Opening Encrypted Email Messages Instructions

Introduction

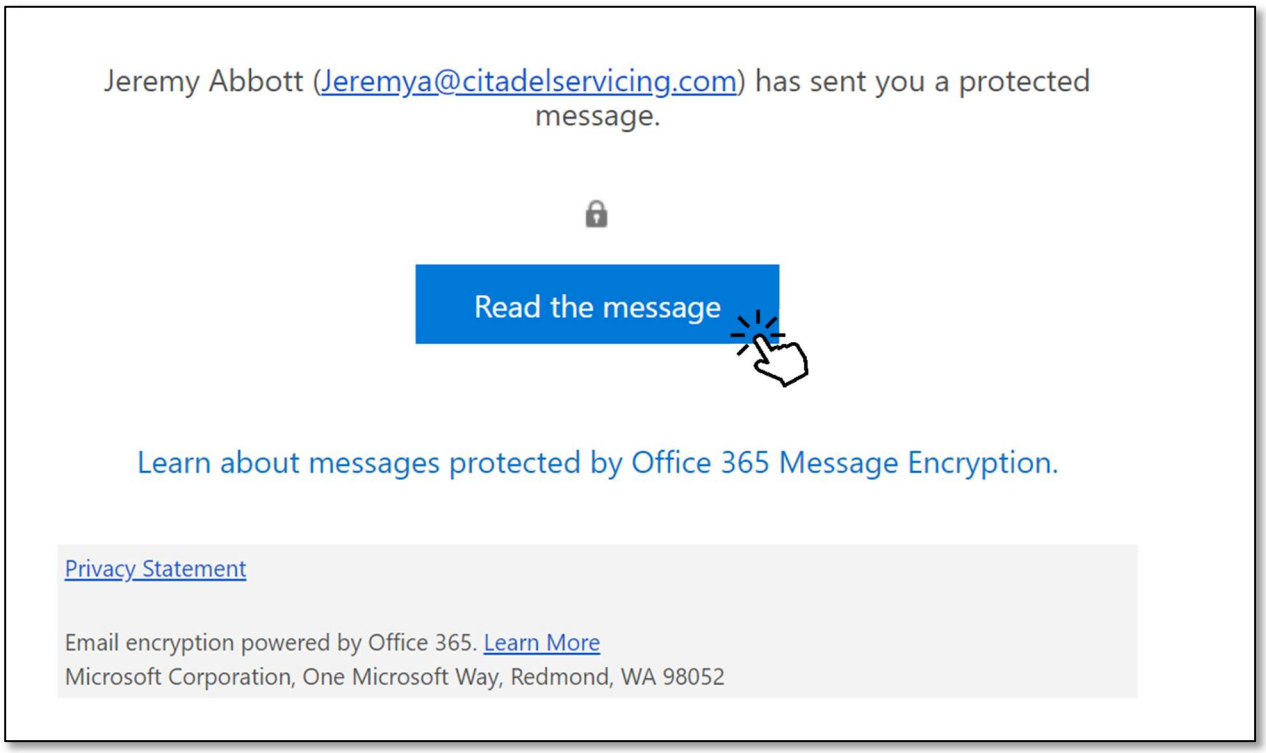
Email encryption allows the Citadel Servicing Corporation (CSC) to communicate securely with the other financial regulators, licensees, state agencies, and the public.

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.

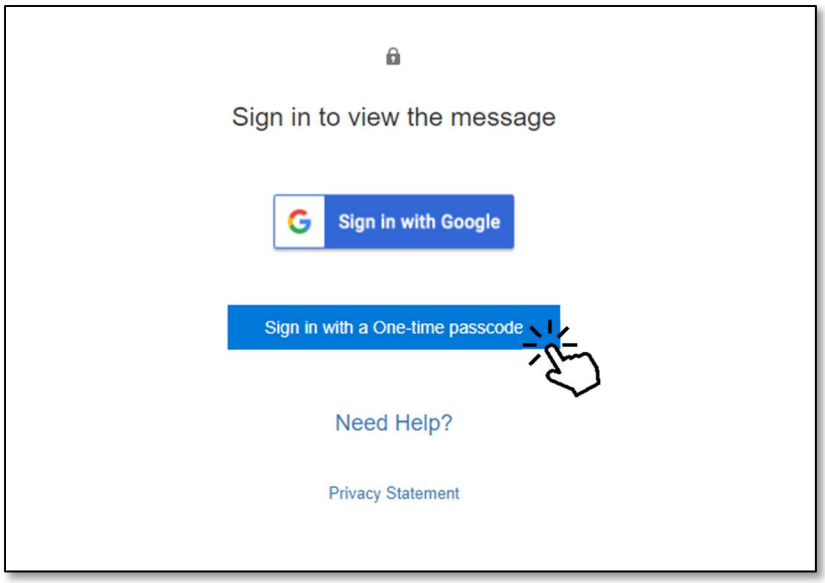
How to open an encrypted email message from the Citadel Servicing Corporation

1) Open the secure message in your Inbox.

