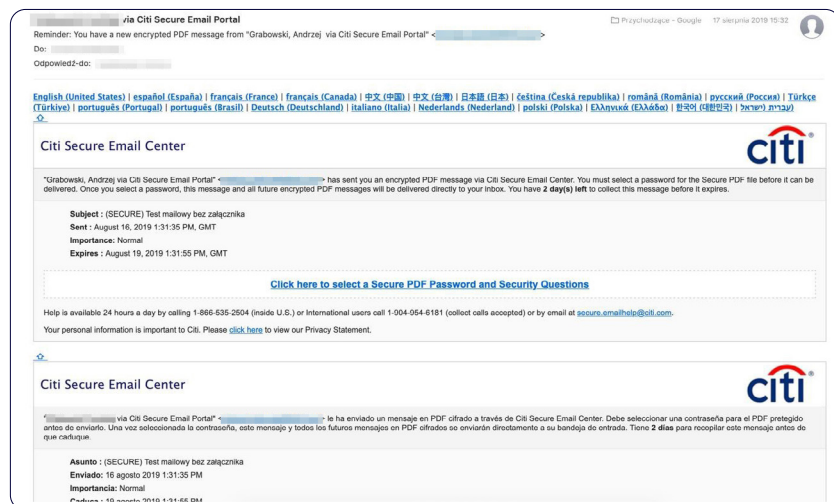


Opening of Citi Secure Email by the Client

After receiving an e-mail encrypted with Citi Secure Email for the first time, generate a password that will be required to open all encrypted e-mails using the Citi Secure Email method.

Step by step method:

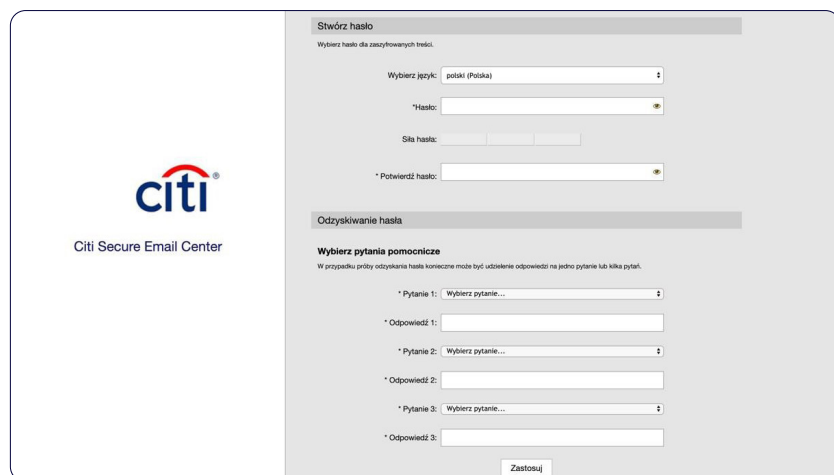
1. The recipient receives an email:



2. The menu in English can be found at the bottom of the email



3. We follow the procedure, click the link to generate a private password to open alle-mails encrypted with the Citi Secure Email method



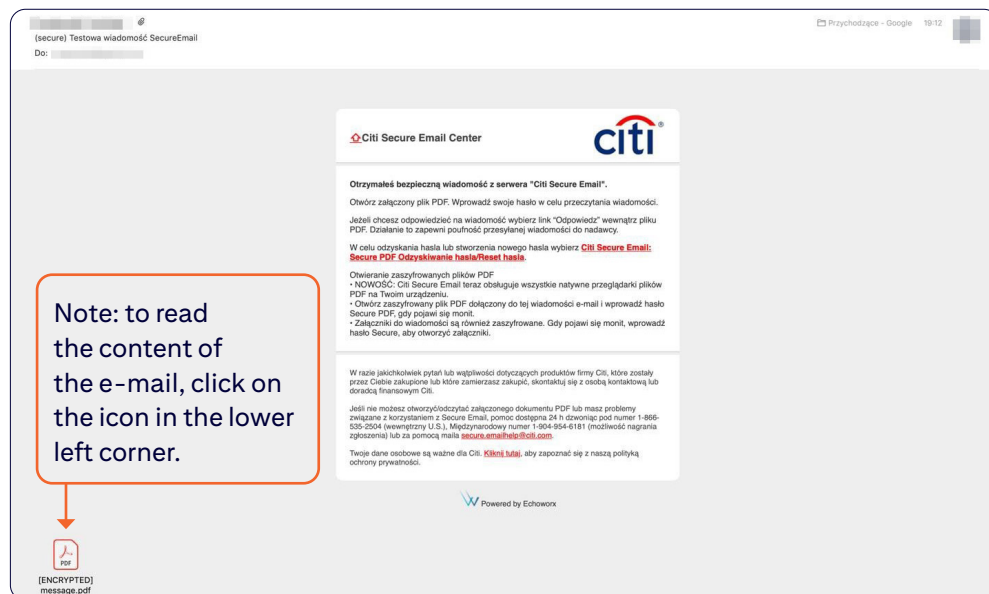
After entering the password (minimum 8 characters), in the Password recovery field, we have to choose 3 questions and provide 3 answers that will be useful for us when we forget our password and want to recover it.

