



Opening Encrypted Email Messages Instructions

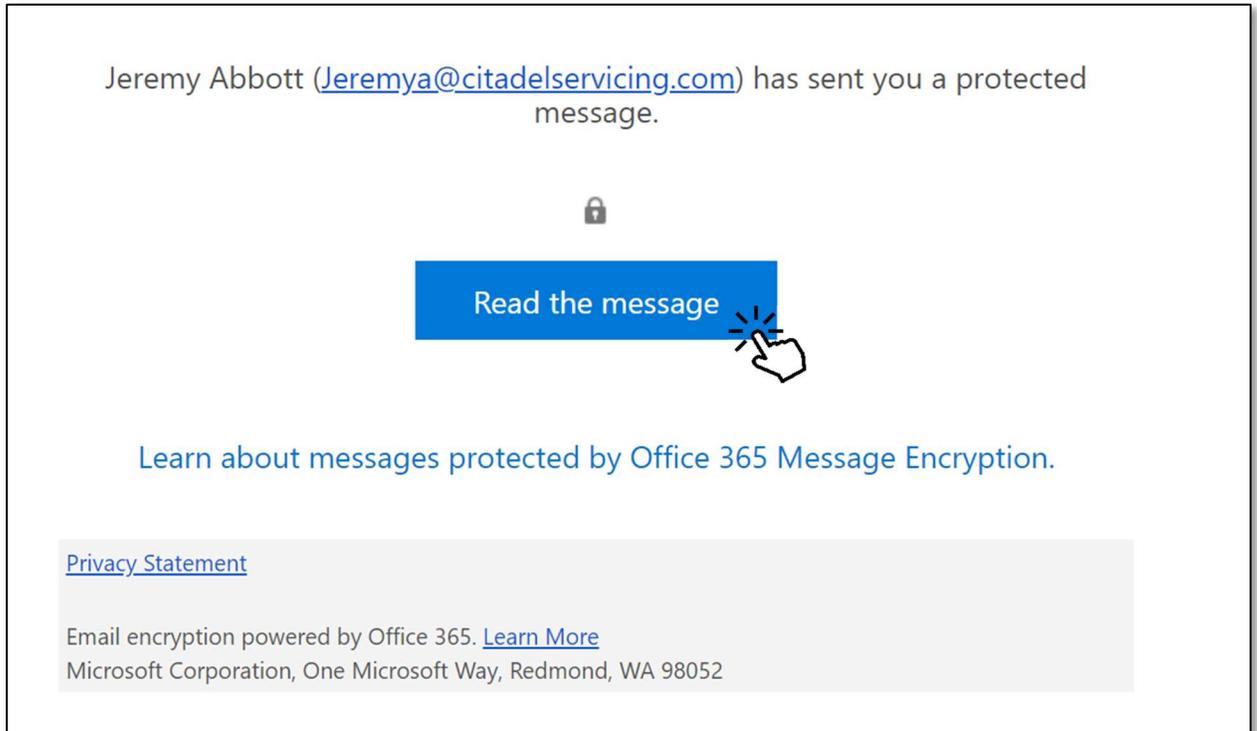
Introduction

Email encryption allows the Citadel Servicing Corporation (CSC) to communicate securely with the other financial regulators, licensees, state agencies, and the public.

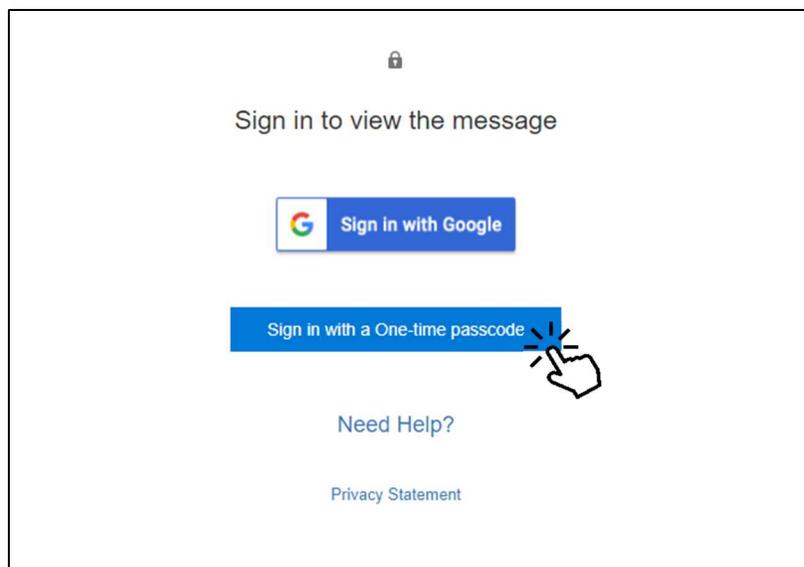
If you receive an email message from Citadel Servicing Corporation with “[secure]” or “[encrypt]” in the Subject line, the following instructions will assist you to open the encrypted message and respond as necessary.

