

# Secure Email – Client User Quick Reference



<b>To Create Your Nationstar Mortgage Secure Email Account:</b>	
<i>When you receive your first secure email from Nationstar Mortgage:</i>	
Open <b>email</b> message in Inbox	Displays link to <b>Secure Message Center</b>
Click on <b><u>click here</u></b>	Displays <b>Registration</b> screen
Click on <b><u>click here</u></b>	Displays <b>Account Creation</b> screen
<ul style="list-style-type: none"> <li>• Enter your <b>email address</b></li> <li>• Create your <b>Password</b></li> <li>• Verify your <b>Password</b></li> <li>• Choose a <b>Password Reminder Phrase</b></li> <li>• Enter your <b>Answer</b></li> <li>• Click <b>Submit Password</b></li> </ul>	<ul style="list-style-type: none"> <li>• This will be your account name</li> <li>• Enter your password</li> <li>• Enter your password again</li> <li>• Enter your phrase</li> <li>• You will use this when you want to change your password</li> <li>• Displays <b>Check your Email</b> screen</li> </ul>
Check your email <b>Inbox</b> <ul style="list-style-type: none"> <li>• Click <b><u>Activate Password</u></b> link in the email</li> </ul>	Look for an email with <b>Subject: Secure Email Notification</b> <ul style="list-style-type: none"> <li>• Activates new account and password</li> </ul>

<b>To Read a Secure Email:</b>	
Open <b>email</b> message in Inbox	Displays attached message
Click on <b><u>click here</u></b>	Displays <b>Sign In</b> screen
Enter <b>Password</b> , click <b>Sign In</b>	Displays Inbox
Click on message subject	Displays decrypted message
To <b>Reply</b> to a secure email: <ul style="list-style-type: none"> <li>• Click <b>Reply</b> or <b>Reply to All</b> button</li> <li>• <b>Attach</b> file to message (optional)</li> <li>• <b>Compose</b> reply message</li> </ul>	<ul style="list-style-type: none"> <li>• Displays <b>Compose</b> screen (with recipients' names)</li> <li>• Click <b>Choose File</b> to browse for files (10 MB max message and files)</li> <li>• Click <b>Send</b> to send reply message</li> </ul>
To <b>Forward</b> a secure email: <ul style="list-style-type: none"> <li>• Click <b>Forward</b> button</li> <li>• Enter recipient names in <b>TO:</b> or <b>Cc:</b></li> <li>• <b>Attach</b> file to message (optional)</li> <li>• <b>Compose</b> forward message (optional)</li> </ul>	<ul style="list-style-type: none"> <li>• Displays <b>Compose</b> screen</li> <li>• Enter <b>nationstarmail.com</b> email address to send via secure email</li> <li>• Click <b>Choose File</b> to browse for files (10 MB max message and files)</li> <li>• Click <b>Send Secure</b> to forward message</li> </ul>

<b>To Initiate a Secure Email:</b>	
Go to <b>Secure Email Sign In</b> URL: <a href="https://secureemail1.messagelabs.com/s/login?b=nationstar">https://secureemail1.messagelabs.com/s/login?b=nationstar</a>	Displays <b>Email Address Sign In</b> screen
Enter <b>Email Address</b> , click <b>Sign In</b>	Displays <b>Password Sign In</b> screen
Enter <b>Password</b> , click <b>Sign In</b>	Displays <b>Compose</b> screen
<ul style="list-style-type: none"> <li>• Enter recipient names in <b>TO:</b> or <b>Cc:</b></li> <li>• <b>Attach</b> file to message (optional)</li> <li>• <b>Compose</b> message</li> </ul>	<ul style="list-style-type: none"> <li>• Enter at least one <b>nationstarmail.com</b> email address to send via secure email</li> <li>• Click <b>Choose File</b> to browse for files (10 MB max message and files)</li> <li>• Click <b>Send</b> to send message</li> </ul>

<b>To Change Your Password:</b>	
Click <b>Forgot your password?</b>	Displays <b>Password Recovery</b> screen
Enter <b>Answer</b> , click <b>Continue</b>	Displays <b>Change Password</b> screen
<ul style="list-style-type: none"> <li>• Enter new <b>Password</b></li> <li>• Confirm new <b>Password</b></li> <li>• If you want a new <b>Recovery Question</b></li> <li>• Click <b>Continue</b></li> </ul>	<ul style="list-style-type: none"> <li>• Enter your new password</li> <li>• Enter the new password again</li> <li>• Choose new <b>Recovery Question</b>, enter <b>Answer</b> (optional)</li> <li>• Password changed; use new password to <b>Sign In</b> next time</li> </ul>

Refer to the "Nationstar Mortgage Secure Email Client User Guide" for complete usage information