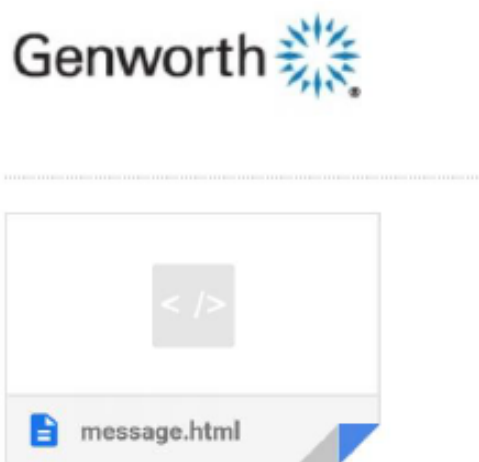


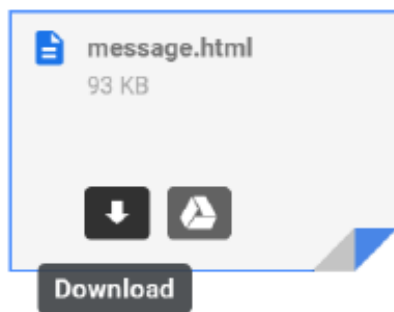
How To Open A Secure Email From Genworth

Step 1: Open the email from LC@genworth.com .

Step 2: Open the email and there will be an attachment titled "message.html" :



Step 3: Click on the download arrow in the message.html attachment:



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Step 4: Once downloaded, open the file. You will receive the following encrypted message:

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

Step 5: Select "Use a one-time passcode". You will be notified that a one-time passcode was sent to you.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode

This is a private computer. Keep me signed in for 12 hours.

 Continue

Step 6: Keep this message open and return to your inbox and you should see an email from Microsoft Office 365 Message Encryption with a subject line of "Your one-time passcode to view the message." Open this email:



Here is your one-time passcode

14438373

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

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Step 7: Highlight the passcode and press **Ctrl+C** to copy the passcode. Return to your encrypted message and press **Ctrl+V** in the one-time passcode field to paste it in.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode

This is a private computer. Keep me signed in for 12 hours.

 Continue

Step 8: Hit continue. You should see the attachment available for download. Click the file to download.

 GNW Secure Reports (Custody Restricted) <GNWSecureReports@genworth.com>
Today, 2:05 PM

