



PROOFPOINT ENCRYPTION EMAIL USER GUIDE

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Table of contents

Contents

HSBC Secure Email Solutions	1
How to distinguish which solution was used?	1
About Proofpoint Encryption Email	1
How to Use Proofpoint Encryption Email	1
Receiving an encrypted email sent by Proofpoint	2
Opening an encrypted email encrypted by Proofpoint	2
First Time Registration	3
Setup your Proofpoint account	3
Digital Signature	5
Saving your encrypted email and attachments	5
How to Use Proofpoint Email Editor	5
Replying to and forwarding a Proofpoint Encrypted Email using Email Editor	5
Attaching documents	6
To receive a copy of your encrypted email	6
Sending the encrypted email	6
Logging into Proofpoint to read an Encrypted Email with an existing Proofpoint Account	6
Resetting your Proofpoint password	7
Glossary	8
Support	8
FAQ (frequently asked questions)	8
What happens if I forget my Proofpoint Encryption password?	8
What if I have forgotten my answer to the Security Question (required for password reset)?	9
Can I still read a Proofpoint Encrypted message if the notification notification has been deleted?	9
How long is the Validation Code valid for? Can I re-request a Validation Code if it is rejected?	9
Troubleshooting	9
Expecting an encrypted email but haven't received it?	9
Clicking on the link in the Notification email results in an error message: 'the message you requested is not yet or no longer available'	9
Does Proofpoint Encryption work with a VPN enabled	9
Browsers that are not supported with Proofpoint Encryption:	9

HSBC Secure Email Solutions

At HSBC, security and the protection of customer data is one of our highest priorities. Our aim is to always deliver a safe and secure banking experience at all times, including when we communicate confidential information to customers.

We communicate with our customers in a variety of ways depending on their needs and preferences. A personal banking customer may find that we send letters by post or documents and messages that can be accessed when logged into online banking.

However, for our business customers and other clients there may be specific methods that we jointly agree are the best way to communicate securely. It is our policy to secure any emails containing information that could pose a risk to you or HSBC if intercepted inappropriately. This reduces the risk of electronic eavesdropping, tampering and mail forgery.

Personal customers - such as some private banking clients, for example - may receive encrypted emails from us. We currently support the use of two solutions to send these secure emails: Voltage SecureMail and Proofpoint Encryption Email. Where possible Voltage SecureMail is being replaced by Proofpoint Encryption Email (sometimes referred to as Proofpoint or Proofpoint encryption in this user guide).

How to distinguish which solution was used?

When you receive a notification in your inbox that you have received an encrypted email, look at the footer. It will clearly state which service was used to contact you. Visit [hsbc.com](https://www.hsbc.com) and search for “secure email communications” for more information.

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Example of a Proofpoint Footer on notifications

About Proofpoint Encryption Email

At HSBC we are committed to upholding the strictest security on the information that we communicate with you. That is why we have made it our policy to encrypt and secure all emails when they contain information that could pose a risk to you or HSBC if intercepted by someone else.

As part of this commitment, we have introduced the Proofpoint encryption email service, which operates separately to our Internet Banking Service.

Proofpoint is an industry recognised enterprise security company, covering a range of sensitive data users including banking, insurance, and national governmental departments. Proofpoint Encryption Email is an email encryption solution that can be used with any email application. It is compatible with desktop computers, laptops, and mobiles.

How to Use Proofpoint Encryption Email

The first time you receive a Proofpoint encrypted email, you will need to set up a Proofpoint account before accessing your email. Setting up an account is easy. There is no need to download any software or provide any bank details or any other financial information. You will simply be asked to provide your name, password, and answer a security question. See the [First Time Registration](#) section.

This user guide provides step by step instructions for opening and replying to the encrypted email sent by HSBC via Proofpoint Encryption Email.

Disclaimer: By using Proofpoint Encryption Email, you agree to the HSBC Terms and Conditions and understand our Privacy Policy. For more information open a browser window and search for **hsbc > .com > Terms and Conditions**.

