

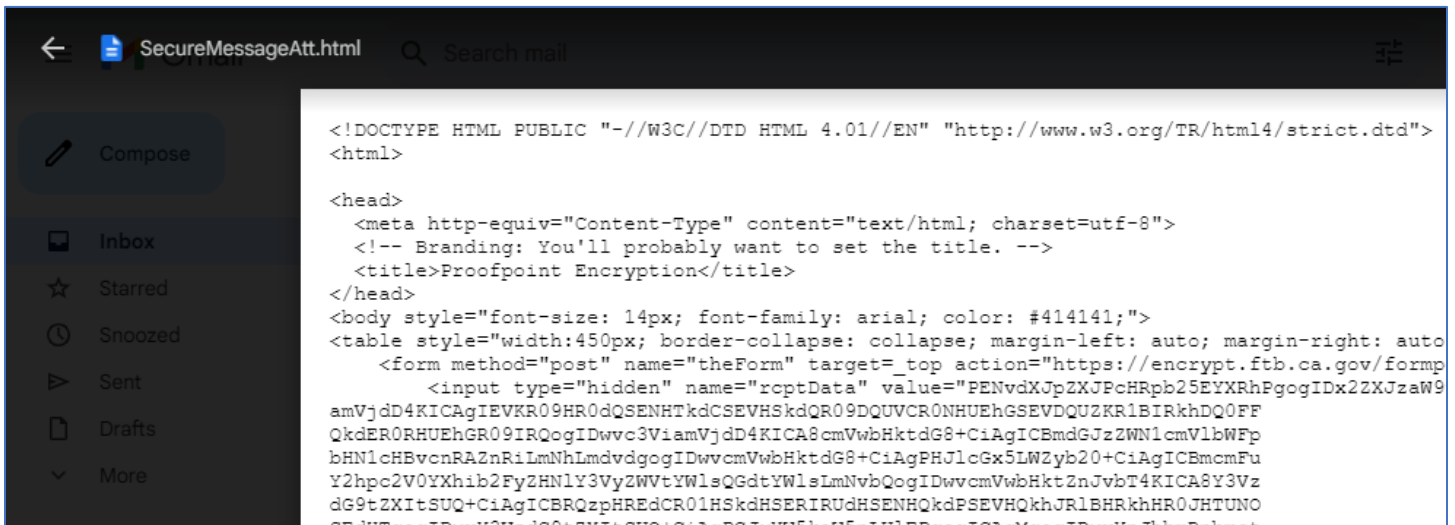
Secure Email Gmail Workaround

Issue

Gmail users are unable to read a **Secure Email** received from the Franchise Tax Board (FTB).

Symptoms

When clicking the Secure Email attachment sent to you by FTB, you may be presented with “code” or “gibberish” like the below example:



```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01//EN" "http://www.w3.org/TR/html4/strict.dtd">
<html>

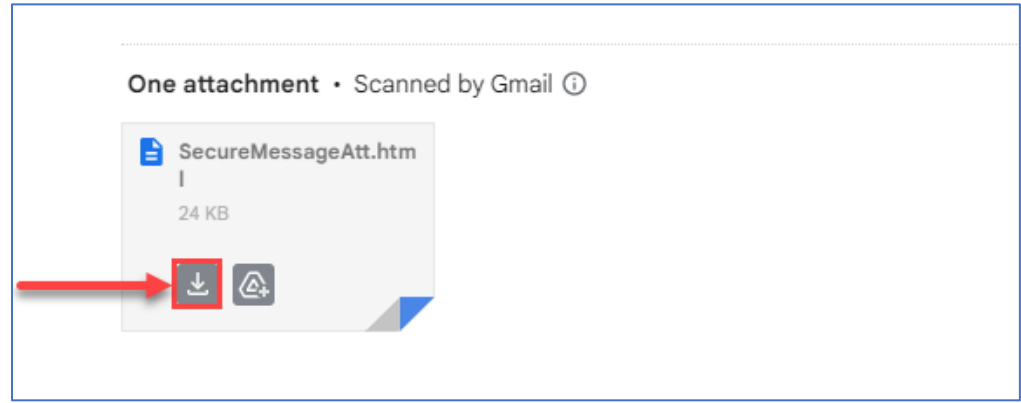
<head>
  <meta http-equiv="Content-Type" content="text/html; charset=utf-8">
  <!-- Branding: You'll probably want to set the title. -->
  <title>Proofpoint Encryption</title>
</head>
<body style="font-size: 14px; font-family: arial; color: #414141;">
<table style="width:450px; border-collapse: collapse; margin-left: auto; margin-right: auto"
  <form method="post" name="theForm" target=_top action="https://encrypt.ftb.ca.gov/formp
    <input type="hidden" name="rcptData" value="PENvdXJpZkxJPCHRpb25EYXRhPgogIDx2ZXJzaW9
amVjdD4KICAgIEVVKR09HR0dQSENHtkdCSEVHskdQR09DQUVCR0NHUEhGSEVDQUZKR1BIRkhdQ0FF
QkdER0RHUEhGR09IRQogIDwvc3ViamVjdD4KICAg8cmVwbHktdG8+CiAgICBmdGJzZWNIcmVlbWFP
bHNlcHBvcnRAZnRiLmNhLmdvdgogIDwvcmVwbHktdG8+CiAgPHJlcGx5LWZyb20+CiAgICBmcmFu
Y2hpc2V0YXhib2FyZHNlY3VyZWVtYWlsQGdtYWlsLmNvbQogIDwvcmVwbHktdG8+CiAgICAgY3Vz
dG9tZXItSUQ+CiAgICBRQzphREdCR01HSkdHSEIRIRUdHSENHQkdPSEVHQkhJr1BHRkhhR0JHTUNO
SEdHSEIRIRUdHSENHQkdPSEVHQkhJr1BHRkhhR0JHTUNO
```

