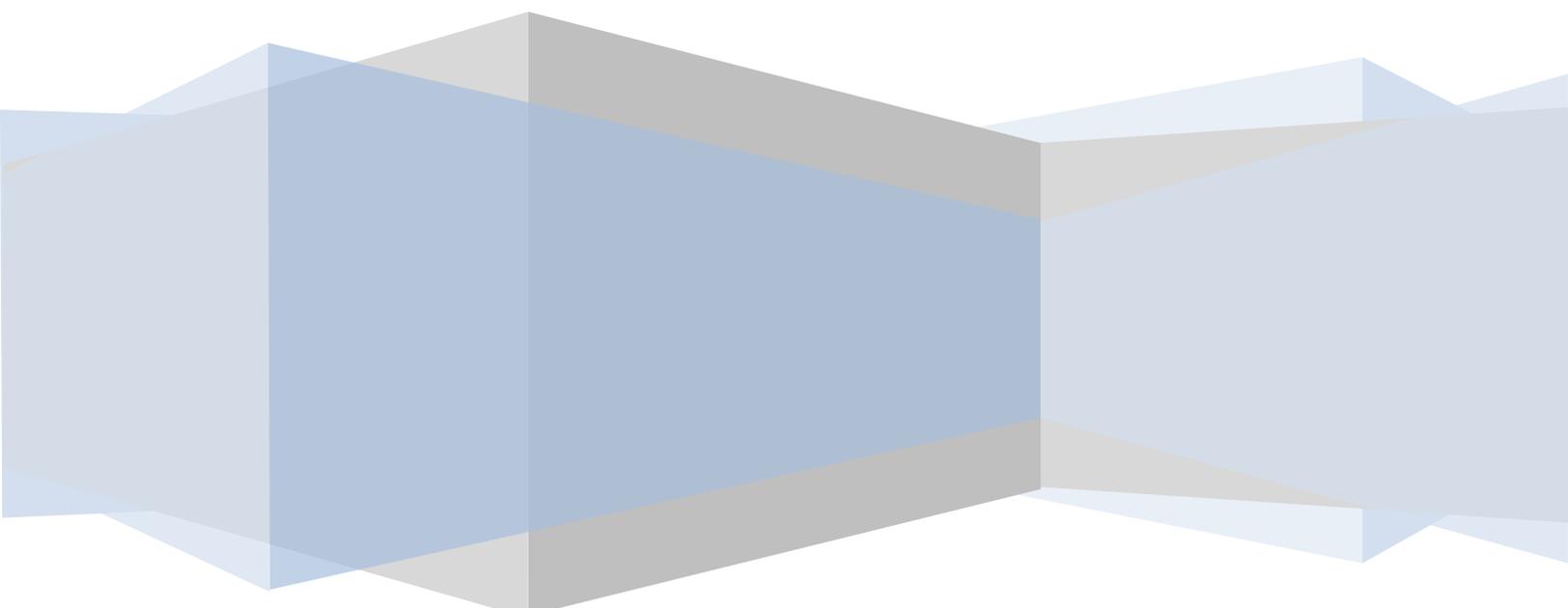




# **Sending and Receiving Secure Email**

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Collaboration Services

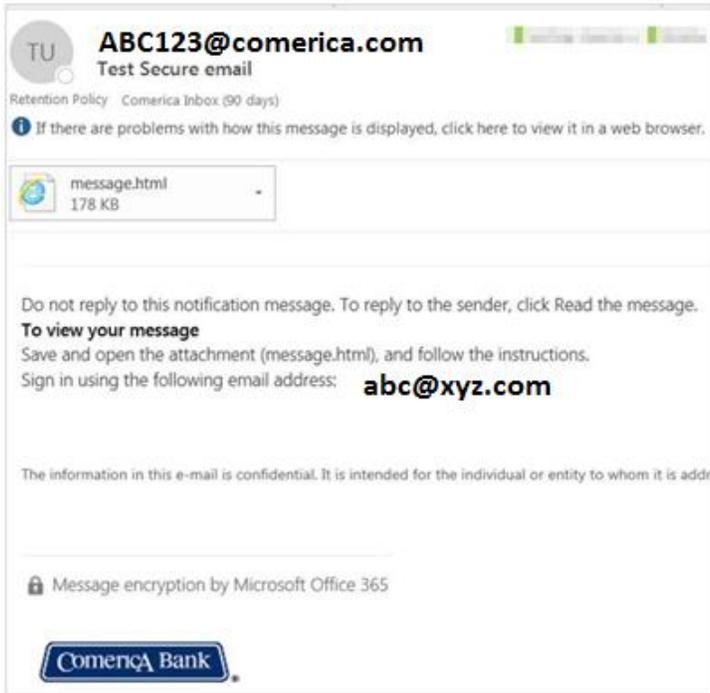


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## Receiving Secure Email

As the recipient of a secure email, you will first receive an email message indicating that a secure email has been received. To view the secure email, **Save (download) and Open** the attached **.HTML file**.

