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



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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

18:04 ◀ Gmail			?
0-	e secure-mail.hsbc.	com	Û
= C	Inbox		
HSBC_user.LA Test highly restric	ASTNAME@hsbc.com	21 Apr at 13	:54
HSBC_user.LA Test highly restric	STNAME@hsbc.com	21 Apr at 12	:59 🔊
HSBC_user.LA Test	STNAME@hsbc.com	4 Apr at 12	:05 🔊

- 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.



HIGHLY RESTRICTED

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 **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.

14:17 © 12 ⊙ • 		
Mon, 22 May 2023 12:02:54 +0000		
Test		
Kind regards	P.	
HIGHLY RESTRICTED		
SAVE PAPER - THINK BEFORE YOU PRINT!	Download file?	
This E-mail is confidential.		
It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of it. If you have	Size: 32.4KB	
received this message in error, please delete it and all copies from your system	Name	
and notify the sender immediately by return E-mail.	test-1.pptx	
Internet communications cannot be guaranteed to be timely secure, error or virus-free. The sender does not accept liability for any errors or conclerions		
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