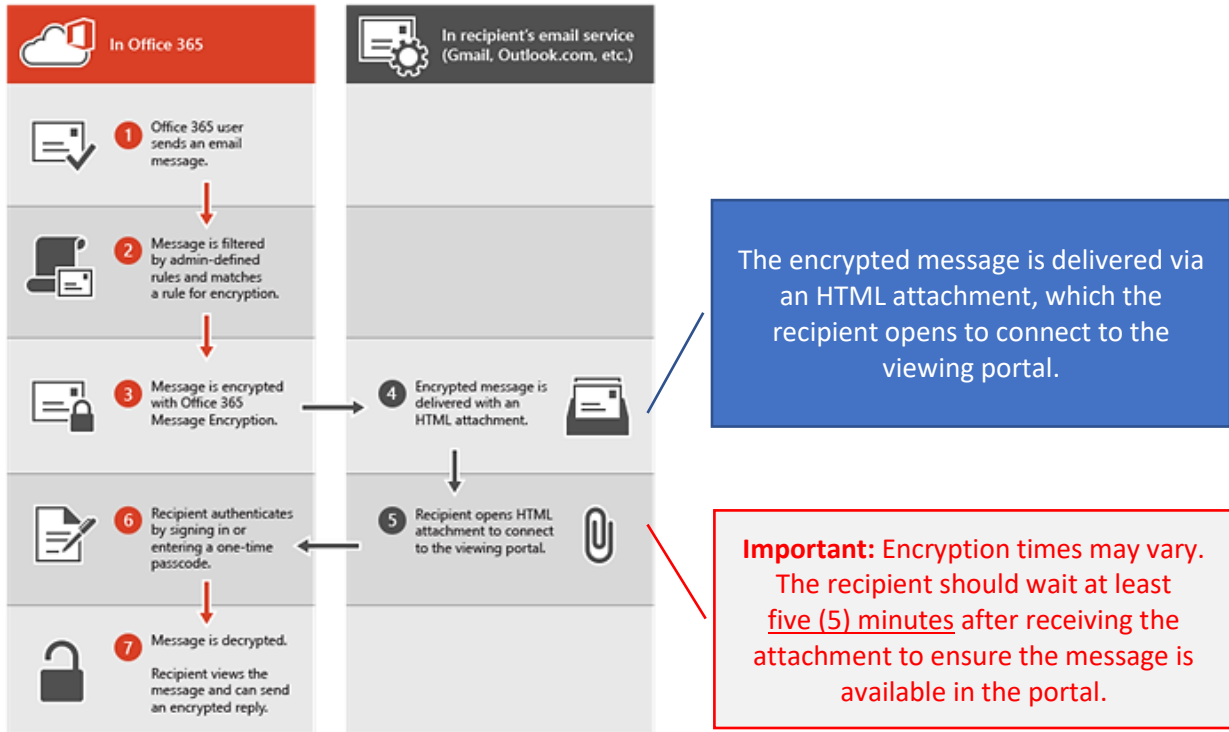


Customer Instructions

Please provide this document to your technology department or IT representative.

Service Description

Comerica Bank subscribes to Microsoft's Email Encryption Service to securely transmit sensitive data via email. Below is a high-level flow of Office Message Encryption:



Addressing and Whitelist

Secure email messages and one-time passcodes are sent to recipients from the following email address:

- onetimepasscode@comerica.onmicrosoft.com
- office365@messaging.microsoft.com
- MicrosoftOffice365@messaging.microsoft.com

Add this address to your company's whitelist for both content and spam filters to ensure successful message delivery.

HTTP Endpoints

Office 365 HTTP endpoints for **Exchange Online** and for **Microsoft 365 Common and Office Online** (to support authentication with a Microsoft account) must be accessible on your company network for secure messages to be viewed. Locations for these endpoints can be found at the following address: <https://docs.microsoft.com/en-us/office365/enterprise/urls-and-ip-address-ranges>.

