

# NCR Secure Message Portal

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Secure email notification update  
**June 16, 2020**

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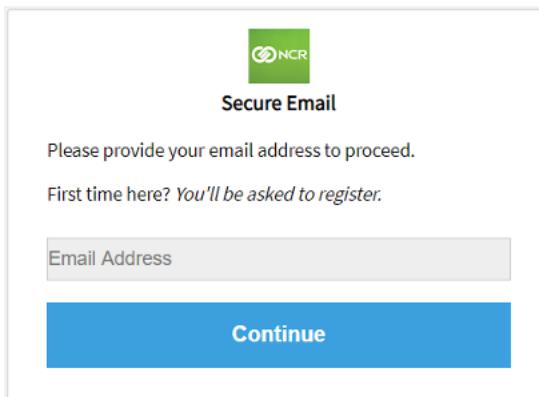
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# Setting up your Proofpoint Secure Portal

## Step 1 - Register account

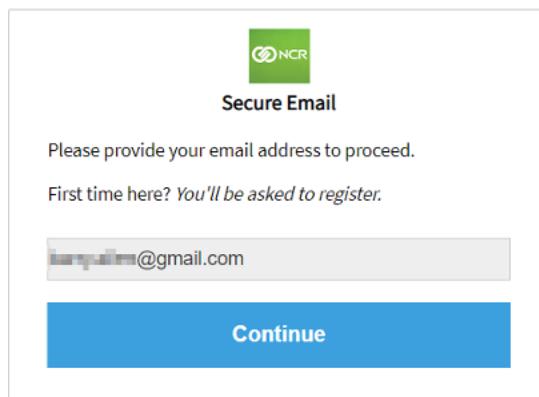
External users can register an account directly

Navigate to <https://securemail.ncr.com/encrypt> to register account.



The screenshot shows a registration form for NCR Secure Email. At the top is the NCR logo with the text 'Secure Email'. Below it is a message: 'Please provide your email address to proceed.' and 'First time here? You'll be asked to register.' There is an input field labeled 'Email Address' containing a placeholder email address. At the bottom is a large blue button labeled 'Continue'.

The external user enters their email address and clicks the "Continue" button.



The screenshot shows the same registration form as the first one, but the 'Email Address' field now contains a valid email address (redacted). The rest of the page, including the NCR logo, instructions, and 'Continue' button, remains the same.

Since the email address is not recognized by the system, the external user is prompted to set up the account. **The password must meet specific criteria.**

**Registration**

**Password Policy**

- Passwords must be 8-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Both uppercase and lowercase characters are required.
- Your username may not appear in the password.

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

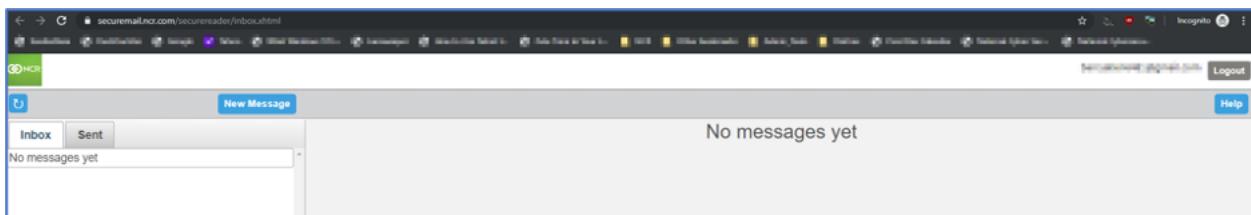
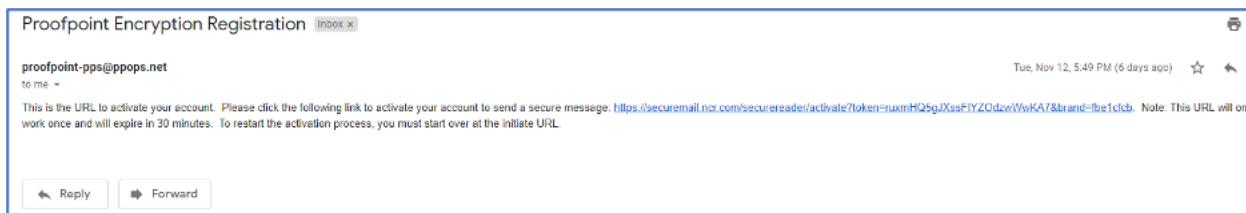
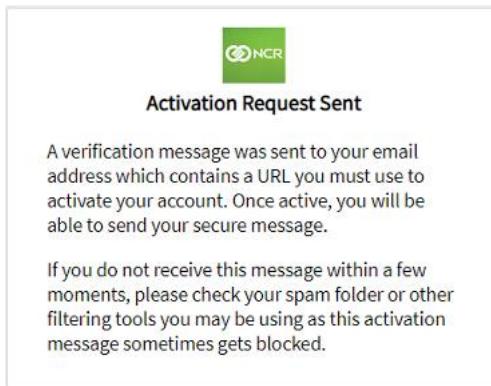
Confirm Password:

Question:

Answer:

**Continue**

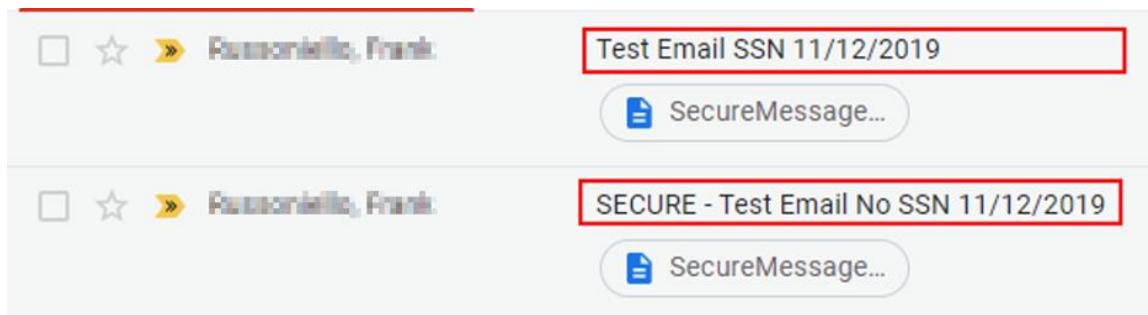
When the external user completes inputting all relevant information and clicks the "**Continue**" button, an Activation email is sent.



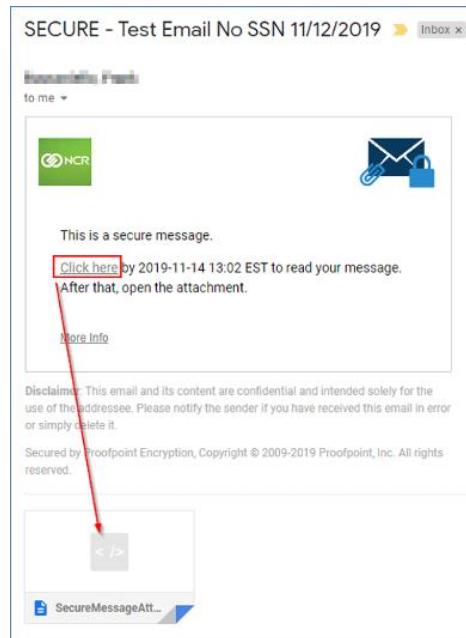
## Step 2 - Active the account

The external user receives a secure message.

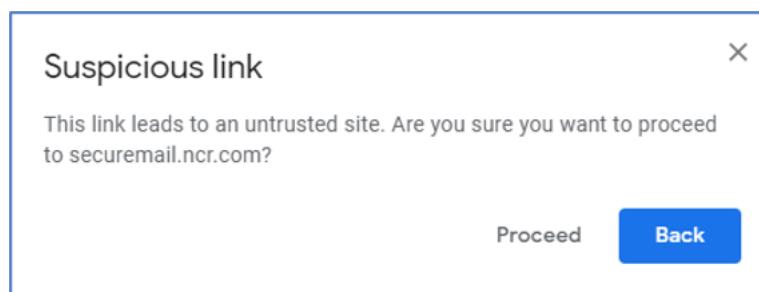
External users can register an account when clicking a link in a Secure Message Notification.



