookies of the current browser. Once done, close all browsers and then try to open the secure email. Keep in mind that Internet Explorer is no longer a supported browser.
2. Save the SecureMessageAtt.html in the secure email onto your desktop and open it with a different browser (this only works with desktops or laptops).

Support

For additional assistance please contact SendSecure.Support@bankofamerica.com. Assistance via the phone is not available, but our goal is to respond to your email within 24 business hours. For additional documentation please visit [Secure Messaging Information](#).