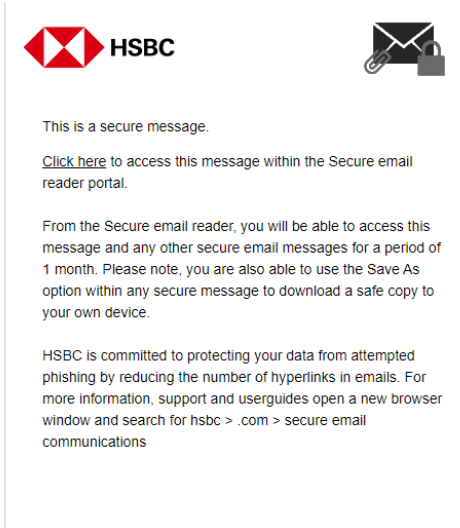


# Proofpoint Encryption: iOS and Android devices (mobile and tablet)

**IMPORTANT: Options may vary depending on the device, applications or browser used to view emails and save attachments. If you are having issues retrieving or saving secure emails on your iOS or Android device, please use another device such as a laptop.**

## 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.

## To open and read the secure email

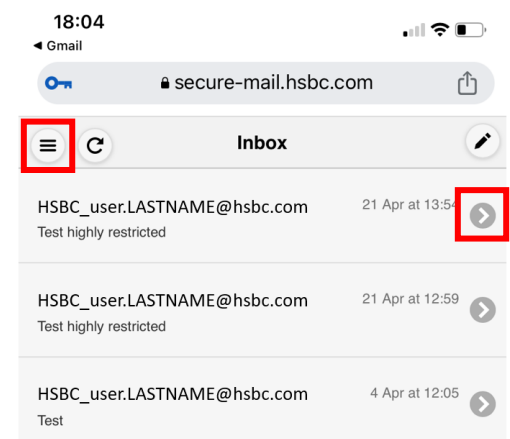
### iOS:

- Disable any VPN application on your mobile device.
- It is recommended to open the email in Safari if you want to save it to your device.
- Log in or register with Proofpoint to open the secure emails in the secure email reader inbox.

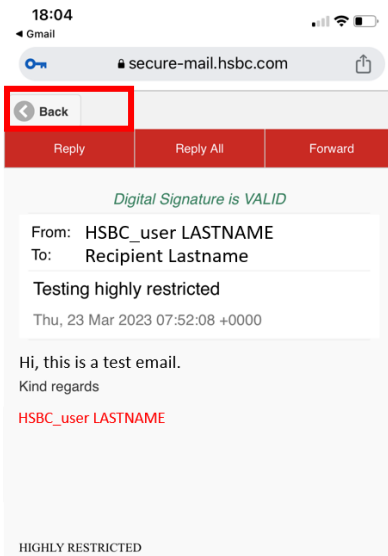
### Android

- Disable any VPN application on your mobile device.
- Log in or register with Proofpoint to open the secure emails in the secure email reader inbox, using your devices default browser.

## To view all emails in the secure email reader inbox



- Once in the secure email reader inbox, click on the grey arrow to the right to open the email you want to read. Click on the 3 line icon in the top left to view Sent items and Log Out.
- Click the **Back** icon in the top left to go back to the secure reader email inbox view.



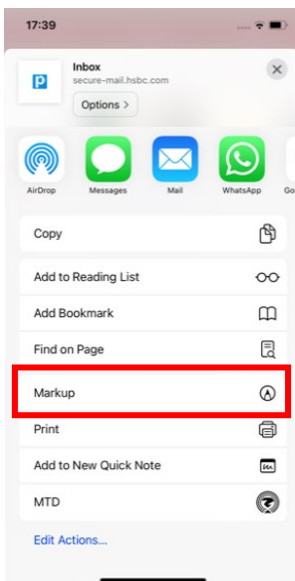
## To save secure emails and attachments

### iOS:

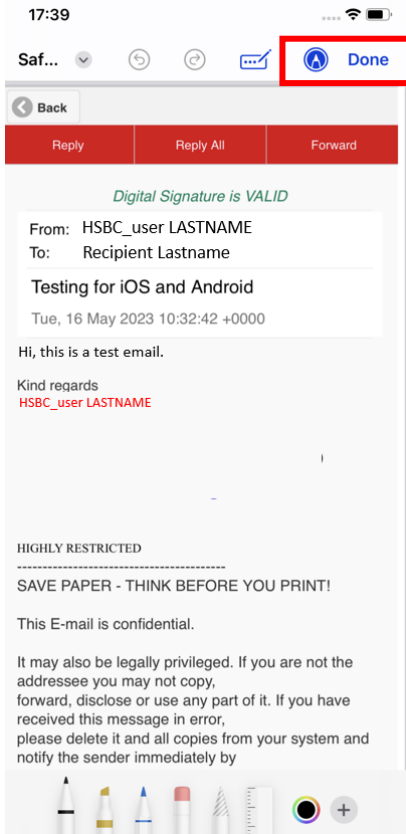
- Click the share icon at the bottom of the screen.



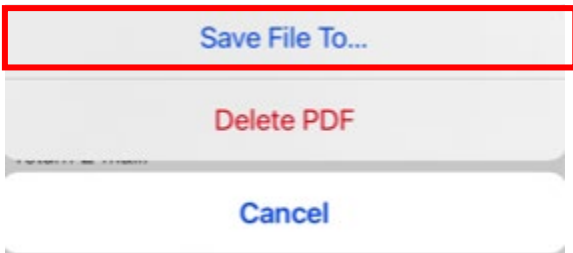
- Select **Markup**.



- In mark-up view, click **Done** without making any changes




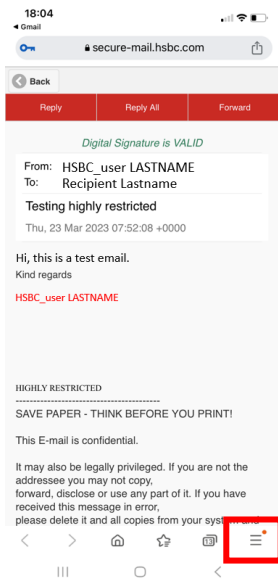
- Select **Save File To...** to save the file to the mobile device.



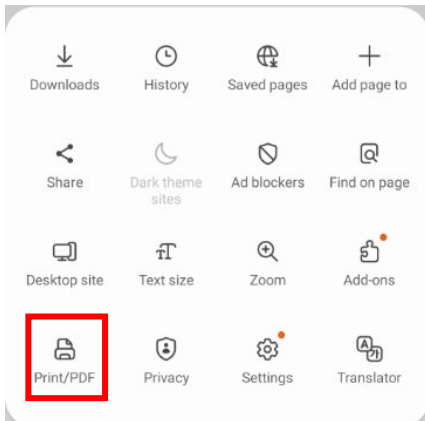
- Attachments can also be saved separately depending on which applications and storage options are available to the user.

## Android

- Open the email with Samsung Internet browser.
- Click the  icon on the bottom right.



- Click **Print/PDF** to either print the email or save it as PDF to the desired folder.



- To save the attachments, click on the attachment and select **Download** to save it to the desired folder.