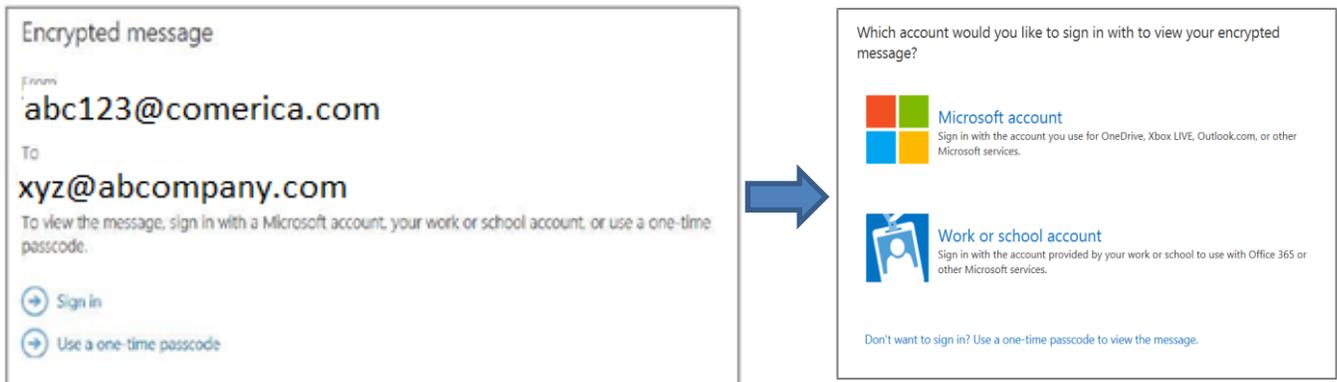


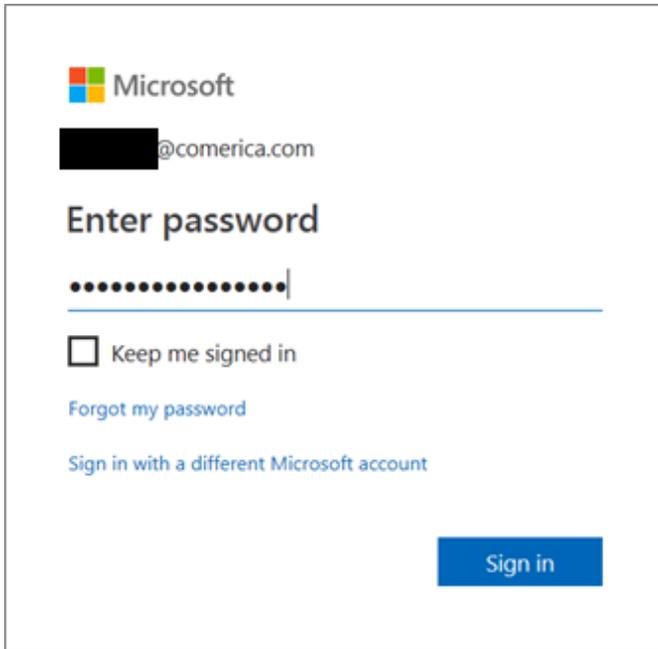
Browsers and email providers screen may behave differently

You will be prompted to sign in with a **Microsoft account**, a **Work or school** account, or with a **one-time passcode**.

- You can reset the password to your Microsoft account at the following link: <https://account.live.com/password/reset>
- You can create a Microsoft account at the following link: <https://login.live.com/login.srf?lw=1>

**Important:** If the customer cannot create a **Work or School** account? If the system does not let them create an account, it means the Company / Customer already has an O365 Microsoft account. They will need to contact their IT department to get signed into to the Microsoft Secure Message Center. They will have to use the email account the message was sent to.





The screenshot shows a Microsoft login interface. At the top left is the Microsoft logo. Below it, the email address is partially obscured by a black box, followed by '@comerica.com'. The main heading is 'Enter password'. Below this is a password input field with a series of dots and a cursor. Underneath the password field is a checkbox labeled 'Keep me signed in'. Below the checkbox are two links: 'Forgot my password' and 'Sign in with a different Microsoft account'. At the bottom right of the form is a blue 'Sign in' button.

If you do not know your password, you click on "forgot my password". After a successful login, you will remain logged in.

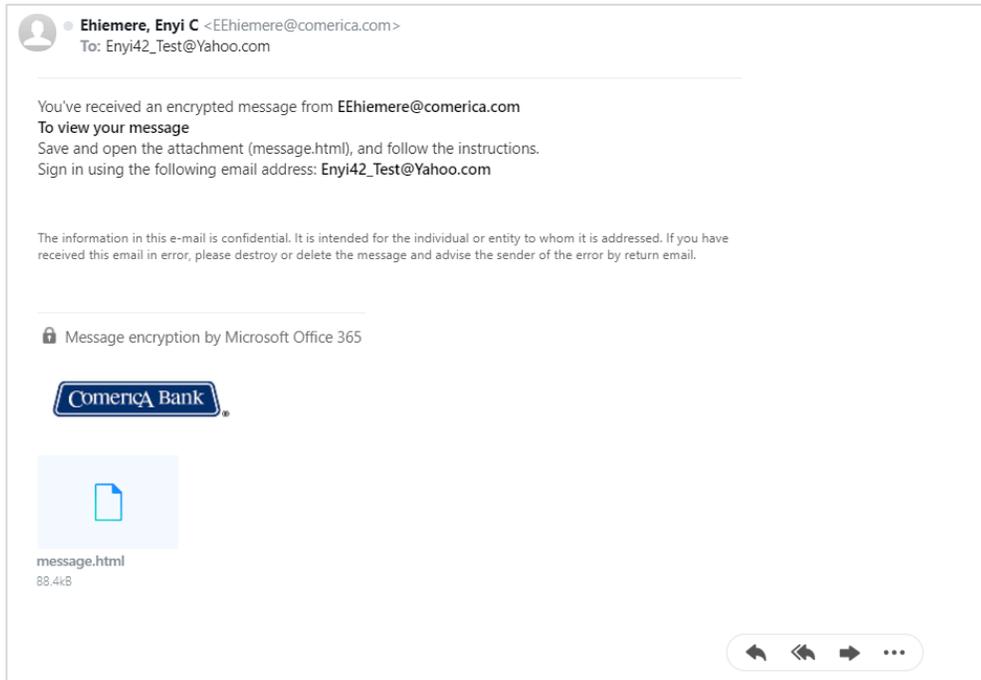
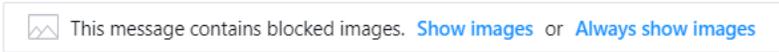
**What if I do not receive a notification?**

If the notification email message was not received, please ensure that emails being sent from Comerica.com are not blocked by your mail system. Comerica's IT team does not generate these emails and will not be able to resend them.

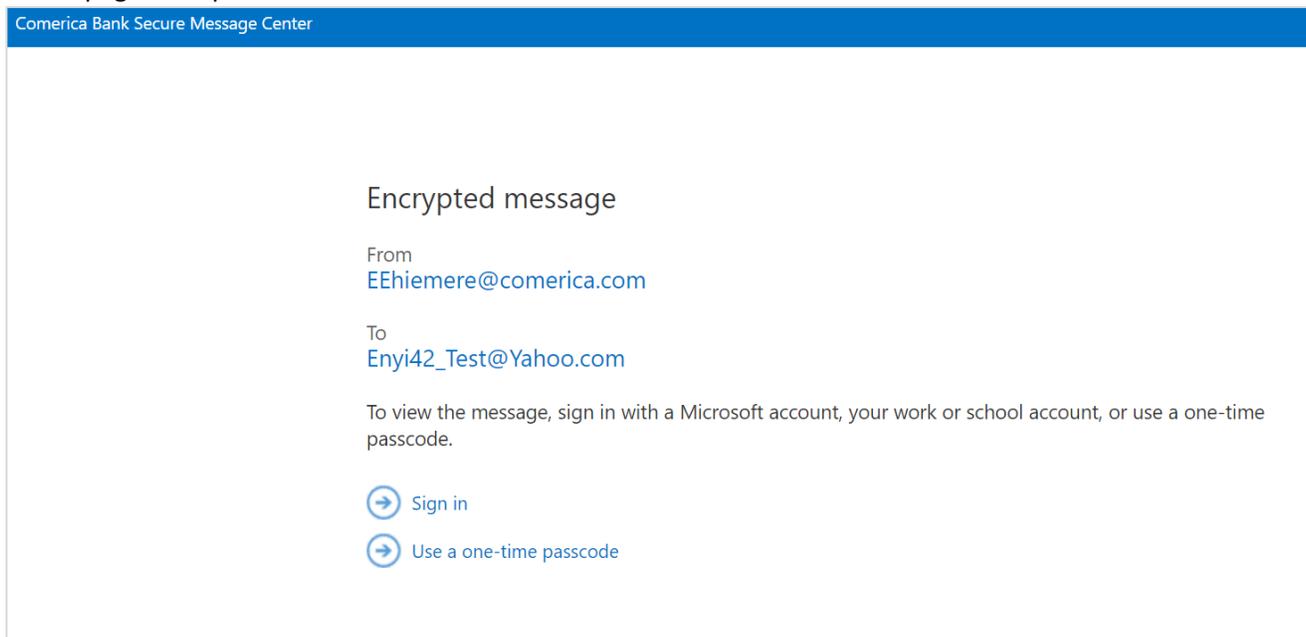
**Replying to a secure email:** Follow the normal process to respond to secure emails. Emails will be sent securely but NOT encrypted back to Comerica.

