

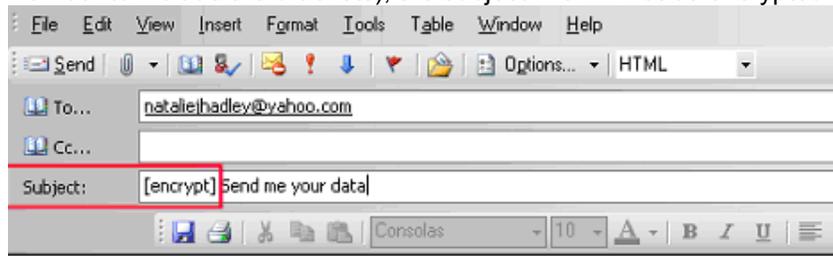
Technology Resources

E*Office Web Mail Encryption Service

As part of our commitment to protecting client sensitive data, Securities America offers email encryption through e*Office Web Mail. This quick card has three sections: 1) the client is a new user to the encryption service; 2) the client is a return user to encryption; and 3) the client does not recall his or her password.

New e*Office WebMail encryption user:

1. To first establish encryption, the advisor will need to initiate the process by typing `[encrypt]` into the email subject line (remember to include the brackets); the subject line will not be encrypted.

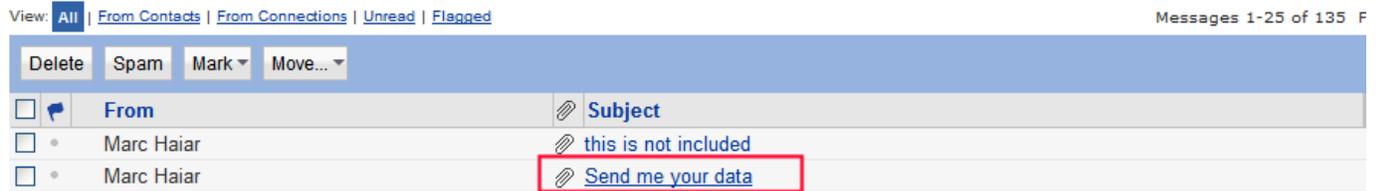


Make sure to type `[encrypt]` in the subject line to encrypt the message.

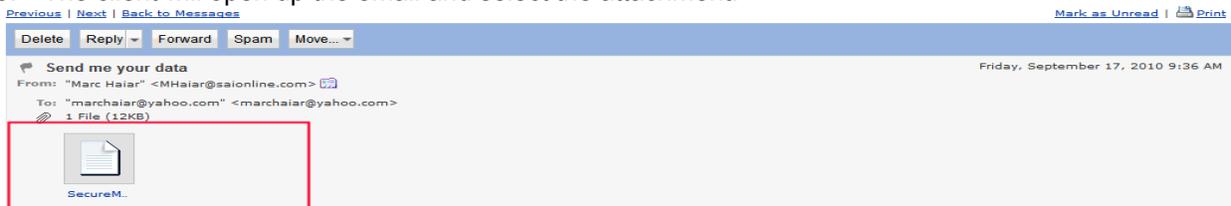
The good news: `[encrypt]` will not appear in the sent subject line.

2. The client will receive the email; notice `[encrypt]` has been removed from the subject line.

Inbox



3. The client will open up the email and select the attachment.



- When the attachment is selected, the client will select **Click to read message**.



- First-time users will enter first and last name, establish a password and select a password reset question.
 - Note: the user ID is the email address.
 - Once the information is entered, the user will need to select **Continue** to read the message

- After the user successfully enters the information, the user will be able to read, edit and attach files. The user will select **Reply**, create his/her message and then select **Send** to reply to the message.



7. Sender will receive confirmation when his/her message has been sent successfully. Contact Rep Technology if there are issues.



Established e*Office WebMail encryption user:

When the encryption user ID (email address) is recognized, the user will enter the previously established password to view the message. Steps 1- 4 still apply, and once the appropriate password is entered, the user will be able to view the email as normal.



Established e*Office WebMail encryption user forgets the password:

1. When the user forgets the password, that user simply selects the Forgot Password button. Steps 1-4 still apply.



2. The user will complete the challenge phrase, and then select **Continue**.

The screenshot shows a dialog box titled "Reset your password" with the Securities America logo. Below the logo, it says "Please answer the following to reset your password." The question is "Question : first pet's name". The answer field is empty and highlighted with a red border. At the bottom right, there are "Cancel" and "Continue" buttons.

3. The system will ask the user to enter a new password, then click **Continue** to read, edit and reply.

The screenshot shows a dialog box titled "Enter New Password" with the Securities America logo. Below the logo, it says "Enter a new password." The email address is "marchaiar@yahoo.com". There are two password fields: "New password:" and "Confirm password:", both containing seven dots. At the bottom right, there are "Cancel" and "Continue" buttons, with the "Continue" button highlighted by a red border.