

Instructions on How to Open an Encrypted Email

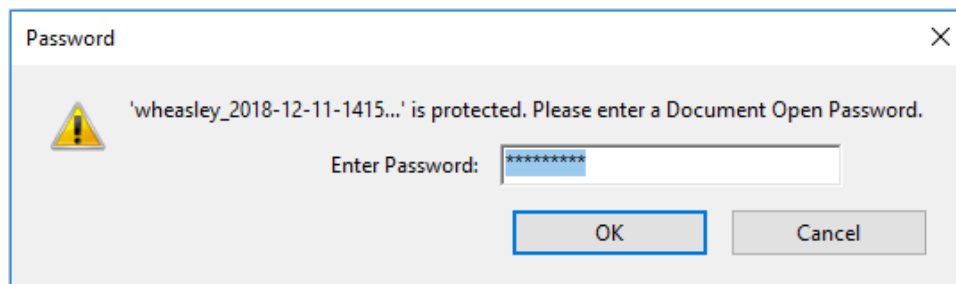
The first time an encrypted email is sent, you will receive an email with a subject “SPX Registration Request from KEPRO.” Click the link in the email to register. After registering, the secure email will be forwarded to you.

The instructions that follow are for the Microsoft Outlook email client. Your client may differ.

Adobe Acrobat is required to open the encrypted mail. If you don’t have Adobe Acrobat installed, please contact your IT Department.

You will have better results if Adobe Acrobat is your Default PDF handling application. The PDF may not show all attachments if opened in a browser.

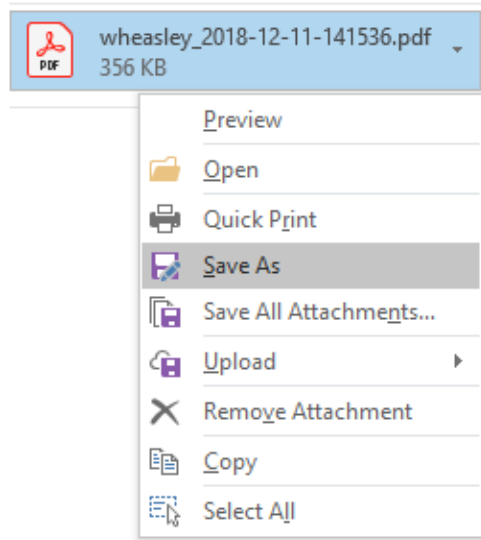
1. Open the encrypted email. There will be an attachment.
2. Open the attachment.
3. You will be prompted for a password. Enter the password you created in your registration.



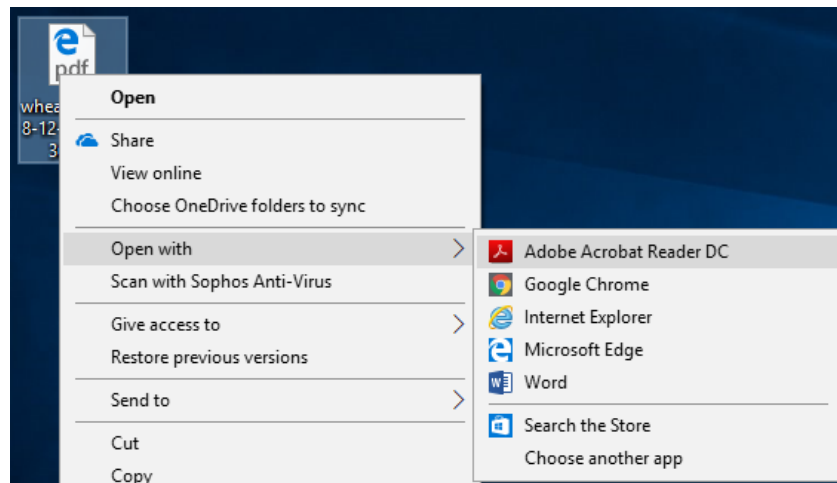
4. The email will open with a cover page. You will have an Attachments pane on the left.



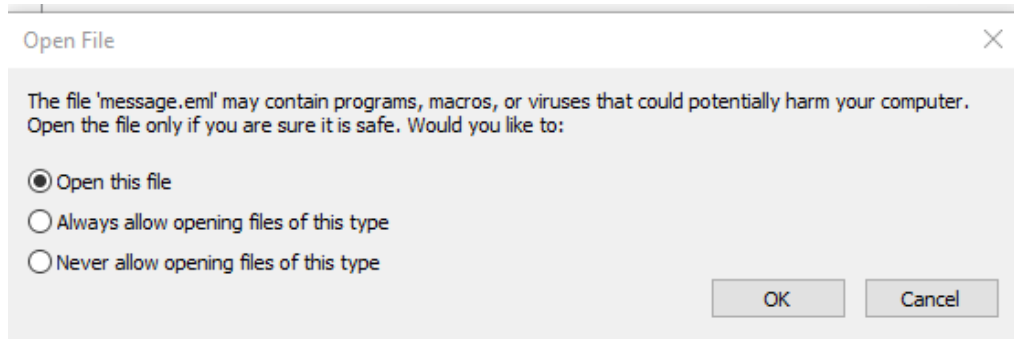
- a. If the email opened in a browser and you don't see the Attachments pane...
- b. Close the browser window.
- c. Return to the email.
- d. Right click the file and choose **Save As**.



- e. Save the file to a location where you can find it.
- f. Find your saved copy of the file.
- g. Right click and choose **Open with** → **Adobe Acrobat...**(Exact text will vary with different versions)



5. To view the actual email, double click on message.eml. Other attachments may show here also.
6. You may be prompted with the following message. You can choose to 'Open this File' or 'Always allow opening files of this type' and click OK.



7. The email will open up in an Outlook window.