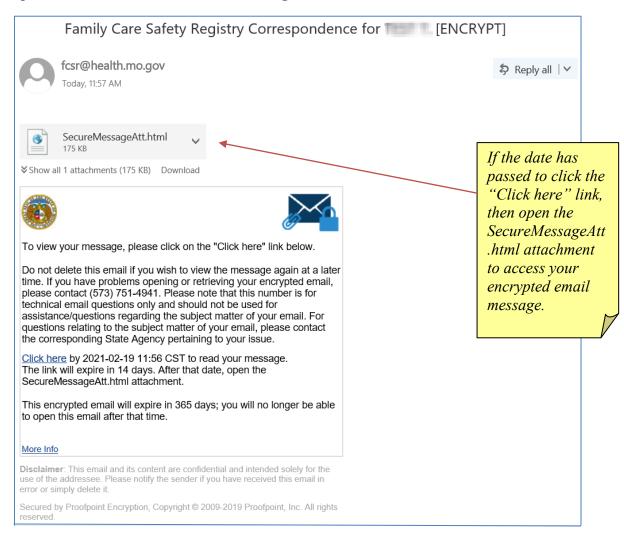# How to Open an Encrypted Email from the Family Care Safety Registry

The Family Care Safety Registry (FCSR) uses encrypted email to send notifications containing sensitive information, such as background screening results. The emails are encrypted by Proofpoint software. Follow these simple steps to create an account in Proofpoint to access your encrypted email.

Important Note: You may encounter difficulties opening an encrypted email through a mobile device application. Try to use your mobile device's web browser to access your email, or use a laptop or desktop computer to open your email application.

Your encrypted email from the FCSR will look like the example below. Click the blue "Click here" link in the body of the email message by the date shown, or if that date has passed, open the attachment named **SecureMessageAtt.html**.

If the date has passed to click the "Click here" link, then open the SecureMessageAtt.html attachment to access your encrypted email message.

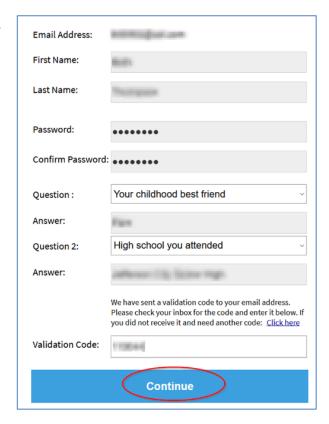# How to Open an Encrypted Email from the Family Care Safety Registry

Create an account in Proofpoint to access this email and future emails. An example of the account creation screen is to the right.

Enter your name, create your password, and select *two* password reset questions and answers. **Check for a second email with a validation code, and enter the validation code.**

Click the "Continue" button.

> *If you need assistance with Proofpoint **software** or creating your Proofpoint **account**, telephone the help staff at (573) 751-4941.*
>
> *If you have questions about the **content** of the opened email and attached notification, contact the FCSR toll-free at (866) 422-6872.*

After logging into Proofpoint, you can now read the full text of the encrypted email. Click or double-click the attachment to view your FCSR notification. (If needed, get the free Adobe Acrobat Reader software from https://get.adobe.com/reader/ or visit your app store.)

Family Care Safety Registry Correspondence f   *Digital Signature is VALID* ✔

From: fcsr@health.mo.gov
To: fcsr@health.mo.gov
Cc:
Sent: 2/5/2021 11:56:30 AM
Attachments: FCSR - 20210205-1156.pdf

You are receiving correspondence from the Missouri Department of Health and Senior Services' Family Care Safety Registry (FCSR) by email because an email address was included in your FCSR registration records. To open the attachment, you must have the free Adobe Acrobat Reader software installed on your device.

If you have questions about the attached correspondence or wish to update your email/mailing preference or other information on file with the FCSR, please contact our toll free call center at 866-422-6872.

For additional information about FCSR caregiver background screenings and who is required to register, visit our website at http://www.health.mo.gov/safety/fcsr/faqs.php.

CONFIDENTIALITY STATEMENT
This electronic communication is from the Missouri Department of Health and Senior Services and is confidential, privileged and intended only for the use of the recipient named above. If you are not the intended recipient or the employee or agent responsible for delivering this information to the intended recipient, unauthorized disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you have received this message in error, please notify the sender immediately at the email address fcsr@health.mo.gov or by calling 866-422-6872.

Powered by Proofpoint Encryption™