

FDIC Secure Email Procedures for External Users

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

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1. Introduction

The Federal Deposit Insurance Corporation has implemented a secure electronic mail service to provide integrity and confidentiality needed to protect information being transmitted to external recipients. This service is intended to provide a secure channel for email communication between FDIC employees and external recipients.

This solution encrypts all email communications designated by the Federal Deposit Insurance Corporation as containing confidential and sensitive business information. Recipients of these e-mails can reply securely to the messages by following the procedures in this document. Recipients can also compose new messages to send to FDIC employees.

2. Receiving FDIC Secure Messages

When an FDIC employee sends you an encrypted email message, you will not get the text of the message directly in your mailbox. You will receive a notification that an encrypted email has been sent to you containing the message sender and the message subject. Click on the hyperlink in the message to retrieve the secure email message at the FDIC Secure Email Message Center web portal. See figure 1

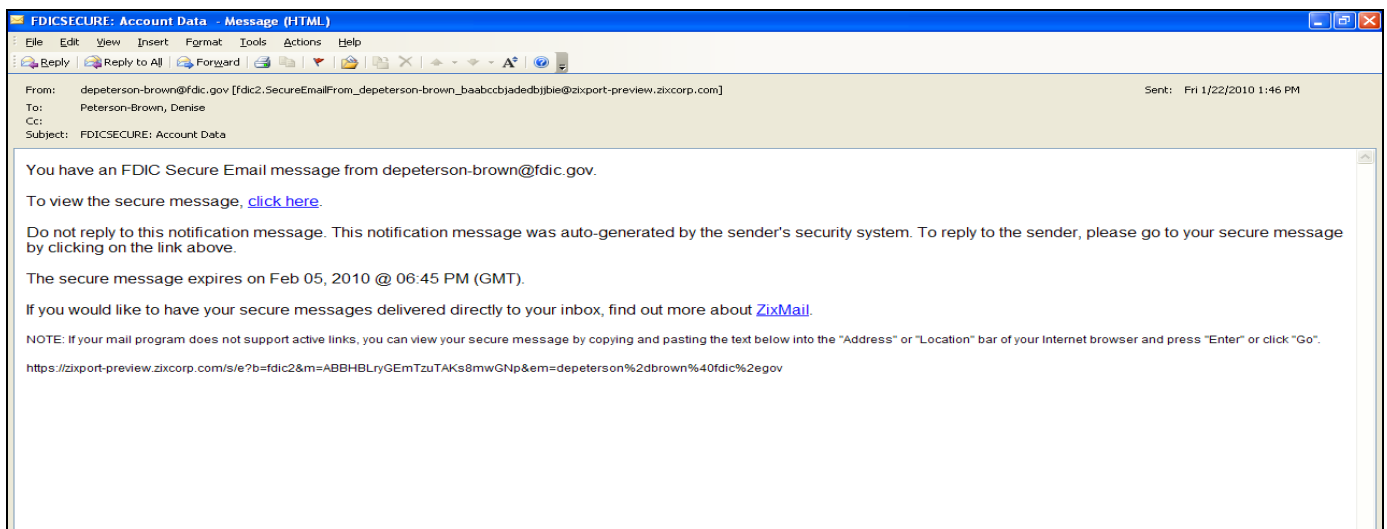


Figure 1 Secure email notification

3. FDIC Secure Email Registration

Registration is a one-time, quick and easy process. Use your browser to connect to the FDIC Secure Email Message Center web portal at: <https://securemail.fdic.gov> . See figure 2



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Register below for your mailbox to send and receive secure messages.

Email Address:*

Password:*

Re-enter Password:*

Password Reminder Phrase:*
 Choose a word or phrase that will help you remember your password.

For Customer Support, email us at helpdesk@fdic.gov.

Password Rules

Passwords must be at least eight characters and must meet two of the following three conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#\$\$%^&

* Indicates required field

Figure 2 Create account

- Click “Click here” to create your account.
- Enter your email address and password twice that complies with the Password Rules shown.
- Enter a Password Reminder Phrase.
- Click “Submit Password”.
- You will receive a confirmation email with instructions on how to activate your password.