Receiving an encrypted email sent by Proofpoint

When you receive an encrypted email from HSBC encrypted by Proofpoint, you will receive a notification in your email inbox containing instructions on how to access your encrypted email.

Opening an encrypted email encrypted by Proofpoint

Note: some email anti-spam filters may block encrypted attachments and you may need to amend the settings to permit such emails.

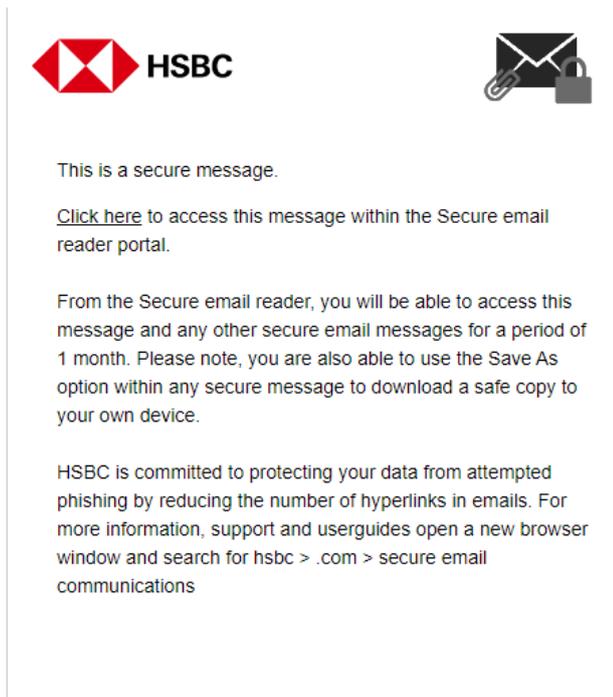
Security Tip: Always check the sender's email address before opening any emails. If you do not recognise the sender, do not open the email.

Example of a notification email received when HSBC has sent you an encrypted email

To view the encrypted email from the notification, select the **Click here** link.

IMPORTANT!

Notification link will expire after one month.



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.

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First Time Registration

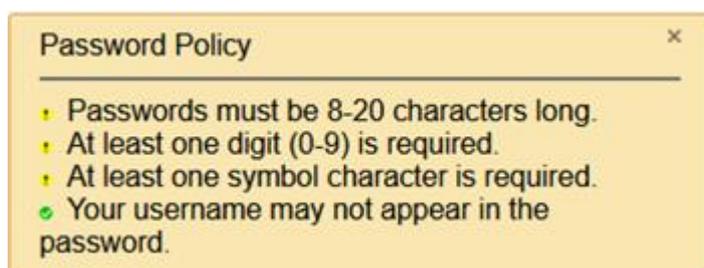
The first time you receive an encrypted email encrypted by Proofpoint you will need to set up an account and register your login credentials. There is no need to download any software or provide any bank details or any other financial information. You will simply be asked to enter your name and password, then answer a security question.

Once you have set up your account, you will be able to log in and view your encrypted emails at any time.

Setup your Proofpoint account

Create your login credentials by completing the **First Name**, **Last Name** and **Password** fields. Check your mailbox for an email from **no-reply@hsbc.com** containing the Validation Code, enter the code into the last box and click **Continue**.