## How to Access a Message Using the One-Time Passcode

1. Open the secure message in your Inbox. The subject line will indicate that the message is encrypted. The following example is a Yahoo inbox that has received an encrypted message: (if the images are blocked, click “Show Images”)

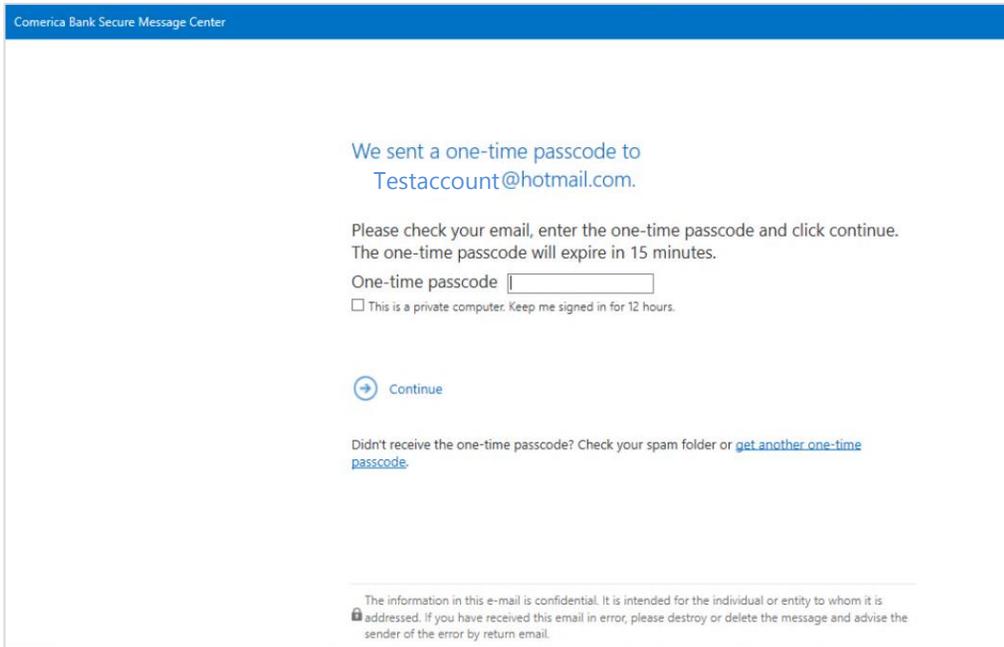


2. **Double-click** message.html
3. A web page will open in a new window:

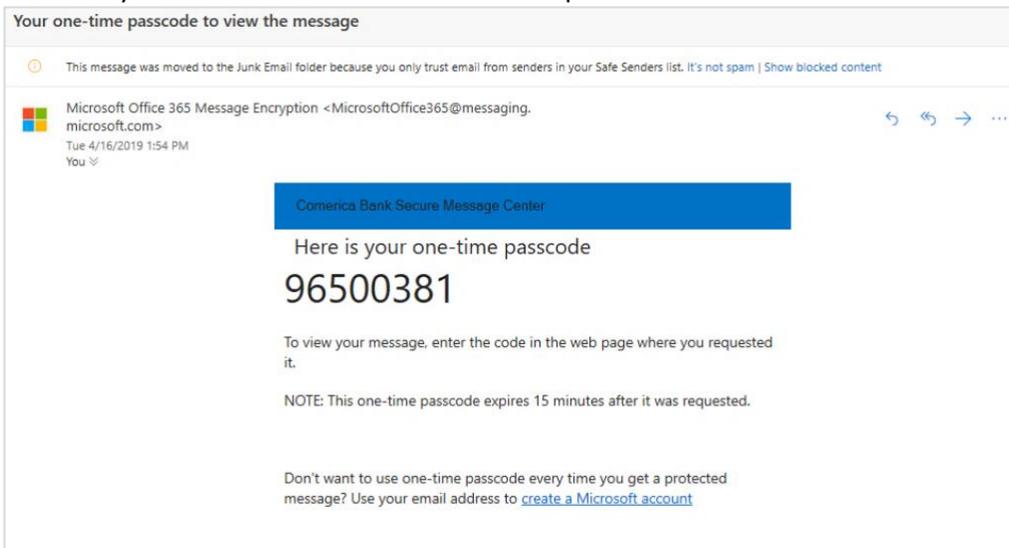


4. Click **Use a one-time passcode**

5. One of the following windows will appear:



6. Switch to your Inbox and retrieve the one-time passcode email:



7. Switch back to the one-time passcode entry screen and enter the passcode:

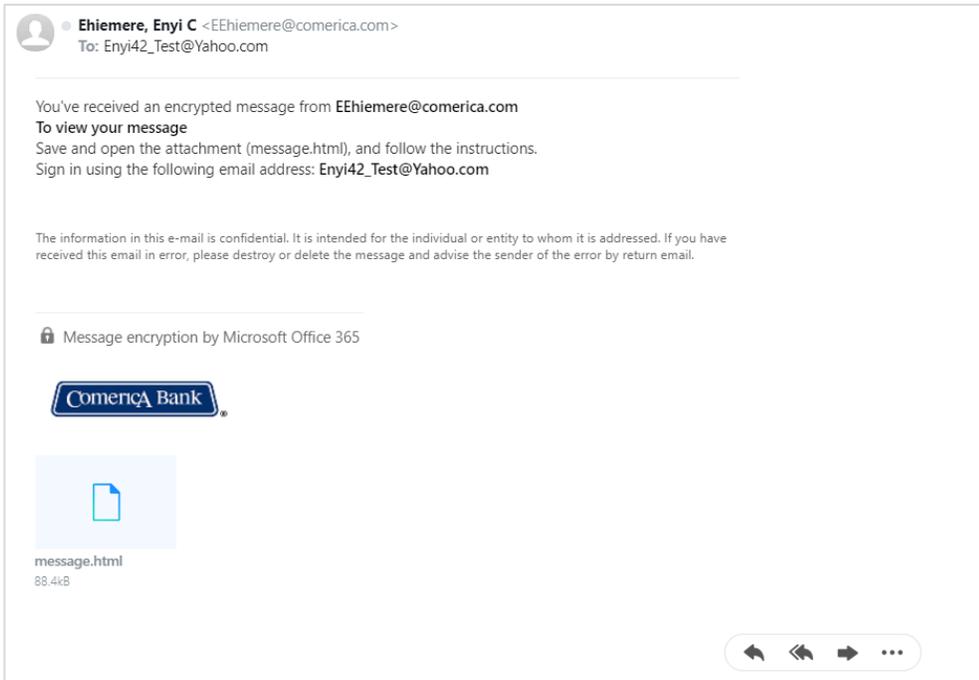


Check the **“This is a private computer. Keep me signed in for 12 hours.”** If you intend to open further secure email correspondence

