

How to Open a Secure Email

A step-by-step guide for recipients of encrypted messages from BCFR

Why you received this message

Boone County Family Resources (BCFR) uses encrypted email to protect sensitive and confidential information. When we send you a secure message, it is not delivered like an ordinary email. Instead, you receive a short notification email and open the actual message through a protected web page.

To confirm it is really you, the system emails you a six-digit one-time passcode. You enter that code to unlock the message — no account or password is required. This guide walks you through the whole process in four quick steps.

Before you start, you will need:

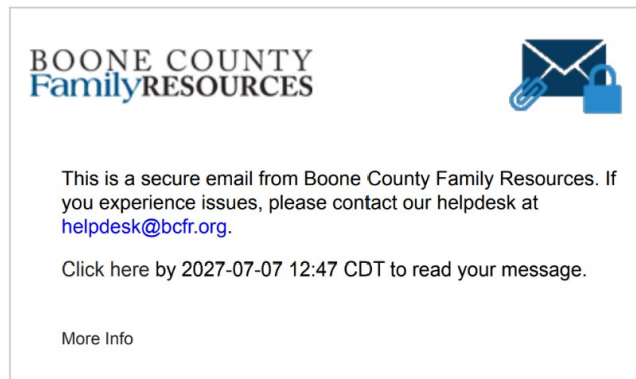
- Access to the email inbox the message was sent to.
- A current web browser — Chrome, Microsoft Edge, Firefox, or Safari. (Internet Explorer is not supported.)
- A few minutes — the passcode expires, so plan to finish in one sitting.

STEP 1 Find the notification email

Look in your inbox for an email from a staff person at Boone County Family Resources. The subject line will indicate that it is a secure or encrypted message.

- If you do not see it, check your Junk or Spam folder — secure-message notifications sometimes land there the first time.
- Open the notification. It contains a “Click here” link to view your secure email.

Tip: the link stays active for 90 days. After that, we will need to resend the message.



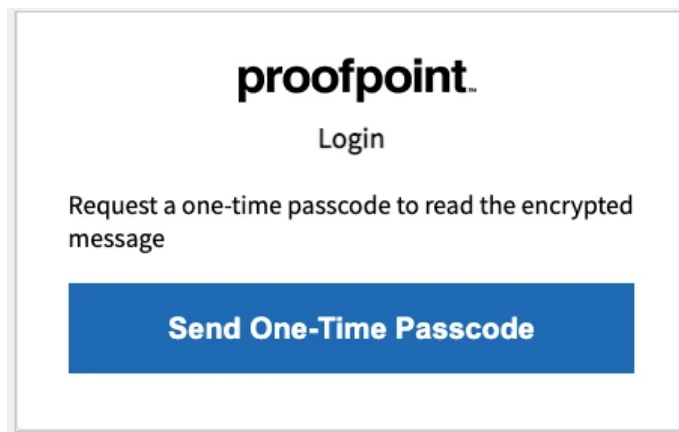
Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

Secured by Proofpoint Encryption, Copyright © 2009-2026 Proofpoint, Inc. All rights reserved.

The notification email you will receive from BCFR

STEP 2 Click the “Click here” link

Select the “Click here” link in the notification email. Your web browser opens the BCFR secure message portal, shown at right.

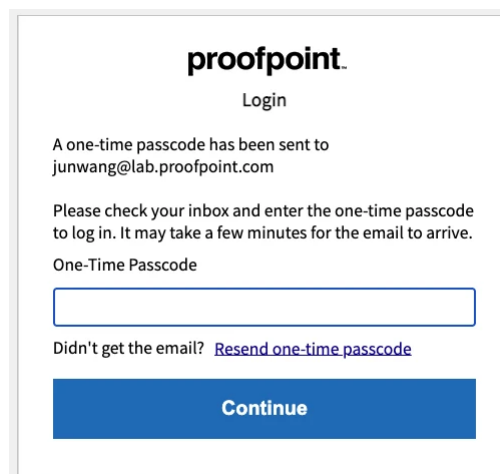


Your browser opens the secure message portal

STEP 3 Request your one-time passcode

Select the Send One-Time Passcode button. The system will email a six-digit passcode to the same inbox where you received the notification.

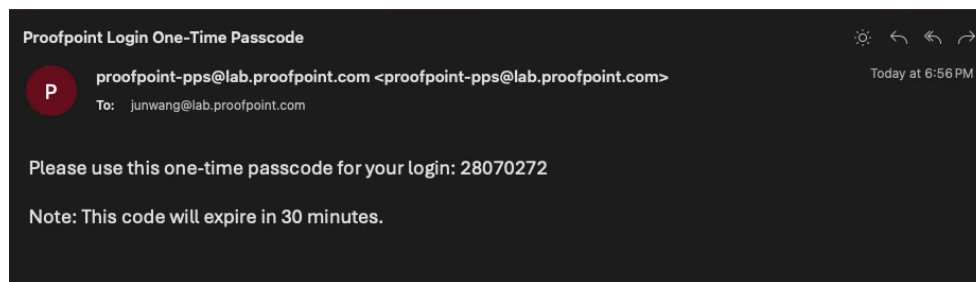
Leave this browser window open and switch to your email inbox to retrieve the code.



Select “Send One-Time Passcode”

STEP 4 Enter the passcode and read your message

1. Open the new email containing your six-digit one-time passcode. It will look like the example below.
2. Return to the browser window from Step 3 and type or paste the code into the passcode field.
3. Select Continue. Your secure message opens and you can read it.



The one-time passcode email

Important — the code expires

For your security, the one-time passcode is valid for 30 minutes. If it expires before you use it, simply request a new code and check your inbox again. Only the most recent code will work.

Troubleshooting

Problem	What to do
I didn't receive the passcode email	Wait a minute or two, then check your Junk or Spam folder. Avoid requesting many codes in a row — only the most recent code will work. Use the newest email and discard the older ones.
My code says it's invalid or expired	Request a new code, then enter the newest one right away before it expires. Make sure you enter the code in the same browser window where you selected "Send One-Time Passcode."
The page won't load or looks broken	Switch to a current version of Chrome, Edge, Firefox, or Safari — Internet Explorer is not supported. Disable pop-up blockers or browser extensions that may interfere, then reopen the link.
I'm locked out	Too many incorrect attempts can temporarily lock access. Wait about 5 minutes and try again with a fresh code.

Need help?

If you cannot open your message after trying the steps above, please contact your BCFR point of contact via email or phone.

Please do not share your one-time passcode with anyone. BCFR will never ask you for your code by phone.