The password policy is as follows:

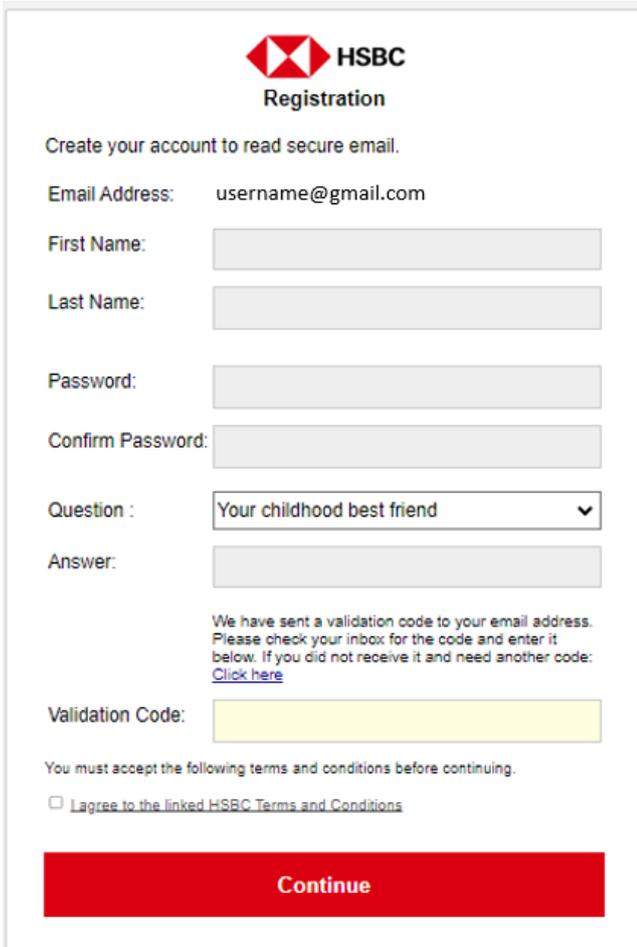


Example of the password policy message

Make a note of your security question answer as you will need this if you forget or want to reset your password. You will not be able to change the security question answer.

Note: If you wish to change your password at a later stage then you can do this on the Logon screen (refer to [Logging into Proofpoint to read an Encrypted Email with an existing Proofpoint Account](#) section)

Security Tip: In the interest of security, your password should be different to the ones you use for accessing online financial account information or other email accounts. Please note that HSBC will never ask you to enter your financial account or details such as your date of birth in the HSBC Proofpoint account set up process or any other part of the Proofpoint solution.



HSBC
Registration

Create your account to read secure email.

Email Address: username@gmail.com

First Name:

Last Name:

Password:

Confirm Password:

Question : Your childhood best friend ▼

Answer:

We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)

Validation Code:

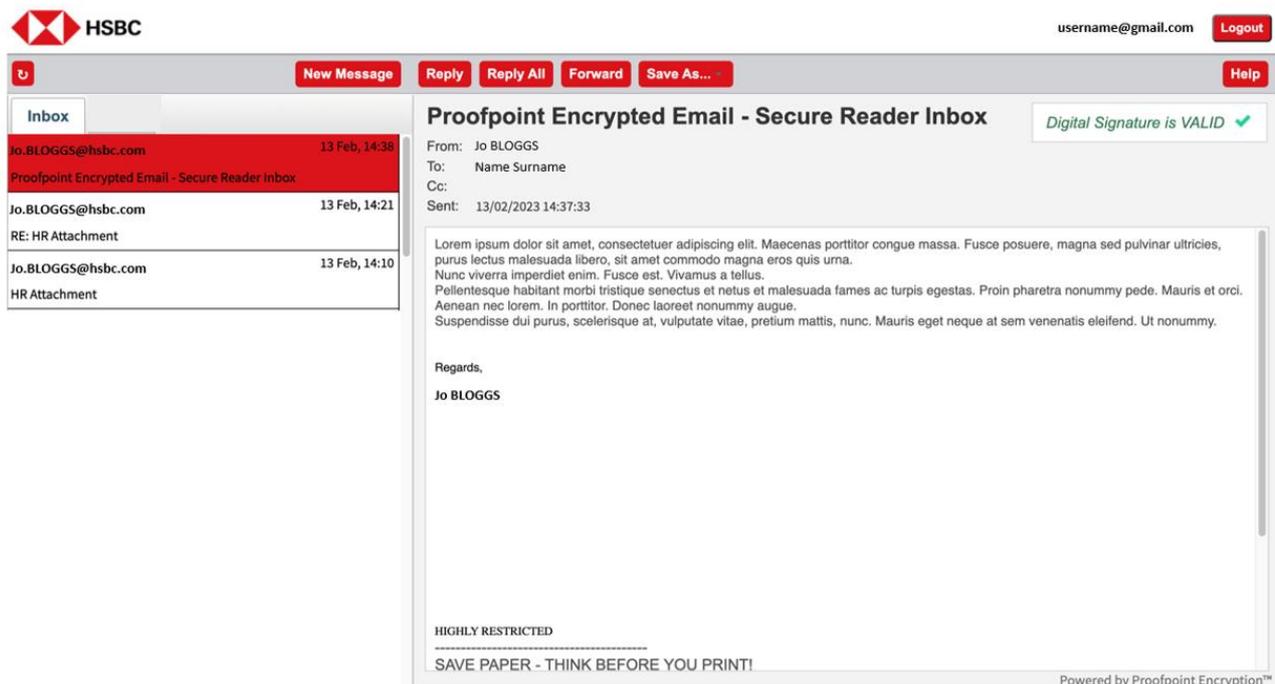
You must accept the following terms and conditions before continuing.

