Access and Send Secure Emails Via Your Email Provider

We understand how important information security is. To help protect your sensitive emails, Great Lakes uses Proofpoint, an email security system, to ensure all emails sent from Great Lakes containing sensitive information are secure. This document provides general information on accessing secure emails from, and sending information securely to, Great Lakes.

**Note:** The screens you see may look slightly different based on the email application you’re using.

**Identify Sensitive Information**

When emails are sent from Great Lakes, Proofpoint checks them for SSNs. If Proofpoint identifies SSNs or if the sensitivity of a message has been set to Confidential, the email is encrypted and sent securely to the recipient.

**Note:** Data from specific departments at Great Lakes that send personal identifiable information (PII) is also encrypted.

**Open Secure Emails**

Sensitive emails from Great Lakes display as an attachment in your Inbox. Complete the following to open them.

1. Access the email in your inbox.

![Figure 1. Example of how a secure email may display in your email inbox](image)

2. Open the email attachment.

   **Note:** There is a link to view the message on a mobile device for one month, after which mobile view is no longer available. Depending on your browser, a pop-up may open asking how you want to open the file; click **OK**.

   The disclaimer dialog box opens.
3. Click **Click to Read Message.**

4. If this is the first time you attempt to open a secure email from Great Lakes, the Registration dialog box opens, and you must register your information.

   ![Registration dialog box](image)

   **Figure 3. Example of the Registration dialog box**

   **Note:** Registering your information is a one-time process. Once you have created a password, it never expires.

   - a. Enter your first and last name in the *First Name* and *Last Name* fields.
   - b. Enter and re-enter your password in the corresponding *Password* and *Confirm Password* fields.
   - c. Click **Continue**.

     The email opens as normal.

   -or-

   If this is not the first time you attempt to open a secure email from Great Lakes, the Login dialog box opens. Proceed to the following step.
5. If you know your password, enter it in the Password field, and then click Continue.

The email opens as normal.

-or-

If you forgot your password, reset it.

a. In the Login dialog box (Figure 4), click Forgot Password.

A message displays, indicating a password reset message has been sent to your email Inbox.

b. Access your email inbox, and then open the password reset message.

c. Click the link in the password reset message.

The Enter New Password dialog box opens.

d. Enter and re-enter your password in the corresponding New Password and Confirm Password fields.

e. Click Continue.

The email opens as normal.
Send Information Securely to Great Lakes

We’ve created a secure channel for you to send us most information (i.e., not files related to Direct Loan Consolidation) on your portal on the Great Lakes website (https://home.mygreatlakes.org). Refer to our Send Secure Information to Great Lakes resource on Support Central for more information.

You can also securely send information to Great Lakes by setting the message sensitivity to Confidential or replying to a secure email from Great Lakes.

Send Emails with a Confidential Message Sensitivity to Great Lakes

Complete the following to send emails to Great Lakes that have a message sensitivity of Confidential.

1. Create a new email message and enter the appropriate information (e.g., recipient, subject line, body text, etc.).

2. Select File > Info in the email, and then click Properties.

The Properties dialog box opens.

3. In the Settings section, select Confidential from the Sensitivity drop-down list, and then click Close.

The Properties dialog box closes.

4. Click Send to send the email securely.

Respond to Secure Emails from Great Lakes

If you receive a secure email from Great Lakes, complete the following to send a secure response.

1. Click Reply in the secure email from Great Lakes.

   **Note:** To send the response securely, you must click Reply within the secure email (i.e., the attachment you opened), not the email containing the attachment.
2. Enter the appropriate information in your reply email (e.g., body text).
3. Add any attachments.
4. Click **Send** to send the email securely.