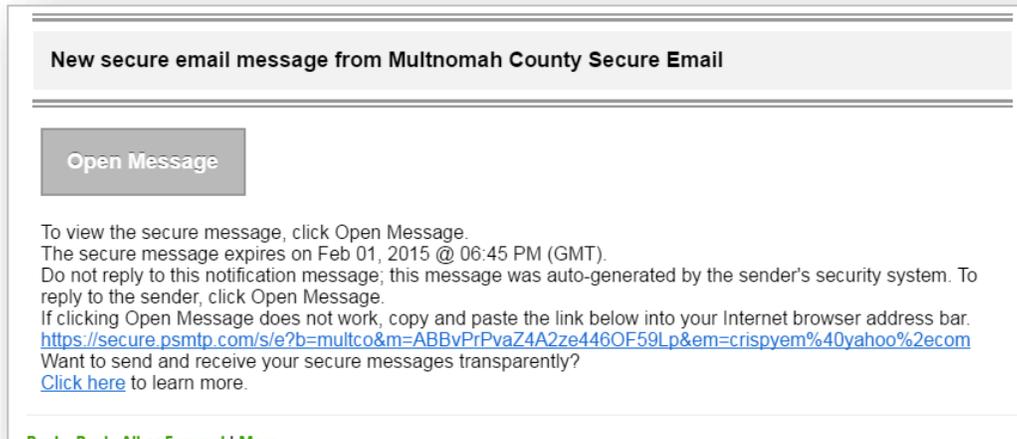


MULTNOMAH COUNTY ENCRYPTED EMAILS

The Multnomah County Data Team uses two types of email encryption software to send confidential client information. If you receive correspondence from the Data Team, you may begin receiving messages like the one below, from one of the encryption systems:

SYSTEM I



TO OPEN AN ENCRYPTED EMAIL

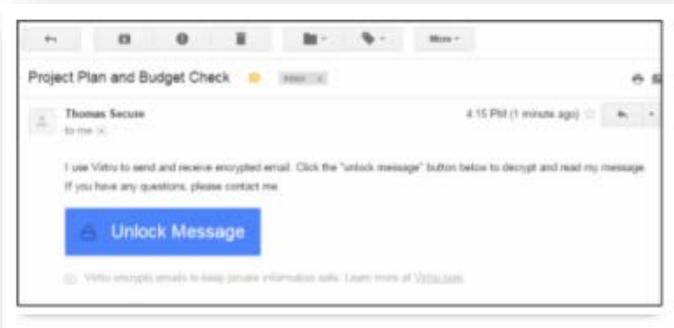
- 1 Click 'Open Message'
- 2 A login screen for the secure message center will open up. Your email address will be pre-filled. You need to **create a password** for the message center
- 3 Click 'Sign In'
- 4 Remember this password. It will be the same password you'll use each time you receive an encrypted email from the Data Team.

The screenshot shows the login page for the Multnomah County Secure Email Message Center. At the top left is the Multnomah County logo. To its right is the text "Multnomah County, Oregon" and the website address "multco.us". Below this is the heading "Welcome to the Multnomah County Secure Email Message Center" and the instruction "Please sign in below to access your secure mailbox." The main form contains an "Email Address:" field with "myname@gmail.com" entered, a "Password:" field, and a "Sign In" button. There is also a "Remember Me" checkbox. At the bottom of the page, there are three buttons: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button.

If you are expecting an email and don't receive it, check that it wasn't caught in your Junk/Spam folder.

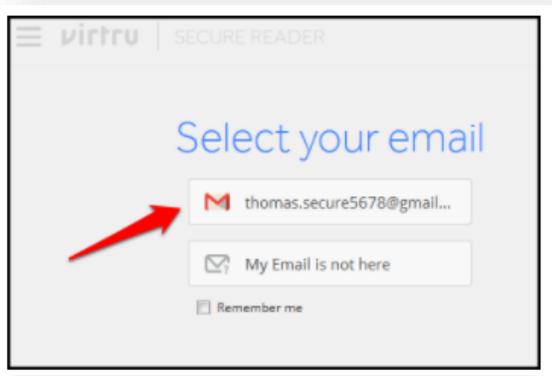
Questions? ServicePoint Helpline 503-970-4408 / servicepoint@multco.us

SYSTEM II

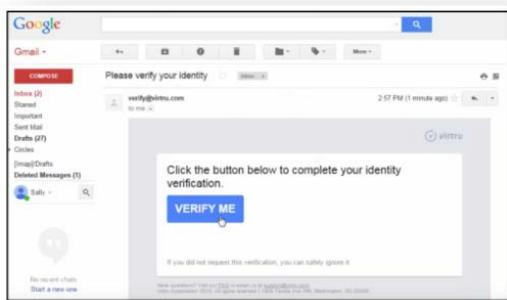


TO OPEN AN ENCRYPTED EMAIL

- 1 Click 'Unlock Message'
- 2 A screen will pop up, asking you to select your email account. If your email isn't listed, choose "My Email is not here" and enter your email address



- 3 A verify identity box will open up with two choices: Send me an email, and Login in with Google. If you choose "Send me an email", return to your email Inbox and look for the activation email.



- 4 The encrypted email message will open. You can reply to the sender securely through this system.