

Client Training HQ

Proofpoint Frequently Asked Questions

In an effort to maintain and enhance our high levels of data security, we consistently monitor and adjust to protect the data entrusted to our care. Proofpoint provides email and file attachment encryption to help prevent unauthorized sharing of your private emails and files, making emails more secure and our digital work more efficient.

Proofpoint General Information

What is Proofpoint?

Proofpoint offers encryption for both emails and attachments. Proofpoint helps enhance the security of sensitive information shared with you by Equifax®.

When did Equifax start using Proofpoint?

Equifax started a phased transition to Proofpoint in November 2025. However, as we migrate to Proofpoint, you may still send and receive messages from Virtru for a limited time, though for many this will not apply.

How long can I view an encrypted email?

Per Equifax policy, emails in the Proofpoint Inbox expire 365 days from receipt.

New User Account Creation

How do I access my first Proofpoint encrypted message?

You will receive two emails: one from Equifax with a "View Encrypted Email" link to the Proofpoint Portal. Once you click that link, Proofpoint will send a second email from no-reply.proofpoint@equifax.com with a one-time validation code immediately after you connect to the registration portal; enter the code in the portal to complete registration. You need both emails to create an account and access the message. **NOTE:** Equifax will never ask for your Proofpoint password via email or phone.

What are the password requirements for my Proofpoint account?

Passwords must be at least 12 characters and include a mix of uppercase letters, lowercase letters, numbers, and special characters.

What if I don't receive the second email with the validation code?

Check your SPAM folder. If it is not there, you may need to ask your own Corporate Technology team to allowlist the email address no-reply.proofpoint@equifax.com.

How long is the one-time validation code active?

The one-time validation code is only active for 30 minutes.

Will I need a validation code every time I receive an encrypted message?

No, you will only receive a validation code during the initial setup process. Moving forward, you will just need your password to log in.

Using the Proofpoint Inbox**How do I view all my encrypted emails?**

Once you log in to the Proofpoint Inbox, you will see all unexpired encrypted emails you have received from Equifax.

Can I reply or forward an encrypted message?

You can Reply or Reply All to messages from the inbox, and your replies will also be sent encrypted. However, you will only be able to forward emails to recipients within your organization's email domain or to @equifax.com.

What is the direct link to the Proofpoint Inbox?

The direct link is (i.e., Equifax Secure Web Mail); <https://securemail.equifax.com/formpostdir/init.jsf>.

Troubleshooting**You receive a "message not available" response after clicking the link.**

Try clicking the link once again or refresh the page after a few minutes.

You authenticated successfully, but do not have permission to decrypt this message.

You do not have permission to decrypt this message. Or, the administrator has disabled your ability to decrypt the message. Contact your Equifax Account Management Team.

You authenticated successfully, but the decryption key for your message has been deleted.

The decryption key for this message has expired or has been deleted. Contact your Equifax Account Management Team.

There was a critical error processing your request. There may be a problem with the system or your request.

Proofpoint Encryption is temporarily unavailable. Retry in a few minutes. If this situation persists, contact your Equifax Account Management Team.

The username you requested has already been registered.

You have already authenticated with Proofpoint Encryption. Click "Forgot Password" on the Proofpoint Account Login screen to reset your password for this account.

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There was an error retrieving the key for your message. If this error persists, please contact your administrator.

The key server is temporarily unavailable. Try again later, and if you still cannot decrypt the message, contact your Equifax Account Management Team.

Your account has been disabled.

Your email administrator has disabled your account. Please contact your Equifax Account Management Team.

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.

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