

ProofPoint Instructions for Recipients of Encrypted Emails

Receiving Secure Email for the First Time

1. You will receive an email as normal. Upon opening the email, you will read the following message:

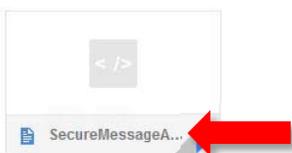
This is a secure, encrypted message. To read it, open the attachment.

The attachment will be called **SecureMessageAtt.html**. This is actually the encrypted message including any documents or files that were attached to the original message which have also been encrypted.



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 © 2009-2016 Proofpoint, Inc. All rights reserved.



2. When you click on the attachment **SecureMessageAt.html** to open it, you will be directed to the AIG Securemail website to register or login before reading the decrypted email.



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.

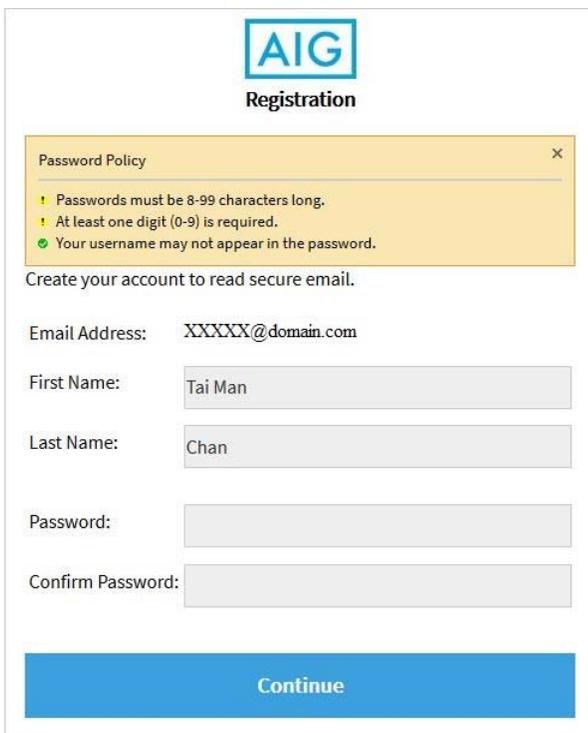
Secured by Proofpoint Encryption, Copyright © 2009-2016 Proofpoint, Inc. All rights reserved.

3. If this is the first time you have accessed the AIG Securemail website, you will be prompted to **Create a New Account**.

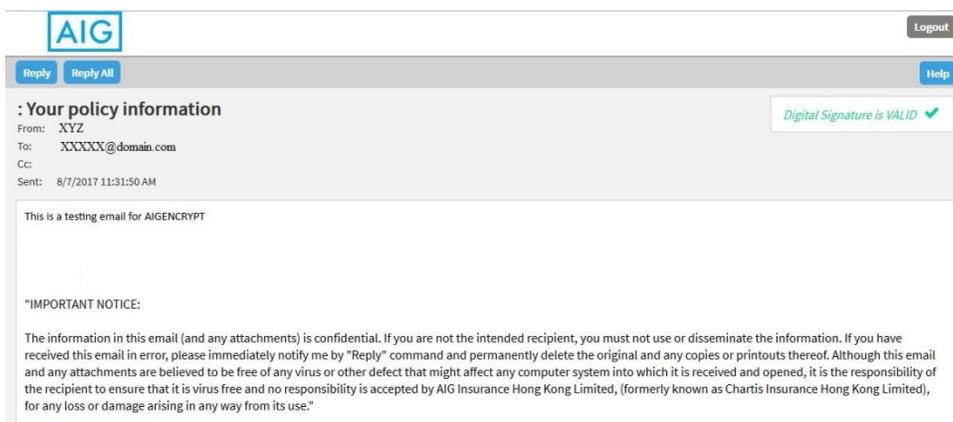


The screenshot shows the AIG Registration page. At the top is the AIG logo and the word "Registration". Below that is the instruction "Create your account to read secure email." The form contains the following fields: "Email Address:" with the value "XXXXXX@domain.com", "First Name:" (empty), "Last Name:" (empty), "Password:" (empty), and "Confirm Password:" (empty). A blue "Continue" button is at the bottom.

4. Complete the fields provided (i.e. Name, Password, Re-type Password) and click on the Continue button, and you will be taken to your message:



The screenshot shows the AIG Registration page with a "Password Policy" popup window. The popup lists three rules: "Passwords must be 8-99 characters long.", "At least one digit (0-9) is required.", and "Your username may not appear in the password." The form fields are now filled: "Email Address:" is "XXXXXX@domain.com", "First Name:" is "Tai Man", and "Last Name:" is "Chan". The "Password:" and "Confirm Password:" fields are still empty. The blue "Continue" button is at the bottom.



NOTE: Secure email passwords will expire every 90 days.

Support for recipients of encrypted emails from AIG senders

1. You should start by contacting the computer support area from your own company. Often the problems with encrypted emails can be resolved by local help desk services.
2. You may send email to secureemailsupport@aig.com. The email goes to the AIG Help Desk. The AIG Help Desk will create a ticket and assign the case to the Messaging team.
3. You may ask the AIG sender to open up a ticket with the AIG Help Desk.