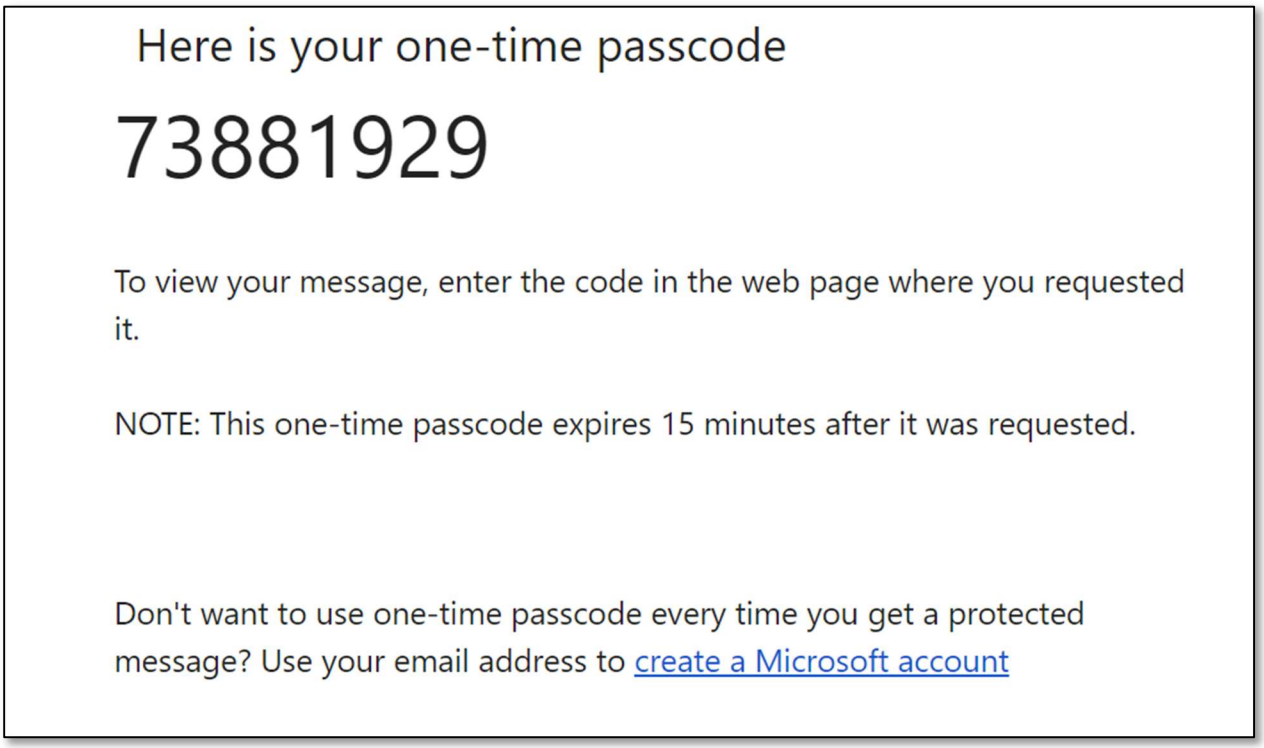
2) Click “Read the message”



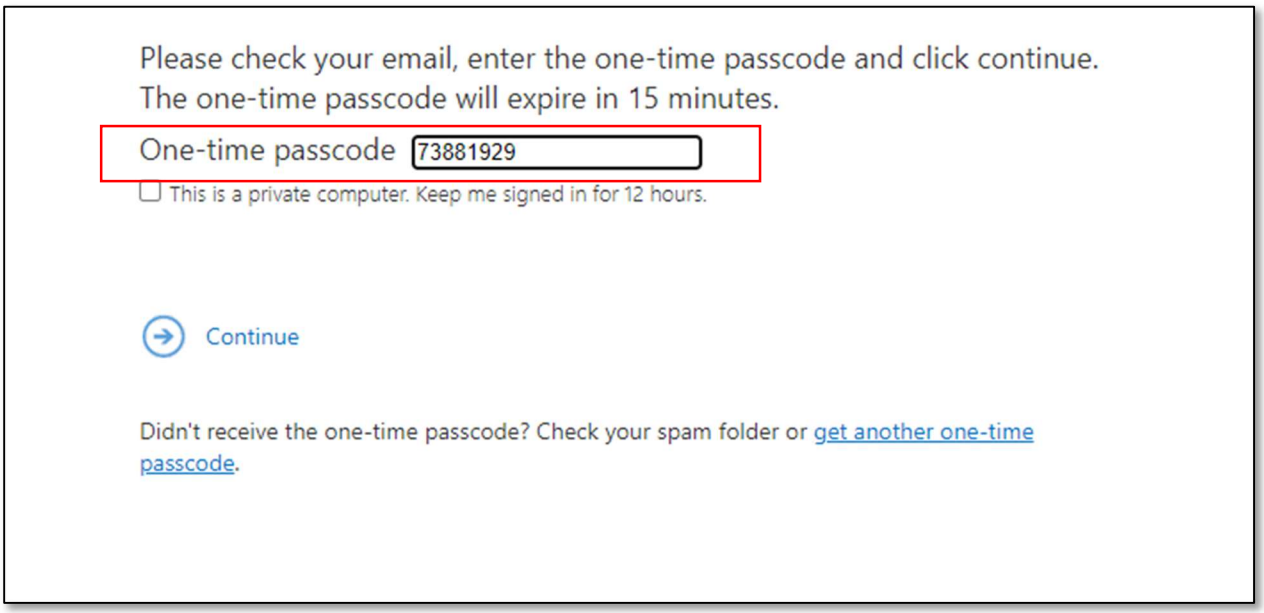
3) Select “Sign in with a One-time passcode”, or sign in using Google.



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



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

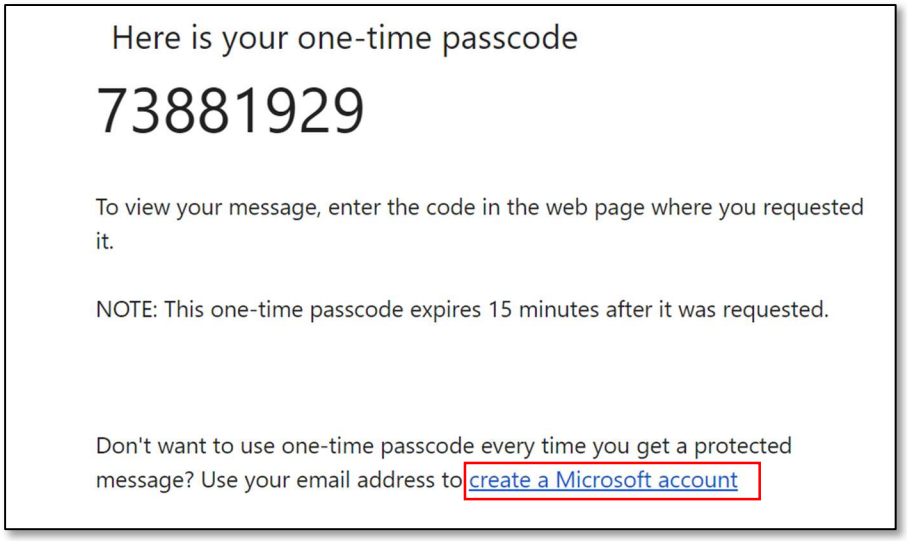


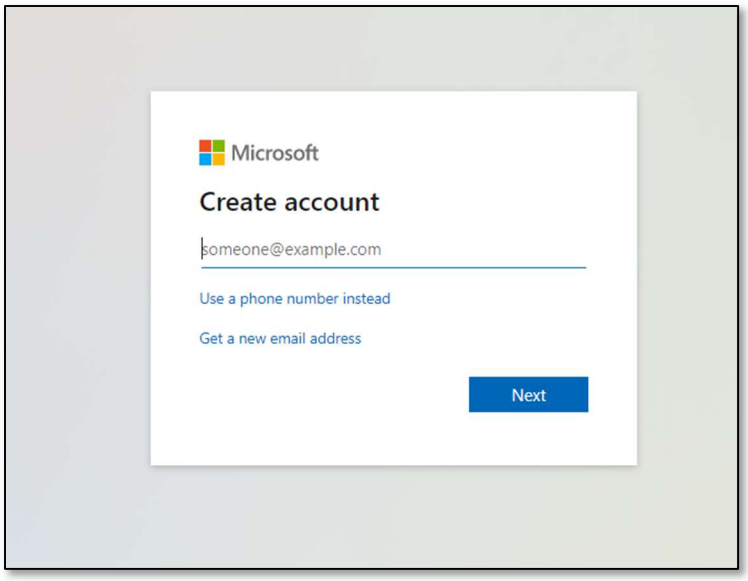
OPTION TO CREATE A MICROSOFT ACCOUNT

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