Helpful Hint

Sample Pre-Notification Message

UMass Lowell employees who use the Proofpoint secure email system should consider sending a notification email or letter to potential recipients before sending them their first secure email. This will alert them that you will be using secure email to communicate with them and explain how they can correspond with you in a secure manner. Please note that, if you send the pre-notification message via email, you should send it as a normal, non-secure email.

A sample pre-notification message is provided below and can be customized as needed.

Subject: Secure email from the University of Massachusetts Lowell

Dear <insert recipient's name>:

To protect the confidentiality of your sensitive information contained in future electronic mail, I will be sending future emails that contain sensitive data through UMass Lowell’s secure email system. This system uses encryption to protect your information from being viewed by someone else as it is transmitted across the Internet.

Here's how the secure email system works:

1. The first time you receive a secure email from me, you will be invited to register with the secure email system by creating a passphrase that you will use each time you view a secure email. You will also create a password reset question/answer combination that will help you reset your password if you forget it.

2. When I send you additional secure email, you will receive a secure email notification from me.

3. To read my message simply open the attachment and enter your password. You will then be able to view the message and reply back to me (if needed).

4. Once you have registered, you will only need to click to open the attachment and enter your passphrase to view future secure messages from me. The message will be available up to seven days.

If you would like more information about the secure email system at UMass Lowell, please visit http://www.uml.edu.edu/IT/information-security/secure-email

Thank you,

<sender signature>