Secure Email Recipient Guide

Contents

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.
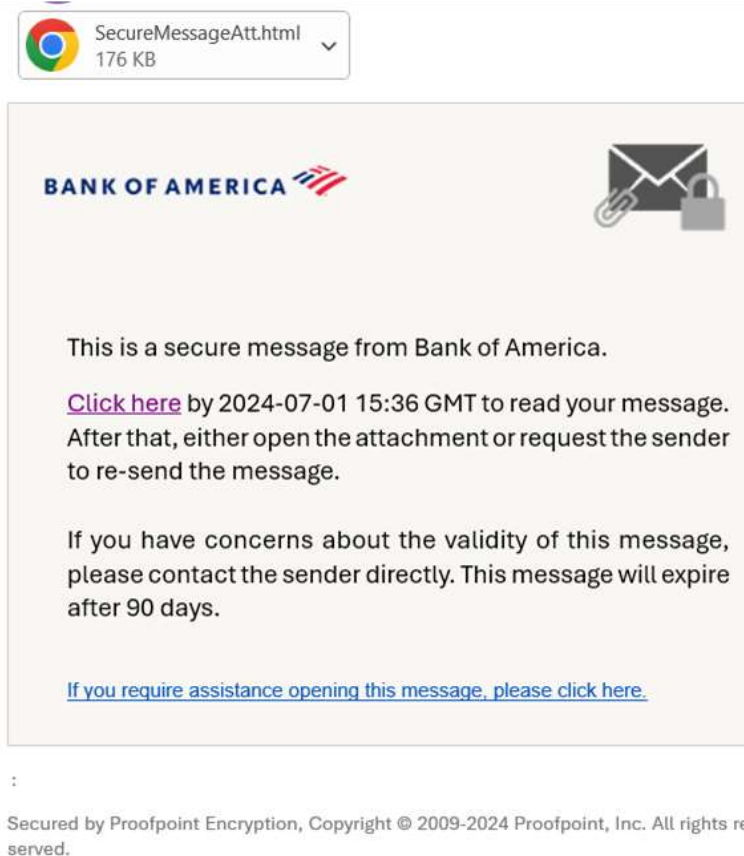
There are two options for opening a Secure Message:

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.
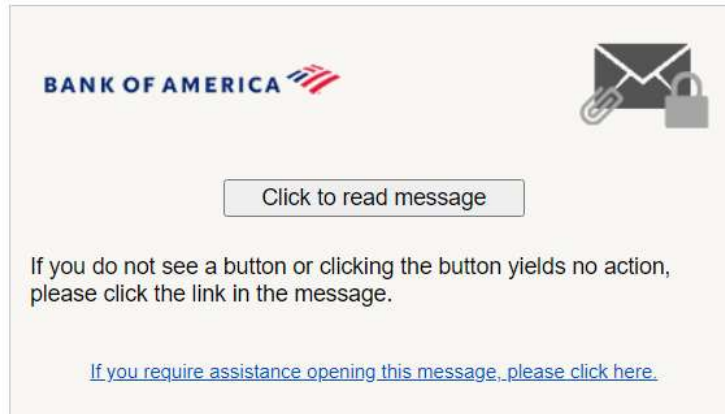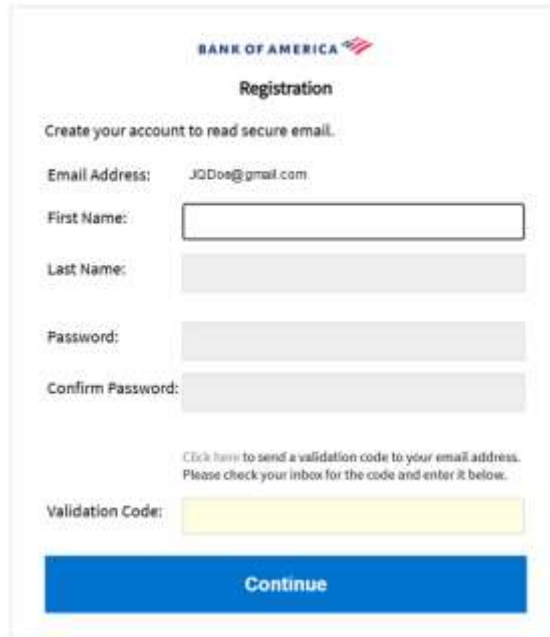
Note: Some email and webmail clients, like Mozilla Thunderbird, display the Proofpoint Encryption secure message attachment inline. When you click the "**Click to read message**" link, you will see an error message. The solution is to first save the attachment to disk (not to the desktop) before opening 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. There are two methods:
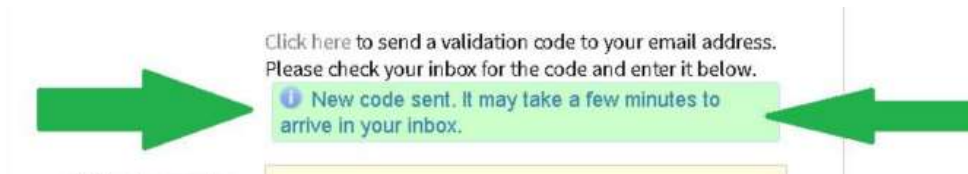
1. **Click here** displays the Registration page, or
2. Open the SecureMessageATT.html attachment, **Click to read message** displays the Registration page.
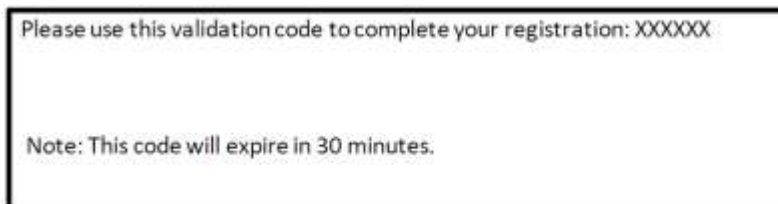