More Information

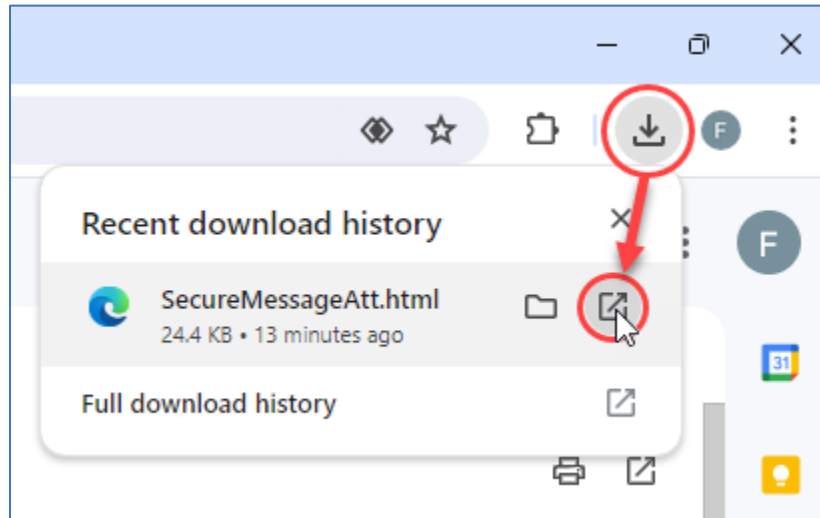
In June of 2024, Google made a change the way that they choose to handle these types of attachments in Gmail. This change now requires you to download the attachment first, and then open it after downloading.