[I agree to the linked HSBC Terms and Conditions](#)

Continue

Example of a Proofpoint Encryption Email Registration screen

Your encrypted email will be displayed in the Secure Email Reader Inbox window in the Proofpoint Encryption portal. You can view the secure emails that you have been sent by HSBC in the pane to the left, just like a regular email inbox. These emails will be retained for a period of one month, so it is highly recommended that you save a copy to your device.



username@gmail.com **Logout**

HSBC

Proofpoint Encrypted Email - Secure Reader Inbox Digital Signature is VALID ✓

From: Jo BLOGGS
To: Name Surname
Cc:
Sent: 13/02/2023 14:37:33

RE: HR Attachment

Jo.BLOGGS@hsbc.com 13 Feb, 14:10
HR Attachment

Jo.BLOGGS@hsbc.com 13 Feb, 14:21
RE: HR Attachment

Jo.BLOGGS@hsbc.com 13 Feb, 14:38
Proofpoint Encrypted Email - Secure Reader Inbox

Regards,
Jo BLOGGS

HIGHLY RESTRICTED
SAVE PAPER - THINK BEFORE YOU PRINT!

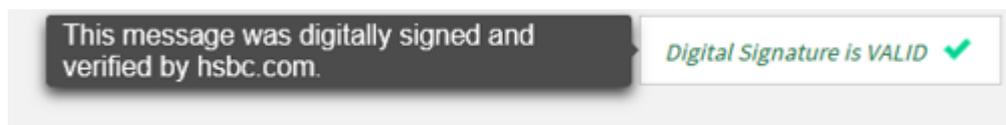
Powered by Proofpoint Encryption™

Example of the Secure Email Reader Inbox window in the Proofpoint Encryption portal

From here you will be able to **Reply**, **Reply All**, **Forward** and **Save** attachments.

Click on the **Help** button for more information on how to use Proofpoint Encryption. Refer to the FAQ and Troubleshooting sections in this document for further help.

Digital Signature



Example of a digital signature

The **Digital Signature is Valid** means that the encrypted email has come from a trusted source at HSBC, and that your email has been validated.

Saving your encrypted email and attachments

If you want to download a copy of the email or email body, click the **Save As** button and choose your required format option.



Example of the **Save As** options

- **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.

