



MIDDLE PENINSULA NORTHERN NECK BEHAVIORAL HEALTH

“Promoting Well-Being...One Individual, One Family, One Community at a time”

www.mpnnb.org

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Dear Community Partner,

As part of our commitment to secure communications, we have transitioned to **Proofpoint Email Encryption**. While this system enhances security and simplifies access on many devices, we want to provide specific guidance for accessing encrypted emails on mobile devices.

Key Steps for Accessing Encrypted Emails on Mobile:

1. Open the Email:

You'll receive a secure email notification in your inbox. The email will be from “**Encrypted Email on behalf of <sender's email address>**”.

2. Click the Link:

Click the "**Access Message**" in the email.

3. Use Desktop Site:

o Android Users:

- Click the  icon in the top right corner and select **Desktop Site**.

o iPhone Users:

- Open the **Settings** app
- Scroll to the section labeled **Apps** and click it
- Scroll to **Safari** and click it
- Click on **Request Desktop Site**
- Click the slider for **Other Sites** to enable it (green)
- Once the slider is green, go through the steps of accessing the message
- The message attachments should show the **download** option

4. Keep Your Mobile OS Up to Date:

To ensure a secure and seamless experience, please make sure your mobile device's operating system is updated to the latest version. Regular updates provide important security patches and improve compatibility.

Need Help?

If you experience issues, our team is here to assist! Please contact our IT at **804.693.3994**

We appreciate your understanding as we work to ensure the security of our communications.

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