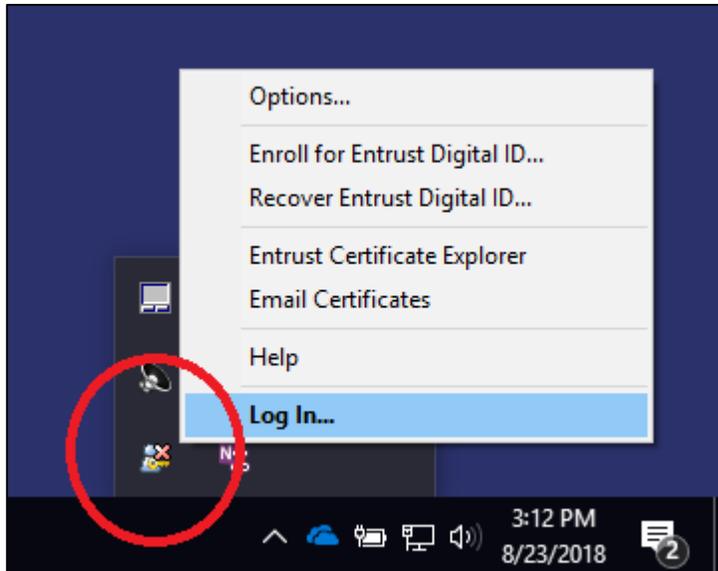


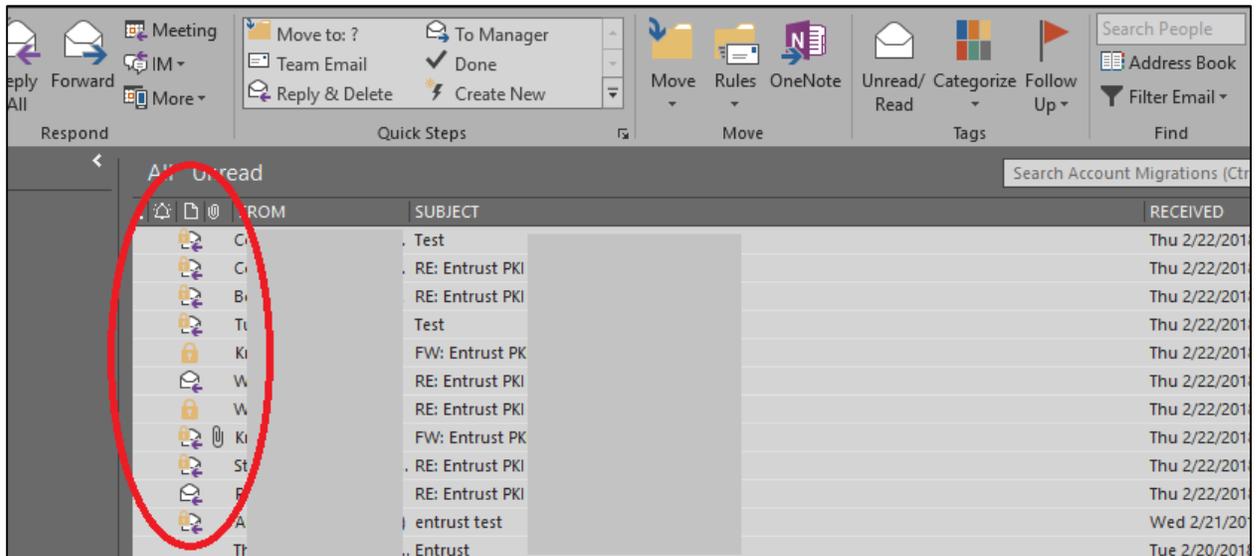
## Instructions for Decrypting encrypted emails using Entrust ESP and ESP Outlook Plug In.

NOTE: Be careful with the handling of decrypted emails. If they contain sensitive data (e.g. PII, FTE), do not forward them without first applying a new secure email solution. Ask your data protection / security officer if you are not sure or have questions.