How to open an encrypted email message from the Citadel Servicing Corporation

- 1) Open the secure message in your Inbox.
- 2) Click “Read the message”



- 3) Select “Sign in with a One-time passcode”, or sign in using Google.



- 4) An email will be sent to you from Office 365 with a passcode.

Here is your one-time passcode

73881929

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Don't want to use one-time passcode every time you get a protected message? Use your email address to [create a Microsoft account](#)

- 5) Go back to the Microsoft Office 365 Message Encryption page and enter the passcode, then click  to view the message.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode

This is a private computer. Keep me signed in for 12 hours.

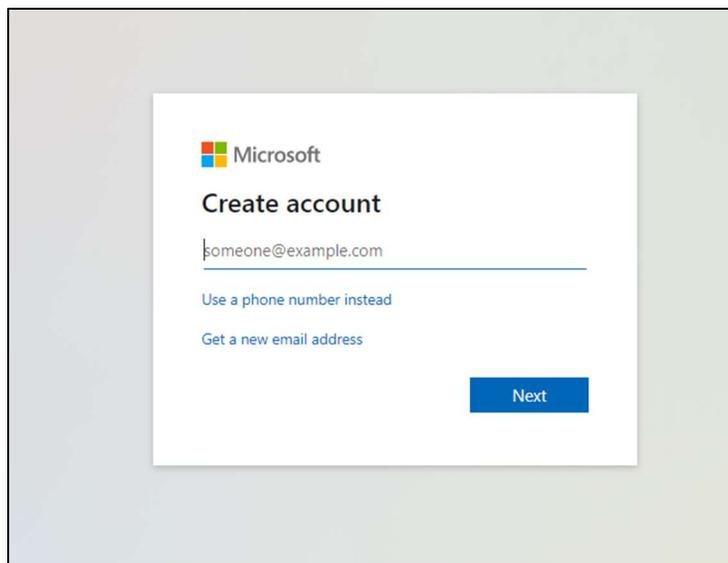
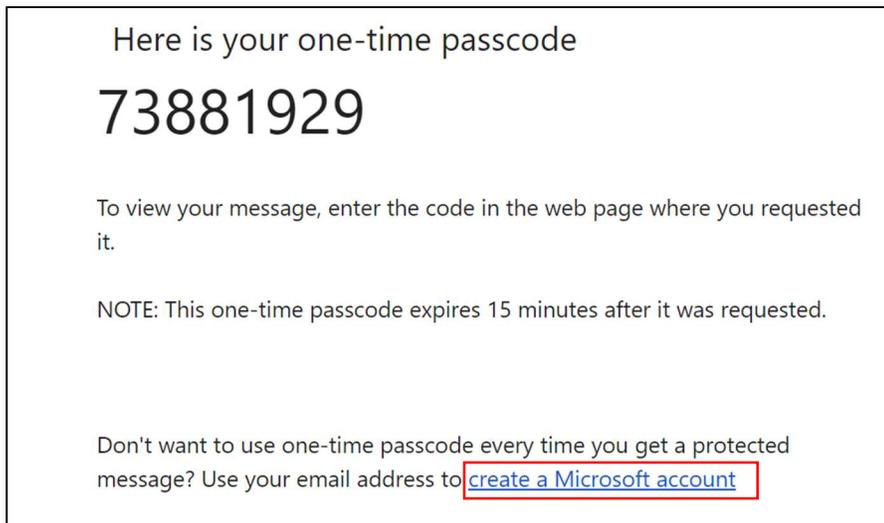
 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

OPTION TO CREATE A MICROSOFT ACCOUNT

You can create or use an existing Microsoft 365 account avoid using a one-time passcode for future secured emails that are sent to you.

- 1) Follow the link in the email, "Create a Microsoft account"
- 2) Enter the email you want to use to set up your account and set your password.



For instructions on how to set up a Microsoft account, visit:

<https://support.microsoft.com/en-us/help/4026324/microsoft-account-how-to-create>