Sending Encrypted Documents to VRS
Employer guide to using Proofpoint for email security

Virginia Retirement System

Introduction:

This job aid provides instructions to employers sending VRS forms containing personal information securely to VRS using Proofpoint, a widely used resource for encrypting and decrypting emails. VRS forms or related documents that were previously faxed to VRS or sent via Zix can be sent to VRS using Proofpoint (faxes are still permitted).

Proofpoint emails should be sent to vrssecuremessage@varetire.org. Forms sent to other VRS email addresses cannot be processed. vrssecuremessage@varetire.org is automated and will not be able to read or respond to additional correspondence.

Note: Proofpoint is for sending forms. Employers can still use their normal email for general non-secure correspondence and should use myVRS Navigator's Secure Message function to send messages containing personal information.

One-time registration for Proofpoint:

1. Navigate to https://employers.varetire.org/securesend.

   a. Enter your work email address and click **Continue**.

   b. A verification email containing a validation code will be sent to the email address you entered. If you do not see it in your primary inbox, check your junk or spam folder. You will need this code for the next step.

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Secure Email

Please provide your email address to proceed.

First time here? *You'll be asked to register.*

Email Address

MDavis@vca.virginia.gov
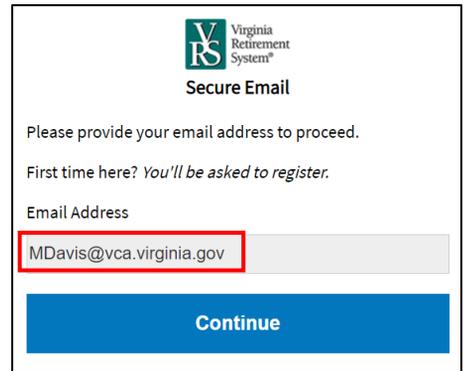
Continue

2. If you have not previously created an account, a registration page is displayed. To register, enter your first and last name and create a password.

3. Enter the validation code from the verification email.

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Registration

Password Policy ×

Create your account to read secure email.

- Passwords must be 7-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

Email Address: MDavis@vca.virginia.gov

First Name: Miles

Last Name: Davis

Password: ··············

Confirm Password: ··············

We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: Click here

Validation Code: 275803

Continue

Proofpoint Encryption Registration ▸ Inbox ×

proofpoint-pps@varetire.org
to me ▾

Please use this validation code to complete your registration 275803
Note: This code will expire in 30 minutes.

↶ Reply   ↱ Forward

4. Click **Continue**.

5. The Proofpoint email manager will open in your browser.

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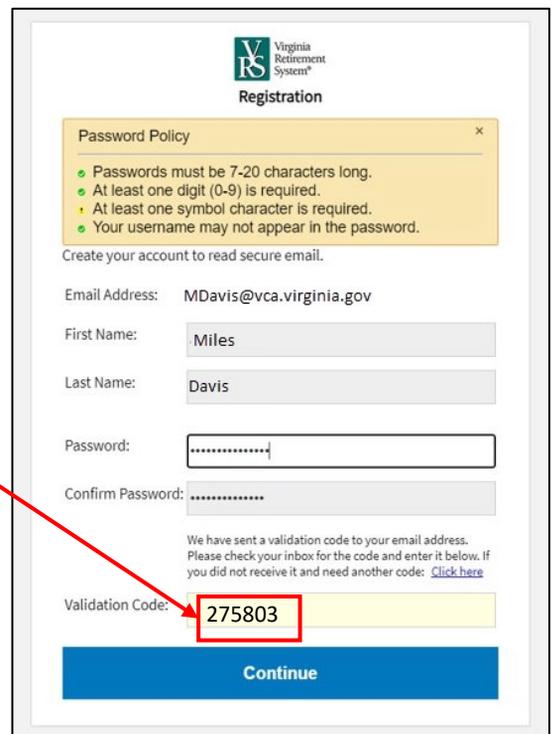
Send forms securely to VRS:

1. Sign in to your Proofpoint account at https://employers.varetire.org/securesend using the email and password created when you registered your Proofpoint account. The Inbox is displayed.
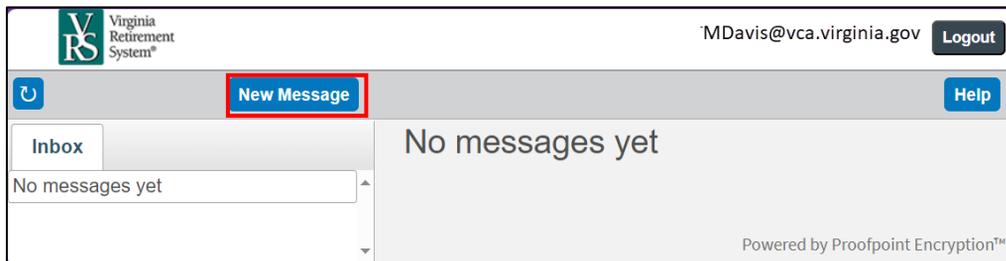
2. Click **New Message**.
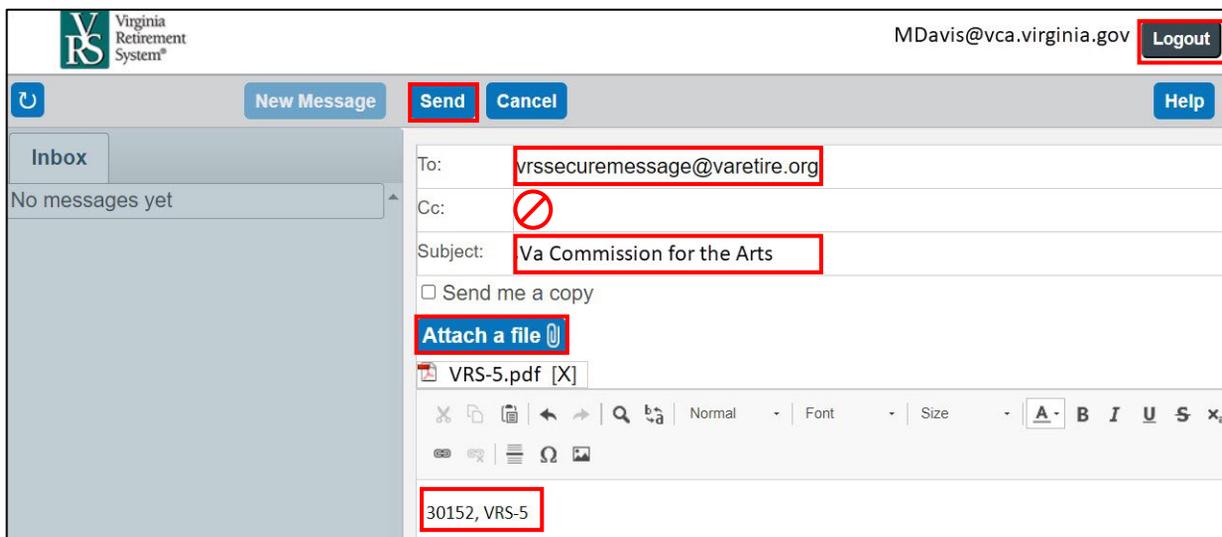
3. In the **To:** line, enter vrssecuremessage@varetire.org to send forms securely to VRS.
   Note: VRS can only accept forms and related documents through the Proofpoint email portal account.

4. Do not enter anything in the **CC** line. Leave it blank.

5. In the **Subject:** line, enter the name of your organization.

6. Click **Attach a File** to attach a completed form. You can attach multiple forms to the same email.
   - Any VRS form that you could previously fax to VRS will be accepted.
   - The maximum allowed file name length is 40 characters. If the file name exceeds 40 characters, the system will not process the transaction.
   - Do not send password protected or encrypted documents and files; they cannot be processed.

7. In the body of the email, enter your five-digit VRS Employer Code and the VRS form number(s) that you attached; for example: 30152, VRS-5, VRS-65.
   Note: The system is automated and cannot read or respond to additional correspondence.

8. Click **Send**.

9. Click **Logout** to sign out.

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Frequently Asked Questions:

Q: What is Proofpoint?
Proofpoint is a secure email solution that allows employers to electronically transmit VRS forms securely.

Q: Can I send multiple forms in the same email?
Yes.

Q: What happens to the forms I send to VRS using Proofpoint?
Forms are encrypted during transmission and delivered to a secure VRS email box and automatically processed.

Q: How do I create a Proofpoint email account?
Visit https://employers.varetire.org/securesend and register using the steps outlined in this job aid.

Q: Is Proofpoint available for members and retirees?
No. Only employers can use this channel. Employers may send forms on their behalf.

Q: Can I use my personal email address to set up my Proofpoint email account?
No. Only preapproved employer email domains can set up accounts.

Q: What if I forget my password?
Click the Reset button at https://employers.varetire.org/securesend and follow the instructions.

Q: I have additional questions, who can I contact?
Email your questions to employersupport@varetire.org.

Q: Is there a character limit on file name attachments?
Yes. File names cannot exceed 40 characters.

Q: Can I attach password protected or encrypted documents and files?
No. Password protected or encrypted documents and files cannot be processed.

Q: Can I explain my issue in the body of the email?
No. This is an automated system that processes form(s) but cannot read text beyond the employer number and form name. Use the Secure Message function in myVRS Navigator or contact your employer relationship manager to discuss issues in more detail.

Q: I tried to sign up but I get the error: "Login Disabled. New messages initiation is disabled or restricted."
You must be using a VITA domain email (such as @.virginia.gov or@Lottery.com). If you receive this error, email employersupport@varetire.org to report the address you are using.