4. Opening a Secure Message

- Log into the FDIC Secure Email Message Center at <https://securemail.fdic.gov>.
- Click the message Subject to view the details of the message. See figure 3



Figure 3 Opening a Secure Message

5. Replying to a Secure Message

- Click Reply.
- Type your response.
- Click Send. Note* You may only reply to users with FDIC email accounts.* See figure 4

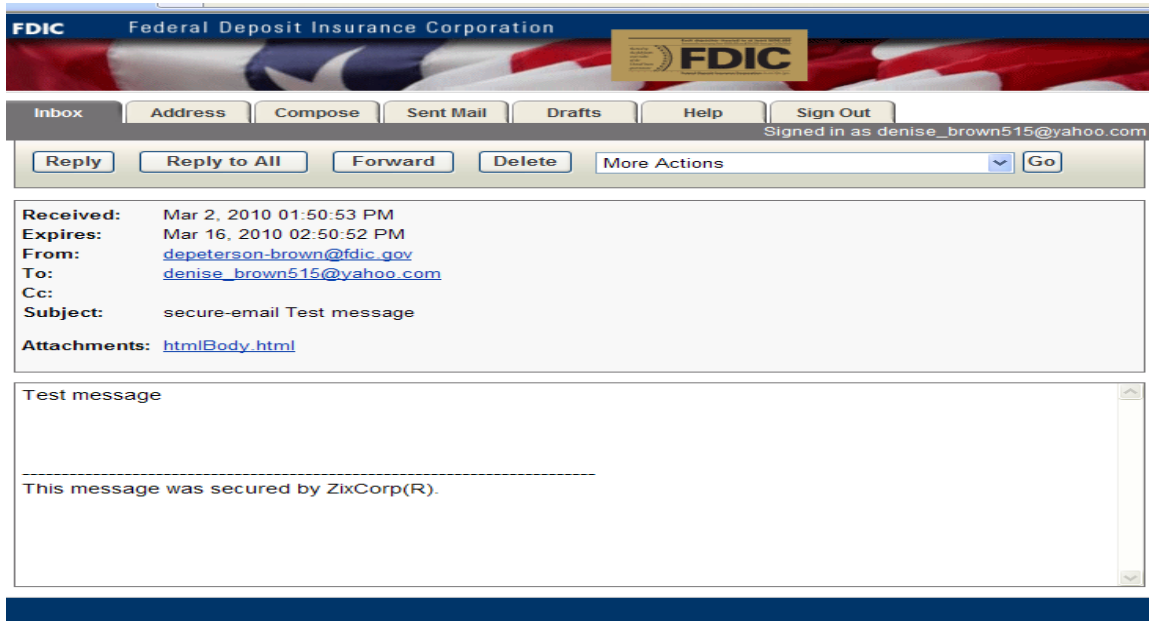


Figure 4 Replying to a Secure Message

6. Composing a Secure Message

New messages can be composed using the FDIC Secure Email Message Center. However, these messages can only be addressed to FDIC employees. While composing a message, you may attach as many as 10 attachments and up to a total of 15 MB uncompressed size. See figure 5