Complete the First Name, Last Name, Password, Confirm Password fields, then click the "Click here" link below the Confirm Password field. The following message should appear*:

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

* If the green box does not appear, there is a security mechanism in place on your system. See the No validation

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.

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.

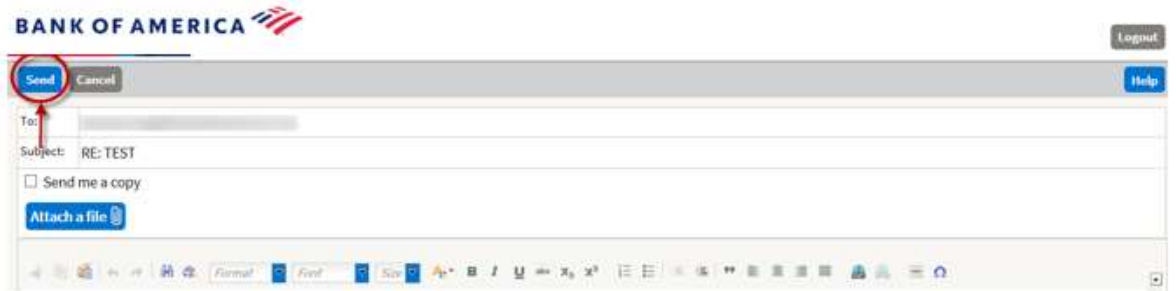Additional recipients **CANNOT** be added to the secure message.

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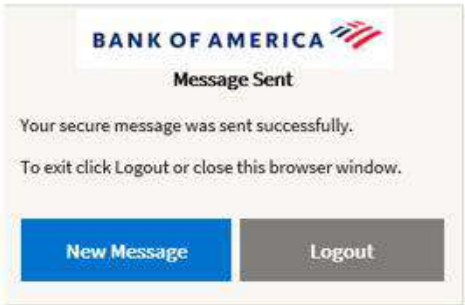
To add an attachment using a computer (*not available for Mobile Devices*), click **Attach a File** and follow the prompts.

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**.
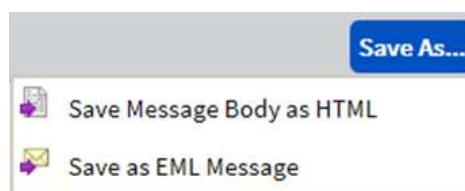
Saving Your Secure Message