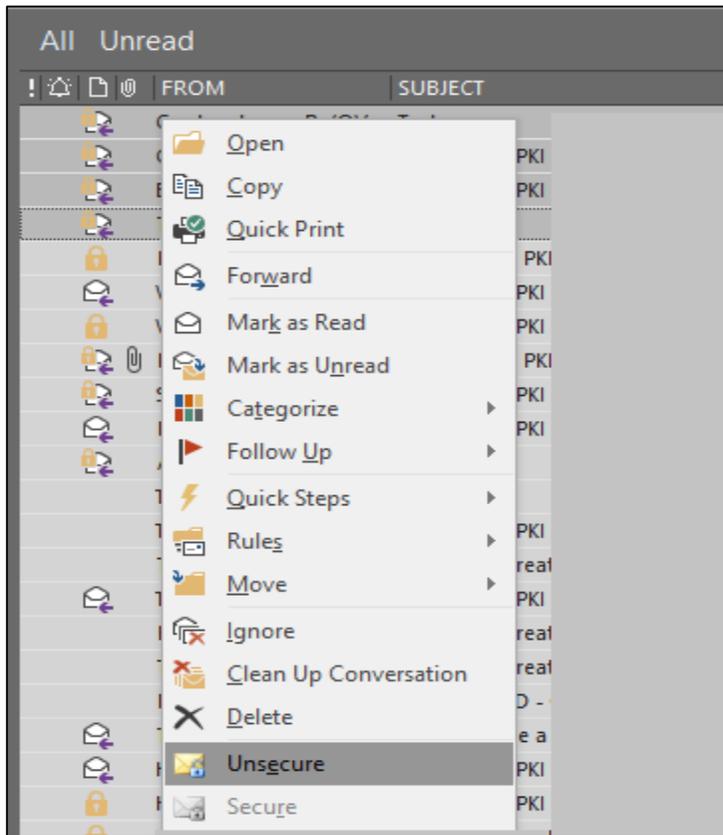
1. Log In to ESP for Windows by selecting this icon in the Windows Dock and selecting "Log In..."



2. Identify encrypted emails. The ESP Outlook Plug In will identify encrypted emails with a lock icon. Folders can be sorted by this field.