Opening the HTML Attachment

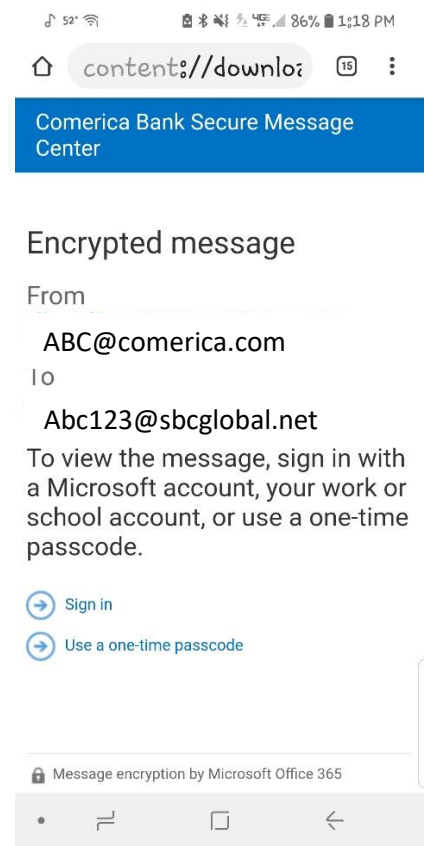
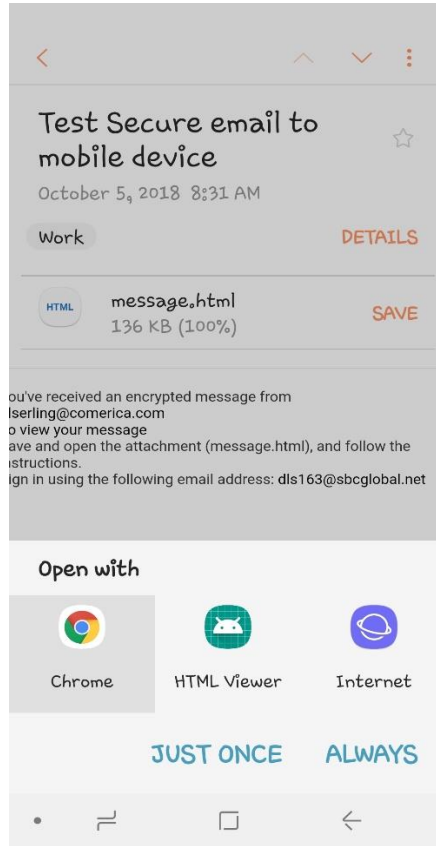
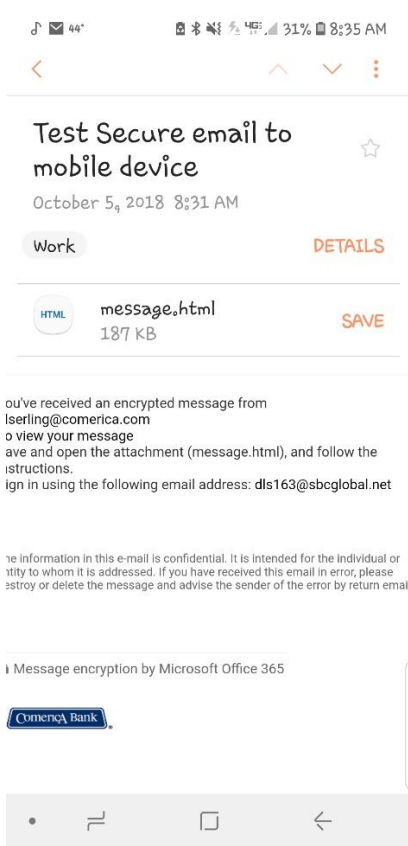
A web browser must open the HTML file attached in a secure email notification. If the file is opened in another application, such as Notepad, perform the following steps:

1. Save the attachment to your computer
2. Right click on the downloaded file and select **Open with**
3. Select a web browser to open the file with



Mobile Devices

The Microsoft OME Viewer is no longer available. After saving and opening the HTML attachment, Android devices will prompt to open with Chrome, HTML viewer, or Internet:



Authentication

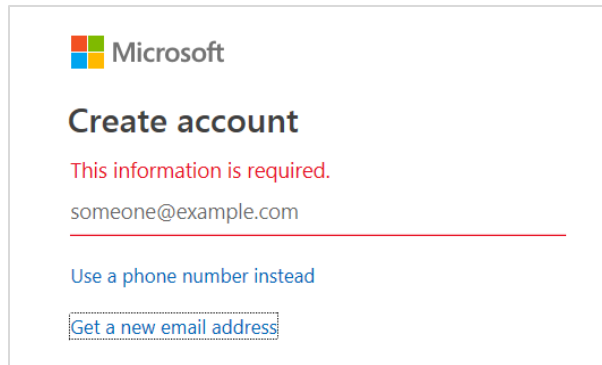
You can either **Sign-in** or use the **One Time Passcode** option to open the secure message.

