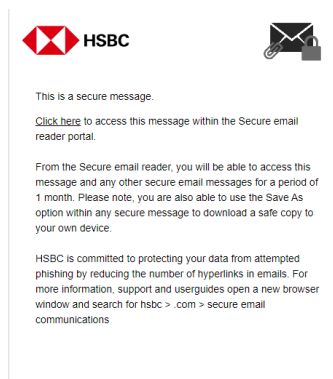


Logging into Proofpoint Encryption Email

Receive Notification in Inbox from HSBC



Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.
Secured by Proofpoint Encryption, Copyright © 2009-2022 Proofpoint, Inc. All rights reserved.

- Select **Click here** to open new tab in web browser displaying the Proofpoint Encryption Registration page and create a new account
- For more information open a browser window and search for **hsbc > .com > Secure Email Communications**

New users: Register for Proofpoint Encryption Email

- Password should be a least 8 characters long and contain letters, numbers and symbols

IMPORTANT: Security Question answer should be noted as it cannot be changed later

- Check your Inbox for an email from **no-reply@hsbc.com** containing the Validation Code
- Select **Continue** to create a user account and log into the Proofpoint Encryption Secure Email Reader Inbox to display the encrypted email

Existing Users: Login to Proofpoint Encryption Email

- Select **Forgot Password** to display the **Proofpoint Reset Your Password** page if you cannot remember or would like to reset your password
- For **Security**, select if you wish the web site to remember your **Private Computer** login credentials
- Select **Continue** to login and display the encrypted email in the Proofpoint Encryption Secure Email Reader Inbox

How to Reset Your Proofpoint Encryption Password

- Input your answer to the Security question and select **Continue** to display the **Enter New Password** page

- Input and confirm the new password then select **Continue** to save it and return to the Proofpoint Login page

Using Proofpoint Encryption Secure Email Reader

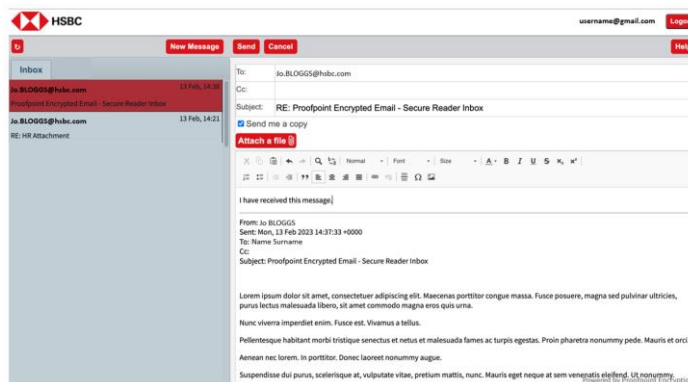
Proofpoint Encryption Secure Email Reader Inbox



Email Options:

- **Reply** only to the HSBC sender
- **Reply All** to sender and any copied parties
- **Forward** to new HSBC recipients only
- **Save As** to save email and attachments to your device

Reply to Message



- Select **Send** when finished. By selecting **Send me a copy** the reply will also be emailed to the you

Saving attachments

- Click **Save As**.
- **Save Message Body as HTML** will save the email as a window you can open in your web browser
- **Save as ZIP Archive** will download the email and all attachments into a folder
- **Save as EML Message** will mean you can open the encrypted email in Outlook

Attaching documents

- To attach documents, you can click the **Attach a File** button then click **Choose**
- Search for your document using the file browser and click **Open** to attach. You can remove attachments by clicking the **X** button which is displayed next to each file you have attached

FAQ (frequently asked questions)

Q: How long is the Validation Code valid for? Can I re-request a Validation Code if it is rejected?

A: The Validation Code is valid for 30 minutes and you can re-request it every 3 minutes.

Q: How long will my Proofpoint Encryption session last after inactivity?

A: Proofpoint Encryption will automatically terminate a logged in session after 15 minutes of inactivity.

Q: Can I still read a Proofpoint Encrypted message if the notification has been deleted?

A: Yes, it will appear in the Proofpoint Encryption Secure Email Reader Inbox.

Q: What happens if I forget my Proofpoint Encryption password?

A: You can reset it by clicking on the **Forgot Password** link in the Login page. You will need to successfully enter the answer to your Security Question.

Q: What if I have forgotten my answer to the Security Question (required for password reset)?

A: You will not be able to reset your password and you should contact a HSBC member of staff who will be required to raise an incident request.

Troubleshooting

Clicking on the link in the Notification email results in an error message

Refer back to the Notification email to check the time the HSBC sender sent the secure email. If it is less than a minute, wait for another minute and try again. If the problem persists, ask the HSBC sender to raise an incident request.

Expecting an encrypted email but haven't received it?

Review your anti-spam settings and check your junk mail folder.

Does Proofpoint Encryption work with a VPN enabled?

VPNs should be switched off when using Proofpoint Encryption. Some browsers and antivirus have built in VPN, make sure these are disabled. If the problem persists, ask the HSBC sender to raise an incident request.

Does Proofpoint Encryption work with all browsers?

Most browsers are supported, however if you having issues then please try another browser. If the problem persists, ask the HSBC sender to raise an incident request.