

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**.

Family Care Safety Registry Correspondence for [REDACTED] [ENCRYPT]

fcsr@health.mo.gov
Today, 11:57 AM

SecureMessageAtt.html
175 KB

Show all 1 attachments (175 KB) Download

To view your message, please click on the "Click here" link below.

Do not delete this email if you wish to view the message again at a later time. If you have problems opening or retrieving your encrypted email, please contact (573) 751-4941. Please note that this number is for technical email questions only and should not be used for assistance/questions regarding the subject matter of your email. For questions relating to the subject matter of your email, please contact the corresponding State Agency pertaining to your issue.

[Click here](#) by 2021-02-19 11:56 CST to read your message. The link will expire in 14 days. After that date, open the SecureMessageAtt.html attachment.

This encrypted email will expire in 365 days; you will no longer be able to open this email after that time.

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

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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.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Question :

Answer:

Question 2:

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:

Continue

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.)

Reply Reply All Forward Help

Logout

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.

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