


## 1 - Register to retrieve Secure E-mail, a one-time process only

### New User:


1. If this is the first time you are retrieving a secure E-mail a Registration form will appear.
2. Complete all required fields then click Continue.

**Note:** Make sure to choose a Security Question that you can easily remember. If you ever forget your password, you can use the Security Question to recover it.

Your e-mail should now populate. See .

### Returning User:

3. If you are a returning user a log in prompt will appear. Enter your password and click Continue. In the event that you can't remember your password, click the Forgot Password option.

Your e-mail should now populate. See .



**Registration 2**

South Florida Educational Federal Credit Union  
Earn "extra credit" with your membership.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

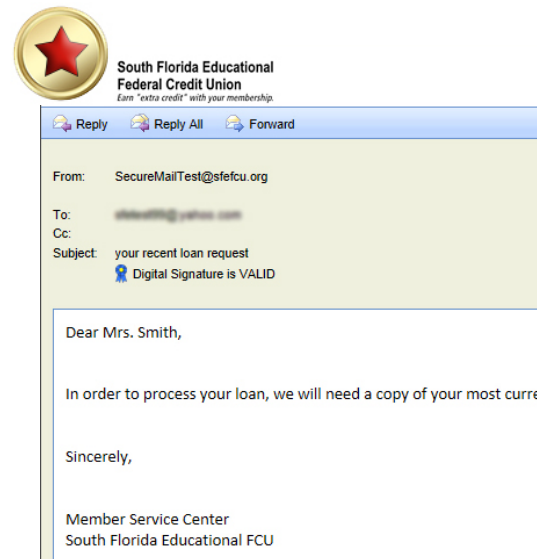
Password Reset:


Question:

Answer:

**3** Continue

**Your password** should contain 8 to 20 characters, at least one number and one special character (!@\$%^&\*(){}\_+=~). It cannot match your email address.



 South Florida Educational Federal Credit Union  
Earn "extra credit" with your membership.


Reply Reply All Forward

From: SecureMailTest@sfefcu.org

To:

Cc:

Subject: your recent loan request

 Digital Signature is VALID

Dear Mrs. Smith,

In order to process your loan, we will need a copy of your most current paystub.

Sincerely,

Member Service Center  
South Florida Educational FCU




**Login 4**

South Florida Educational Federal Credit Union  
Earn "extra credit" with your membership.

Log in to read your secure message.

Email Address:

Password:

 Forgot Password  Continue

## 2 – Retrieve a Secure E-mail

You receive an e-mail notifying you that you have been sent a secure message.

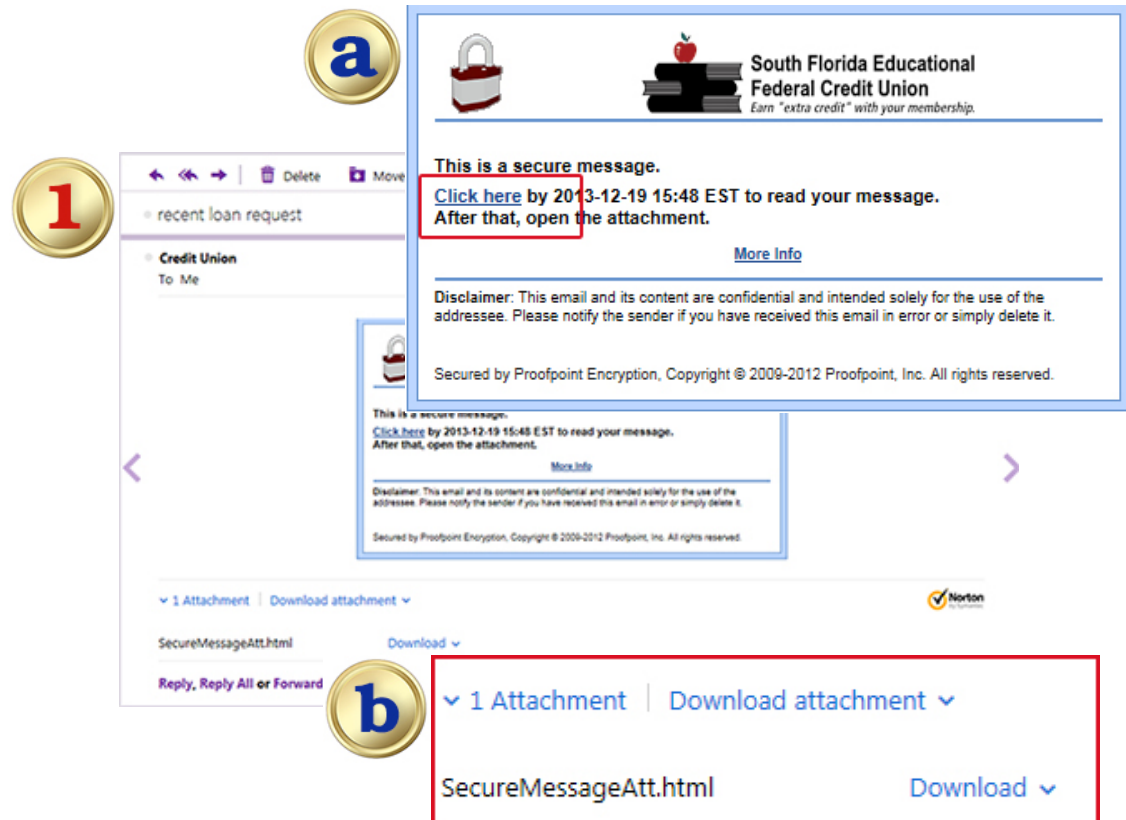
**Note:** Depending on your e-mail service provider, the format may be slightly different than the one displayed.