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:
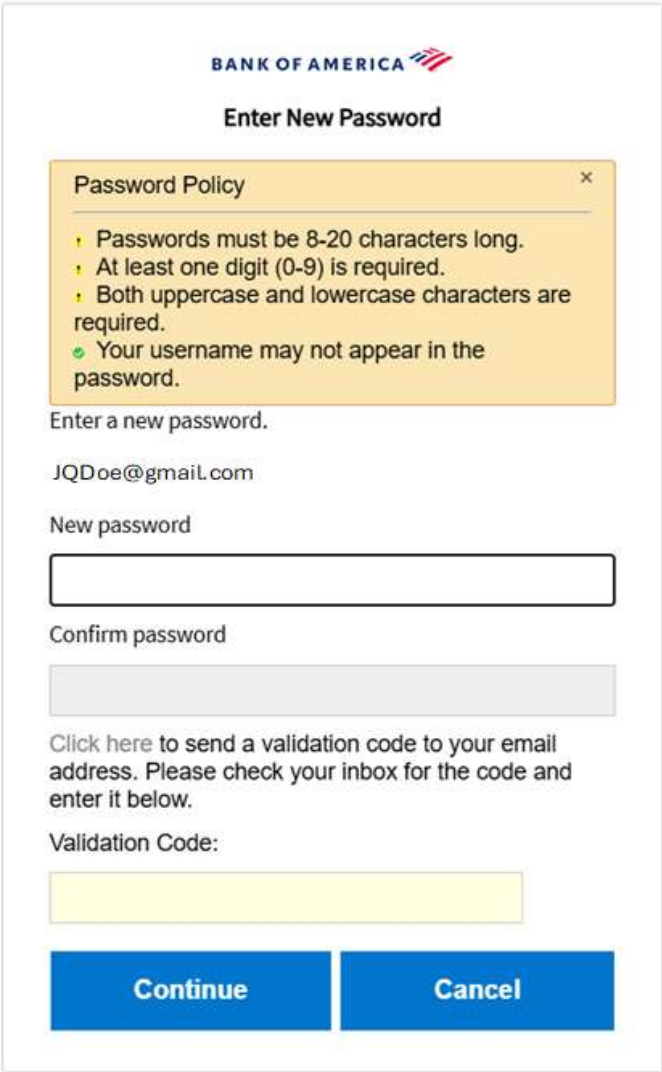

Save Message Body as HTML – downloads ONLY the message body as `<Subject line of the secure email message>.html`.

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. You will be presented with an **Enter New Password** screen. Complete each field, then click the **Click here** link.

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

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**.

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**.

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.
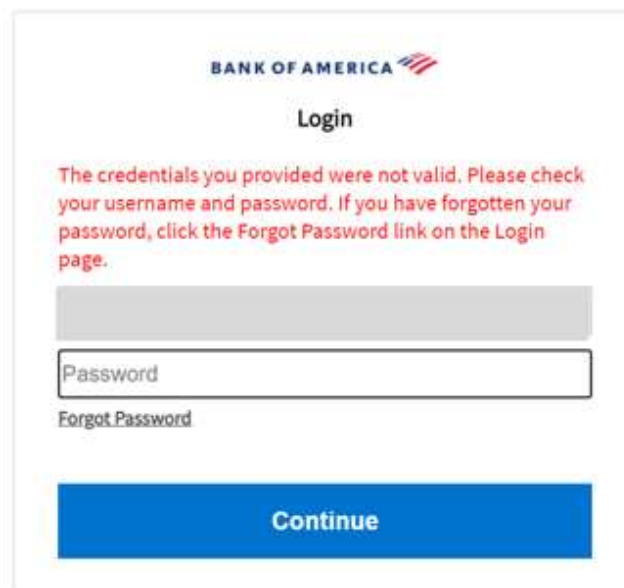
Error Messages

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.
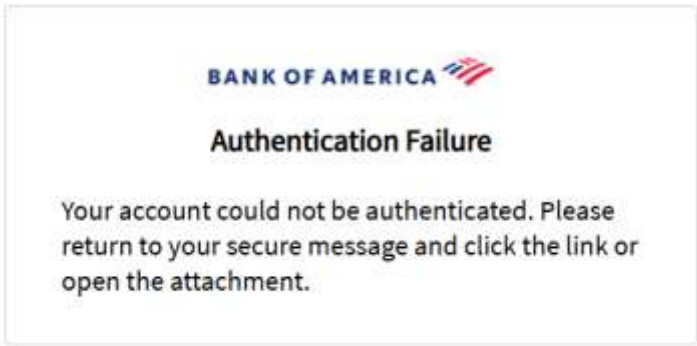
Forgotten Password

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

Account Locked Out

You will receive the following message after five (5) failed password attempts. Return to the secure message and click the link or open the attachment to register for a new account.

BANK OF AMERICA

Authentication Failure

Your account could not be authenticated. Please return to your secure message and click the link or open the attachment.

Key Expired

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

BANK OF AMERICA

Key Expired

The key for this message has expired. You may not decrypt it. For assistance, please contact the sender.

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.

SecureMessageAtt.html
176 KB

BANK OF AMERICA

This is a secure message from Bank of America.

Click here by 2024-07-01 15:36 GMT to read your message. After that, either open the attachment or request the sender to re-send the message.

If you have concerns about the validity of this message, please contact the sender directly. This message will expire after 90 days.

If you require assistance opening this message, please click here.

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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 Bank of America's Secure Messaging support hours and contact information, please visit Secure Messaging Information.