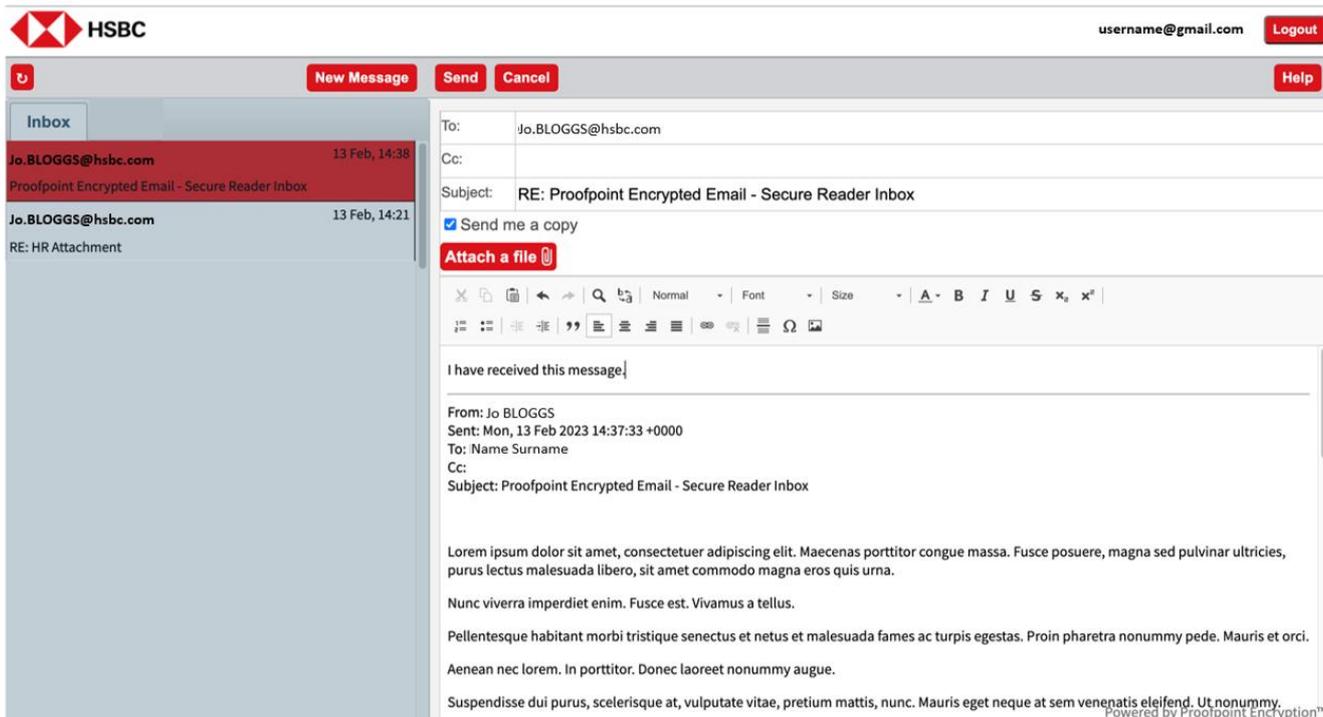
How to Use Proofpoint Email Editor

Replying to and forwarding a Proofpoint Encrypted Email using Email Editor

From within the Secure Email Reader Inbox, you can choose **Reply**, **Reply All** or **Forward**, just like a normal email account. You can add or remove recipients. A forwarded message will have FWD in the subject line.

Note: It is not possible to reply or forward to non-HSBC email addresses. Doing so will result in an error message.

Note: Do not use the back or forward buttons on your browser. If you want to return to the original encrypted email, press **Cancel**.

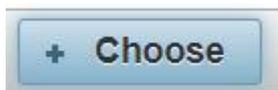


Example of the Secure Email Reader Inbox screen showing the reply option

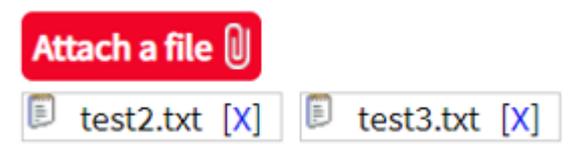
The Rich Text Editor toolbar has a number of functions to help you format text, add links, search and replace, and more.

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.