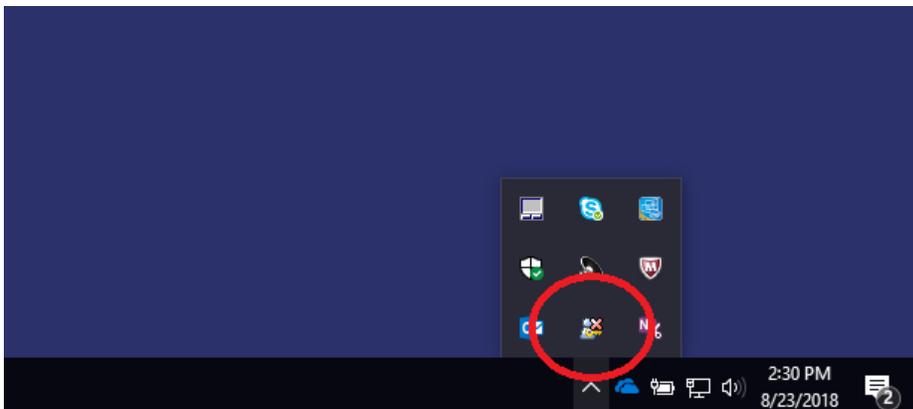


3. Select the emails to be decrypted. Up to 10 emails can be selected at a time. Right click and select "Unsecure".

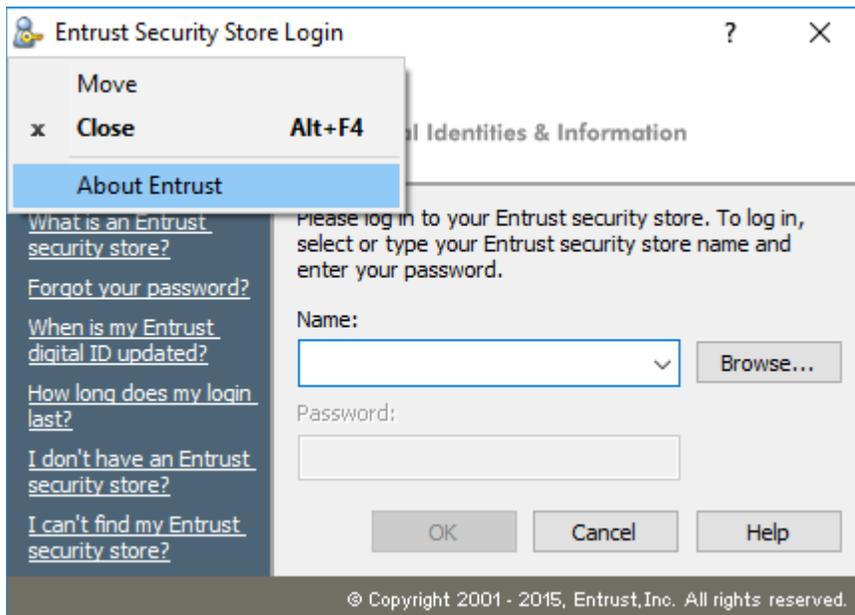


If you are experiencing issues, here are steps to check your ESP for Windows and ESP for Outlook version.

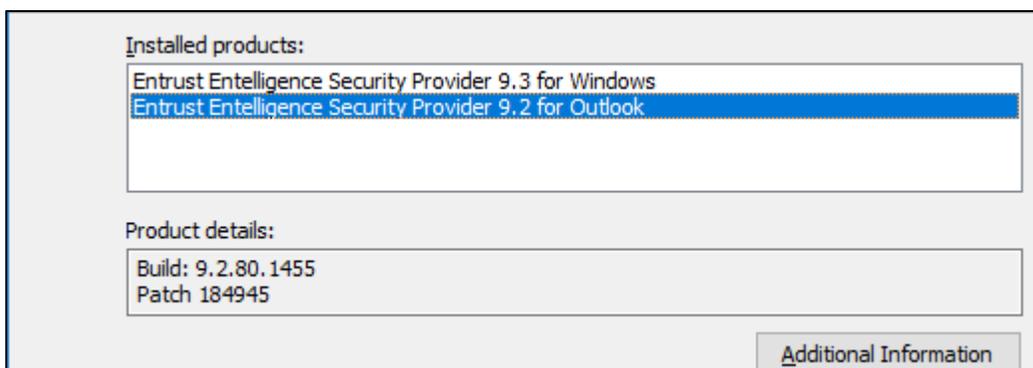
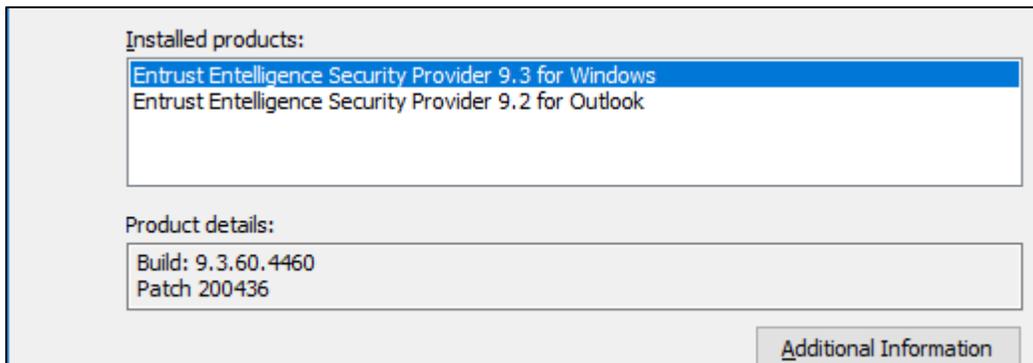
1. Right click on the ESP icon and select "Options"



2. Left click the icon in the upper-left corner and select "About Entrust"



3. Here are the latest ESP for Windows (9.3) and ESP for Outlook (9.2) specific versions and builds.



4. If your ESP software needs to be updated, or you are experiencing other issues, contact your local Field Services technician, or the Commonwealth Service Desk (CSD) at (502) 564-7576.