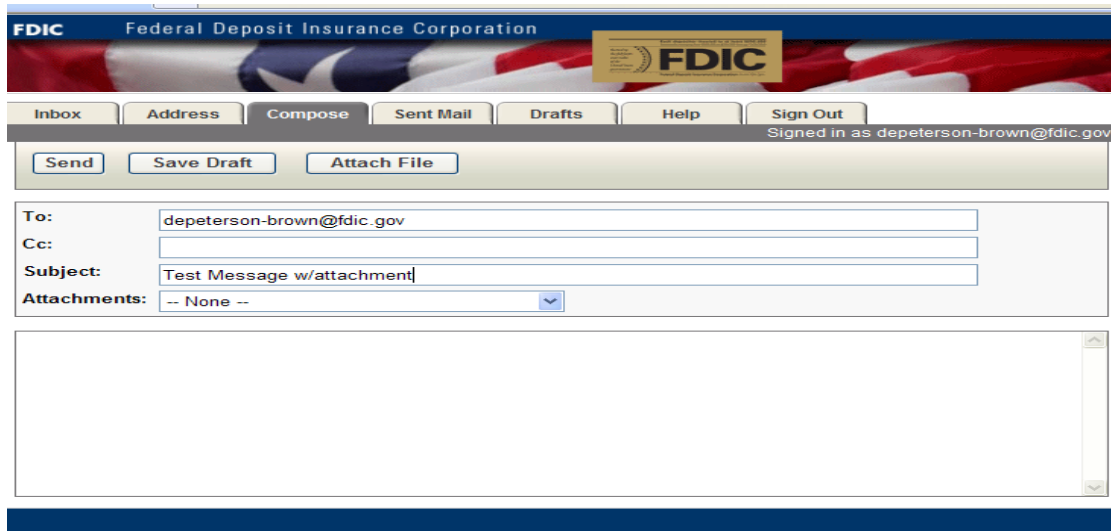


Figure 5 Composing a Secure Message w/attachment

- Select the **Compose** Tab.
- Click **Attach File**.
- Click **Browse**.
Select the file you want to attach by navigating to the folder and highlighting the file name.
- Click **Open**.
The file name appears in the box next to the Browse button.
- Click **Add File**.
The file name appears in the Attachments field.
Repeat the steps above until all files are attached.
- Click **Attach**. You are returned to the previous page with the files attached.
- Click **Send**.

7. Changing your Password

If you need to change your FDIC Secure Email Message Center web portal password, go to <https://securemail.fdic.gov>. See figure 6



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Change Password

Please complete the information below to change your password, then click "Submit Password".

Email Address:*

New Password:*

Re-enter New Password:*

New Password Reminder Phrase:*
 Choose a word or phrase that will help you remember your password.

Password Rules

Passwords must be at least eight characters and must meet two of the following three conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#\$%^&

* Indicates required field

For Customer Support, email us at helpdesk@fdic.gov.

Figure 6 How to Change Your Password

- Click “**Change your password**”
- Enter your Email Address.
- Enter a New Password that complies with the Password Rules shown.
- Re-enter your New password.
- Enter a New Password Reminder Phrase.
- Click **Submit Password**.

8. Frequently Asked Questions

What is FDIC Secure Email?

FDIC Secure Email enables FDIC employees to exchange confidential and sensitive business information through a secure channel with **external** recipients and agencies.

Can non-FDIC users send and receive FDIC Secure Email?

The FDIC Secure Email web portal allows non-FDIC users to compose, send and receive messages. However, there is a one time quick registration process for first time users.

Do I need to install any software?

No additional software is needed.

What is the Web Portal?

The web portal is the FDIC Secure Email Message Center where external recipients can retrieve the secure messages.

How do I get to the FDIC Secure Email Message Center web portal?

The link to the web portal is <https://securemail.fdic.gov>.

How do I register?

Non-FDIC users must register to use the service. Connect your browser to FDIC Secure Email Message Center at: <https://securemail.fdic.gov>

- Click “Click here” to create your account.
- Enter your email address and password twice that complies with the Password Rules shown.
- Enter a Password Reminder Phrase.
- Click “Submit Password”.
- You will receive a confirmation email with instructions on how to activate your password.

Can FDIC Secure Email messages have file attachments?

Yes. All attached files are encrypted and compressed. Users can attach up to 10 files and up to 15 MB.

Do I need to be connected to the Internet to Send and Receive Secure messages?

Yes. Non-FDIC users must be connected to the Internet to access the FDIC Secure Email Message Center web portal.

Can I reply to users other than FDIC employees?

No. The FDIC Message Center web portal allows email communication between you and FDIC employees **only!**

Can non-FDIC users read FDIC Secure Email from any computer?

Yes. Non-FDIC users with internet access can login to the FDIC Secure Email Message Center from any computer to read their messages. The link to the web portal is:

<https://securemail.fdic.gov>

I use Gmail. Can I receive FDIC Secure Email on these accounts?

Yes. FDIC secure messages can be sent to any Internet email address; however, FDIC Secure Email should be used for business purposes only.

I have forgotten my password for the FDIC Secure Email Message Center password. How can it be reset?

If you forget or want to change your FDIC Secure Email Message Center password,

- Click on the hyperlink sent to you in a secure message (or go to <https://securemail.fdic.gov>)

- Select “**Forgot you password? Or Change your password**” link.
- Enter your **email address** and your **new password**.
- Go to your email inbox and respond to the confirmation message.
- Click on the hyperlink in the confirmation message to activate the new password.

How long will mail be available on the web portal before it expires?

Mail messages will be available for 21 days.

How long will unused user accounts be available on the web portal before they expire?

Unused user accounts expire after 180 days.

If technical assistance is needed for the web portal, who can I contact?

You may send an email to helpdesk@fdic.gov for assistance.