Remember: this password will be used to open all e-mails we receive encrypted with the Citi Secure Email method.

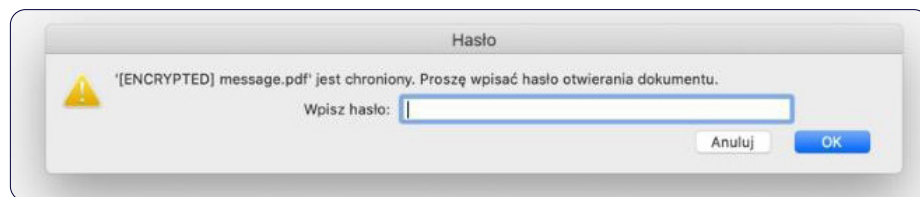
4. Finally, after assigning a password and selecting the security questions, we approve it by clicking **Submit**.

5. The configuration has been **saved**

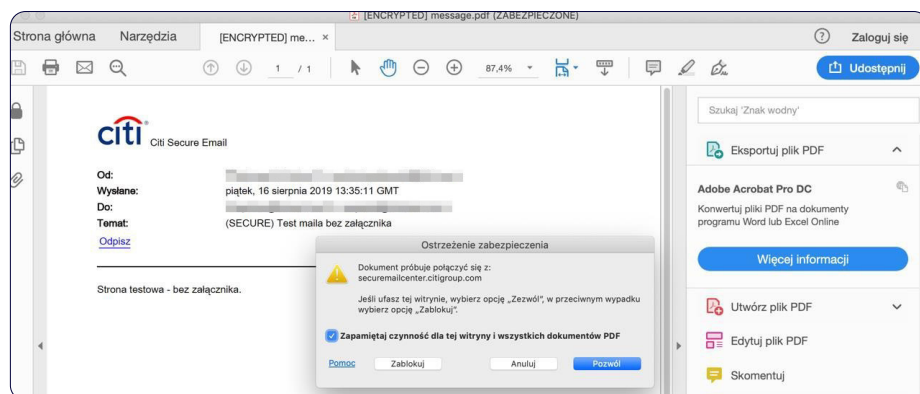
6. After generating your own password and saving the entire configuration, we will receive an e-mail in accordance with the example below, in which we must log in with the password that we have just entered.



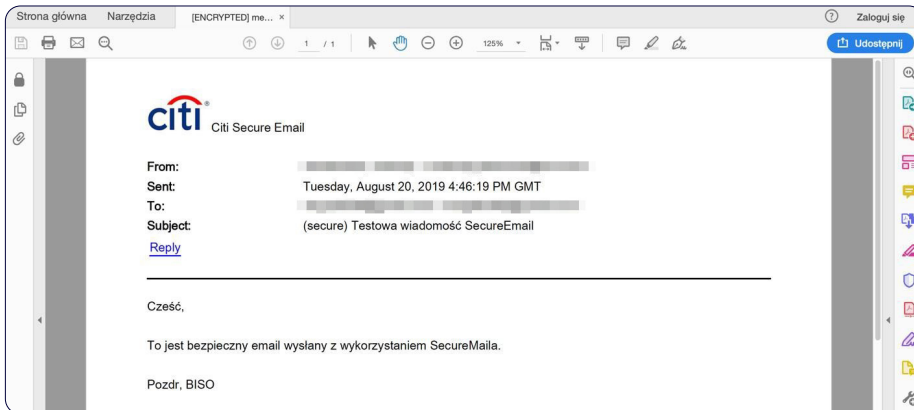
7. After clicking on the icon, we will get a window to enter the password.