8. Click **Continue**. You should now be able to view the encrypted email.

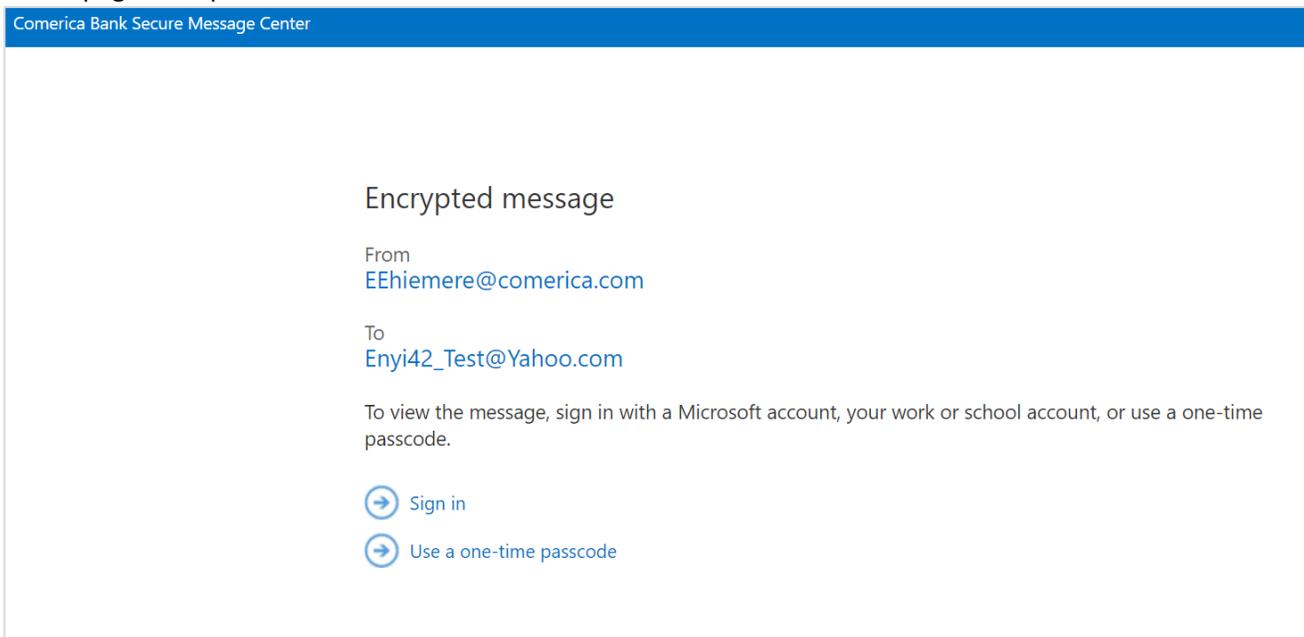
## How to Access a Message if You Already Have a Microsoft Account

9. Open the secure message in your Inbox. The subject line will indicate that the message is encrypted. The following example is a Yahoo inbox that has received an encrypted message: (if the images are blocked, click “Show Images”)



10. **Double-click** message.html

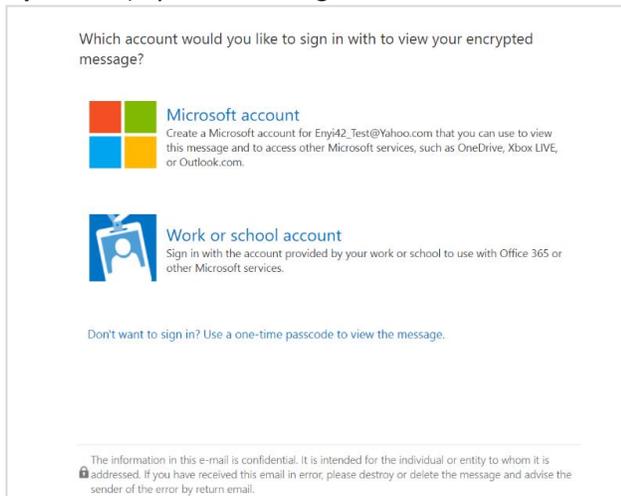
11. A web page will open:



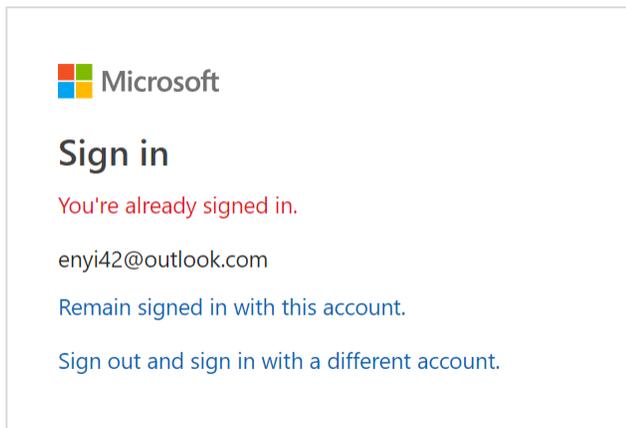
12. Click **Sign In**

13. One of the following windows will appear:

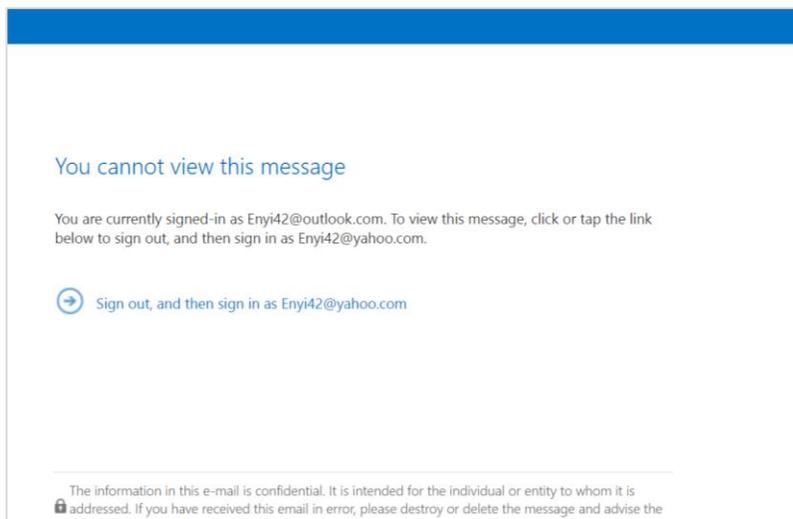
**Option 1: (if you are not signed in with a Microsoft account)**



