



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 Department of Business Oversight

- 1) Open the secure message in your Inbox.


You've received an encrypted message from u johns@citadelservicing.com

To view your message

Save and open the attachment (message.html), and follow the instructions.

Sign in using the following email address: user@yahoo.com

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

 Message encryption by Microsoft Office 365

- 2) Open the attachment (message.html).
- 3) **If you receive or expect to receive a high volume of encrypted email correspondence from the Citadel Servicing Corporation (CSC), we recommend you proceed to “Option to Setup a Microsoft Account” on page 4.**

If you do not wish to create an account, select ***“Don’t want to sign in? Get a onetime passcode to view the message.”***

encrypted message from


johns@citadelservicing.com

To view your message, sign in using the following email address:

user@yahoo.com

 SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE

Don't want to sign in? Get a one-time passcode to view the message.

 Message encryption by Microsoft Office 365


- 4) The Outlook.Office365.com URL will open with the following:

We sent a passcode to [user@yahoo.com](#)

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

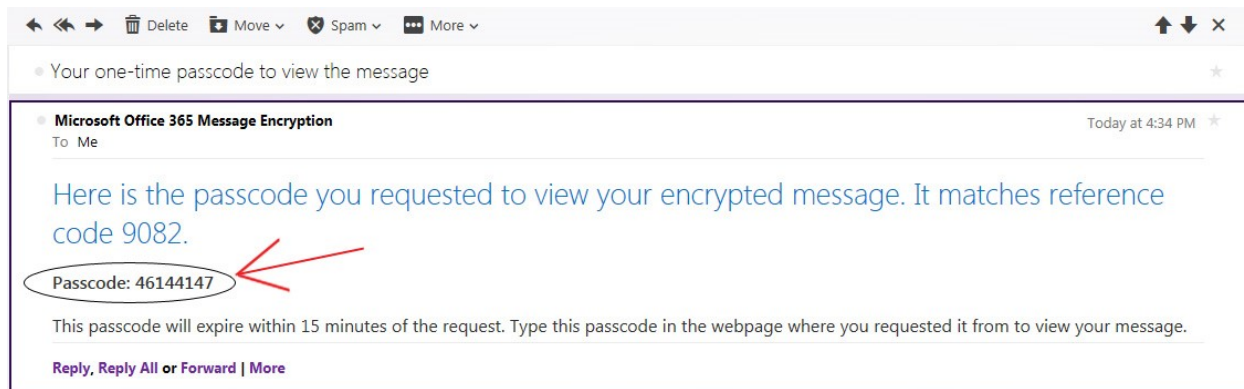
Reference code: 9082

Passcode

 [CONTINUE](#)

[Didn't receive the passcode? Click here to get another one.](#)

- 5) Return to your email account and open the new email from Microsoft Office 365 Message Encryption titled ***“Your one-time passcode to view the message”***




- 6) Go back to the Microsoft Office 365 Message Encryption page and enter the passcode:

We sent a passcode to [user@yahoo.com](#)

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 9082

Passcode

 [CONTINUE](#)

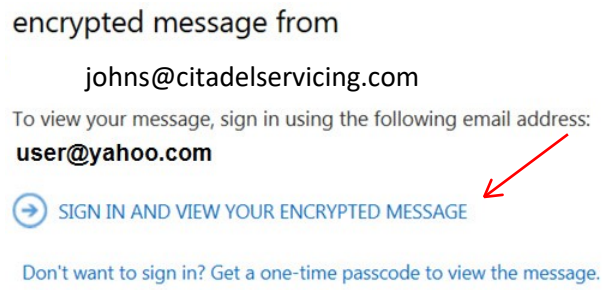
[Didn't receive the passcode? Click here to get another one.](#)

- 7) Select ***“Continue”*** and the encrypted email will open.

Recommended if you receive a high volume of encrypted correspondence from Citadel Servicing Corporation.

OPTION TO CREATE A MICROSOFT ACCOUNT

- 1) Once the attachment in the encrypted email has been downloaded (message.html), select ***"SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE"***



- 2) Click ***"CREATE A MICROSOFT ACCOUNT FOR <your email address>"***.



- 3) On the ***"Create an account"*** page, enter information in each field. Delete the populated entry in the highlighted ***"Create password"*** field.



Notes:

Enter a birthdate that indicates you are older than 18 years of age, e.g., **January 1, 1990** or a date prior to November 1, 1996.

Uncheck "Send me promotional offers" option.

If you prefer to not specify your gender, select "Not Specified".



Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to [sign in](#).

Name

First Last

After you sign up, we'll send you a message with a link to verify this user name.

User name

Or get a new email address

Create password

8-character minimum; case sensitive

Reenter password

Country/region

United States

ZIP code

Birthdate

Month Day Year

Gender

Select...

4) Be sure to uncheck **“Send me promotional offers...”** and click **“Create account”**.

Help us protect your info

Your phone number helps us keep your account secure.

Country code

United States (+1)

Phone number

We want to make sure that a real person is creating an account.

Enter the characters you see

New | Audio

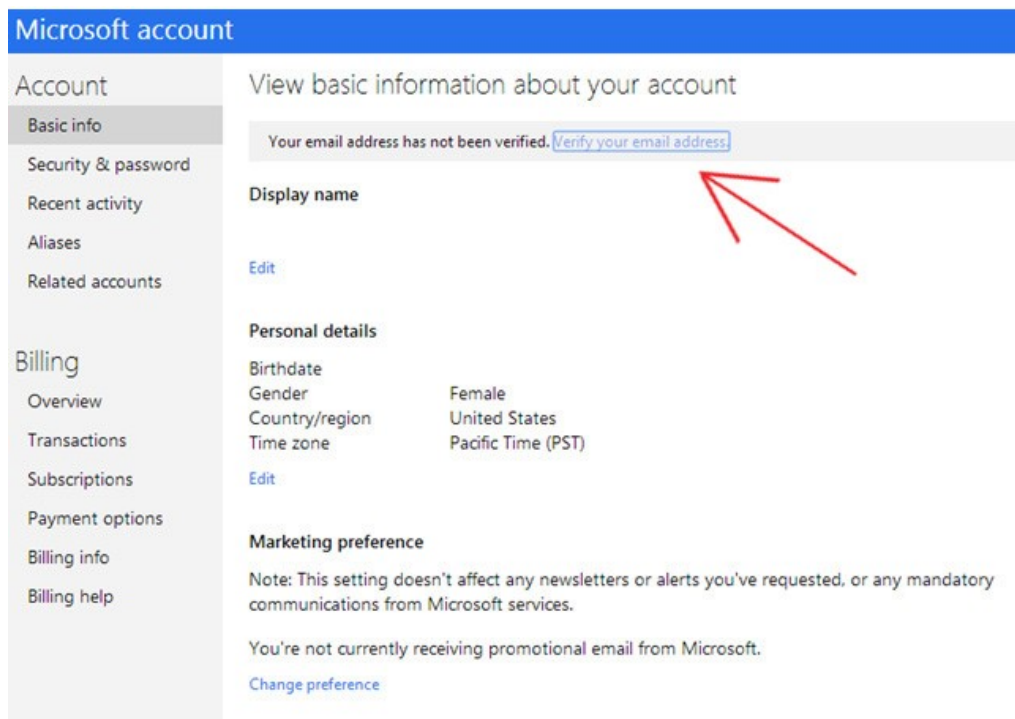
5 3 6 4

☐ Send me promotional offers from Microsoft. You can unsubscribe at any time.

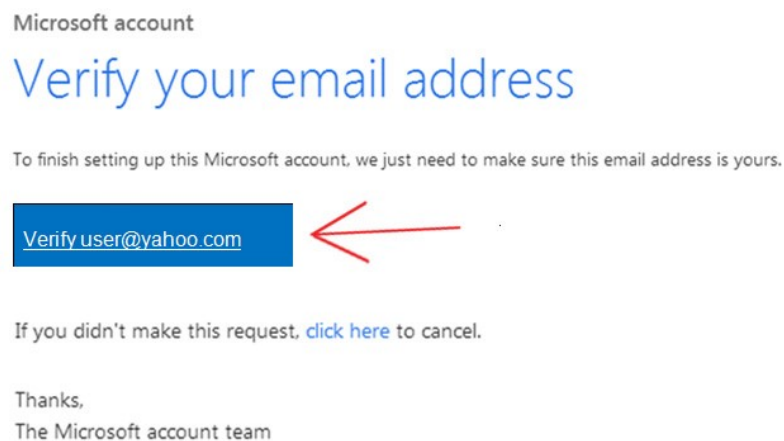
Click **Create account** to agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Create account

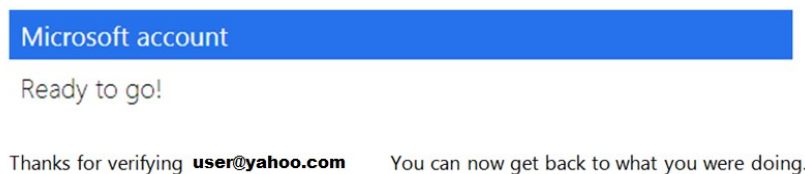
5) Review the summary page, edit the information if necessary, and then click **“Verify your email address.”** An email will be sent back to your original email account for verification.



- 6) To verify that you are the owner of the email address that you created for the Microsoft account, go to your email account Inbox and open the **Verify your email address** message.

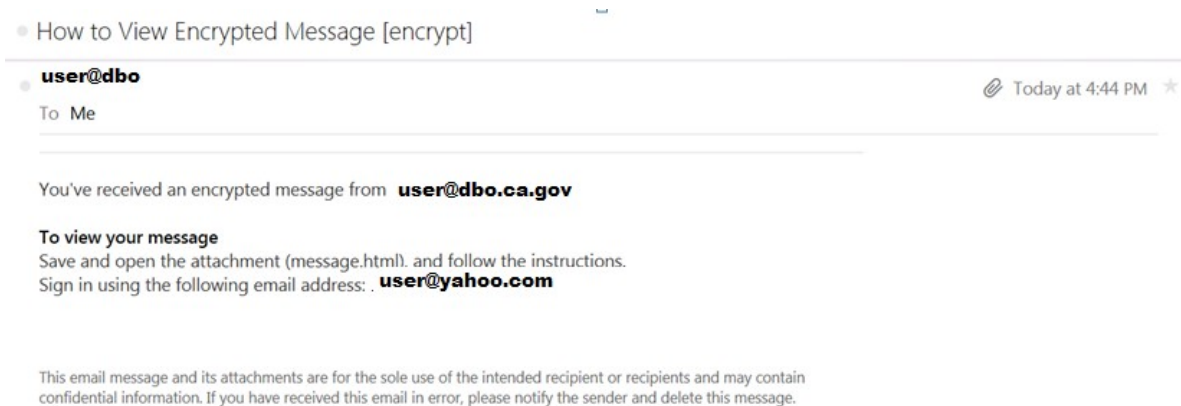


- 7) You will see a thank you message for verifying your email address.

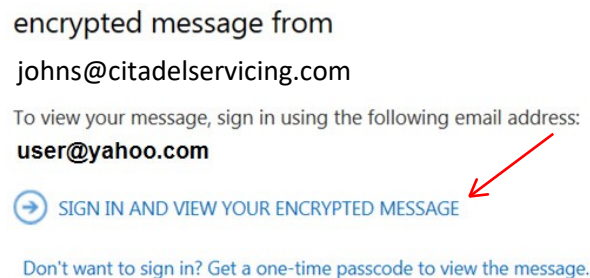


- 8) Once you have verified your email address, return to your inbox to open the original secure message attachment (message.html) file again.

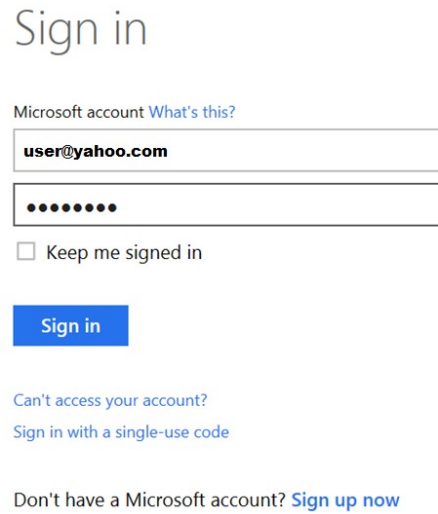
Note: To view the message, select “**Download**” and select “**Save to my computer**” or “**Save to Dropbox**” depending on your email system. Open the message.html file.



- 9) Select “**SIGN IN AND VIEW YOUR ENCRYPTED EMAIL**”. Sign in with the account you created in the previous section.



10) Enter your sign in information. Select **“Sign in”** and the encrypted email will display.



Sign in

Microsoft account [What's this?](#)

☐ Keep me signed in

[Sign in](#)

[Can't access your account?](#)
[Sign in with a single-use code](#)

Don't have a Microsoft account? [Sign up now](#)

After registering for the Microsoft account, you will be able to view any encrypted email message from Citadel Servicing Corporation (CSC) by logging into the account with your user name and password.