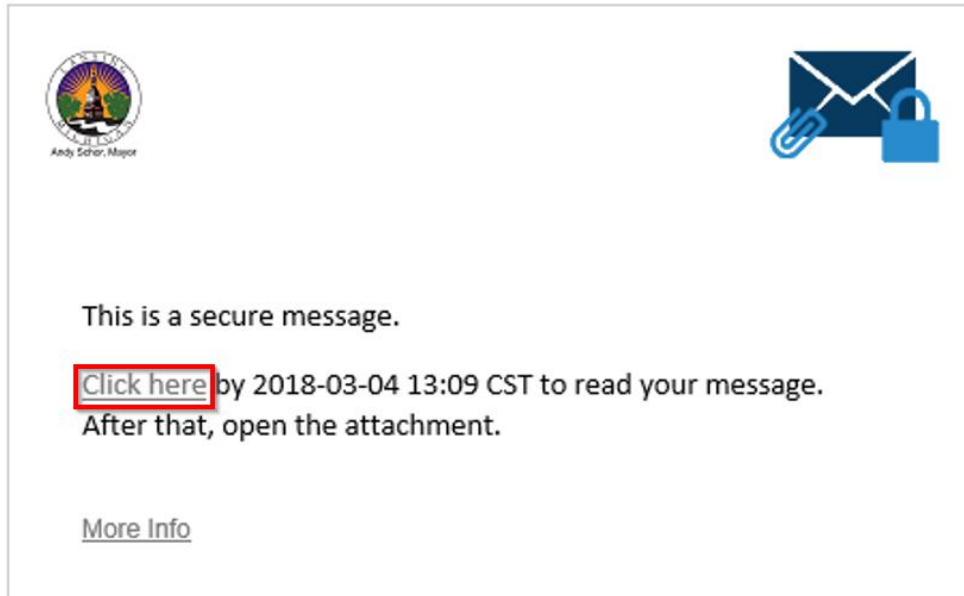


## Reading an encrypted email

You have received a secure email from the city of Lansing; in a few short steps, you will be able to read your message.

Click the words "Click here" to read message link, which will take you to <https://securemail.lansingmi.gov>



If this is the first time you are receiving a secure message from the city of Lansing, you will need to register with the system. Otherwise, there will be a login prompt.

## Registering with Securemail.lansingmi.gov

The first time you receive a secure message; there will be a prompt to create an account to register with the system.

**proofpoint?**  
Initiate Secure Email

Please provide your email address to proceed.  
First time here? *You'll be asked to register.*

Email Address

**Continue**

**proofpoint?**  
Registration

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

**Continue**

Note: Your password cannot contain spaces.

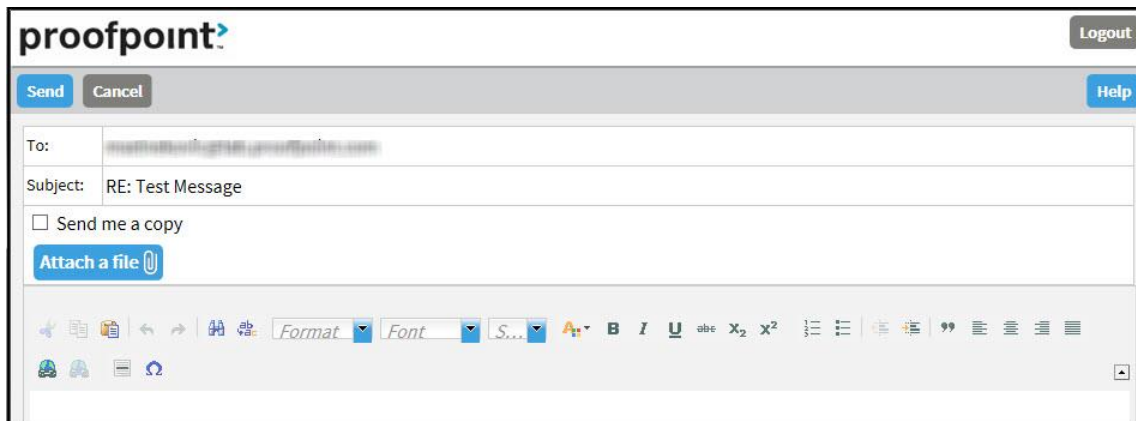
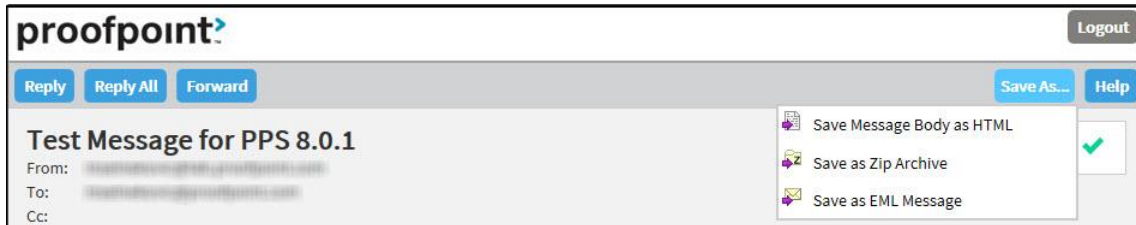
## Read Your Message

The Reply, Reply All, and Forward options are all available



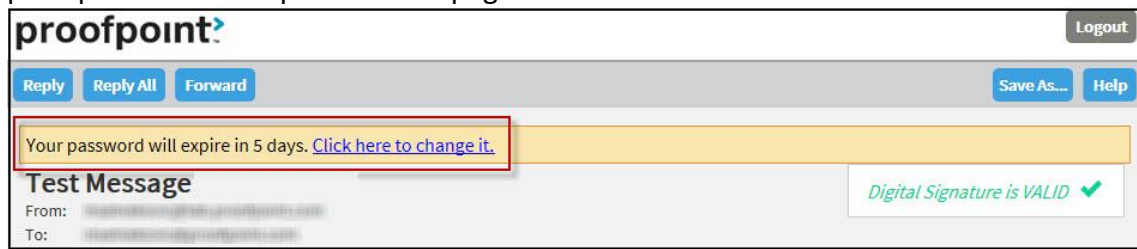
Use the Save As option to download the secure message to your computer.

