

Client Training HQ

Proofpoint with a One-Time Passcode Process

Proofpoint offers industry-leading encryption for both emails and attachments. Equifax® is continuously investing in technology designed to help protect your data and the security of communications sent to you. To maintain a high level of data security, Proofpoint helps enhance the security of sensitive information shared with you by Equifax.

Receiving Your One-Time Passcode (OTP)

You will receive **two** emails with your encrypted message, one from Equifax and one from Proofpoint.

1. The encrypted email from Equifax (wotc@equifax.com) 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. An **Equifax** login screen will open in a new tab or browser window. Click the **Send One-Time Passcode** button to request the Proofpoint OTP.
3. Navigate back to your inbox. Proofpoint will send a second email from noreply-otp@equifax.com, which will include your one-time passcode. Copy this 8-digit code; it will be needed so that you may access the encrypted email. **The one-time passcode is only active for 10 minutes.**

Note: If you do not see the second email in your inbox after requesting the OTP, please check your SPAM folder. You may need to ask your Technology team to allowlist noreply-otp@equifax.com if you do not receive the initial email.

4. Return to the Equifax login screen. Paste the OTP code into the field and press **Continue**.
5. You can now log into the Proofpoint Inbox to view your encrypted email.

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.