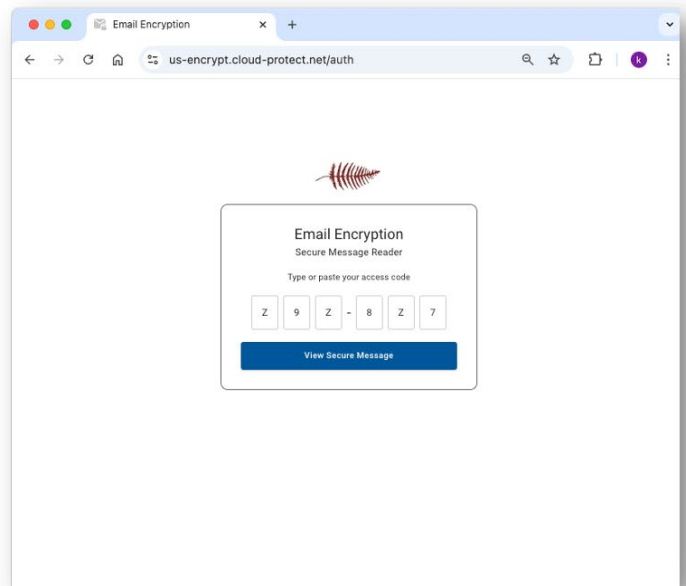
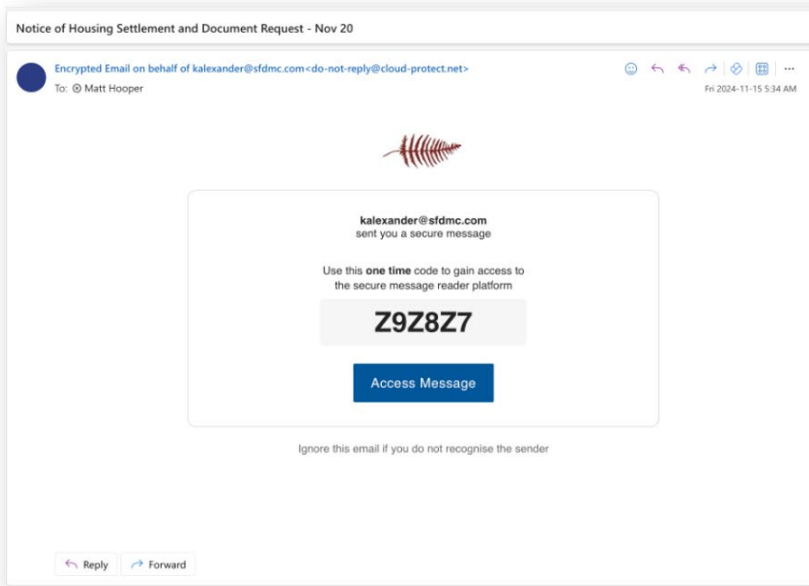


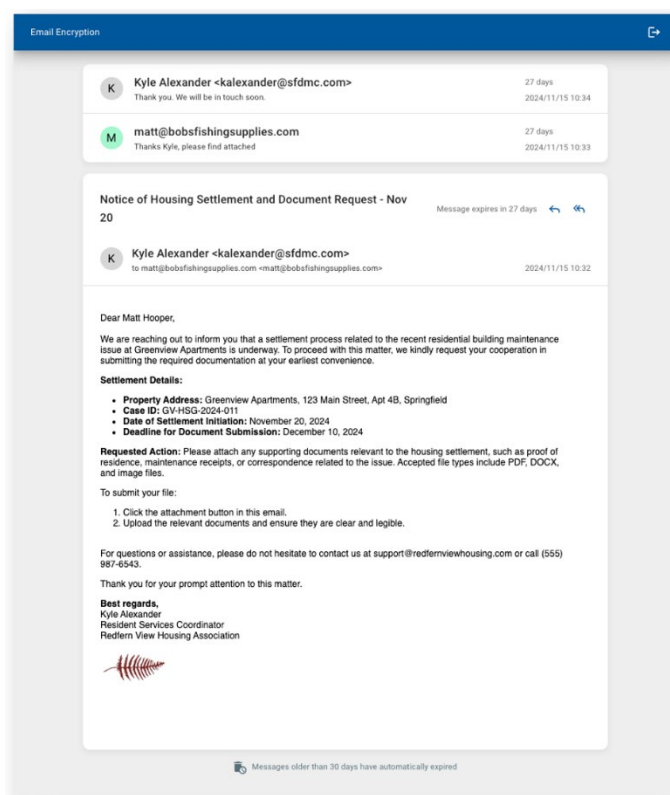
I. When you receive your encrypted email, you will see it in the format below:



II. The image on the left indicates that you received a one-time access code to obtain access to the encrypted email.

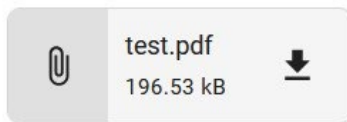
III. The image on the right indicates inputting the access code to view the encrypted email.

IV. After you input the access code, you will be able to view the encrypted email (example below):

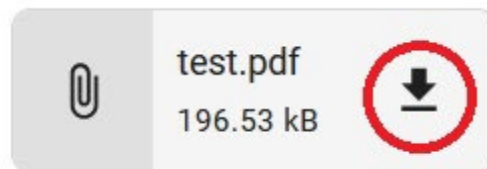


A

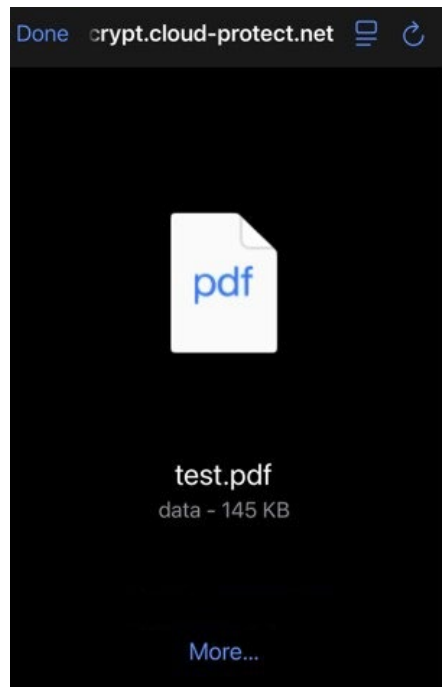
Images are hidden by default by your security administrator. [Show Images](#)



- V. If the email has an attachment (example above), you can open it by clicking the downward arrow:



- VI. Once you click the download button, you will end up on the screen below:



- VII. Click **More** to save the PDF to your Notes app and open it from there or save it to the Files app and open it there as well.

\*\* If your one-time code has expired or you have already used it, please request a new code as shown below:



## Access Code Expired

Secure Message Reader

Your access code has either been used or expired. To view your secure message, please request a new code.

[Request New Code](#)