- Save Message Body as HTML – downloads the message body as <message subject>.html.
- Save as Zip Archive – downloads the message and associated attachments as <message subject>.zip.
- Save as EML Message – composes a RFC2822 message based upon the Secure Reader message content. This option does not include embedded images.

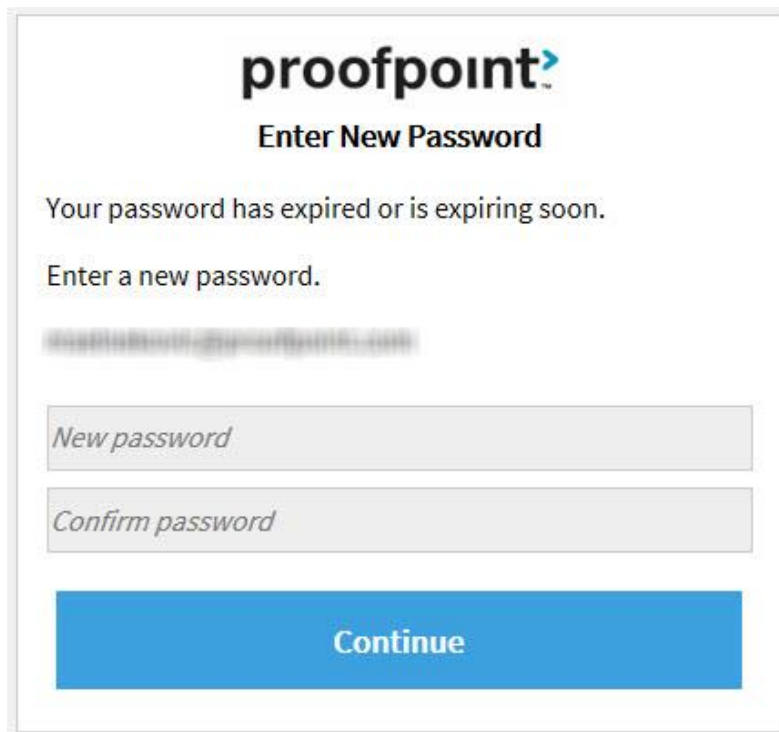


## Your Password Expires

Passwords are set to expire after 90 days. If the password is about to expire, there will be a prompt across the top of the web page.



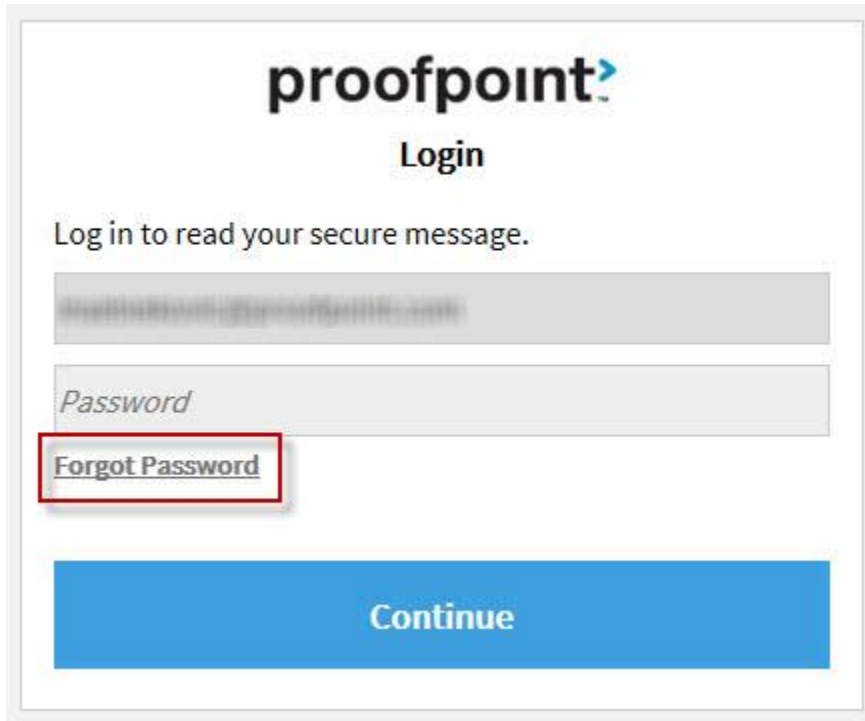
If your password expires before you have a chance to reset it, you will be prompted to reset it the next time you login.

A screenshot of a Proofpoint password reset form. At the top is the Proofpoint logo. Below the logo is the heading 'Enter New Password'. The text reads: 'Your password has expired or is expiring soon.' followed by 'Enter a new password.' Below this is a blurred email address. There are two input fields: the first is labeled 'New password' and the second is labeled 'Confirm password'. At the bottom of the form is a large blue button labeled 'Continue'.

## Forgetting Your Password

Click the “forgot password” link on the login page to reset your password. This will send an email with a link to your registered email address, with password reset instructions.

Note: This is the only way to reset a password.



**proofpoint**>

**Login**

Log in to read your secure message.

*Password*

[Forgot Password](#)

**Continue**