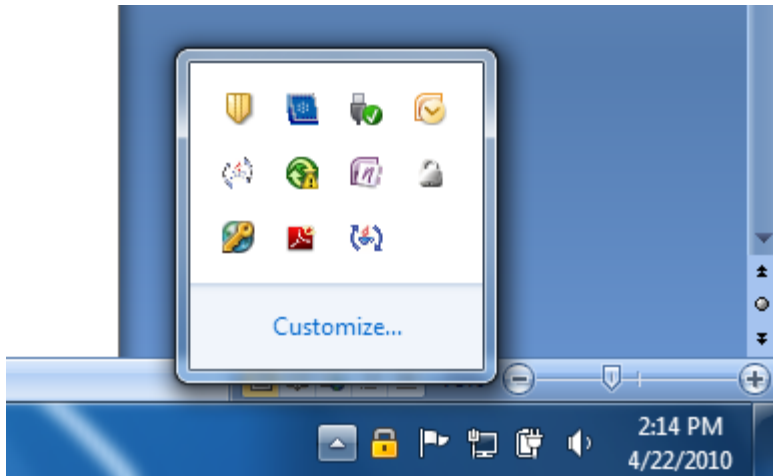


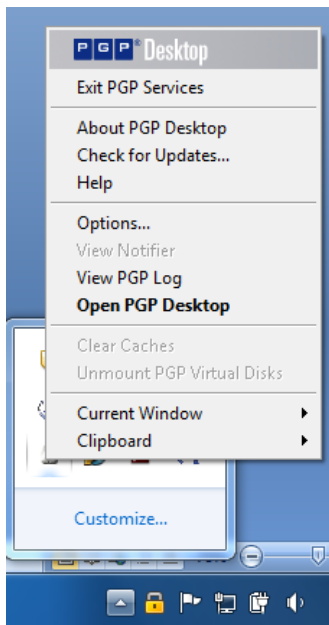
INSTRUCTIONS FOR TURNING OFF PGP ENCRYPTION SERVICE ON YOUR DESKTOP

If something in SNAP is not working and you have PGP Encryption installed on your system turn off the service and see if that resolves your issue.

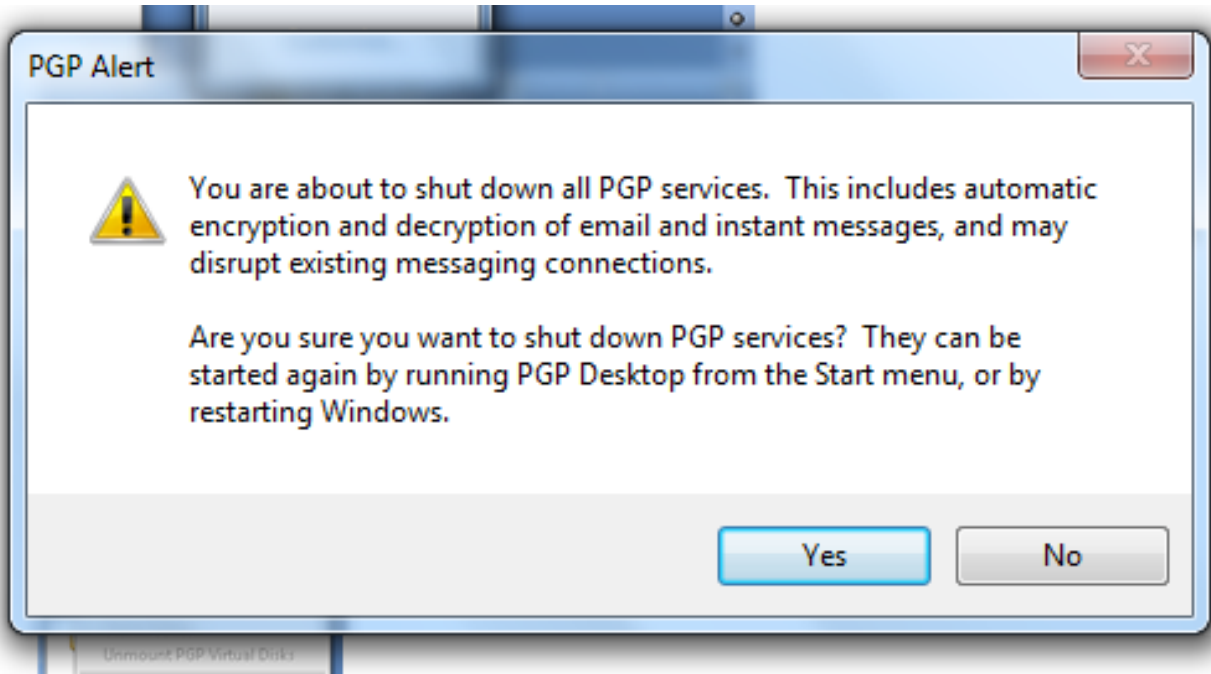
To turn off the service click on the up arrow in the bottom right of your screen and a box like the one below with display:



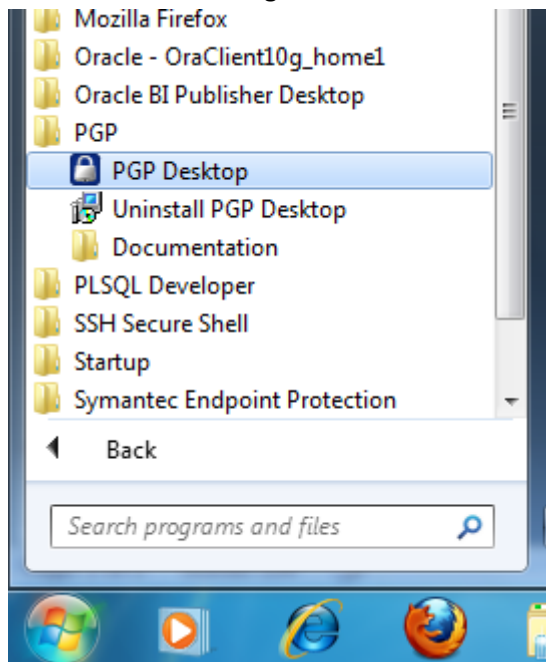
There is a little icon that looks like a paddle lock. Click once on it and a box will display that looks like the following:



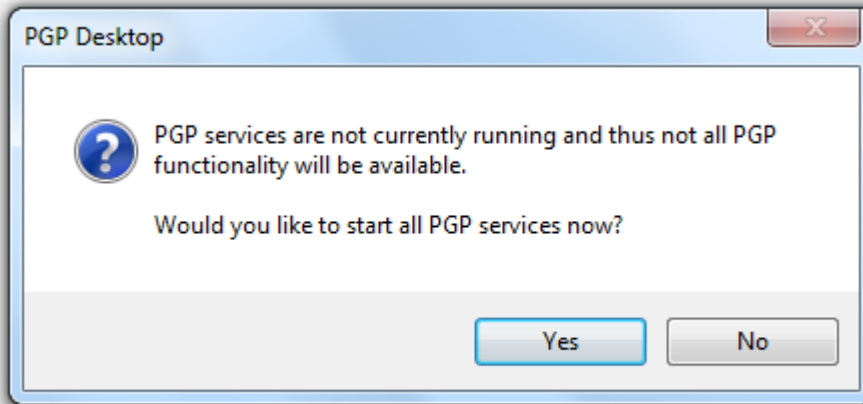
Click on the Exit PGP Services and a box like the one below displays which you need to answer yes too. It tells you how you can restart the service as well once it is stopped. This will automatically restart when you reboot your system also.



To start PGP services go to Start menu and click on PGP then PGP Desktop like below.



Then a message will display asking you if you want to start the service yes or no.



Note: If you turn off PGP you must restart re-start outlook.