**Option 2: (if you are signed in with a Microsoft account)**

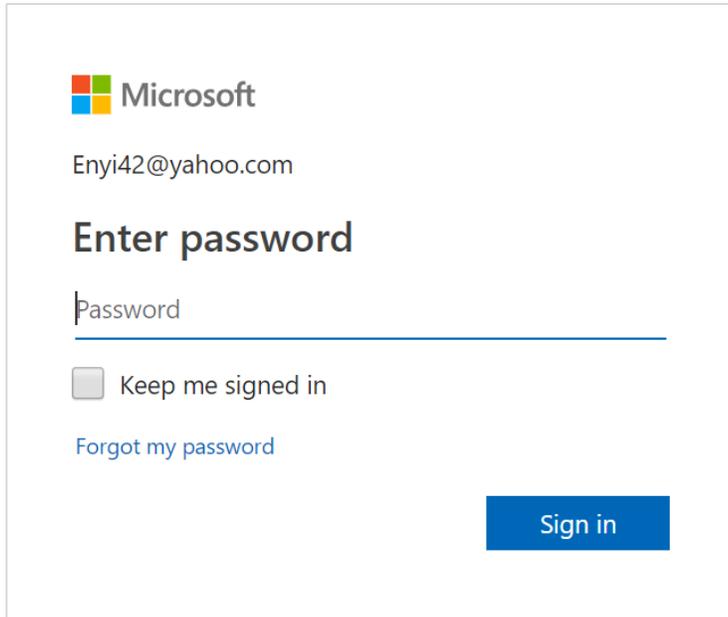


If you have signed in with a Microsoft account that does not match the account the message was received at, the following window will appear:



If you signed in with an incorrect Microsoft account, you must sign out of it first, then sign in with the correct account.

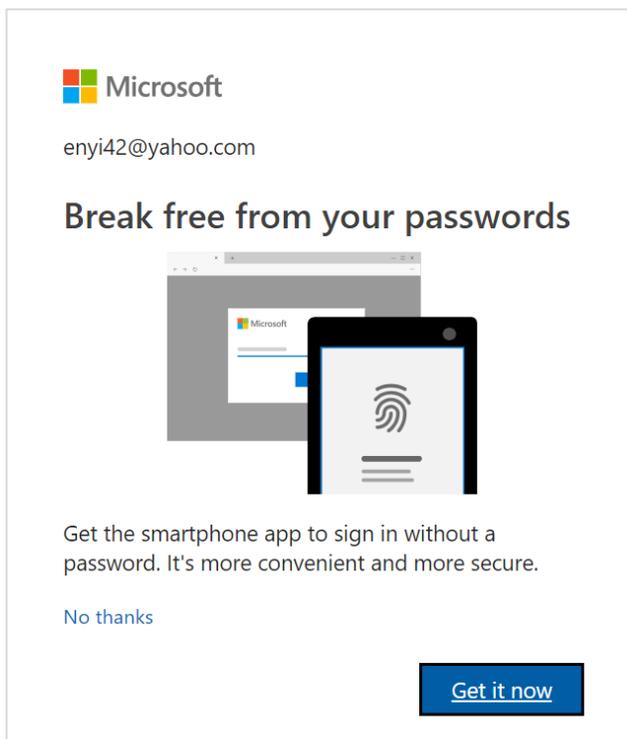
The following window appears after signing out of an incorrect Microsoft account (it attempts to sign you in the email address the message was sent to):



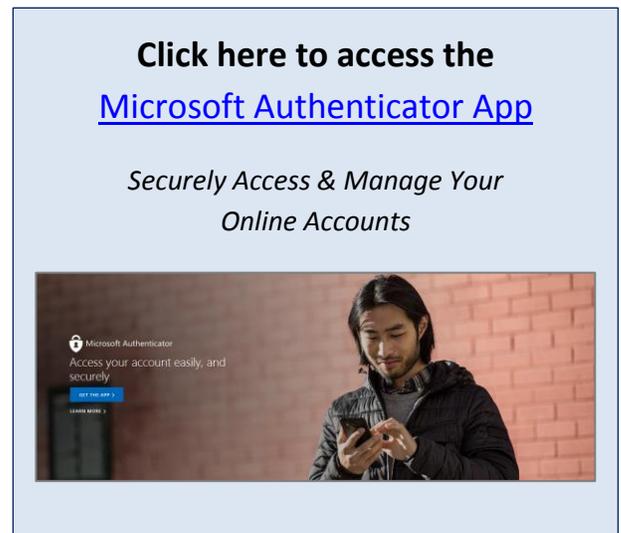
The image shows a Microsoft sign-in window. At the top left is the Microsoft logo. Below it, the email address "Enyi42@yahoo.com" is displayed. The main heading is "Enter password". There is a password input field with the placeholder text "Password". Below the input field is a checkbox labeled "Keep me signed in". A link "Forgot my password" is located below the checkbox. At the bottom right, there is a blue "Sign in" button.

14. Enter the password of your Microsoft account.

You may receive a prompt to set up the authenticator app to eliminate passwords (if interested, follow the link)



The image shows a Microsoft prompt. At the top left is the Microsoft logo. Below it, the email address "enyi42@yahoo.com" is displayed. The main heading is "Break free from your passwords". Below the heading is an illustration of a smartphone with a fingerprint scanner and a computer monitor displaying a Microsoft sign-in page. Below the illustration, the text reads: "Get the smartphone app to sign in without a password. It's more convenient and more secure." There is a link "No thanks" and a blue "Get it now" button at the bottom right.

