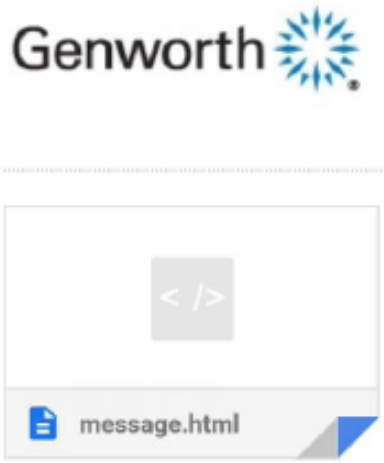
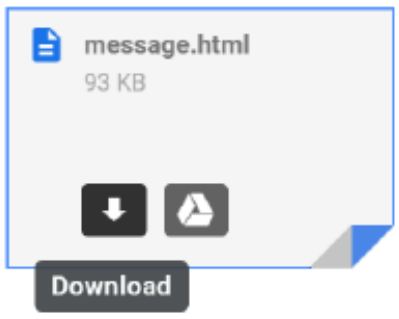
How To Open A Secure Email From Genworth

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

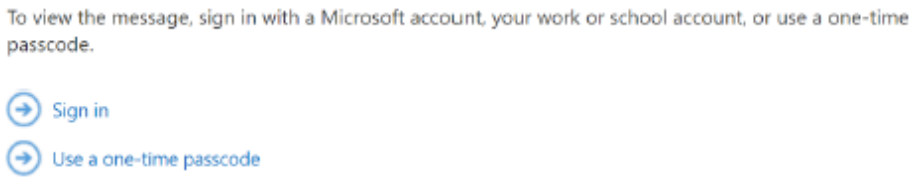
Step 2: Open the email and there will be an attachment titled "message.html" :



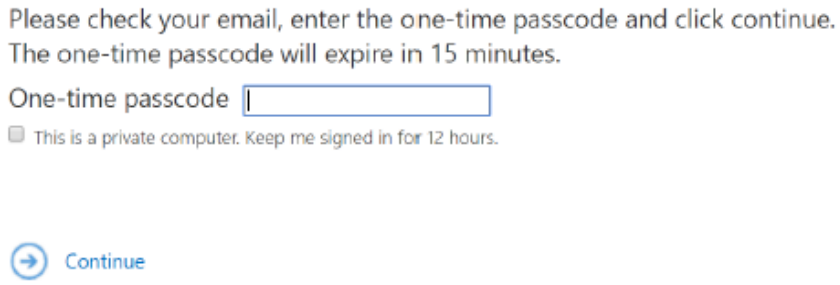
Step 3: Click on the download arrow in the message.html attachment:



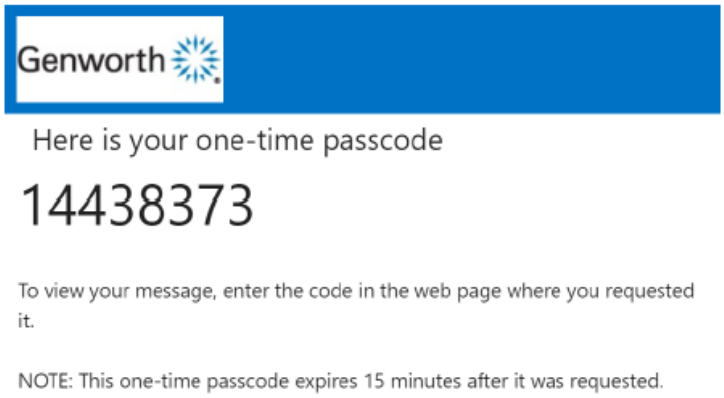
Step 4: Once downloaded, open the file. You will receive the following encrypted message:



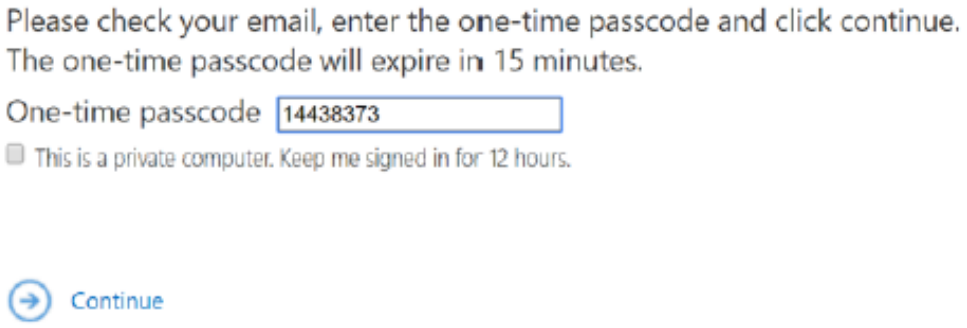
Step 5: Select "Use a one-time passcode". You will be notified that a one-time passcode was sent to you.



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:



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.



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