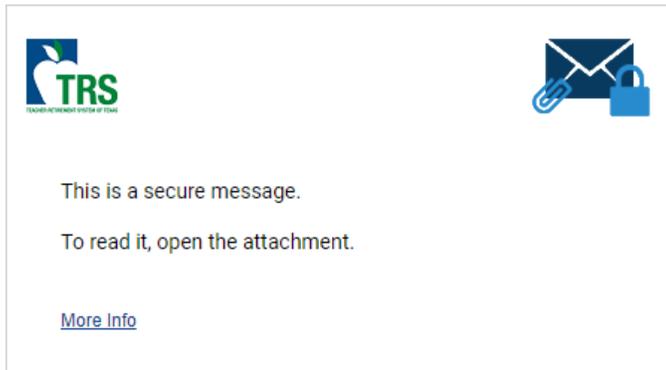


TRS Secure/Encrypted Emails - Instructions

Steps to View Secure, Encrypted TRS Emails

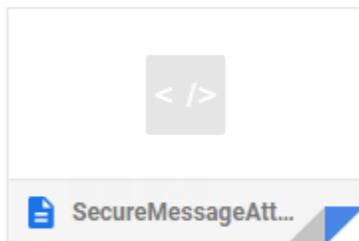
1) Secure TRS emails display the following message:



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. For more information, please contact TRS Support at (512) 542-6318 or via email at ClientServices@trs.texas.gov. NOTICE: The ability to read this message will expire 90 days from the time it was sent.

Secured by Proofpoint Encryption, Copyright © 2009-2019 Proofpoint, Inc. All rights reserved.

2) Click the attachment to read the email:



3) Click on the "Click to read message" button:



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. For more information, please contact TRS Support at (512) 542-6318 or via email at ClientServices@trs.texas.gov. NOTICE: The ability to read this message will expire 90 days from the time it was sent.

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TRS Secure/Encrypted Emails - Instructions

4) First time users will be prompted to create an account to view secure emails from TRS.

Please review the following password rules:

- **Passwords must be 7-20 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**

Registration

Create your account to read secure email.

Email Address: [redacted]@gmail.com

First Name:

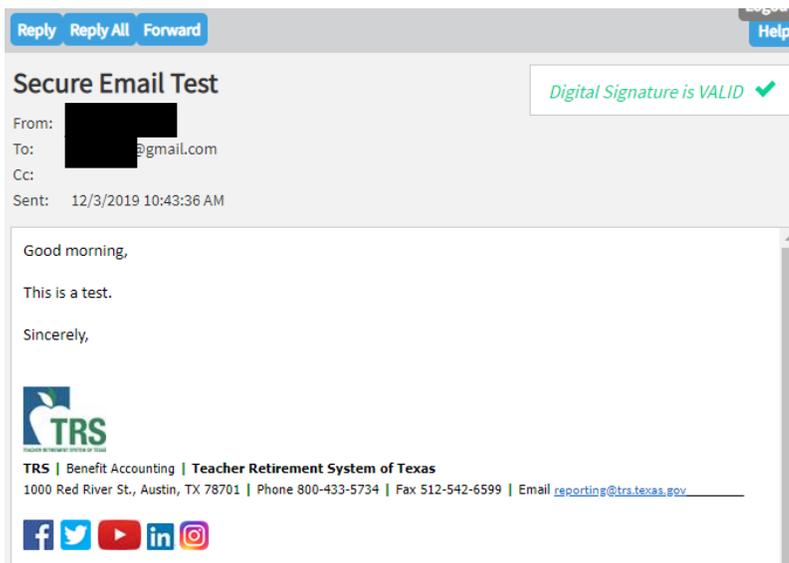
Last Name:

Password:

Confirm Password:

[Continue](#)

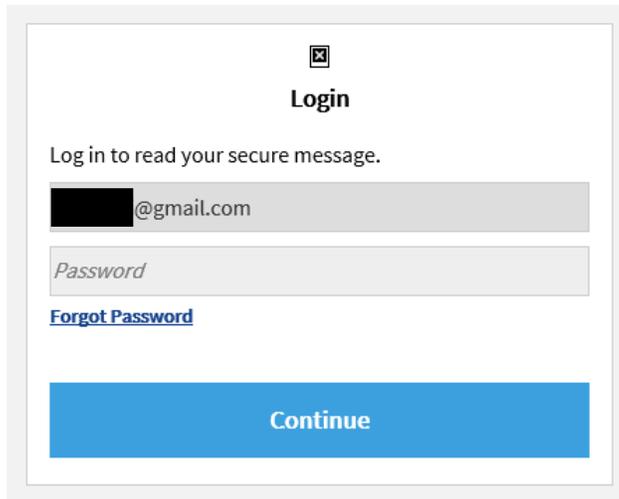
5) Upon completing registration, email communication is available to view:



TRS Secure/Encrypted Emails - Instructions

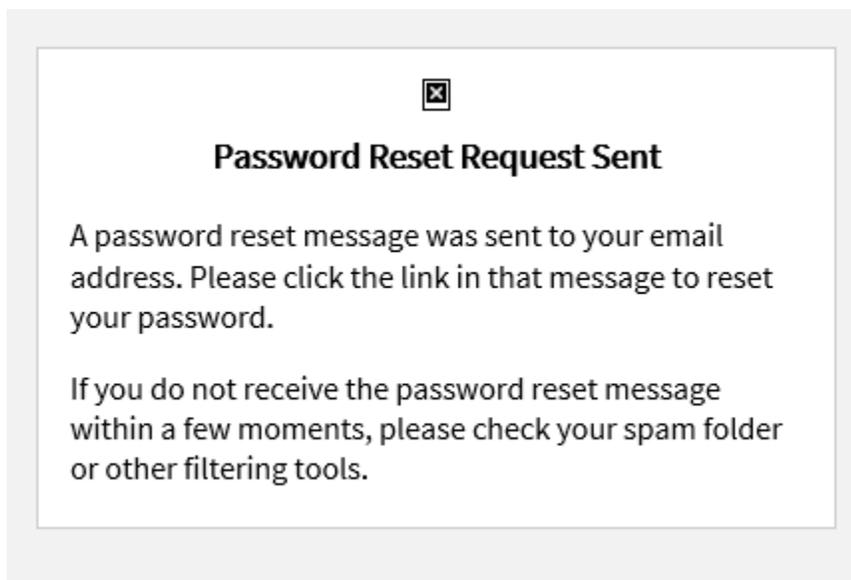
Steps for Resetting Password

1) Click on the "Forgot Password" link:



The screenshot shows a login interface with a close button (X) at the top. Below it is the heading "Login". The text "Log in to read your secure message." is displayed. There are two input fields: the first contains a redacted email address followed by "@gmail.com", and the second is labeled "Password". A blue link labeled "Forgot Password" is positioned below the password field. At the bottom of the form is a large blue button labeled "Continue".

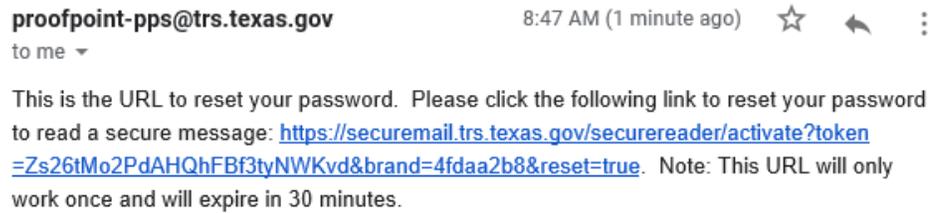
2) A Password Reset Request confirmation message will be displayed, stating that a password reset message was sent to your email:



The screenshot shows a confirmation message with a close button (X) at the top. The heading is "Password Reset Request Sent". The main text reads: "A password reset message was sent to your email address. Please click the link in that message to reset your password." Below this, a secondary message states: "If you do not receive the password reset message within a few moments, please check your spam folder or other filtering tools."

