Receiving Secure Email from Citi

Web Pull

Why Is Citi Encrypting Email?

Protecting the privacy and security of client information has always been a top priority at Citi. In keeping with this ongoing commitment, Citi has strengthened its controls around the handling of sensitive data when it is being sent via email. Citi’s Secure Email Program allows us to send you encrypted email communication with greater confidence that Citi’s confidential, proprietary and sensitive information is protected from unauthorized viewing or malicious intervention.

What Is ‘Web Pull’ Encryption Delivery?

Web Pull is a method of delivering encrypted email that you can use without any encryption software on your own desktop (you can use any kind of email – and webmail is OK). With Web Pull delivery, your secure encrypted email from Citi is held for you in your own account on the Citi Secure Webmail Center.

You will receive an email notification that you have received a new encrypted message from Citi. You can then go to the Citi Secure Webmail Center to retrieve it.

Registering For a Citi Secure Email Account

When you receive your first secure email, follow the instructions in the email you received and go to the Citi Secure Email Registration page.

1. Enter your first and last name and your email address on the Registration page and click Submit. A message confirming your registration is displayed.
2. Go back to your local email inbox. You will receive two separate email messages from Citi Secure E-Mail:
   a. An email containing your new Account ID
   b. An email with your temporary password
3. When you have received your Account ID and temporary password, return to the Citi Secure Email login page (instructions provided in the emails you received).
4. Click Sign in to Citi Secure Email and use your Account ID and your temporary password to sign in.
5. You will be prompted to set up your account with your own private password on the Password Change Request page. When you finish, click Change Password.
6. Upon completing the above steps, you will see your message in clear text.

Help for external secure email is available 24/7, 365 days a year.

Immediate assistance by phone:
866.535.2504 (inside U.S.) or +001.904.954.6181

By email (response within 24 hours):
secure.emailhelp@citi.com

Receiving Email In Your Secure Webmail Account

1. Your Citi sender will email a notification message to your regular email inbox letting you know that you have a secure message waiting for you.
2. Follow the instructions provided in the email and go to the Citi Secure Email Login page.
3. Enter your Account ID and your private password and click Login.
4. You will then see a list of waiting secure messages. Click on the message to read it in clear text.

Replying To Email In Your Secure Webmail Account

If you would like to send an encrypted reply to the message you received from your Citi contact:

1. Open the message that you want to reply to.
2. Click Reply. If you want to include everyone on the original email, click Reply All.
3. Compose your reply message. You can add a single attachment to each reply.
4. Click Send. Your message will be encrypted and sent.

Note: You cannot create new messages in the Citi Secure Webmail Center – you can only reply to messages you have received.

Managing Secure Webmail Account Messages

The messages in your Citi Secure Webmail account are displayed in the order they were received, with the most recent on top. You can delete messages if they are no longer needed. You can create folders to group your messages. Just select the Manage Folders button and add the required folders. Then use the Move To button to move messages into folders.

But remember, messages are only retained in the Citi Secure Webmail Center for 30 days, after which they will be deleted. So if the message is one you plan to refer to later, it may be safer to copy it and store it, in clear text, in your own environment.
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**Q** What is the Secure Webmail Center?

**A** The Citi Secure Webmail Center is a protected site located inside the Citi network that you access through a secure connection. All messages are stored encrypted within the Secure Webmail Center and are only decrypted when you open them.

**Q** I clicked the Register button, but I never received my temporary password.

**A** Some email systems try to block spam by not accepting any incoming email unless the sender is known. If your email system is set up this way, add ems.securemail@citibank.com to your email address book.

**Q** I forgot my password. What can I do?

**A** If you cannot remember your password, or if you cannot remember your Account ID, call the Help Desk at +001.904.954.6181 or US toll-free at 866.535.2504.

**Q** I want to change my password. Can I do that?

**A** Yes. It is good security practice and strongly recommended that you change your password every 60 days. Just click the “Change your password” link on the Login page. You will need to enter your Account ID, your old password, and your new password, and to confirm your new password by entering it a second time. Click “Change Password” to save this new password.

**Q** I have been receiving secure mail in the Citi Secure Webmail Center, but I now would like to change my delivery method.

**A** If you would like to change to a new delivery method, contact the Help Desk at 866.535.2504 or +001.904.954.6181 to find out how to make this request. Quick Reference Cards for all delivery types are available on the Encryption page of Citigroup.com.

**Q** I want the Citi sender to use a different email address for me.

**A** To make this change, you will need to set up a new mailbox in the Citi Secure Webmail Center. Ask your Citi contact to send you a secure email at your new email address. You will then be prompted to register for a new Secure Webmail mailbox account. Keep in mind, however, that the messages you received at your old email address will remain in your old mailbox.

**Q** Can I respond to a message I received in the Citi Secure Webmail Center?

**A** Yes. You can reply to the sender from inside the Secure Webmail Center. Just use the Reply button to create your message. You can also reply to everyone who received the original message – use the ‘Reply All’ button. But you cannot add new people to the reply, nor can you create new email messages; you can only reply to the people on the email you have received. You can also include one attachment with each reply message.

**Q** I deleted the message with the information on how to access the Citi Secure Webmail Center.

**A** If you have already set up your account, you can go directly to the Citi Secure Webmail Center, (https://securemailserver.citigroup.com/webmail). Log in with your Account ID and private password. You will see any waiting messages for you displayed on the Welcome page.

If you have not yet registered, you will need to have your Citi contact resend the secure message to you.

**Q** How long will the messages in my Secure Webmail Center account be kept?

**A** Messages in the Citi Secure Webmail Center will be retained for 30 days. If you need to keep a message beyond that time, you must copy it and save it, in clear text, into an application in your own environment.