Press **Click here** to get to the e-mail retrieval page.  
Log in using your registered email address and password.

**OR**

Find the SecureMessageAtt.html attachment and click it to start the download process.

**Note:** Depending on the e-mail provider, the attachment may be at the top or bottom of the e-mail.



The screenshot illustrates the process of retrieving a secure email. It is divided into two main sections:

- Section 1 (Top):** Shows the email header and the main body. A gold circle with the number '1' is placed to the left. The email is from South Florida Educational Federal Credit Union. The body contains a security warning: "This is a secure message. Click here by 2013-12-19 15:48 EST to read your message. After that, open the attachment." Below this is a "More Info" link and a disclaimer. A gold circle with the letter 'a' is placed to the right of the top part of this section.
- Section 2 (Bottom):** Shows the attachment list. A gold circle with the number '2' is placed to the left. The attachment is named "SecureMessageAtt.html" and has a "Download" button next to it. A gold circle with the letter 'b' is placed to the right of this section.

## 3 – Save a Secure E-mail attachment

### Using a computer

Click on the attachment. Select **Save** at the bottom of the screen. Or select Open and then File > Save as...

**OR**

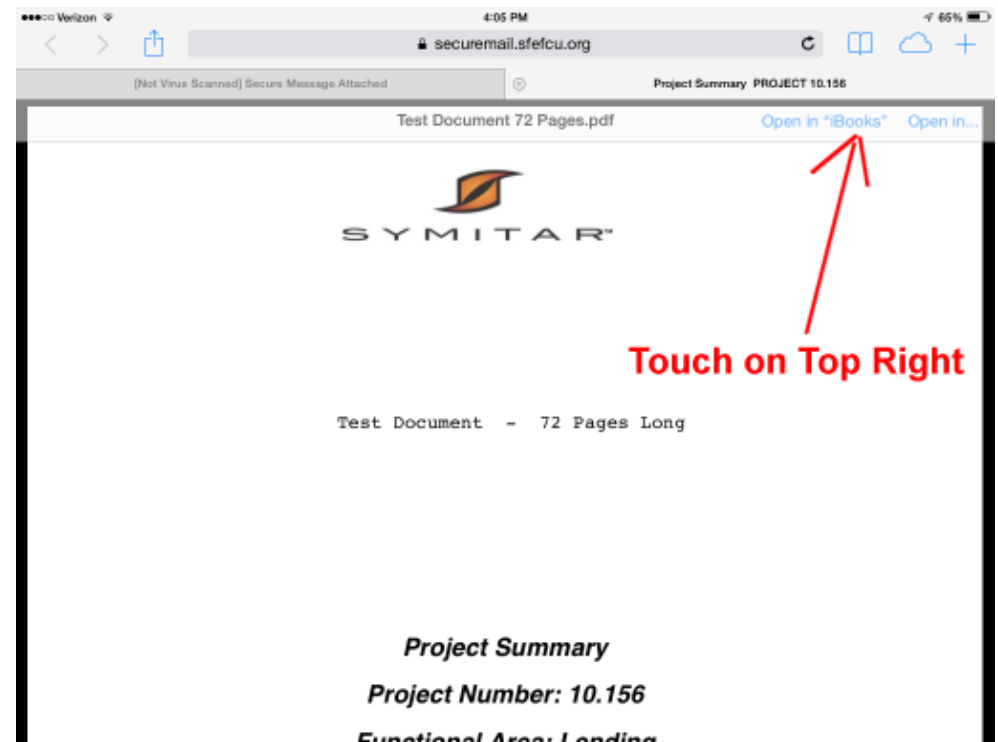
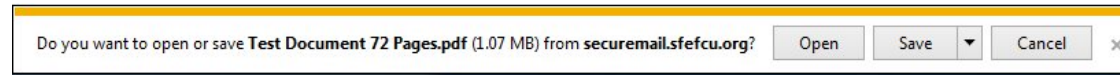
### Using an iPad

Touch on the word **Attachments**, then on the attached file.

