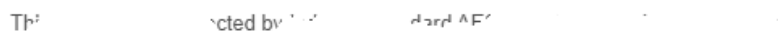


Casey Family Programs uses a product called Citrix ShareFile for securely sending and receiving email and files with partners. The first time an individual uses this service, they are prompted to create a free account to view the encrypted emails and attachments.

- The encrypted email message/file attachment from your Casey contact;



- casey** family programs



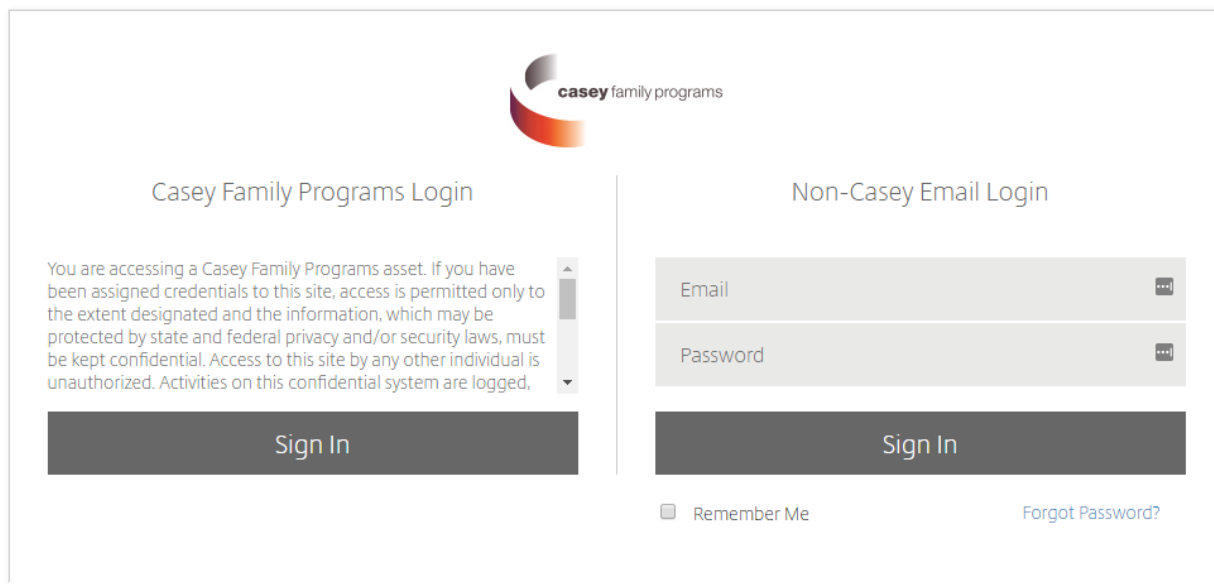
Assuming both messages are received, open the second message and select “**Click here to activate your user account**”

A prompt will appear asking for some basic account information and guide you through setting up your password:

- First name
- Last name
- Organization

After the account creation process has completed, you will either be directed to the login below or you can click on the first message you received from Casey to enter your login credentials.

Under the Non-Casey Email login, enter your email and ShareFile password credentials and click **Sign-In**.



The screenshot shows the Casey Family Programs login interface. It features the Casey Family Programs logo at the top center. Below the logo, there are two main login sections: "Casey Family Programs Login" on the left and "Non-Casey Email Login" on the right. The "Casey Family Programs Login" section includes a privacy notice and a "Sign In" button. The "Non-Casey Email Login" section includes input fields for "Email" and "Password", a "Sign In" button, a "Remember Me" checkbox, and a "Forgot Password?" link.

Upon logging into the system, you will be able to view the encrypted email attachment sent from Casey.

Jamie Lewis
To: [REDACTED] Friday, Aug 16th, 2019 11:33 AM

Director Customer Service & Support

*If your activation email was not received, please check your junk folder first. Otherwise, it may have been blocked by your organization and you may need to reach out to your IT department. See [‘Secure Email and File Transfer Whitelist Instructions’](#)