Creating an Account

The account that needs to be created is the account to which the secure email is sent. Company/Corporate accounts can be created using the “Work or School” account option – only available if your company does not subscribe to O365 services (consult with your Technology department or IT representative for questions). If your company has an O365 subscription, you must log in with those credentials.

Go to <https://signup.live.com/> to sign up for a Microsoft account and enter the *email address that you would like to use.

***Important: This must match the email address to which secure emails are being sent or you will not be able to use this account for retrieving secure messages. If attempting to access a group mailbox, your Technology department or IT representative must create the account on your behalf.**



Microsoft

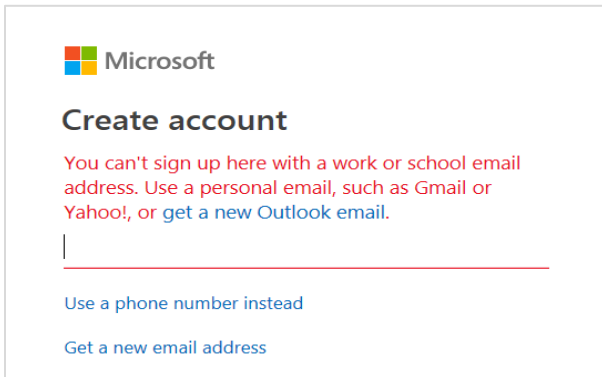
Create account

This information is required.

someone@example.com

Use a phone number instead

[Get a new email address](#)



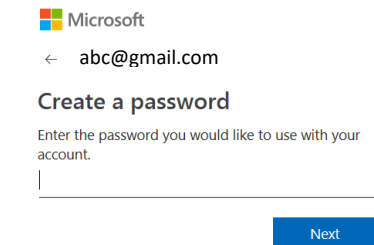
Microsoft

Create account

You can't sign up here with a work or school email address. Use a personal email, such as Gmail or Yahoo!, or [get a new Outlook email](#).

Use a phone number instead

[Get a new email address](#)



Microsoft

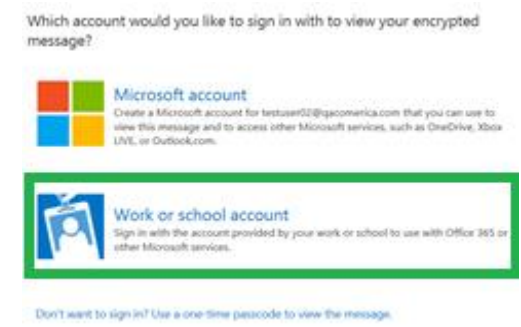
← abc@gmail.com

Create a password

Enter the password you would like to use with your account.

Next

Use the **Work or school** account option to view secure messages.



Which account would you like to sign in with to view your encrypted message?

Microsoft account
Create a Microsoft account for testuser02@geomerica.com that you can use to view this message and to access other Microsoft services, such as OneDrive, Xbox LIVE, or Outlook.com.

Work or school account
Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

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

If you receive a message stating that “You can't sign up here with a work or school email address,” this means that your company already has a relationship with Microsoft.

Enter password – click Next



← abc@gmail.com

Create account

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

Last name

Next

Enter your first name or initial and last name of the account holder – click Next



← abc@gmail.com

Add details

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

Country/region

United States ▼

Birthdate

Month ▼ Day ▼ Year ▼

Next

Enter your birthdate (or enter a fictitious date) – Click Next



← abc@gmail.com

Verify email

Enter the code we sent to abc@gmail.co . If you didn't get the email, check your junk folder or try again.

Send me promotional emails from Microsoft

Choosing Next means that you agree to the Microsoft Services Agreement and privacy and cookies statement.

Next

Enter the passcode sent to the account you created – Click Next



← abc@gmail.com

Create account

Before proceeding, we need to make sure a real person is creating this account.



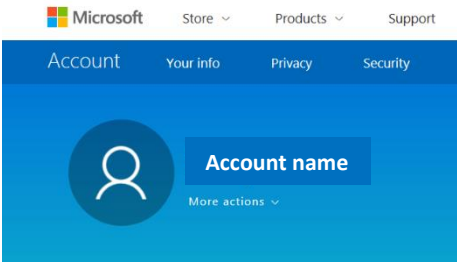
New

Audio

Enter the characters you see

Next

Enter the characters displayed – Click Next



Account will be created for access to Microsoft Secure Email