

Client Training HQ

Proofpoint Encryption Email Process

This document provides instructions on accessing secured emails sent through **Proofpoint**, the new encryption service used by your Equifax® team.

What is Proofpoint?

Proofpoint offers industry-leading encryption for both emails and attachments. At Equifax, we are continuously investing in technology designed to help protect your data and the security of communications sent to you. Proofpoint helps enhance the security of sensitive information shared with you by Equifax.

When can I expect to start receiving Proofpoint emails?

Equifax started a phased transition to Proofpoint in November 2025. However, as we migrate from Virtru to Proofpoint, you may still send and receive messages from Virtru for a limited time.

New Proofpoint Users – Creating an Account

You will receive two emails with your first Proofpoint encrypted message, one from Equifax and one from Proofpoint. You will need to **create an account and choose a password in order to access the message**. You need *both* emails to register for Proofpoint.

1. The encrypted email from Equifax includes a link to the Proofpoint Portal, stating **View Encrypted Email** to open the message. Click this link to be taken to the Proofpoint Inbox.
2. The first time you receive a Proofpoint encrypted email, Proofpoint will send a second email from no-reply.proofpoint@equifax.com, which will include your one-time validation code. This code will be needed for the account creation process so that you may access the Proofpoint Inbox. You will only receive a validation code during the initial setup process.

Note: If you do not see the second email in your inbox after opening the registration page from the first email, please check your SPAM folder. You may need to ask your Technology team to allowlist no-reply.proofpoint@equifax.com if you do not receive the initial email.

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

3. Once you are at the Proofpoint Inbox, you will be prompted to create your account.
 - a. Your **email address** is pre-populated, and cannot be edited. Provide your first and last name in the appropriate boxes.
 - b. You will be prompted to **create a password**. Passwords *must* be at least 12 characters and a mix of uppercase and lowercase letters, numbers, and special characters.
 - c. Return to your email for the second email from no-reply.proofpoint@equifax.com with the one-time Validation Code, and paste or type the 6-digit code into the box at the bottom of the registration page.
4. You can now log into the Proofpoint Inbox! You will not need a Validation Code when receiving encrypted messages in the future.

Reading Your Equifax Emails in the Proofpoint Inbox

Once logged in, you will see all unexpired encrypted emails you have received from Equifax. From here, you have the option to **Reply** or **Reply All**. Per Equifax policy, email expires 365 days from receipt.

Note: You will only be able to forward emails from this inbox to recipients in your organization's email domain or at @equifax.com. When you reply to encrypted messages, your replies will also be sent encrypted.

Moving forward, any encrypted email sent through Proofpoint will require you to log in to the Proofpoint Inbox to view the message. Please ensure you remember your password for efficient login. If needed, you can access the Proofpoint Inbox through <https://securemail.equifax.com/formpostdir/init.jsf>.

More Training Available!

Check out additional training resources for all Equifax products and services available on our site, [Connections](#).

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.