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.

AIG
This is a secure, encrypted message. To read it, open the attachment.
这是安全加密信息。如要阅读此信息,请开启附件。
นี่คือการรักษาความปลอดภัยข้อความที่เข้ารหัสลับ เพื่ออ่านมันให้เปิด ไฟล์ที่แนบมา
이것은 안전하고 암호화된 메시지입니다. 그것을 읽으려면 첨부 파일을 엽니다.
Ini adalah pesan, aman terenkripsi. Untuk membacanya, membuka attachment.
To read it, open the attachment.
More Info
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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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.



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

	Registration	
Create your accou	nt to read secure email.	
Email Address:	XXXXX@domain.com	
First Name:		
Last Name:		
Password:		
Confirm Password	:	
	Continue	

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:

Password Policy		>
 Passwords must At least one digit Your username n 	be 8-99 characters long. : (0-9) is required. nay not appear in the password.	
Create your accou	int to read secure email.	
Email Address:	XXXXX@domain.com	
First Name:	Tai Man	
Last Name:	Chan	
Password:		
Confirm Passwor	d.	

AIG	Logout
Reply Reply All	Help
: Your policy information From: XYZ	Digital Signature is VALID 💙
10: XXXX@doman.com Cc Sent: 8/7/201711:31:50 AM	
This is a testing email for AIGENCRYPT	
"IMPORTANT NOTICE:	
The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printo and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and or the recipient to ensure that it is virus free and no responsibility is accepted by AIG Insurance Hong Kong Limited, (formerly known as Chartis I for any loss or damage arising in any way from its use."	e information. If you have outs thereof. Although this email opened, it is the responsibility of Insurance Hong Kong Limited),

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.