





Retrieving Secure Emails from MSK

MSK follows industry standards to protect patient health information through email. We use secure email tools to communicate with external providers, patients, and their families. Recipients of secure emails from MSK will now need to register for an account to view secure emails. Please follow the steps below to retrieve your secure emails from MSK.

1. Upon receiving a secure email from MSK, you will receive the email notification below and should click the **Click here** button.



Memorial Sloan Kettering
Cancer Center



You have received an email message from Memorial Sloan Kettering (MSK), which has been secured to protect confidential information. You have received a secure message either because our message to you contains confidential information, or because your message to us contained confidential information.

[Click here](#) by 2023-02-15 14:58 EST to read your message.
You can also open the attachment to this email.

Please note: You must create a username and password to view secure messages from MSK. After you create your username and password, you can use this login information whenever you receive a secure message.

[Need help? View detailed instructions here.](#)



2. You will then be taken to the registration page to create an account if you have not done so already. Enter your information and create a password.

A screenshot of the Memorial Sloan Kettering Cancer Center registration page. The page has a white background with a blue border. At the top left is the Memorial Sloan Kettering Cancer Center logo. To its right, the text "Memorial Sloan Kettering Cancer Center" is displayed. Below this, the word "Registration" is centered. Underneath, the instruction "Create your account to read secure email." is shown. The form contains several input fields: "Email Address:" with a partially filled field ending in "@gmail.com"; "First Name:" with an empty text box; "Last Name:" with an empty text box; "Password:" with an empty text box; and "Confirm Password:" with an empty text box. Below these fields is a paragraph of text: "We have sent a validation code from Proofpoint-pps@mskcc.org 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](#)". Below this text is a "Validation Code:" label and a yellow-highlighted text input field. At the bottom of the form is a large blue button with the word "Continue" in white text.

3. A validation code will be sent to your email address from Proofpoint – pps@mskcc.org. This code should be entered in the **Validation Code** field. Click **Continue** to complete the registration process.




Proofpoint Encryption Registration Inbox x

 **proofpoint-pps@mskcc.org**
to me ▾

Please use this validation code to complete your registration: 311437

Note: This code will expire in 30 minutes.


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Registration

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

We have sent a validation code from Proofpoint-pps@mskcc.org 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:

Continue



4. You will then be taken to your secure inbox where you can view, reply to, and save your secure messages from MSK.

The screenshot shows the secure inbox interface for Memorial Sloan Kettering Cancer Center. The top navigation bar includes the MSK logo, the text "Memorial Sloan Kettering Cancer Center", a "Logout" button, and a "Help" button. Below the navigation bar are buttons for "Reply", "Reply All", and "Save As...". A blue arrow points to the "Save As..." button. The main content area displays an email from "wolkoffc@mskcc.org" with the subject "pr00fp0int". The email body contains a test message and a disclaimer. A "Digital Signature is VALID" status is shown in the top right corner of the email content area.

5. For resources on using the Proofpoint system, click the **Help** button.

This screenshot is identical to the one above, showing the secure inbox interface. However, a blue arrow points to the "Help" button in the top right corner of the navigation bar, indicating where to click for resources on using the Proofpoint system.



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6. Finally, you will need to log in to your secure mailbox each time you receive a secure message from MSK using the email address and password you previously registered with. If you need to reset your password, click **Forgot Password**.

The screenshot shows a login interface for Memorial Sloan Kettering Cancer Center. At the top, the MSK logo and name are displayed. Below this is the heading "Login" and the instruction "Log in to Email Encryption". There are two input fields: "Email Address" with a pre-filled value ending in "@gmail.com", and "Password". A link for "Forgot Password" is located below the password field. A large blue "Continue" button is at the bottom of the form.

[Click here](#) to learn more.