The document will open up (after you provide the password).

To save it, touch at the top right. A line appears with options where to save it. Every iPad has **iBooks** included. You may save it there or in the app of your choice.

A list of your documents stored in iBooks, shown to the right.

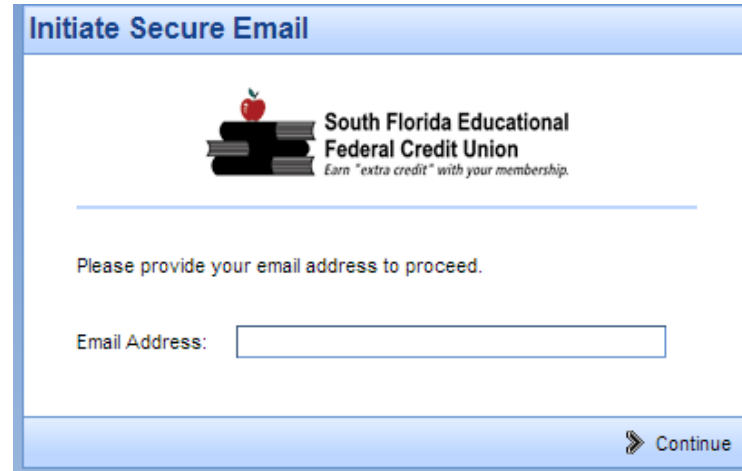


## 4 – Send a Secure E-mail


To send a secure email to SFFCU, go to:

[www.sfefcu.org/encrypt](http://www.sfefcu.org/encrypt)

1. Enter your email address that you are registered with.
2. Once in the compose window, enter your message.
3. To send an attachment, click on **Attach a file**, then on **Add**.
4. Select the file and click on **Upload**.
5. Hit **Send** to send the message.
6. Logout.

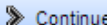


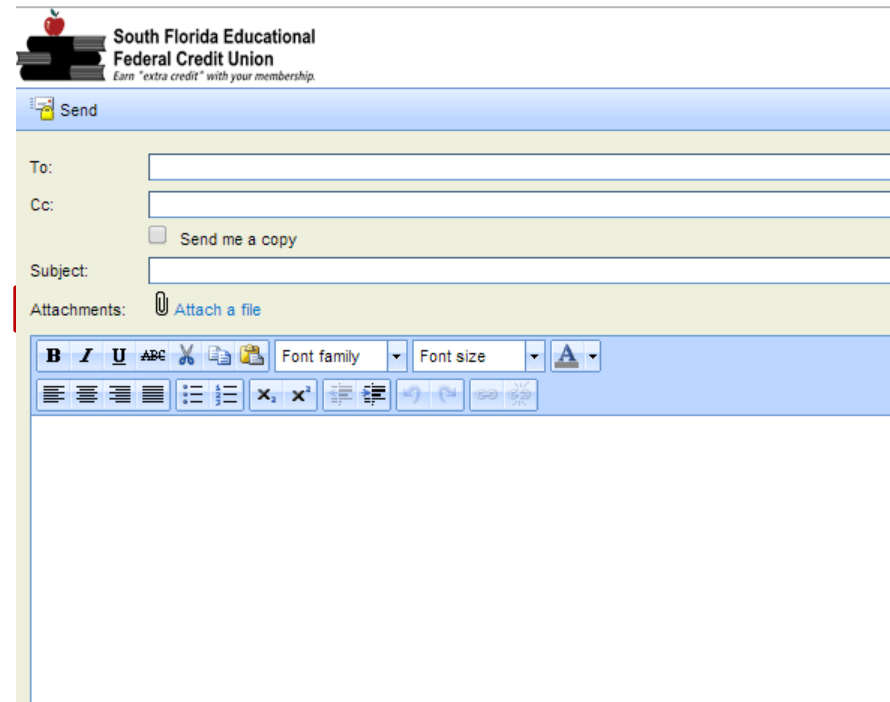
**Initiate Secure Email**


 South Florida Educational  
Federal Credit Union  
*Earn "extra credit" with your membership.*


Please provide your email address to proceed.

Email Address:

 Continue



 South Florida Educational  
Federal Credit Union  
*Earn "extra credit" with your membership.*


 Send




To:

Cc:

Send me a copy

Subject:

Attachments:  Attach a file

**B** *I* U ABC    Font family  Font size  