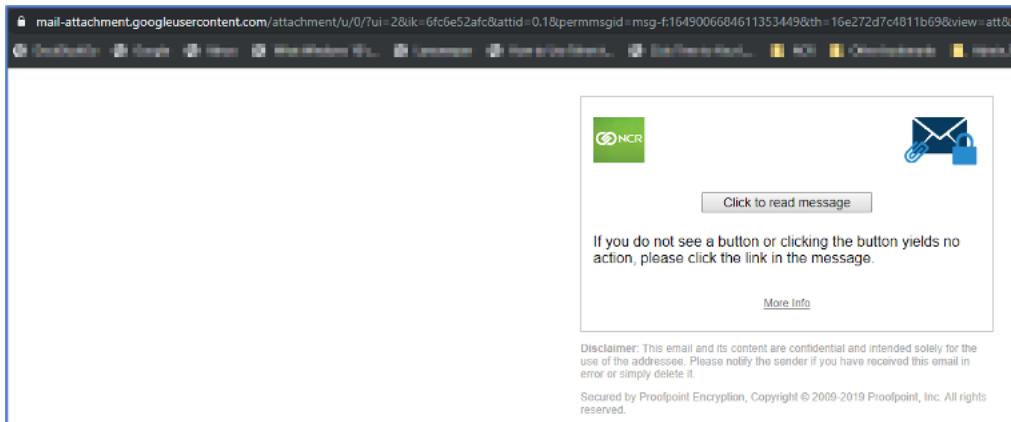
The external user can click the link in the email message (**indicated by the red box**) or open the attachment to click the link (if they are on a mobile device, the link in the email message may not work).



*Note: If the following message is received, the user can click "Proceed".*



The following is the view when opening the attachment.



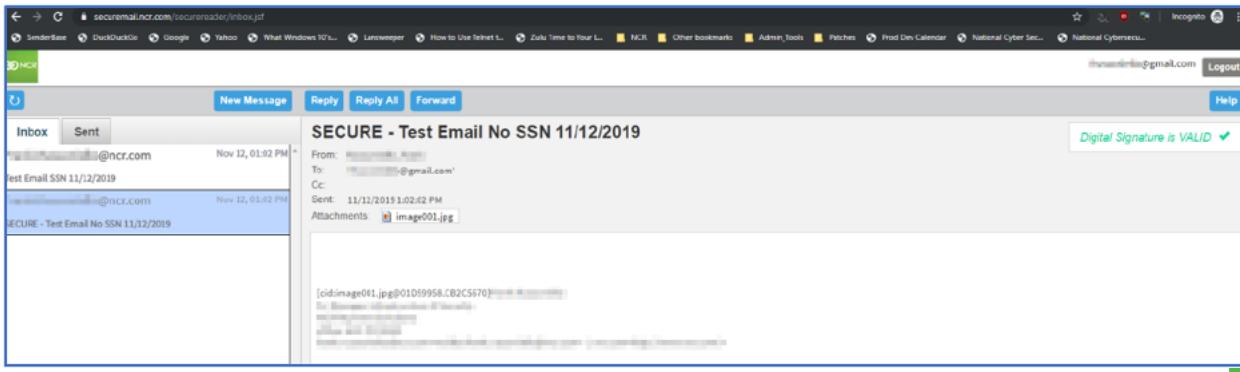
Since the email address is not recognized by the system, the external user will be prompted to set up the account. As in the previous step, the password must meet specific criteria.

The registration page has a "Registration" header and a sub-header "Create your account to read secure email." It contains fields for "Email Address" (with a placeholder), "First Name" (placeholder), "Last Name" (placeholder), "Password" (placeholder), "Confirm Password" (placeholder), "Question" (dropdown menu with "First pet's name" selected), and "Answer" (placeholder). A large blue "Continue" button is at the bottom, highlighted with a red border.

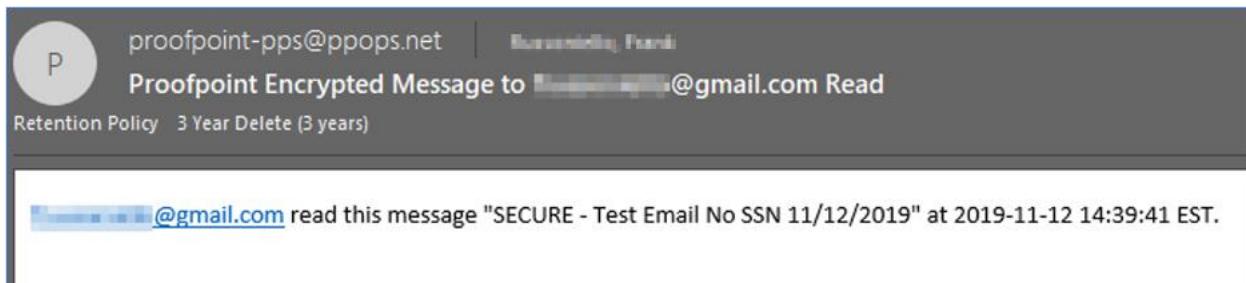
## Step 3 - View the new account

The external user accesses their new account.

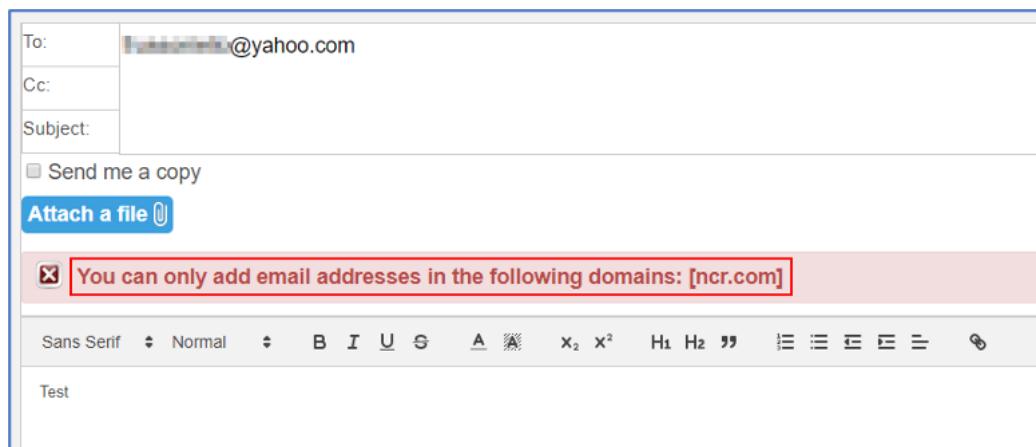
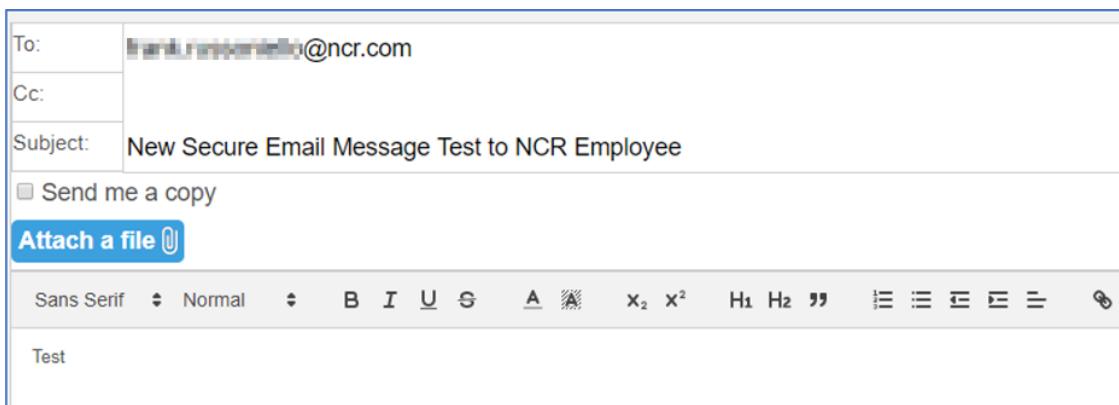
When the external user completes inputting all relevant information and clicks the "Continue" button, they will enter the Inbox of their new account and see the secure message.



A read notification will be sent to the sender of the email, in this case it will be NCR.



The external user can reply to or forward the email as well as compose a new email. Emails can only be sent to ncr.com email addresses.



The external user will appear as "name via NCR Secure Mail" as the sender.

From: [noreply@ncr.com](#) via NCR Secure Mail <no reply@ncr.com> | [Email to File](#)

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New Secure Email Message Test to NCR Employee

Retention Policy 3 Year Delete (3 years)

**\*External Message\* - Use caution before opening links or attachments**

Test

When the external user goes to the website and inputs an existing email address, the password box will appear. When the correct password is inputted, the user's secure mailbox will open.



Log in to Email Encryption

[Forgot Password](#)

**Continue**

If you have any questions or run into issues while setting up your account, reach out to **your dedicated Client Service Representative**. If you don't have their contact information, please call **610-797-9500** and **dial 0**.