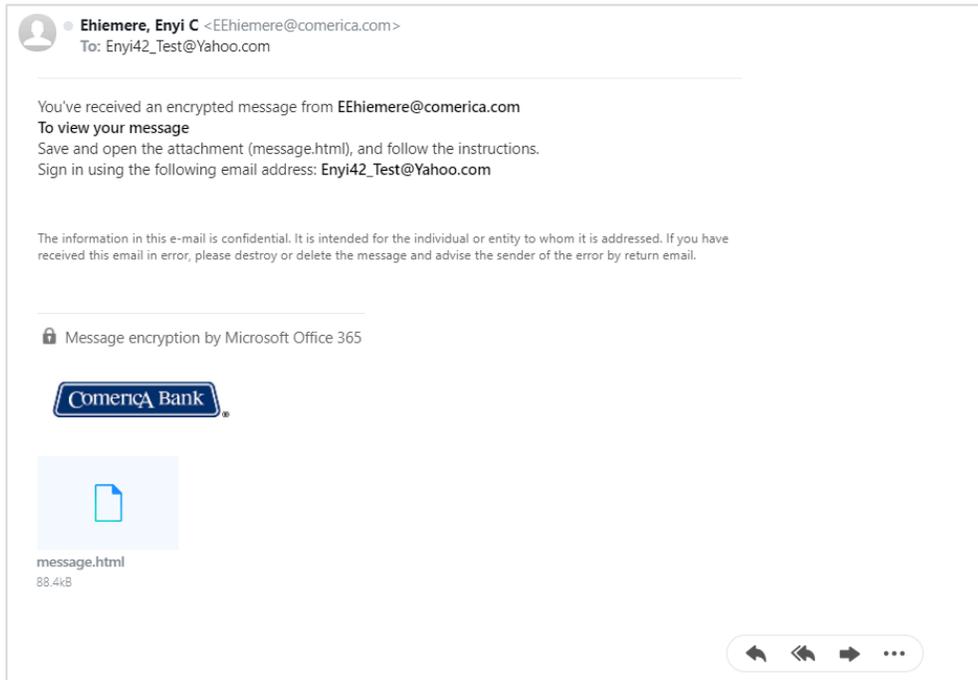


The image shows an advertisement for the Microsoft Authenticator App. The top text reads: "Click here to access the [Microsoft Authenticator App](#)". Below this is the text: "Securely Access & Manage Your Online Accounts". At the bottom, there is a photograph of a man looking at his smartphone. In the background of the photo, a Microsoft Authenticator app interface is visible, showing the text: "Microsoft Authenticator Access your account easily, and securely GET THE APP > LEARN MORE >".

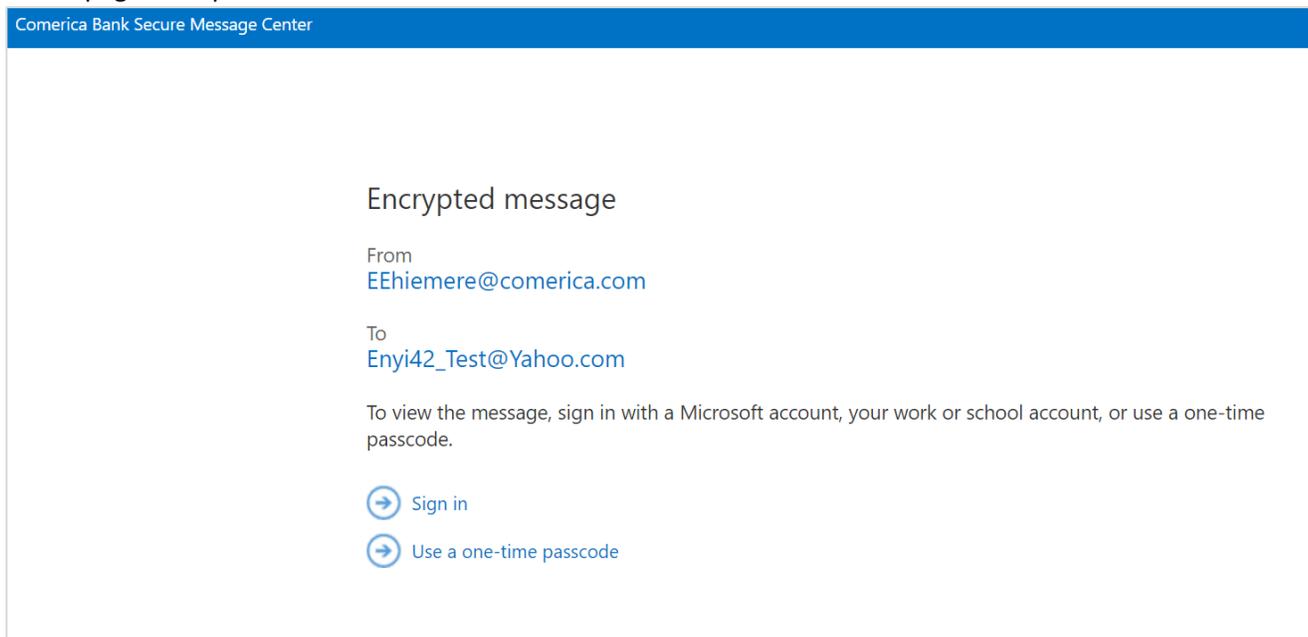
## How to Access a Message if You Do Not Have a Microsoft Account

1. Open the secure message in your Inbox. The subject line will indicate that the message is encrypted. The following example is a Yahoo inbox that has received an encrypted message: (if the images are blocked, click “Show Images”)

 This message contains blocked images. [Show images](#) or [Always show images](#)

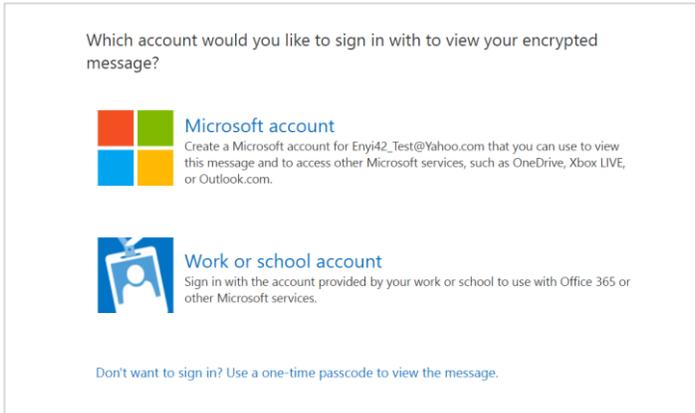


2. **Double-click** message.html
3. A web page will open:

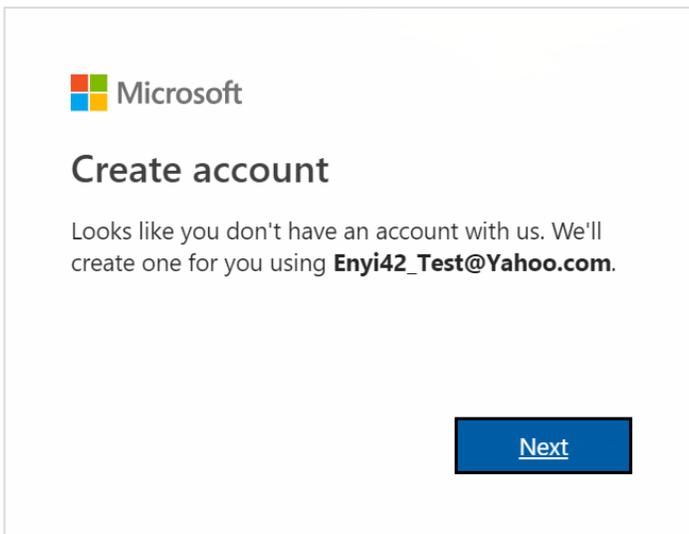


4. Click **Sign In**

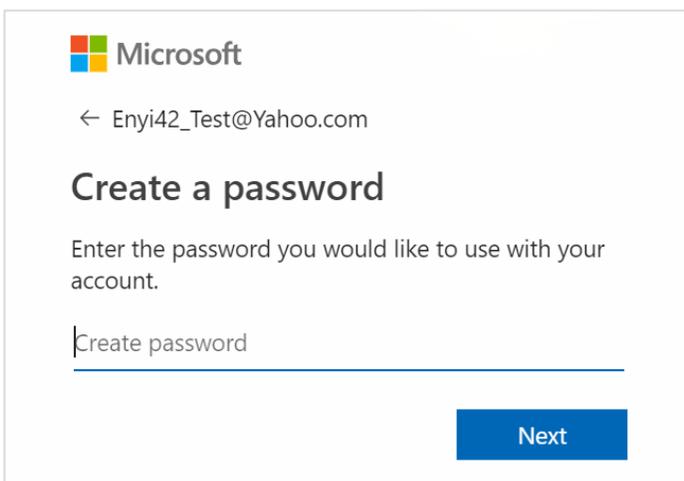
5. The following window will appear:



6. Click **Microsoft Account**



7. Click **Next**



8. Enter a new password for your Microsoft account
9. Enter your **First** and **Last Name**:



← Enyi42\_Test@Yahoo.com

### Create account

We need just a little more info to set up your account.