To receive a copy of your encrypted email

To receive a copy of your reply, click on the **Send me a copy** checkbox option.

Sending the encrypted email

When you are ready to send your reply, click the **Send** button. An encrypted email will be sent to the recipient(s).

Logging into Proofpoint to read an Encrypted Email with an existing Proofpoint Account

To open an encrypted email with an existing Proofpoint account, you will be directed to the Proofpoint Logon screen.



Login

Log in to read your secure message.

username@gmail.com

.....

[Forgot Password](#)

Security [What is this?](#)

- This is a public or shared computer
- This is a private computer

Continue

Example of a Proofpoint Encryption Login Screen

On the **Proofpoint Login** screen, please check the **Email** field is pre-populated with your email address. Check that it is correct, then enter your password.

Under **Security**, you can choose the **Private Computer** option for the web site to remember your credentials, so that you not need to enter them next time you logon to Proofpoint. If you do not want this to happen then select the **Public** or **Shared Computer** option.

Click the **Continue** button to login and proceed to the secure Email Reader Inbox to view the encrypted email.

Resetting your Proofpoint password

If you cannot remember or would like to reset your password, click on the **Forgot password** link in the Login screen.

You need to answer the security question, chosen during account creation, in order to reset your password.

Note: If you do not remember your security question answer, please contact the HSBC representative who sent you the encrypted email, who will be able to help you further.

HSBC
Reset Your Password

Please answer the following to reset your password.

Your first car

Answer

Cancel **Continue**

Example of a Reset your password box

Enter a new password that meets the HSBC Password Policy

HSBC
Enter New Password

Password Policy x

- Passwords must be 8-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

Enter a new password.
username@gmail.com

New password

Confirm password

Continue Cancel

Example of Enter New Password screen

Glossary

Encryption - Encryption is the process of transforming data so it's unreadable to anyone except the party that is authorised to receive it.

Encrypted email - Encrypted email is an email that has been encrypted so that it can be sent securely over the internet. Encrypted email is referred to as message on the notifications and in some of the Proofpoint screens.

Secure Message/secure email – an encrypted email

Web Browser - A web browser is a software application for retrieving, presenting, and traversing information resources on the Internet.

Support

For all support with Proofpoint, please contact the HSBC Representative who sent you the encrypted email, who will assist you with your query.

FAQ (frequently asked questions)

How long will my Proofpoint Encryption session last after inactivity?

Proofpoint Encryption will automatically terminate a logged in session after 15 minutes of inactivity from the user.

What happens if I forget my Proofpoint Encryption password?

In the event you have forgotten your Proofpoint Encryption password, you can reset it by clicking on the “Forgot Password” link. At this point, you will need to successfully enter the answer to your Security Question. If entered correctly you will be able to set a new password. If entered incorrectly, you will be given another attempt.

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

There is no provision for you to reset your password if you cannot remember the answer to the Security Question. In this scenario, you should contact a HSBC member of staff who will be required to raise an incident request.

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

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

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

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

Troubleshooting

If you are having trouble accessing your encrypted email, try some of these tips.

Expecting an encrypted email but haven't received it?

Some email anti-spam filters may block encrypted attachments or file them in your Junk mail. You may need to amend the settings in your email filter to permit such emails.

Clicking on the link in the Notification email results in an error message: 'the message you requested is not yet or no longer available'

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.

Does Proofpoint Encryption work with a VPN enabled

Proofpoint Encryption may not work with all VPNs and you may encounter an error message. Try switching the VPN off. Some browsers and antivirus may have a built-in VPN – check these are disabled. If you still cannot open the Proofpoint encrypted email, ask the HSBC sender to raise an incident request.

Browsers that are not supported with Proofpoint Encryption:

Most browsers are supported with Proofpoint Encryption. If you are getting continual error messages or session timeouts, try logging in on a different browser. If the issues persist, ask the HSBC sender to raise an incident request.

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