Steps to Resolve

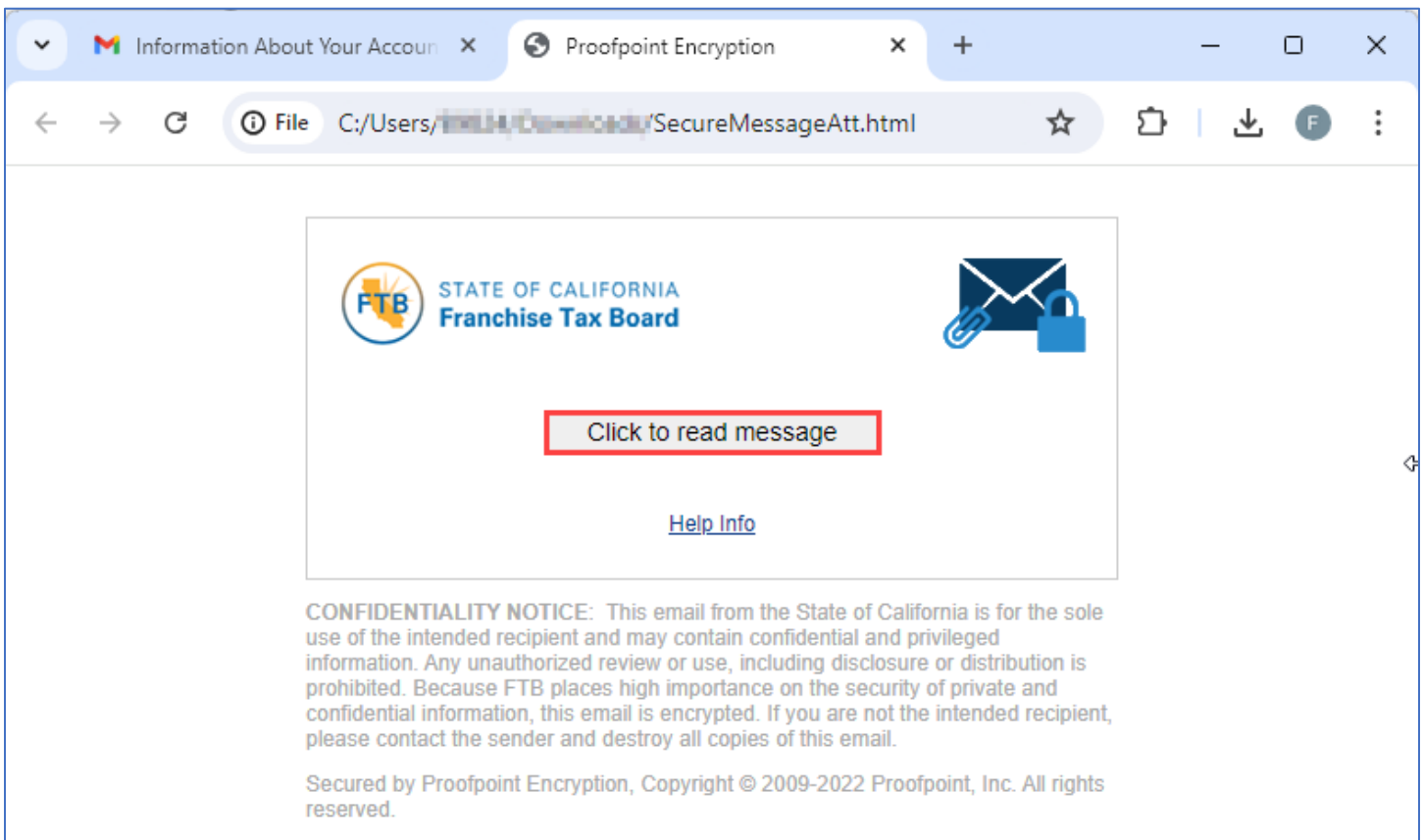
Download the Secure Email to your computer by clicking the **Download** button located on the attachment



The attachment will download to your computer. Click on the **Downloads** icon in your browser's toolbar, and then click on the **Open** icon next to the newly downloaded **SecureMessageAtt.html** file:



The Secure Email should then launch in a new tab titled **Proofpoint Encryption**. Select **Click to read message** to continue.



If you have never registered with **Secure Email** before, fill out the registration form on the next page to register:



Registration

Create your account to read secure email.

Email Address: johndoe@gmail.com

First Name:

Last Name:

Password:

Confirm Password:

Question :

Answer:

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:

Continue

If you already have a Secure Email account with FTB, sign in with your account information:



Login

Log in to read your secure message.

Email Address

johndoe@gmail.com

Password

[Forgot Password](#)

If you have forgotten your password please click "Forgot
Password" below.

Continue

You should now be able to review the contents of the Secure Email sent to you by FTB:

The screenshot shows a web browser window with two tabs: 'Proofpoint Encryption Registrat...' and 'Information About Your Account...'. The address bar shows the URL 'encrypt.ftb.ca.gov/securereader/read.jsf'. The page header includes the FTB logo, 'STATE OF CALIFORNIA Franchise Tax Board', and a 'Logout' button. Below the header are 'Reply', 'Reply All', and 'Help' buttons. The main content area is titled 'Information About Your Account' and features a 'Digital Signature is VALID' status with a green checkmark. The email header shows: 'From: [redacted]@FTB', 'To: johndoe@gmail.com', 'Cc:', and 'Sent: 7/24/2024 10:06:56 AM'. The body of the email starts with 'Hello,' followed by the text: 'This view will display the email message sent to you by your Franchise Tax Board representative.' and 'Thank you,'. Below this is a signature block for John Doe, California Franchise Tax Board, with the phone number 123-456-7890. At the bottom, a 'CONFIDENTIALITY NOTICE' states that the email is for the sole use of the intended recipient and may contain confidential and privileged information.

Additional Information

If you are having issues logging into your Secure Email account, please send us a message using [the Secure E-mail Technical Assistance form](#).