First name

Last name

[Next](#)

10. Enter your **Date of Birth**



← Enyi42\_Test@Yahoo.com

### Add details

We need just a little more info to set up your account.

**Country/region**

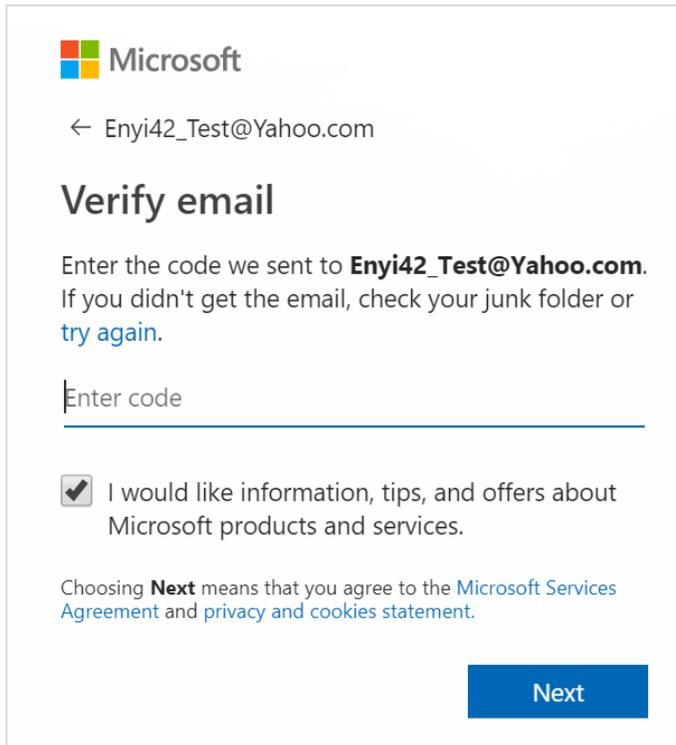
United States ▼

**Birthdate**

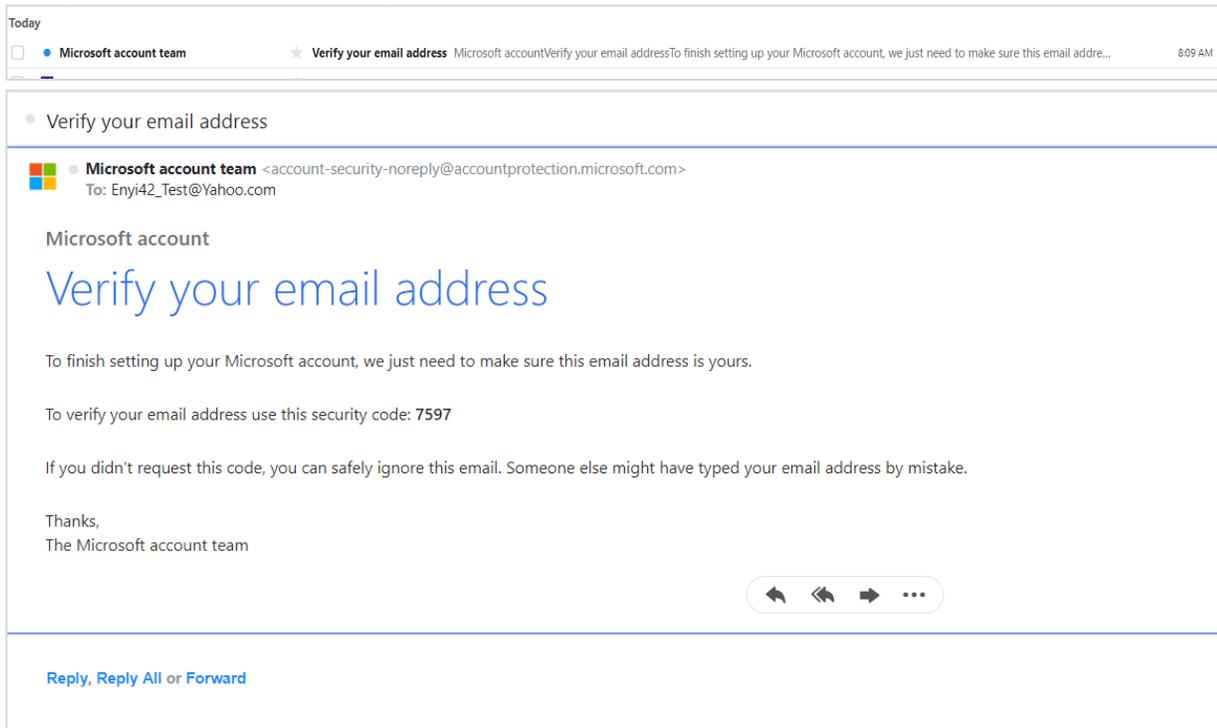
Month ▼ Day ▼ Year ▼

[Next](#)

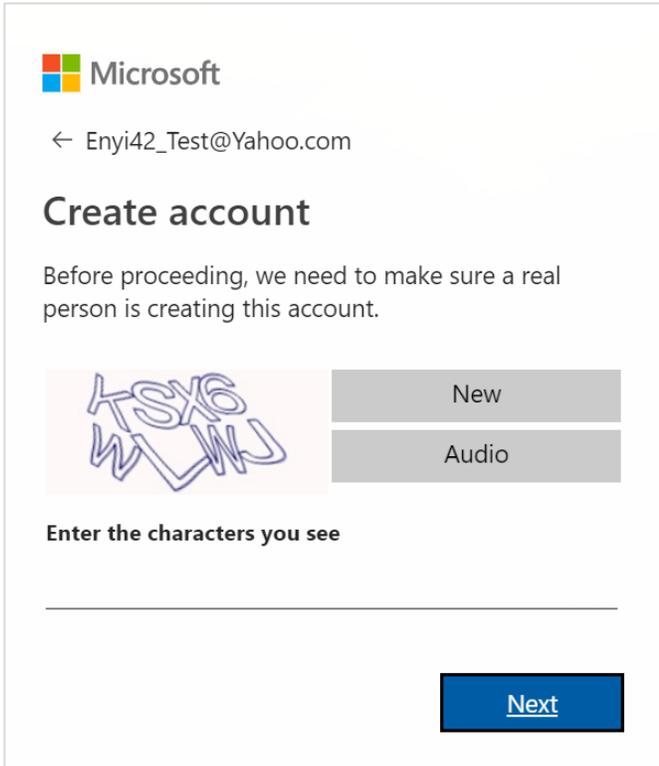
11. Verify your email address and enter the code sent to your mailbox