8. After entering the correct password, an encrypted message will open.



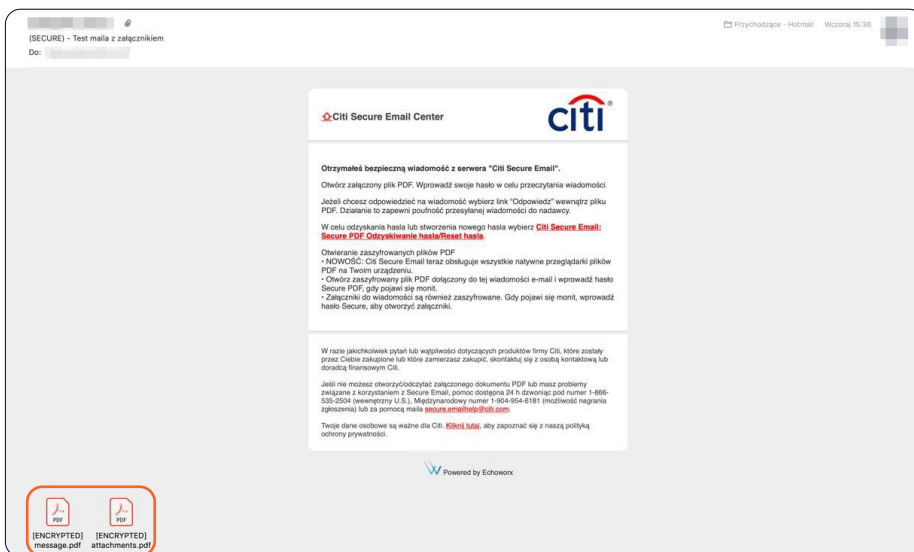
We confirm that we trust the securemailcenter.citigroup.com website and click **Allow**



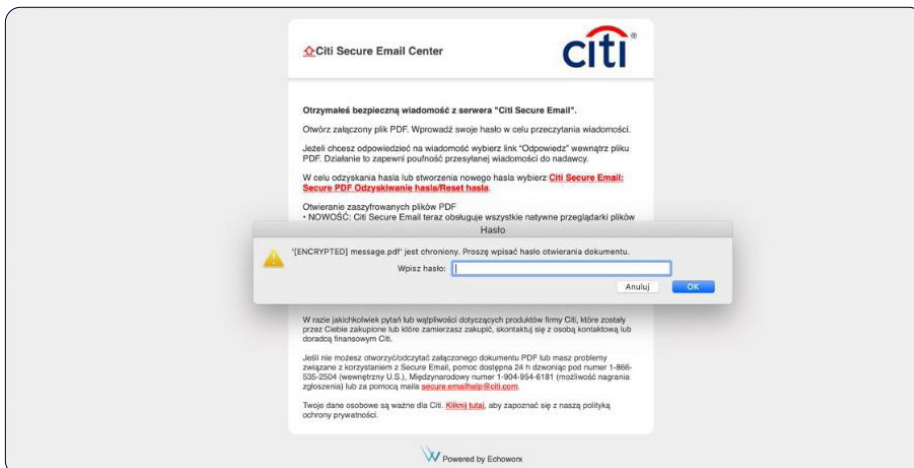
Open a Citi Secure Email containing an attachment

The procedure for opening an email with an attachment is exactly the same as without an attachment. The only difference is that when you receive an e-mail with an attachment, you will see 2 icons in the lower left corner:

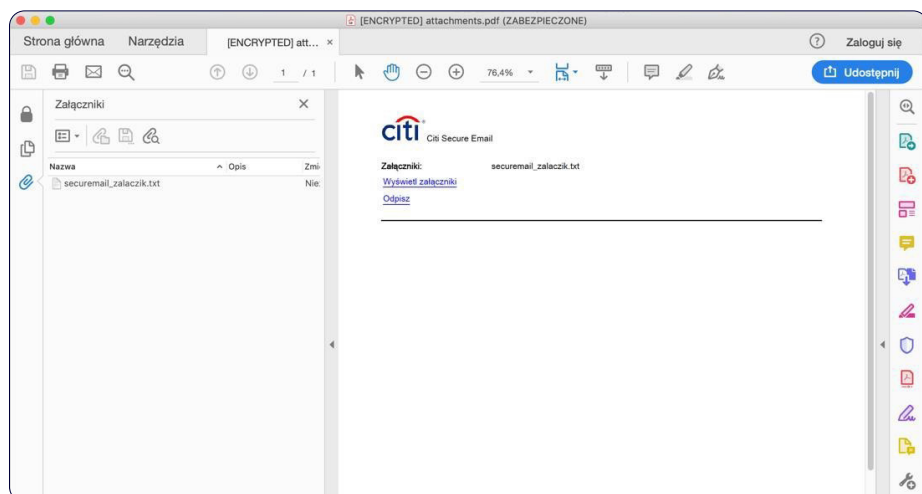
- one for the body of the email
- the second for attachments serve



We provide the password to open the email:

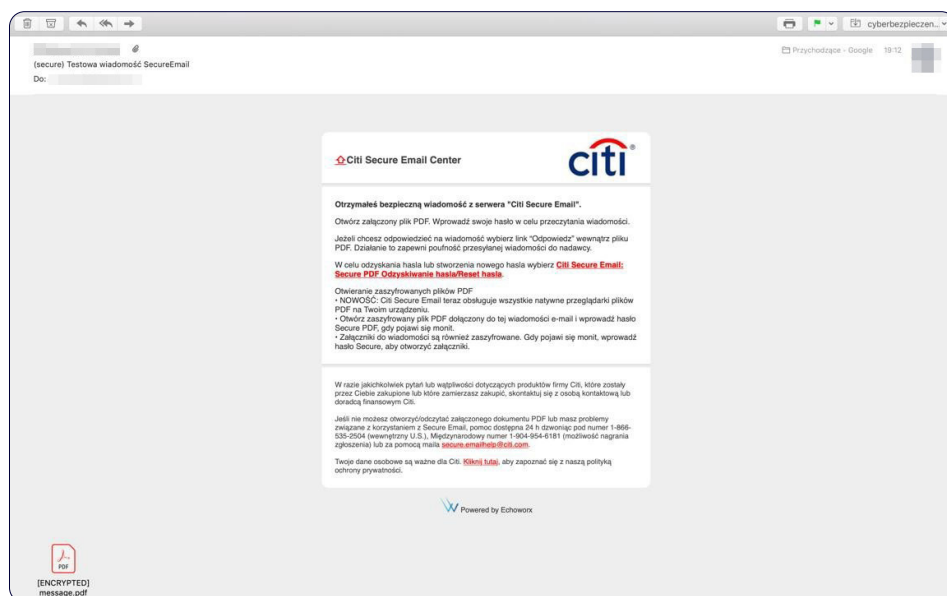


After entering the password, a message will open and we will see the attached file:



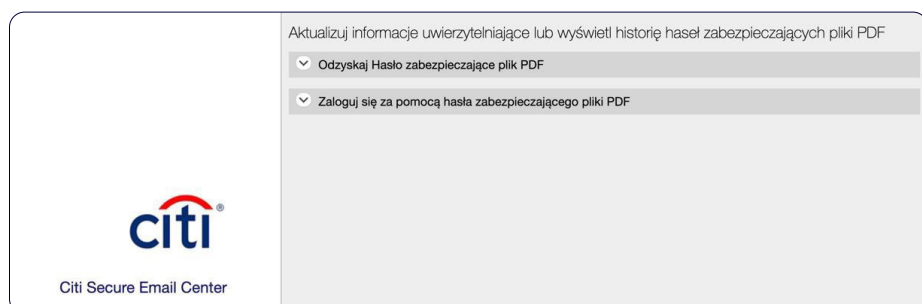
Password recovery

1. If we forget the password to open the file, we can start the password recovery process. To do this, click on the email received: select:

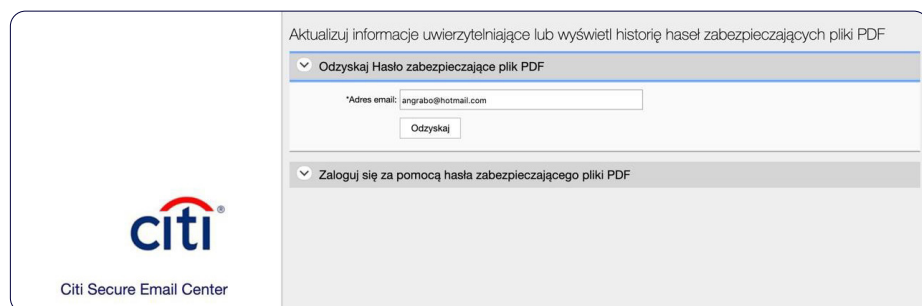


Choose the option: **Citi Secure Email: Secure PDF Password recovery / Password reset**

2. We will receive a window with an option to recover our password:



3. After selecting the option: **Recover Password securing the PDF file**, enter our email and then click **the Recover button**.



Aktualizuj informacje uwierzytelniające lub wyświetl historię haseł zabezpieczających pliki PDF

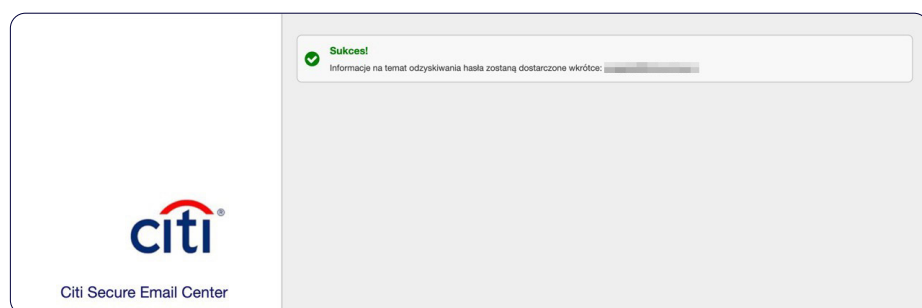
▼ Odzyskaj Hasło zabezpieczające plik PDF

*Adres email:

▼ Zaloguj się za pomocą hasła zabezpieczającego pliki PDF

citi
Citi Secure Email Center

4. The required information will be sent to our e-mail address:



Sukces!
Informacje na temat odzyskiwania hasła zostaną dostarczone wkrótce: ██████████

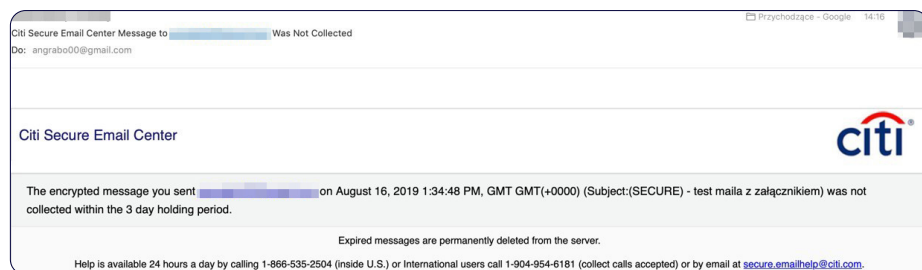
citi
Citi Secure Email Center

ATTENTION:

If the recipient does not receive the encrypted mail, the mail will be automatically disabled from the Citi Secure Email server after 3 days.

Every day, before deleting, the system will inform the recipient that there is an unread encrypted message in his mailbox.

The sender will receive an e-mail informing that the file he sent has not been opened by the recipient.



Citi Secure Email Center Message to ██████████ Was Not Collected

Przychodzące - Google 14:16

Do: anrabo00@gmail.com

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Citi Secure Email Center

The encrypted message you sent ██████████ on August 16, 2019 1:34:48 PM, GMT GMT(+0000) (Subject:(SECURE) - test maila z załącznikiem) was not collected within the 3 day holding period.

Expired messages are permanently deleted from the server.

Help is available 24 hours a day by calling 1-866-535-2504 (inside U.S.) or International users call 1-904-954-6181 (collect calls accepted) or by email at secure_emailhelp@citi.com.