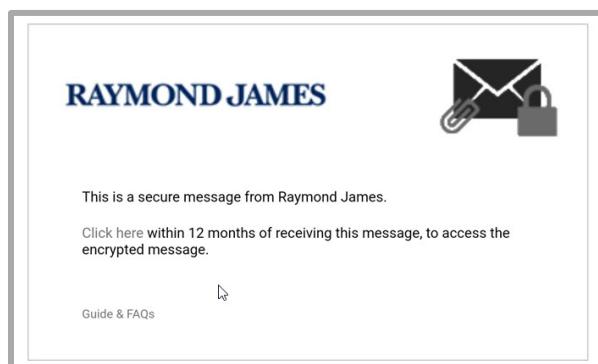


RJL SECURE MESSAGES

RECEIVING ENCRYPTED EMAILS

Raymond James Ltd. values your privacy and the privacy of your information. We have implemented Email Encryption to protect that information but make it practical to receive and send it via email.
NOTE: The size limit for inbound and outbound encrypted emails is 25 MB.



1

When you receive a secure message it will look similar to this in your email inbox

Click the link in the email.

This link is only available for 12 months after you receive it.

If you click the link to open a secure email immediately (less than 30 seconds after receiving it), you may see a prompt saying "Message Not Found". This is because the message content is still being transferred to the secure mail server.

Please try the link again in a minute – the message will be available very soon.

A screenshot of a web form titled "proofpoint. Registration". The form is for creating an account to read secure email. It includes fields for "Email Address", "First Name", "Last Name", "Password", and "Confirm Password". Below the fields is a large blue "Continue" button. The "Email Address" field is currently filled with a redacted email address.

2

If this is your first time receiving a secure message, you will be prompted to register with Proofpoint Encryption.

This registration is only for access to encrypted emails received from RJL.

If you have previously registered your email address with Proofpoint Encryption, you will be prompted to log in.

See our online [Guide & FAQs](#) for help with password resets and locked out accounts.

If you encounter any issues while registering, contact the Service Desk.

If you forget your password, use the Forgot Password link.

RJL SECURE MESSAGES: RECEIVING ENCRYPTED EMAILS

RAYMOND JAMES

Enter New Password

Password Policy

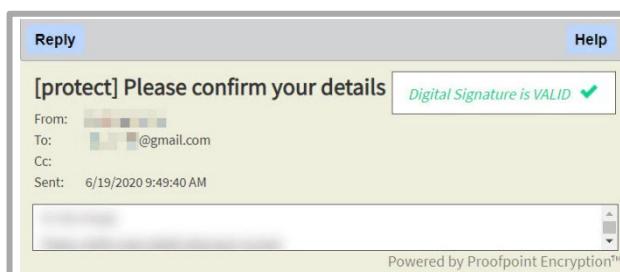
- Passwords must be 8-32 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Both uppercase (A-Z) and lowercase (a-z) characters are required.
- Your username may not appear in the password.

Enter a new password.

3

Create a password with the following rules:

- Must be 8-32 characters long
- At least one digit (0-9) is required
- At least one symbol character is required.
- Both uppercase (A-Z) and lowercase (a-z) characters are required
- Your username (email address) may not appear in the password



4

When you are registered and logged in, you can read the secure message

You can click **Reply** or **Reply All** to send a secure message back to the original sender

To ensure the security of PII (Personally Identifiable Information) additional recipients cannot be added

Attachments can also be securely added and sent with your reply

RAYMOND JAMES

Login

Log in to Email Encryption

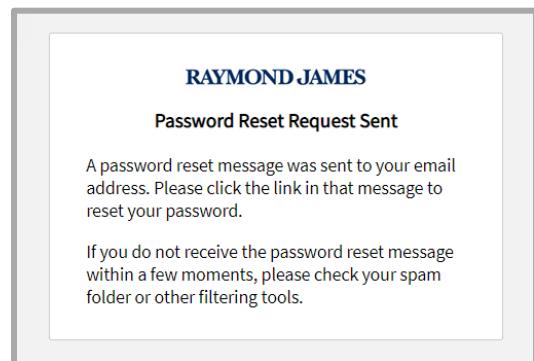
Forgot Password

Continue

5

Forgot your password? Simply click the **Forgot Password** link.

You will see a notification informing you that you will receive an email with a password reset link that will allow you to create a new password.



RJL SECURE MESSAGES: RECEIVING ENCRYPTED EMAILS

Proofpoint Encryption Password Reset



Proofpoint_PPS POD Encryption@raymondjames.ca

This is the URL to reset your password. Please click the following link:
<https://securereader.raymondjames.ca/securereader/activate?token=Xlk79Zag8IO2pq5XeqRhP9&branchid=10000000000000000000000000000000>

6

A password reset link will be sent to your email. Click the link.

RAYMOND JAMES

Enter New Password

Password Policy

- Passwords must be 8-32 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.

Enter a new password.

Continue

Cancel

7

Follow the prompts to create a new password.

Click **Continue** when you are finished.