Example of verification email in your Inbox:

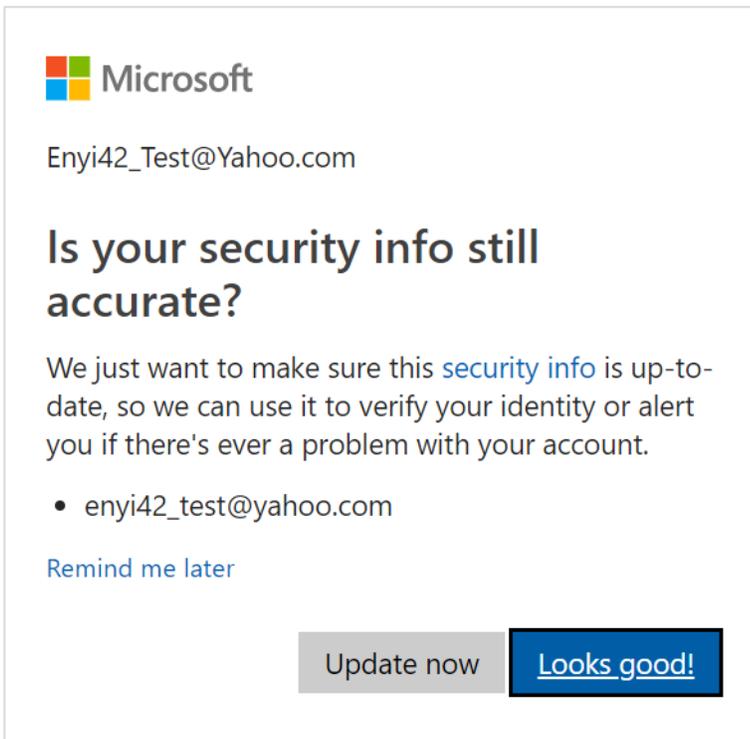


12. Complete the secondary validation and then click **Next**



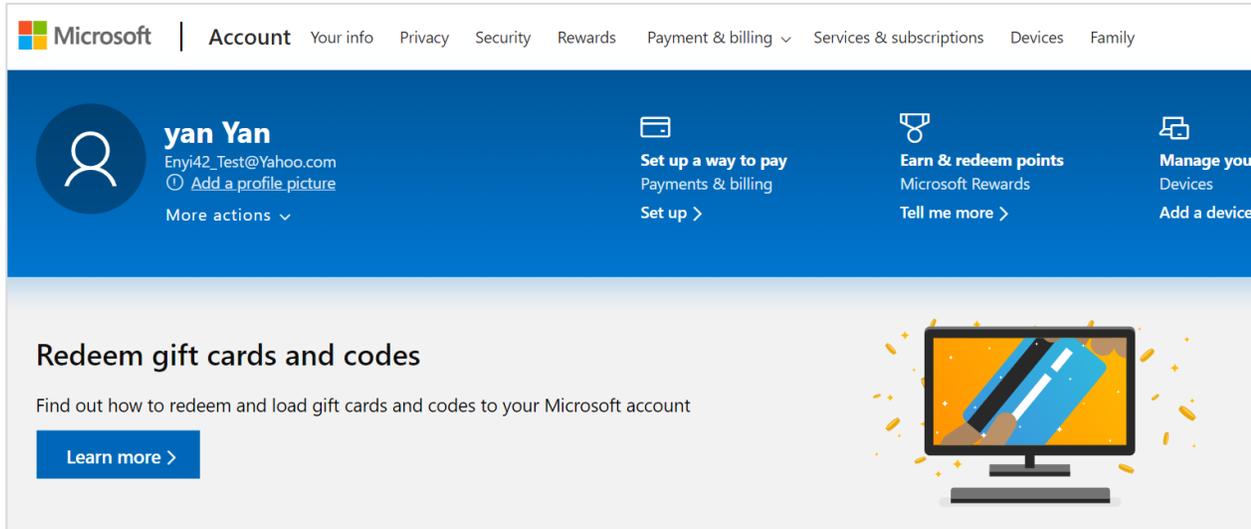
The screenshot shows a Microsoft account creation screen. At the top left is the Microsoft logo. Below it is the email address 'Enyi42\_Test@Yahoo.com'. The main heading is 'Create account'. Below the heading is a message: 'Before proceeding, we need to make sure a real person is creating this account.' There is a CAPTCHA image showing the characters 'TSY6' and 'WLNW' in a stylized, overlapping font. To the right of the CAPTCHA are two buttons: 'New' and 'Audio'. Below the CAPTCHA is a text input field with the placeholder text 'Enter the characters you see'. At the bottom right is a blue button labeled 'Next'.

13. Verify your Information is accurate and click **Looks Good!**

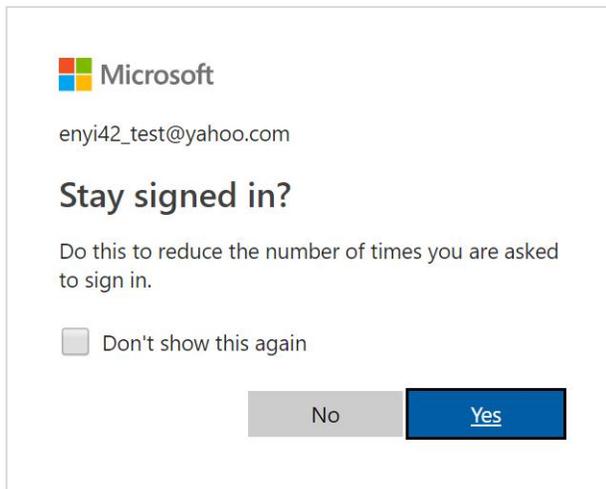


The screenshot shows a Microsoft account verification screen. At the top left is the Microsoft logo. Below it is the email address 'Enyi42\_Test@Yahoo.com'. The main heading is 'Is your security info still accurate?'. Below the heading is a message: 'We just want to make sure this security info is up-to-date, so we can use it to verify your identity or alert you if there's ever a problem with your account.' There is a list of email addresses: '• enyi42\_test@yahoo.com'. Below the list is a link 'Remind me later'. At the bottom are two buttons: 'Update now' and 'Looks good!'.

You should now be logged into your personal Microsoft Account Portal



14. Select an option for staying signed in



- If this is a **private computer**, click **Yes** to stay signed in
- If this is a **public computer**, click **NO** to limit the time you are signed in

You should now be able to view the encrypted email:

