# Federal Deposit Insurance Corporation (FDIC) Secure Email Procedures for External Users

This document contains information proprietary to the Federal Deposit Insurance Corporation.

The FDIC uses its Secure Email Message Center to protect the exchange of confidential and sensitive information with external parties. This solution encrypts all email communications designated by the FDIC as containing confidential and sensitive business information. External parties may follow the procedures in this document to register for access, reply to messages received, and compose new messages to FDIC employees.

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# 1. Registering for the Secure Email Message Center

To gain access to the Secure Email Message Center (Message Center), you must complete the following one-time registration process. This process is specifically for external parties and does not apply to FDIC employees.

- a. Access the Message Center home page at <u>https://securemail.fdic.gov</u>.
- b. Click "Register." [See figure 1.]

FDIC	Federal Deposit Insurance Corporation
	E) FDIC
Welcome to the FDIC Secure Em	e FDIC Secure Email Message Center all External User Guide
	Email Address:
	Password: Sign In
	Forgot your password? New to secure email? Need more assistance?
	Register Help
For Customor Support	amal un al haladaskéldia anu
This is a Federal Depo and used only as auth information (including p information collected d constitutes consent to to law may be subject 1	all insurance Corporation compare system. This compare system and all related experiment, networks and network devices, including internet access, may be accessed origination of comparation compares and all pickable PIC contains and directives. This computer system may be more more than a contrainer with all applicable PIC contains and directives. This computer system may be more system may be accessed presonal or confidential information) placed on or send over this system may be more system may be more system. This compares and uring monitoring may be used for purposes of any administrative, viti, or criminal action or proceeding. Access for use of this system, authorized or unsubtrated, monitoring of this system and use of all information as described above. Persons or entities who use or access the FDIC computer system without authorization or contrary to criminal procession.
We use cookies, find o	ut why in our <u>cookie disclosure</u> .
	This service is hosted by Ziron behalf of FDIC Secure Email More Information
	Secured by ZIX



c. Enter your email address and password into the registration form as instructed, then click "Register." [See figure 2.]

Email Address:
Password:
Re-enter Password:
Password Rules
Passwords must be at least 12 characters in length, and meet all of the following conditions: Contain both alphabetic and numeric characters Contain both uppercase and lowercase characters Contain at least one special character, such as: -1@#\$%^&
Passwords cannot match email address.

Figure 2: Registration form

- d. The Message Center will send a confirmation email to the email address you supplied; click the activation link located in the email.
- e. You will be automatically directed to the Message Center activation page; click "Activate" to activate your password.
- f. You will see an "Activation Successful" message; click "Continue." You have completed the registration process.
- g. The Message Center home page will automatically open. You may now use your email address and password to log into the Message Center.

#### 2. Setting Up Multifactor Authentication (Optional Until March 3, 2025)

The FDIC is increasing the security of the Message Center by implementing Multifactor Authentication (MFA). MFA is a security method that requires users to provide more than one form of verification to access an account. While the use of MFA is currently optional, it will be required beginning March 3, 2025.

- a. After registering for Message Center access using the steps noted in <u>the prior section</u>, log into the Message Center at <u>https://securemail.fdic.gov</u>.
- b. Click on the "Authentication" tab. [See figure 3.]

Inbox	Contacts Compose	<u>Sent Mail</u>	Drafts	Authentication	0
Set Default	Add Delete				Sign Out Last Sign In: Dec 11, 2024 9:03 AM
Select	Name	Туре			Category
			No Devices		

Figure 3: Authentication tab

- c. Click "Add."
- d. Under "Device Type," you must select the type of authentication device that you would like to use: Text Message (SMS) or Authenticator Application. [See figure 4.] You may also set up a secondary authentication method. The instructions for setting up each type of authentication device are provided below.

	Toxt Mossage (SMS) Ontion
	Text Message (SMS) Option
1. Select	the "Text Message (SMS)" option and click "Next." [See figure 4.]
Regis Regis	ster Multi-Factor Device ster a multi-factor device. You can have multiple devices, but only one can be active at a time.
	Device Type: Authenticator Application
	N Authenticator Application
	Cancel Next
Figu	re 4: Select device type
2 Entor a	a name into the "Name" field (e.g. "Personal Cell" or "Work Cell")
2. Enter a	the applicable country for the "Country Code" field and enter the phone
S. Select	the applicable country for the country code field and enter the phone
	er for the device you will be using for MFA into the "Phone Number
field. [	See figure 5.]
Regist	ter Multi-Factor Device ter a multi-factor device. You can have multiple devices, but only one can be active at a time.
	Device Type:
	Text Message (SMS)   Name:
	Personal Cell Country Code:
	Phone Number:
	Cancel Next
Figu	re 5: Text Message (SMS) registration form
4. Click "	Next."

authentication	code. [See figure 6.]
Register Device Persona Verify the device by enter	Al Cell Ing the code sent to the device ending in
	Cancel Nevt

Figure 6: Register text message (SMS) device screen

- On the device for which you provided a phone number in Step 4, will see that the Message Center sent you a text message with a one-time security code. Enter the security code into the "Authentication Code" field on the Message Center. [See figure 6 above.]
- 6. Click "Next."
- 7. The Message Center will display a notice indicating you have successfully created an MFA device. [See figure 7.]

Select	Name	Туре	Category
	Personal Cell	SMS	Default

# **Authenticator Application Option**

With this option, the user must have downloaded and set up an authenticator application (e.g., Google Authenticator, Microsoft Authenticator). To download an application, navigate to the application store on your device and download the applicable application.

- 1. Ensure you have installed an authenticator application onto your applicable device.
- 2. In the Message Center, select "Authenticator Application." [See figure 8.]

Register Multi-Factor Device	)
Register a multi-factor device.	You can have multiple devices, but only one can be active at a time.
	Device Type: Authenticator Application N Authenticator Application Text Message (SMS) Cancel Next

Figure 8: Select device type

- 3. Enter a name into the "Name" field (e.g., "Google" or "Microsoft").
- 4. Click "Next."
- 5. Open the authenticator application on your device and with your device scan the QR code displayed in the Message Center (or manually enter the key

see in the Message Center.)  Register Device Microsott Scan the QR Code or use the key with your authenticator application.
Register Device Microsoft Scan the QR Code or use the key with your authenticator application.
日本分析 同
If setup using a QR Code is not supported, you may manually enter the following key: A DE Authentication Code: Sign in using this device by default Cancel Next

- 6. You will see a one-time code on your authenticator application. Enter that one-time code into the "Authentication Code" field on the Message Center screen and click "Next."
- 7. The Message Center will display a notice indicating you have successfully created an MFA device. [See figure 10.]

Set Defaul	t Add Delete	U U	U		-	
				Last Sign In: Dec 1	1, 2024 9:	
Last Sign In: Dec 11, 2024 9:03 AM						
Successi	any created matt-factor					
Select	Name	Туре		Category		

# 3. Receiving Secure Messages

- a. When an FDIC employee sends you an encrypted email message via the Message Center, you will not get the content of the message directly in your email mailbox. Instead, you will receive an email that states you have received a "New ZixCorp secure email message from FDIC Secure Email."
- b. Click on the hyperlink contained within the email to retrieve the secure email message in the Message Center. [See figure 11.]

From: <a href="mailto:securemail.tdic.gov">cnottfication@securemail.tdic.gov&gt;Date:Wednesdey,December 11, 2024"&gt;Subject: Subject: To:</a>
New ZixCorp secure email message from FDIC Secure Email
Open Message
To view the secure message, click Open Message.
The secure message expires on Dec 11, 2025 @ 07:17 PM (GMT).
Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.
If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar. https://securemail.fdic.gov/
Want to send and receive your secure messages transparently? <u>Click here</u> to learn more.

Figure 11: Email stating you have received a secure message

- c. You will be directed to a screen that requests your password; enter your password and click "Sign In."
- d. The contents of the email will be displayed.

#### 4. Accessing Your Message Center Inbox, Sent Messages, and Draft Messages

- a. Log into the Message Center at https://securemail.fdic.gov.
- b. Click the respective tab to view your inbox, sent messages, and draft messages.
- c. Click on the applicable message's "From," "Subject," or "Date" field to view the message content. [See figure 12.]

nbox				
Inbox	Contacts Compo	se Sent Mail Drafts Auth	entication	0
Refresh	Delete			Sign Out
You have no	new messages.			Last Sign In: Dec 11, 2024 2:30 PM
You have no Select	new messages. From	Subject		Last Sign In: Dec 11, 2024 2:30 PM
You have no Select	new messages. From @fdic.gov	Subject Testing		Last Sign In: Dec 11, 2024 2:30 PM Date Dec 11, 2024 2:17 PM
You have no Select	new messages. From @fdic.gov	Subject Testing		Last Sign In: Dec 11, 2024 2:30 PM Date Dec 11, 2024 2:17 PM

*Figure 12: Message Center Inbox* 

# 5. Replying to a Secure Message

- a. Open the secure message you received and click "Reply."
- b. Type your response.
- c. Click Send. (You may only reply to users with FDIC email accounts.) [See figure 13.]

Inbox         Contacts         Compose         Sent Mail         Drafts         Authentication	0
Send Save Draft Attach File	Sign Out
	Last Sign In: Dec 11, 2024 2:30 PM
To: Subject: RE: Testing Attachments: No attach files drag the file to this window or select Attach File.	
$ \begin{array}{c} & \\ & \\ & \\ & \\ & \\ & \\ & \\ & \\ & \\ & $	
Originally sent by @fdic.gov on Dec 11, 2024 2:17 PM	
This message was sent securely using Zix <sup>®</sup>	
Testing	
This message was secured by <u>Zix</u> .	

Figure 13: Reply to a secure message

# 6. Composing a Secure Message

New messages can be composed using the Message Center. However, these messages can only be addressed to FDIC employees. While composing a message, you may include as many as 10 attachments and the maximum allowed message size is 15 MB.

- a. Select the "Compose" tab.
- b. Click "Attach File."
- c. Select the file you want to attach by navigating to the applicable folder and clicking on the file name.
- d. Click "Open."
- e. The file name will appear in the Attachments section. [See figure 14.]

Compose	
Inbox Contacts Compose Sent Mail Drafts Authentication	0
Send Save Draft Attach File	calsprowls@gmail.com
	Last Sign In: Dec 11, 2024 2:30 PM
To: jjackson@fdic.gov	
Cc:	
Subject: Test Message with Attachment	
Attachments:	
$\neg \Rightarrow   Al \lor A^{\overline{*}} \lor   A \lor   B \lor   B   I =   \exists \lor   \exists \vdash \exists \vdash \exists \exists$	

Figure 14: Compose a Secure Message with an attachment

- f. Repeat the steps above until all files are attached.
- g. Enter your text into the body of the message.

h. Click "Send."

# 7. Changing Your Password

- a. If you forgot or need to change your password, go to the Message Center at <u>https://securemail.fdic.gov</u>.
- b. Click "Reset." [See figure 15.]

FDIC	Federal Deposit Insurance Corporation
	E) FDIC
Welcome to FDIC Secure	o the FDIC Secure Email Message Center Email External User Guide
	Email Address: Password: Sign In
	Forget your password? New to secure email? Need more assistance?  Reset Register Help
For Customer Su This is a Federal and used only as information (inclu- information collec- constitutes conse to law may be sul	pport, email us at helpdesk@folc.gov Deposit Insurance Cognation computer system. This computer system and all visited equipment, networks and network devices, including internet access, may be accessed autometed by the PDD, in accossione with all applicable PDC crucius and directives. This computer system may be monitored by the PDDC for all adv/up purposes. All doring personal or contidential information placed on or sent over this system may be examined, incorded, copied, used or disclosed by the PDDC brail advintured purposes. All doring memory places that provide or any advinture, cut or crumate advices to responsive places as or used on system, automoted purposes. All its biomotion of this system and use of all information as described above. Persons or entities vito use or access the PDDC computer system information as described above. Persons or entities vito use or access the PDDC computer system information advices or contany get to remain proceedante.
We use cookies, t	find out why in our <u>cookie disclosure</u>
	This service is hosted by Zix on behalf of FDIC Secure Ernel More internation
	Secured by ZIX

Figure 15: Password reset button on home page

- c. Enter your email address and new password in the designated fields and click "Reset."
- d. You will receive a confirmation email; click the activation link located in that email.
- e. You will be automatically directed to the Message Center activation page; click "Activate" to activate your password.
- f. An "Activation Successful" message will display; click "Continue."
- g. The Message Center home page will open. Use your email address and password to log into the Message Center.

# 8. Frequently Asked Questions

# Can non-FDIC users send and receive FDIC Secure email?

Yes, non-FDIC users may use the Message Center to send emails to and receive emails from FDIC employees. (Such users may only communicate with FDIC users in the Message Center.)

# Do I need to install any software?

No.

# How do I get to the Message Center?

The Message Center webpage is <u>https://securemail.fdic.gov</u>.

# How do I register?

Follow the instructions provided in <u>1. Registering for the Secure Email Message Center</u>.

# Can messages sent in the Message Center have file attachments?

Yes. All attached files are encrypted and compressed. Users can attach up to 10 files and the maximum message size is 15 MB.

#### Do I need to be connected to the internet to send and receive messages?

Yes. You must be connected to the internet to access the Message Center.

#### Can I reply to users other than FDIC employees?

No. The Message Center allows email communication between you and FDIC employees only.

# Can non-FDIC users access the Message Center from any device?

Yes. Non-FDIC users with internet access can login to the Message Center from any device to read their messages.

# I use Gmail. Can I receive secure messages on my Gmail account?

Yes. Secure messages can be sent to any internet email address; however, the Message Center should be used for business purposes only.

# I forgot my password for the Message Center. How can it be reset?

Follow the instructions provided in 7. Changing your Password.

# How long will an email be available in the Message Center before it expires?

Email messages will be available for 21 days.

# *How long will unused user accounts be available in the Message Center before they expire?*

Unused user accounts expire after 180 days.

# Who can I contact if I need technical assistance with the Message Center?

You may send an email to <u>ServiceDesk@FDIC.gov</u> for assistance.