TRS Secure/Encrypted Emails - Instructions

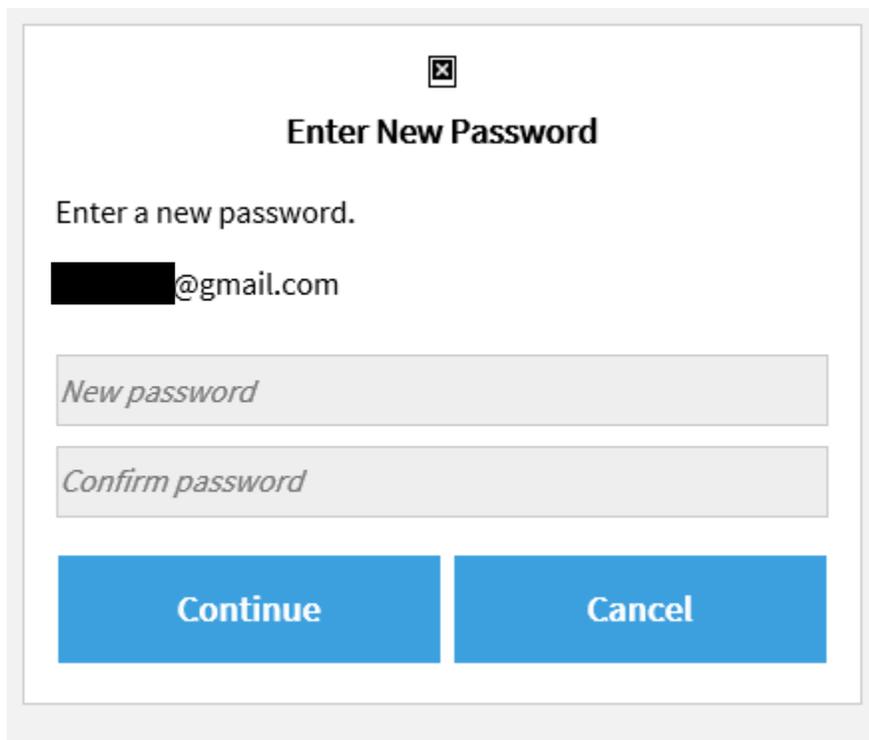
3) An email with a link to reset your password will be sent:



4) After clicking on the link in the email, you will be directed to enter a new password.

Please review the following password rules:

- Passwords must be 7-20 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



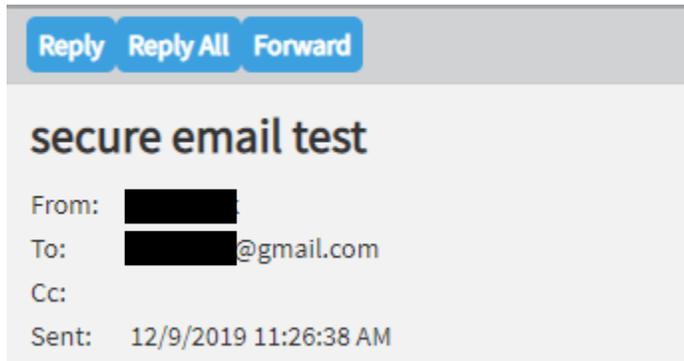
The screenshot shows a web form titled 'Enter New Password'. It includes a close button (X) at the top center. Below the title, it says 'Enter a new password.' followed by a redacted email address '██████████@gmail.com'. There are two input fields: 'New password' and 'Confirm password'. At the bottom, there are two blue buttons: 'Continue' and 'Cancel'.

5) After entering a new password and confirming it, you will be directed to the contents of the encrypted email.

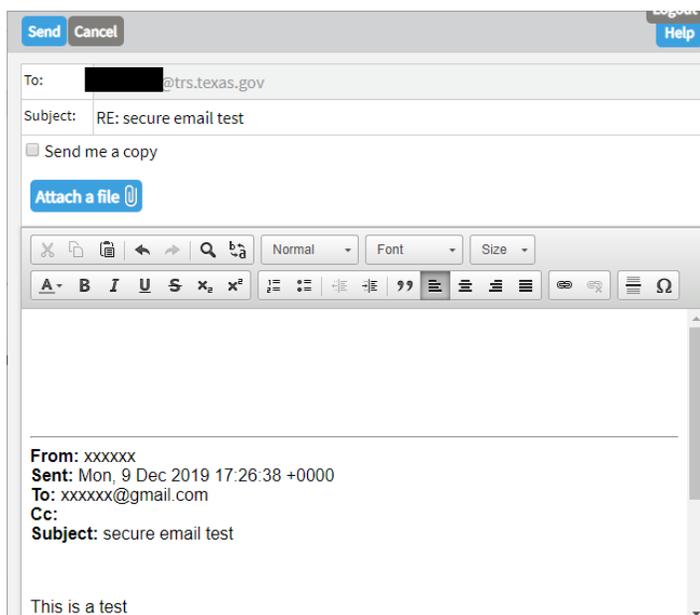
TRS Secure/Encrypted Emails - Instructions

Responding to TRS Secure Emails

1) *Responding only within the secure email system will ensure any information sent to TRS, including attachments, is encrypted. To respond, click “Reply”, “Reply All”, or “Forward” located at the top of the secure email:*



2) *A separate window will open to allow a response:*



TRS Secure/Encrypted Emails - Instructions

3) After completing your email and/or attaching any documents, click "Send" to send the email securely to TRS. You will receive a confirmation message stating the message has been sent:

