



Nationstar Mortgage Secure Email Client User Guide

*A Guide to Exchanging Secure Emails
Using the Nationstar Mortgage
Secure Email Message Center*

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Introduction

The Nationstar Mortgage Secure Email system provides a secure, email-based interchange of information between Nationstar Mortgage's associates and its clients, partners, and agencies.

What is in this Guide

This guide describes how to create your Nationstar Mortgage Secure Email account, and how to use the system to receive, respond to, and originate secure email messages. It also describes how to change your password.

Online Help Information

Please note that there is an Online Help facility provided with this system by its manufacturer. You may click on the **Help?** or **Need Help?** buttons while you are using Nationstar Mortgage Secure Email to display helpful information.

Email System Screen Variations

Important Note:

Throughout this User Guide, we describe and give examples of how the features of Nationstar Mortgage Secure Email might appear on your computer. Different browsers, different email processing systems, and different versions of an email system may result in differences in the content and format of these screens. However, the way Nationstar Mortgage Secure Email works does not change.

Once you have worked with this system for a short period of time, you will know which screens and features appear differently from the examples shown in this User Guide.

Your Company's Security Policies and Standards

Please note that the features and functionality provided by the Nationstar Mortgage Secure Email system are not to be used if they violate any security policies, standards, or practices in effect at your company or location.

If you have questions, please review these procedures with your technical advisor or your security manager to ensure that they do not violate the security rules in your workplace.

Creating an Nationstar Mortgage Secure Email Account

Before you can exchange secure email messages with a Nationstar Mortgage Associate, you must first create your Nationstar Mortgage Secure Email account.

The first time you use the Nationstar Mortgage Secure Email system, you will be asked to create an account by entering a password and choosing a "Password Reminder Email Address".

Your password allows you to open and decrypt secure emails sent from a Nationstar Mortgage Associate, and to originate secure emails to be sent to a Nationstar Mortgage Associate.

You only have to create your account once. After that, all you will have to do is enter your password to use the Nationstar Mortgage Secure Email system.

When you Receive your First Nationstar Mortgage Secure Email

In most cases, you will be asked to create your password when you receive your first secure email sent to you via the Nationstar Mortgage Secure Email system.

A secure email message sent from Nationstar Mortgage arrives in your email system Inbox like any other email message.

An example message is displayed below:

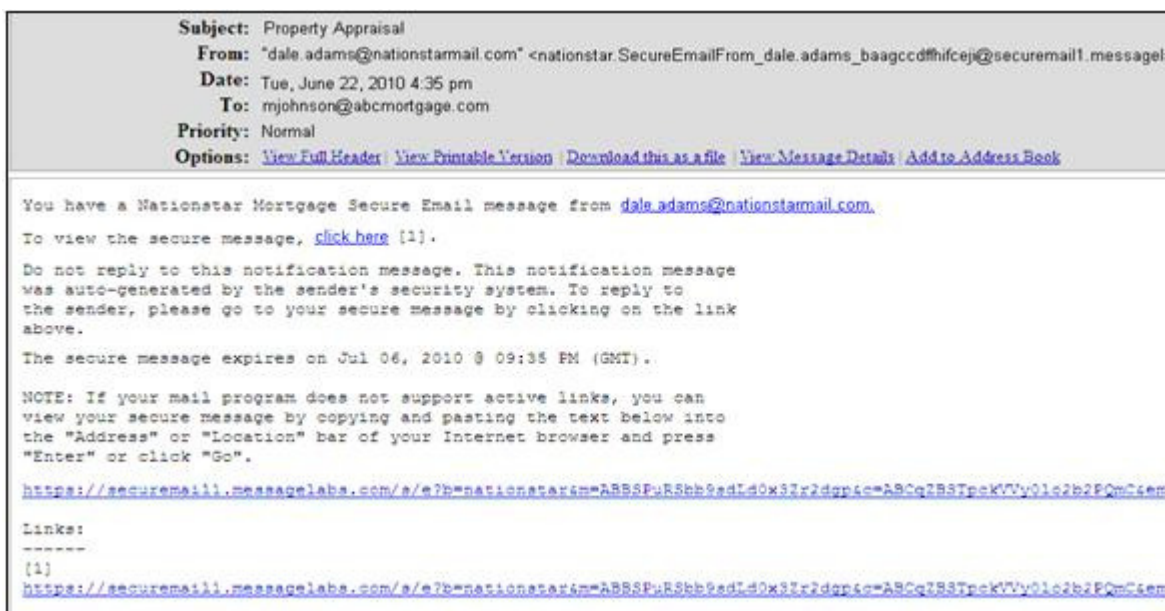


Figure 1: Nationstar Mortgage Secure Email Message

1. To view the secure message, double click on [click here](#).

Note: If your mail program does not support active links you can view your secure message by clicking on the link at the bottom of the email or by copying and pasting the link into the "address" or "location" bar of your Internet Browser and press "Enter" or click "Go".

The **Welcome to the Nationstar Mortgage Secure Email Message Center** screen is displayed.

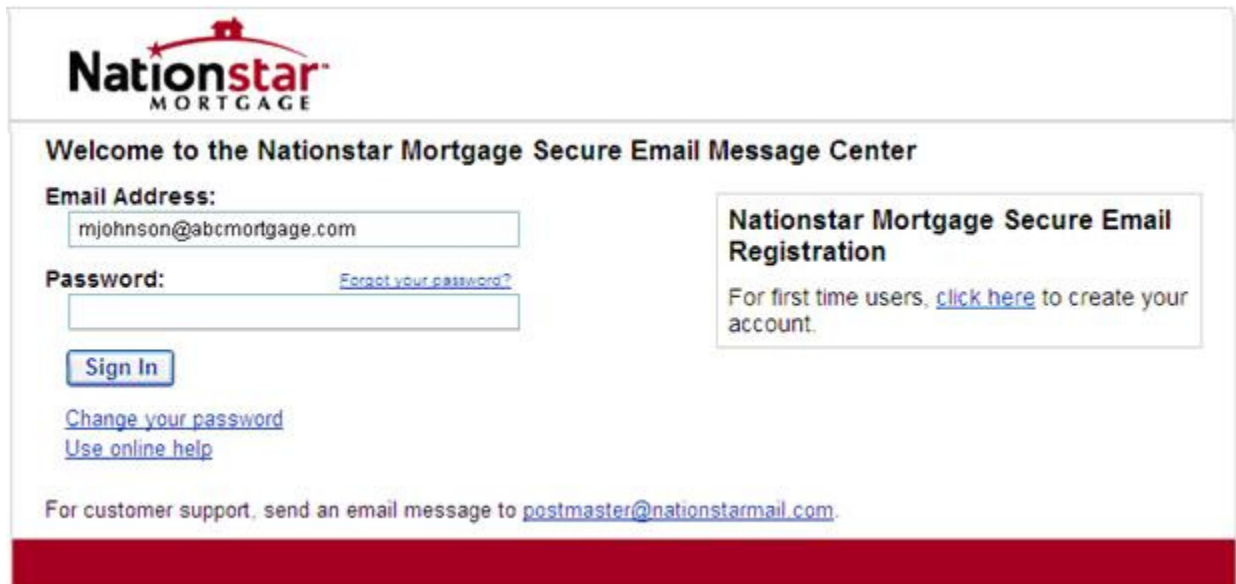


Figure 2: Welcome to the Nationstar Mortgage Secure Email Message Center

As a first time user, create your account by clicking the [click here](#) link (under **Nationstar Mortgage Secure Email Registration**), to initiate your account creation process.

Choosing a Password and Reminder Phrase

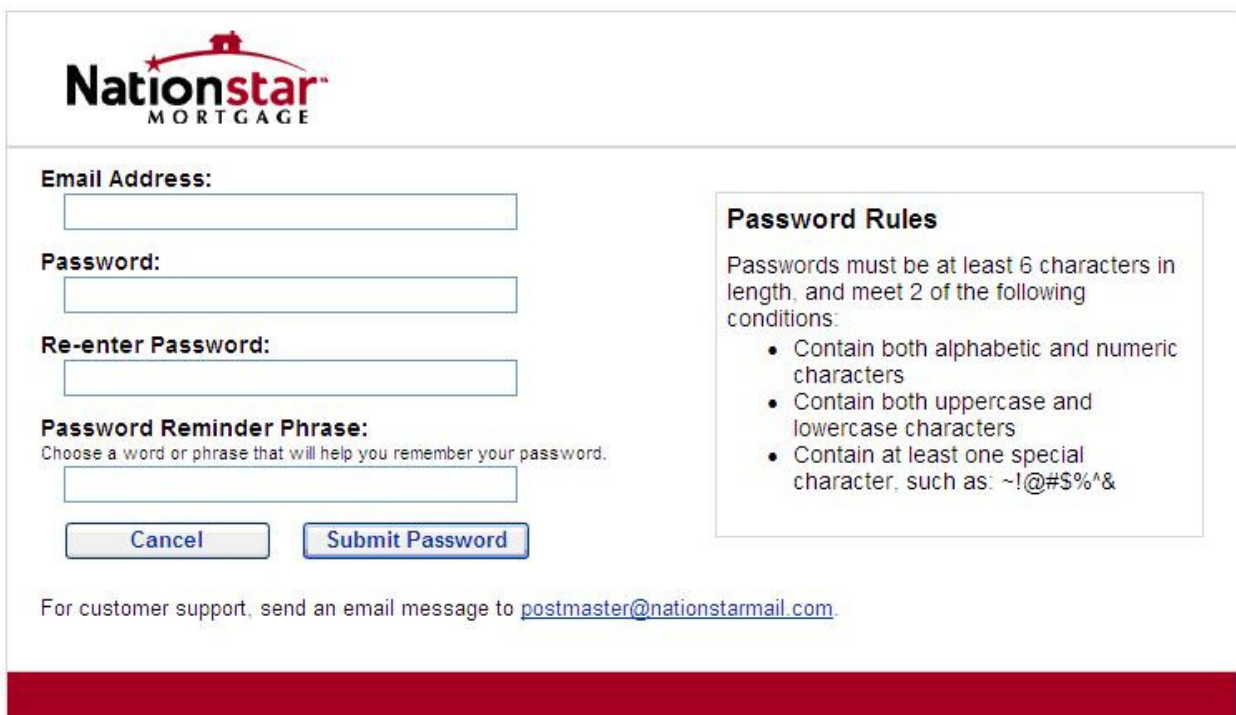


Figure 3: Nationstar Mortgage Secure Email Account Creation

1. Enter your Email Address.
2. Create your Password and enter it in the Password field.

Note: Please refer to the Password Rules above.

3. Verify your Password by entering it again.
4. Enter a Password Reminder Phrase.

Note: This will be used when you want to change your password or you forget your password and ask for a reminder.

5. Click **Submit Password** to submit your account creation information.

Account Creation Email Message

After you have successfully submitted your account creation information, the following account confirmation screen is displayed:

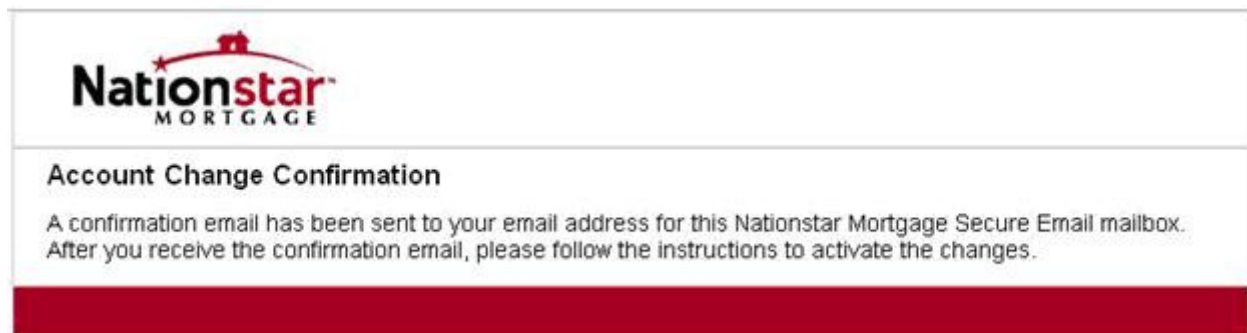


Figure 4: Nationstar Mortgage Secure Email Account Change Confirmation

1. Check your Inbox for an email from **Nationstar notification@securemail1.message-labs.com** with the Subject: **Nationstar Mortgage Secure Email Notification**.

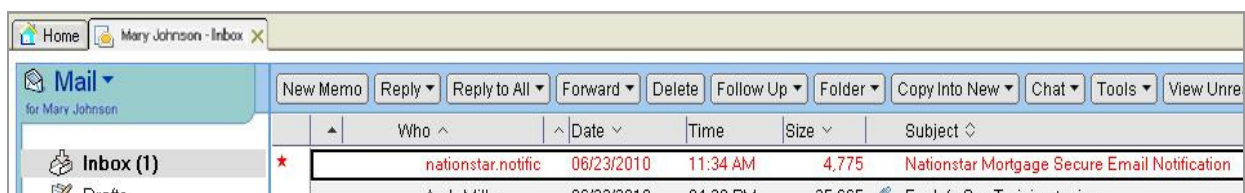


Figure 5: Example of a Client's Inbox

A sample Nationstar notification message is shown below:

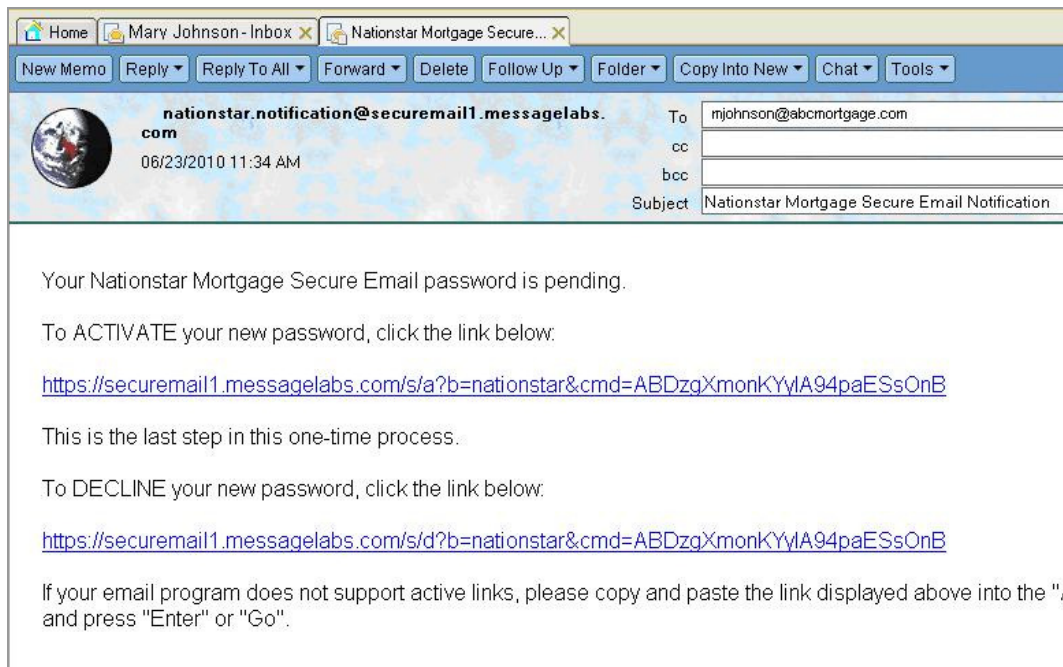


Figure 6: Nationstar Mortgage Secure Email Account Confirmation Notification Message

Note: If you don't receive this message in a few minutes, check your Junk email folder, or whatever folder your email system uses for suspected SPAM messages. If you still cannot locate the Account Creation message, ask your IT Staff or Email Administrator to check whether the message is being quarantined as SPAM on your email system. If that fails to locate the message, contact your Nationstar Mortgage representative for assistance.

2. Click on the **ACTIVATE your new password** link.

The **Activation Successful** screen is displayed.

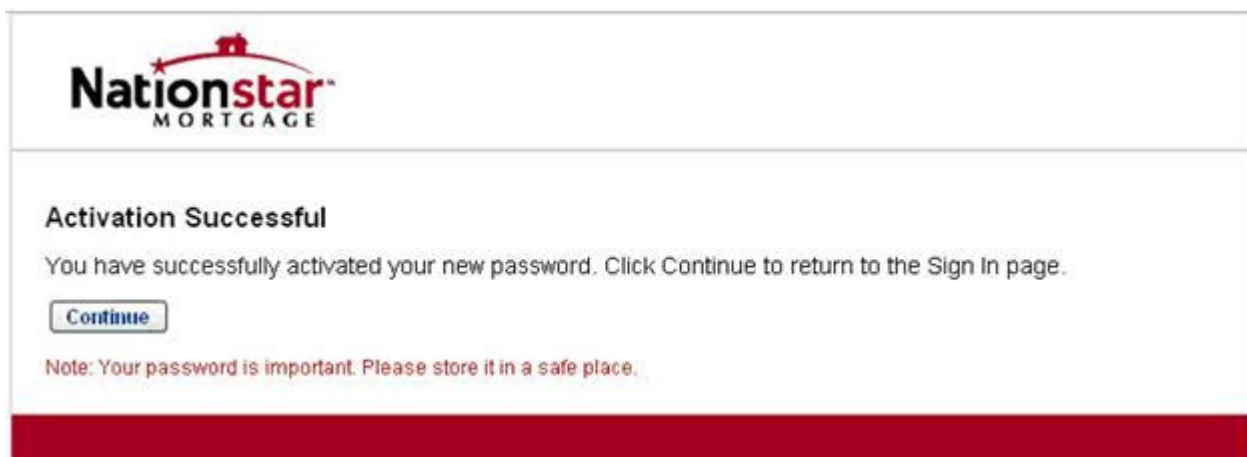


Figure 7: Nationstar Mortgage Secure Email Activation Successful Screen

Accessing the Original Secure Email Message

Once your account has been established, this screen provides a link that will enable you to access and read the original secure email message sent to you by Nationstar Mortgage.

1. Click on the **Continue** button
2. You may delete the Account Creation message from your Inbox after you follow the link.
3. All future secure email messages will be sent to your Inbox, and you will only need to enter your password to open them.
4. The account creation process is now complete.

Reading Secure Email Messages

This section of the User Guide describes opening, displaying, saving, replying to, and forwarding secure email messages and file attachments.

Email System Screen Variations

Important Note:

Different browsers, different email processing systems, and different versions of an email system may result in differences in the content and format of these screens. However, the way Nationstar Mortgage Secure Email works does not change. Once you have worked with this system for a short period of time, you will know which screens and features appear differently from the examples shown in this User Guide.

Opening a Secure Email Message

A secure email message sent from Nationstar Mortgage arrives in your email system Inbox like any other email message.

It arrives in an encrypted form and consists of an email message as shown below.

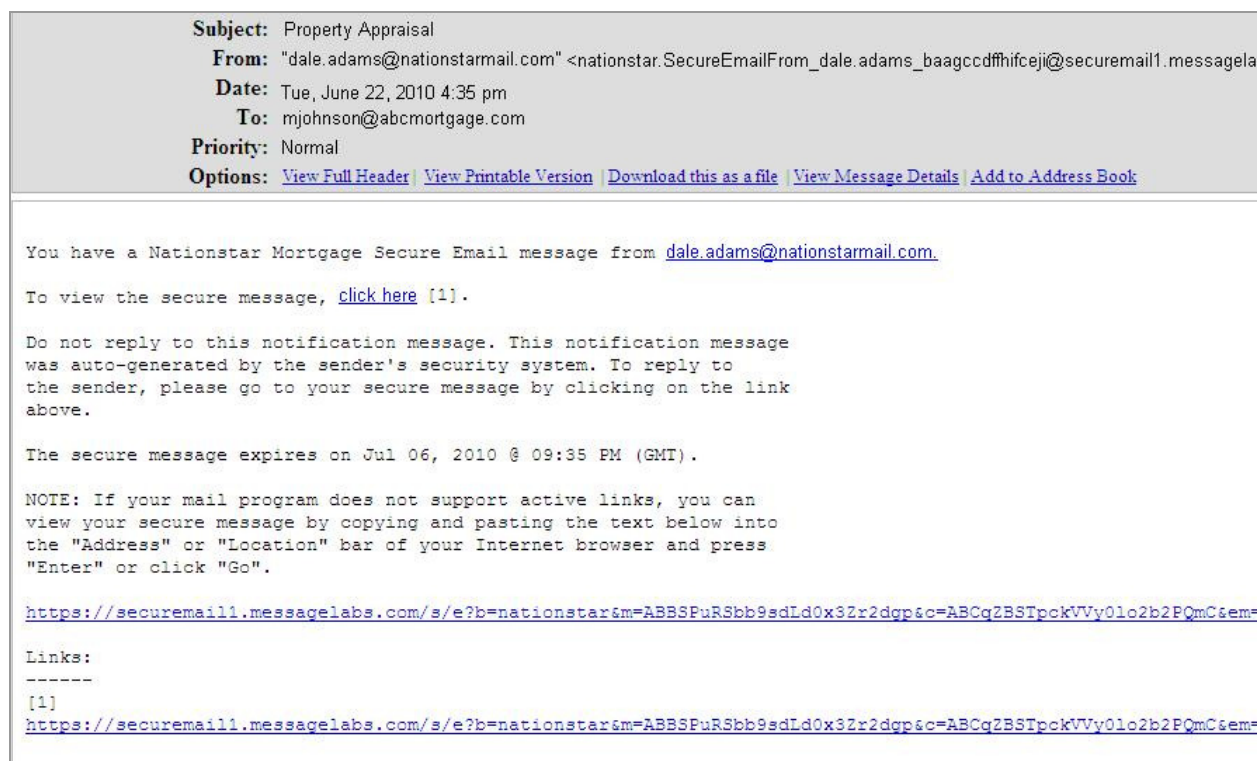
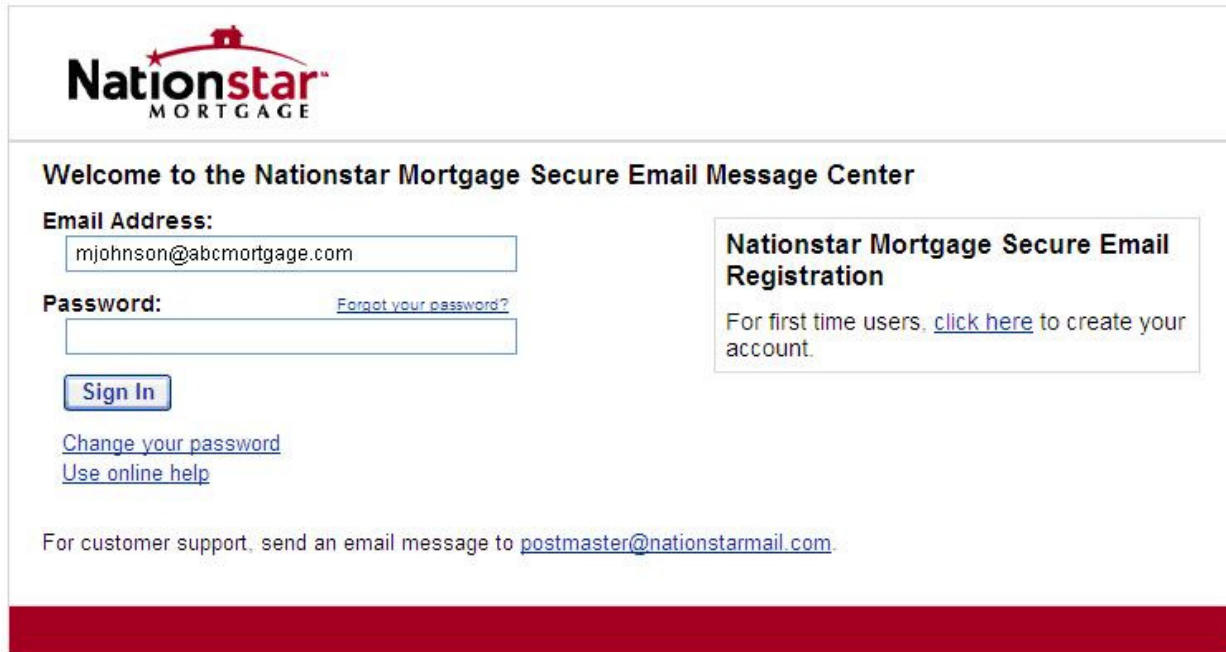


Figure 8: Nationstar Mortgage Secure Email Message

1. Click on the [click here](#) link to display the **Sign In** screen.

Note: If your mail program does not support active links you can view your secure message by clicking on the link at the bottom of the email or by copying and pasting the link into the “address” or “location” bar of your Internet Browser and press “Enter” or click “Go”.

Secure Email Sign In Screen



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Welcome to the Nationstar Mortgage Secure Email Message Center

Email Address:

Password: [Forgot your password?](#)

[Sign In](#)

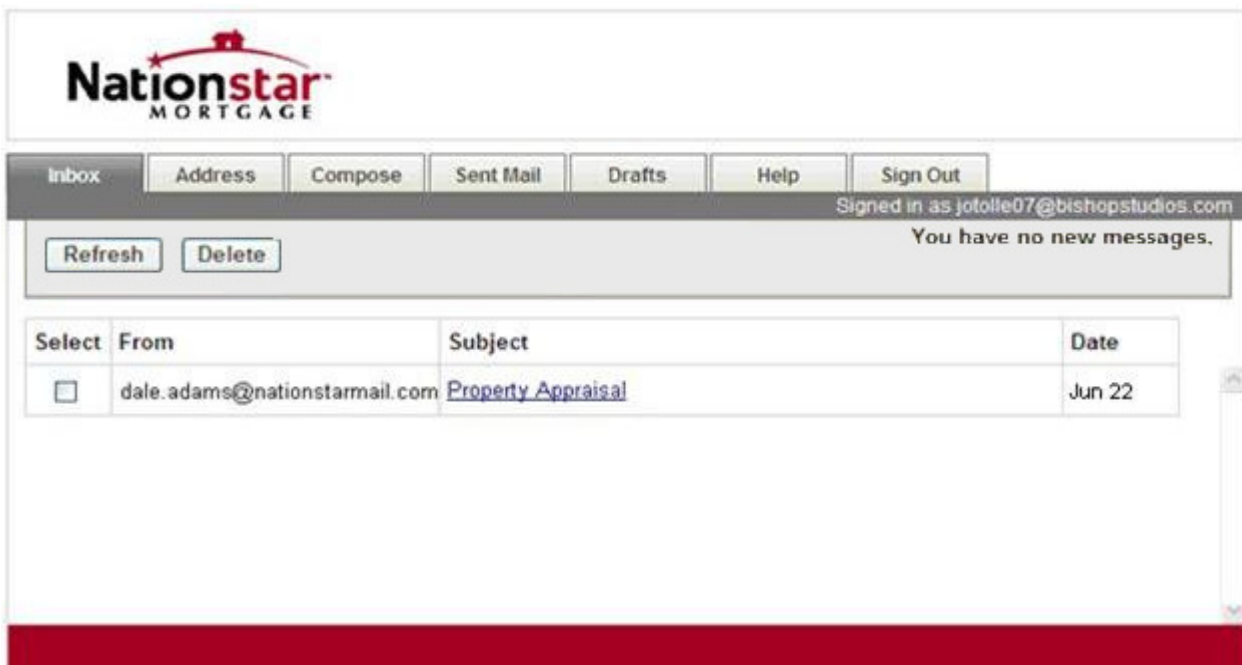
[Change your password](#)
[Use online help](#)

For first time users, [click here](#) to create your account.

For customer support, send an email message to postmaster@nationstarmail.com.

Figure 9: Nationstar Mortgage Secure Email Sign In Screen

1. Enter your password and click the **Sign In** button.
2. When you enter your password correctly, your Inbox is displayed which has the message showing the email address of the person sending the email, the subject of the message, and the date sent.



Nationstar
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Inbox | Address | Compose | Sent Mail | Drafts | Help | Sign Out

Signed in as [jotolle07@bishopstudios.com](#)

[Refresh](#) [Delete](#)

You have no new messages.

Select	From	Subject	Date
<input type="checkbox"/>	dale.adams@nationstarmail.com	Property Appraisal	Jun 22

Figure 10: Nationstar Mortgage Secure Email Inbox

- Click the message **Subject** to view the details of the message.

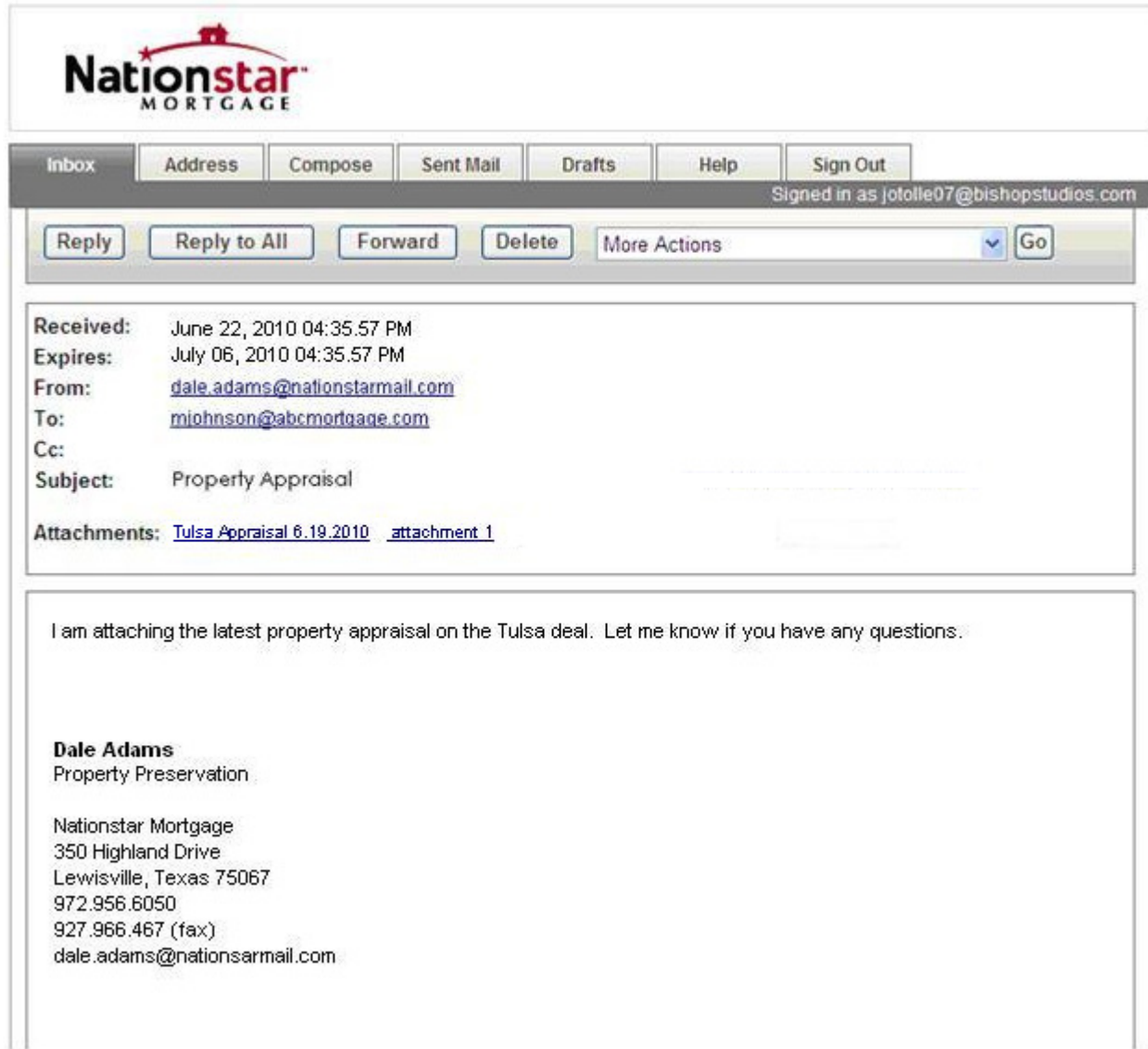


Figure 11: Decrypted Secure Email Message

Saving Secure Email Messages

If you save a secure email message on your email system (either by leaving it in the Inbox or moving to another folder), the message is saved in its encrypted form. If you re-open the email message, you will have to click on the HTML file and sign in to the Nationstar Mortgage Secure Email system again to decrypt the message.

Replying to Secure Email Messages

To reply to a message:

1. From the **Message Details** screen, click **Reply** or **Reply to All**.

You are taken to the **Compose** tab where the message displays in Reply mode. The **To** and **Subject** fields are completed for you and the original message text displays.

Note: You can not enter additional recipients or change the Subject text of a Reply email message.

Figure 12: Nationstar Mortgage Secure Email Compose Screen

2. The cursor is displayed below the **Attachments** field. Type your message here.
3. Click **Attach File** to attach files to your reply before sending it.

The **Attach File** screen is displayed.

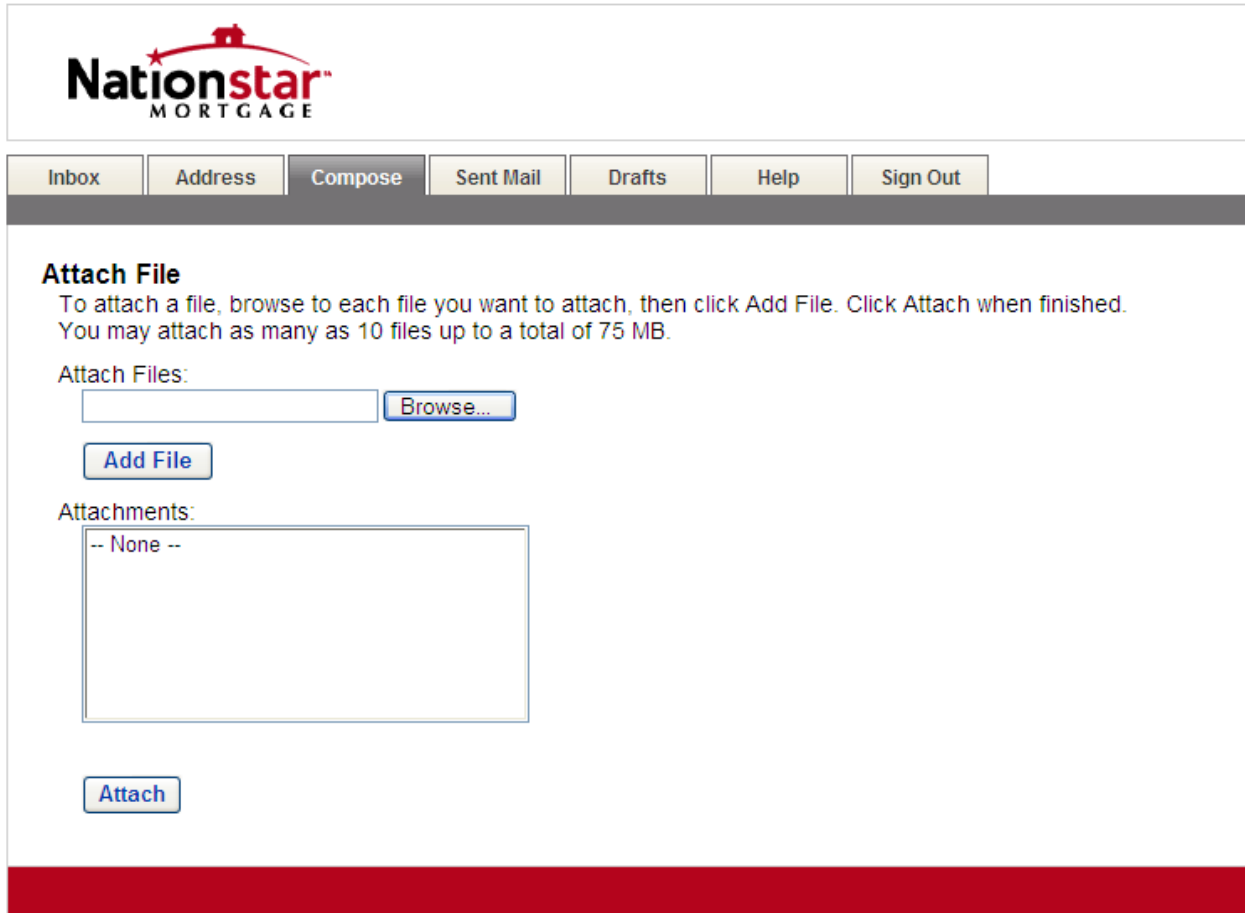


Figure 13: Attach File Screen

4. Click **Browse** to locate the file you wish to attach.
5. When you double-click on the file the path will appear in the Attach Files box.
6. Click **Add File**.
The name of the file appears in the Attachments box.
7. When you have added all of the attachments, click **Attach**.
You are returned to the **Compose** screen.
8. Click **Save Draft** to save this message reply to the Drafts tab and send it later.
Note: Before the session times out, your email message will be automatically saved as a draft message in the Drafts folder.
9. Use the formatting toolbar to customize your message text.
Note: formatting can only be applied to messages originally sent to you in HTML.
10. Click **Send** to send your completed reply message.

Forwarding Secure Email Messages

To forward a message:

1. From the **Message Details** screen, click **Forward**.

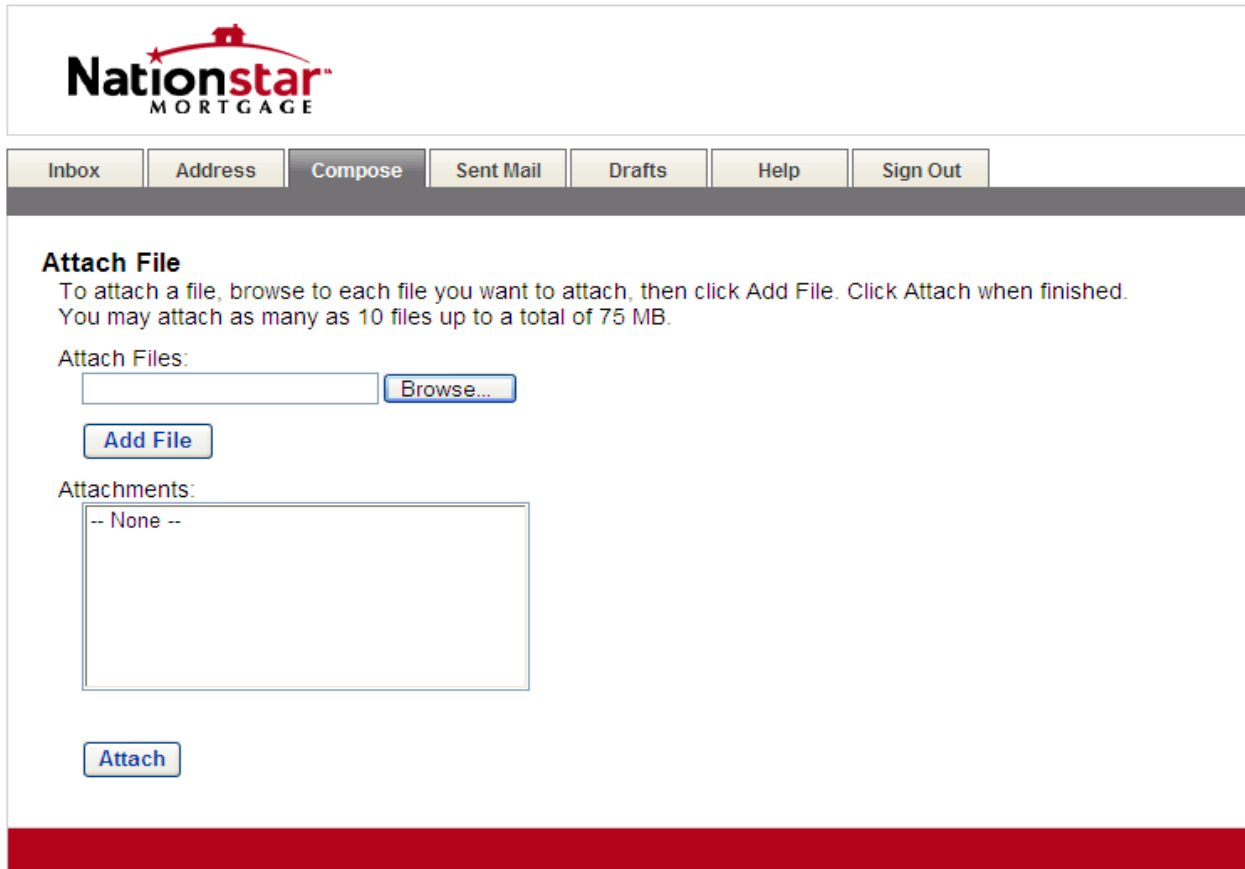
You are taken to the **Compose** tab, where the message displays in Forward mode. The **Subject** field is completed for you, but can be edited, and the original message text displays.

2. Enter one or more email addresses, separated by a *comma* or *semi-colon*, in the **To** field.

In some cases, you can click the down arrow to the right of the **To** field to reveal a list of functions. Select the recipient from the drop-down list.

3. If you would like to send a copy of this email message, enter one or more email addresses in the **Cc** field.
4. Type your message text below the **Attachments** field.
5. Click **Attach File** to attach files to your forward before sending it.

The **Attach File** screen is displayed.



Nationstar
MORTGAGE

Inbox Address Compose Sent Mail Drafts Help Sign Out

Attach File
To attach a file, browse to each file you want to attach, then click Add File. Click Attach when finished.
You may attach as many as 10 files up to a total of 75 MB.

Attach Files:

Attachments:

Figure 14: Attach File Screen

6. Click **Browse** to locate the file you wish to attach.
7. When you double-click on the file the path will appear in the Attach Files box.
8. Click **Add File**.

The name of the file appears in the Attachments box.

9. When you have added all of the attachments, click **Attach**.

You are returned to the **Compose** screen.

10. Click **Save Draft** to save this message forward to the **Drafts** tab and send it later.

Note: Before the session times out, your email message will be automatically saved as a draft message in the Drafts folder.

11. Use the formatting toolbar to customize your message text.

Note: formatting can only be applied to messages originally sent to you in HTML.

12. Click **Send** to send the completed message.

Forwarding Decrypted Email Messages

You may not forward email messages to recipients who are not Nationstar employees. The Nationstar secure message system is intended for sending secure email message to Nationstar employees only.

Attached Files Received with Secure Email Messages

Files attached to a secure email message sent from Nationstar Mortgage are also decrypted when you enter your password correctly.

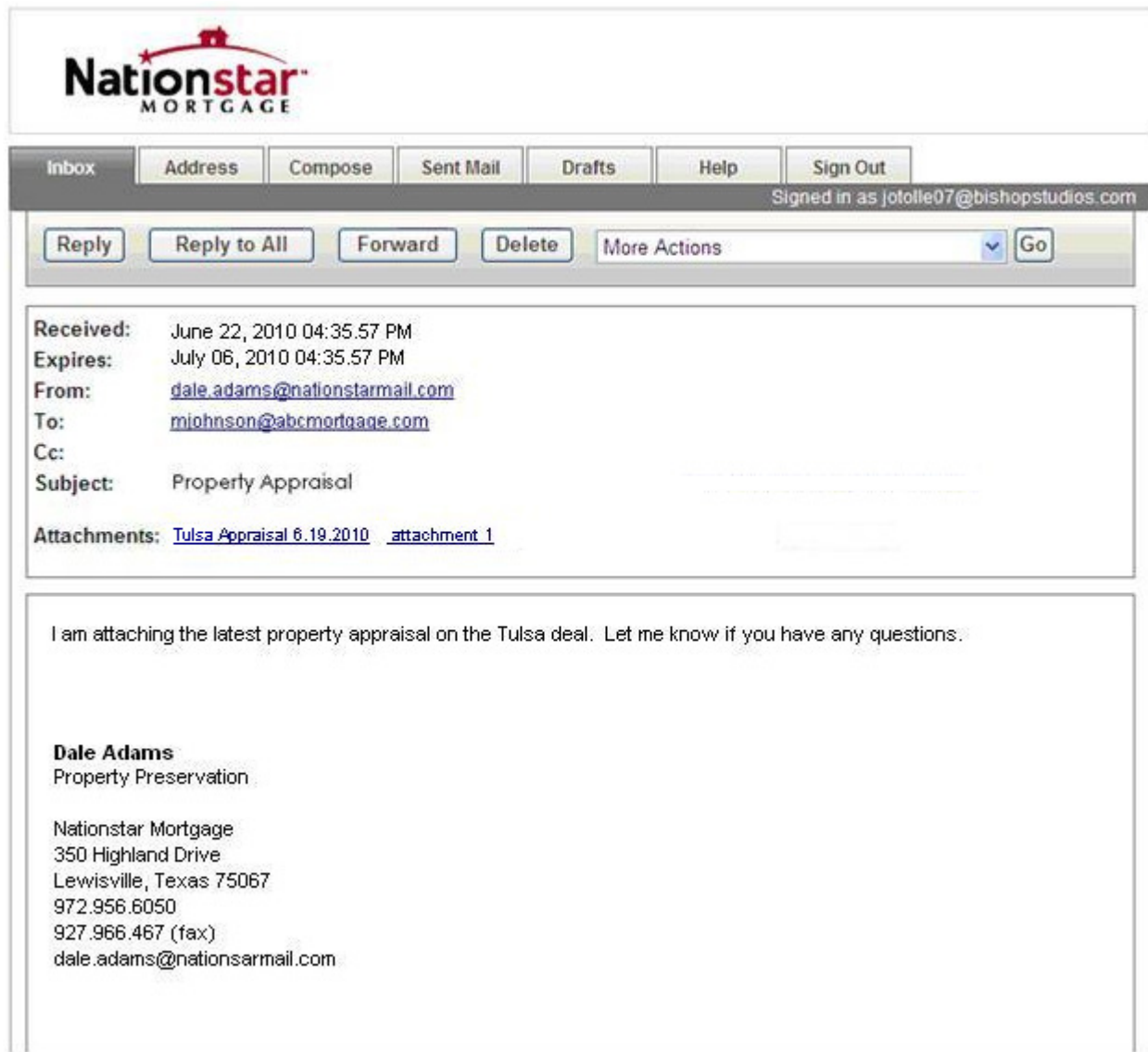


Figure 15: Nationstar Mortgage Secure Email Message with a File Attached

Displaying or Downloading File Attachments

1. Click on **the file name** of the attachment to display the decrypted contents of the file in its native application. In this example, it would be opened in Microsoft Word.

Note: When you click on **the file name**, your email system may display a dialog box asking you if you want to **Open** the File or **Save** it to your computer.

If you choose to **Reply** or **Reply to All**, attached files *will not* be included with the secure reply.

2. Use the **Forward** button to forward the secure message and attached files to other email addresses.

Note: The recipients of a forwarded email must have a **nationstarmail.com** email address or the message will be rejected.

Saving Files Attached to Secure Email Messages

If you save a secure email message in your email system (either by leaving it in the Inbox or moving to another folder), the message and all attached files are saved in their encrypted form. If you re-open the email message, you will have to click on the HTML file and sign in to the Nationstar Mortgage Secure Email system to decrypt the message and attachments.

Initiating Secure Emails to Nationstar Mortgage Associates

The following steps describe how to compose and send a secure email message to a Nationstar Mortgage Associate.

Login to your Nationstar Mortgage Secure Email Account

Type the following into the address bar of your browser:

<https://securemail1.messagelabs.com/s/login?b=nationstar>

1. The **Sign In** screen is displayed.

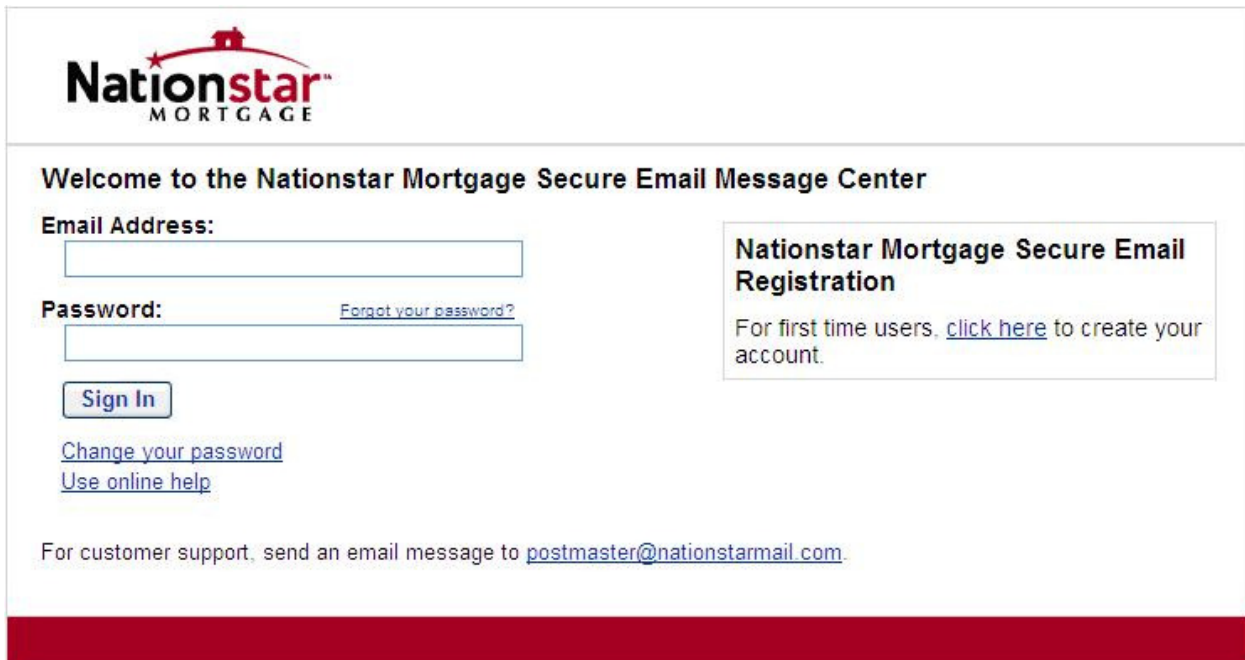
The screenshot shows the login interface for the Nationstar Mortgage Secure Email Message Center. At the top left is the Nationstar Mortgage logo. Below it, the heading "Welcome to the Nationstar Mortgage Secure Email Message Center" is displayed. The main area contains a login form with two input fields: "Email Address:" and "Password:". The "Password:" field has a link "Forgot your password?" to its right. Below the password field is a "Sign In" button. Underneath the button are two links: "Change your password" and "Use online help". To the right of the login fields is a box titled "Nationstar Mortgage Secure Email Registration" which contains the text "For first time users, [click here](#) to create your account." At the bottom of the form area, there is a line of text: "For customer support, send an email message to postmaster@nationstarmail.com." The entire form is set against a white background with a red footer bar.

Figure 16: Nationstar Mortgage Secure Email Sign In Screen

2. Enter your **Email Address** and **Password**.
3. Click on the **Sign In** button.

Your **Inbox** is displayed.

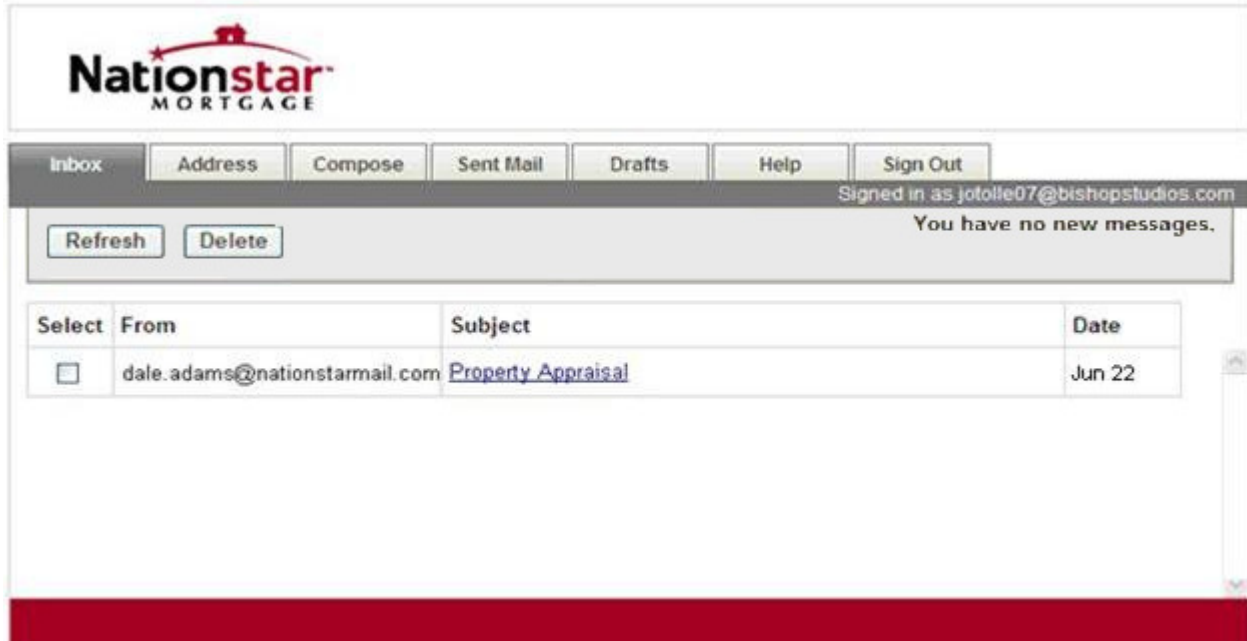


Figure 17: Nationstar Mortgage Secure Email Inbox Screen

Compose Your Message

1. Click on the **Compose** tab at the top of the screen.
The **Compose Message** screen is displayed.



Figure 18: Nationstar Mortgage Compose Secure Email Message Screen

2. You are taken to the **Compose** tab where a blank email message displays.
3. Enter one or more email addresses, separated by a comma or semi-colon, in the **To** field.
4. If you would like to send a copy of this email message, enter one or more email addresses in the **Cc** field.
5. Enter a description for your message in the **Subject** field.
6. Type your email message text below the **Attachments** field.
7. Click **Attach File** to attach files to your reply before sending it.

The **Attach File** screen is displayed.

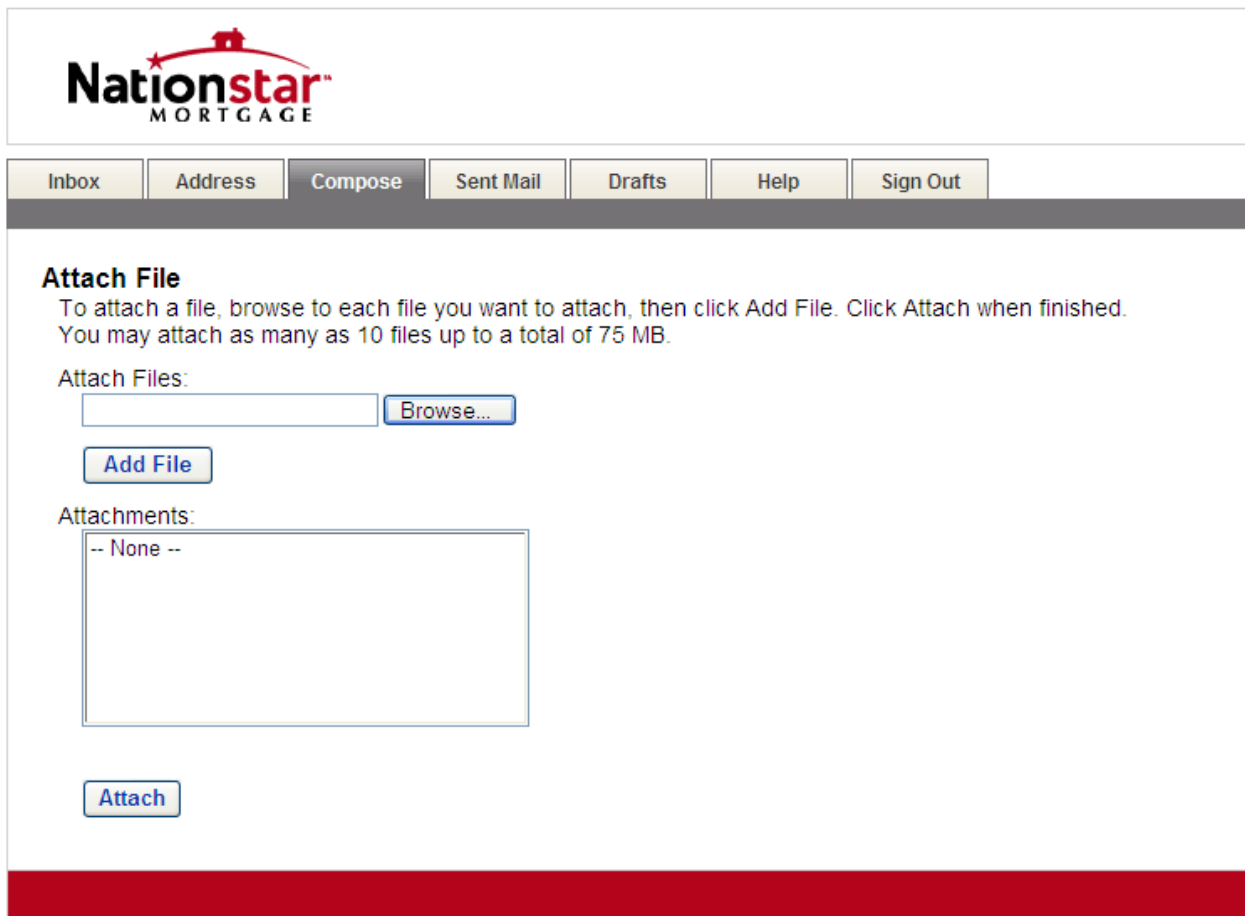


Figure 19: Attach File Screen

8. Click Browse to locate the file you wish to attach.
9. Click **Add File**. The name of the file appears in the Attachments box.
10. When you have added all of the attachments, click **Attach**.

You are returned to the **Compose** screen.

11. Click **Save Draft** to save this message reply to the Drafts tab and send it later.

Note: Before the session times out, your email message will be automatically saved as a draft message in the Drafts folder.

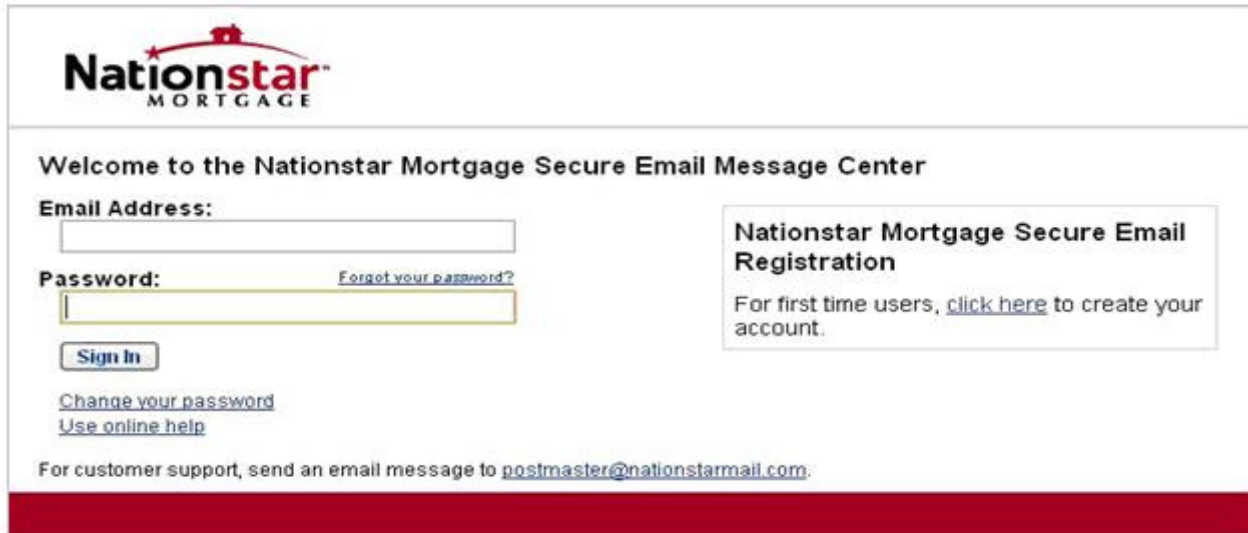
12. Use the formatting toolbar to customize your message text.

13. Click **Send** to send your completed message.

Note: The recipient's email address must include **@nationstarmail.com** or the message will be rejected.

Changing Your Password

You may change your password from the **Sign In** screen. If you have saved your password on your computer, you need to sign out to see the **Sign In** screen.



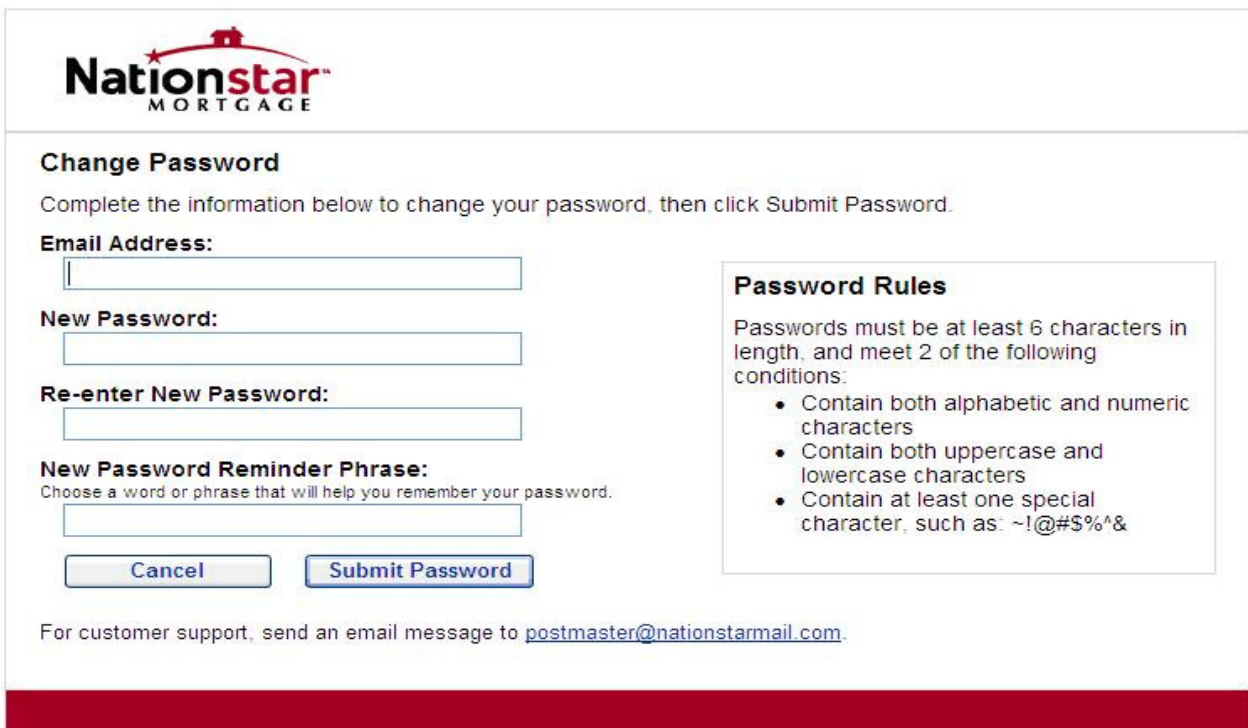
The screenshot shows the Nationstar Mortgage Secure Email Sign In screen. At the top is the Nationstar Mortgage logo. Below it, the text reads "Welcome to the Nationstar Mortgage Secure Email Message Center". There are two input fields: "Email Address:" and "Password:". The "Password:" field has a "Forgot your password?" link next to it. Below the "Password:" field is a "Sign In" button. To the right of the input fields is a box titled "Nationstar Mortgage Secure Email Registration" with the text "For first time users, [click here](#) to create your account." Below the "Sign In" button are two links: "Change your password" and "Use online help". At the bottom, there is a footer that says "For customer support, send an email message to postmaster@nationstarmail.com."

Figure 20: Nationstar Mortgage Secure Email Sign In Screen

To change your password:

1. From the **Sign In** screen, click the [Change your password](#) link.

The **Change Password** screen is displayed.



The screenshot shows the Nationstar Mortgage Secure Email Change Password screen. At the top is the Nationstar Mortgage logo. Below it, the text reads "Change Password". Underneath, it says "Complete the information below to change your password, then click Submit Password." There are four input fields: "Email Address:", "New Password:", "Re-enter New Password:", and "New Password Reminder Phrase:". The "New Password Reminder Phrase:" field has a small text box below it that says "Choose a word or phrase that will help you remember your password." Below the input fields are two buttons: "Cancel" and "Submit Password". To the right of the input fields is a box titled "Password Rules" with the text "Passwords must be at least 6 characters in length, and meet 2 of the following conditions:" followed by a bulleted list:

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

At the bottom, there is a footer that says "For customer support, send an email message to postmaster@nationstarmail.com."

Figure 21: Nationstar Mortgage Secure Email Change Password Screen

2. On the **Change Password** screen, enter your Email Address.
3. Enter a Password that complies with the password rules shown.
4. Re-enter your new password.
5. If required, enter a New Password Reminder Phrase that will help you remember your password if you forget it again.
6. Click **Submit Password**.

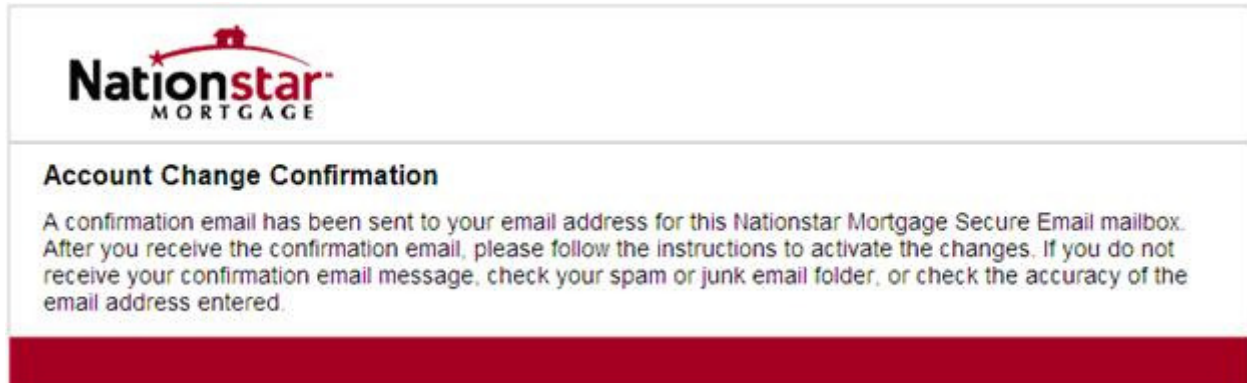


Figure 22: Nationstar Mortgage Secure Email Account Change Confirmation Screen

7. You will receive a confirmation email in your regular email Inbox with instructions on how to activate your password.

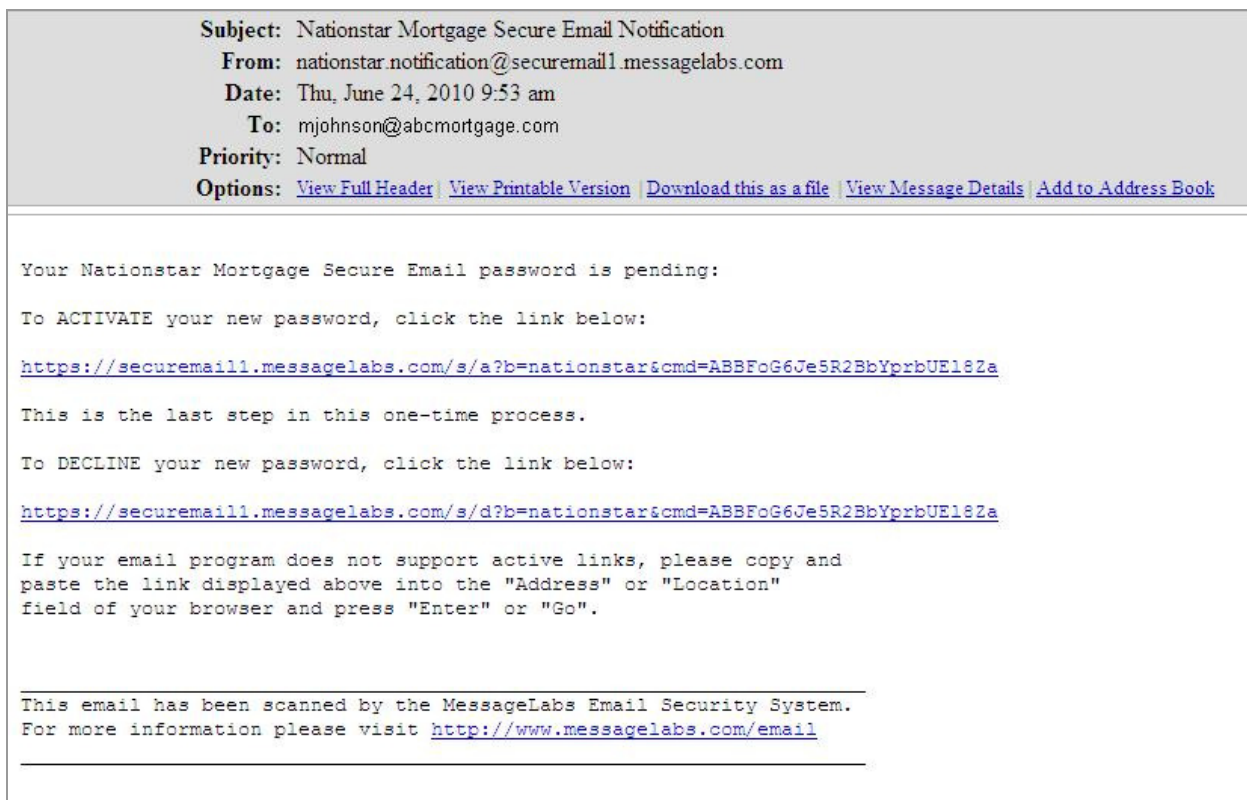


Figure 23: Nationstar Mortgage Secure Email Password Change Message

If you forget your password:

1. Click on the [Forgot your password?](#) link.

The **Password Reminder** screen is displayed:

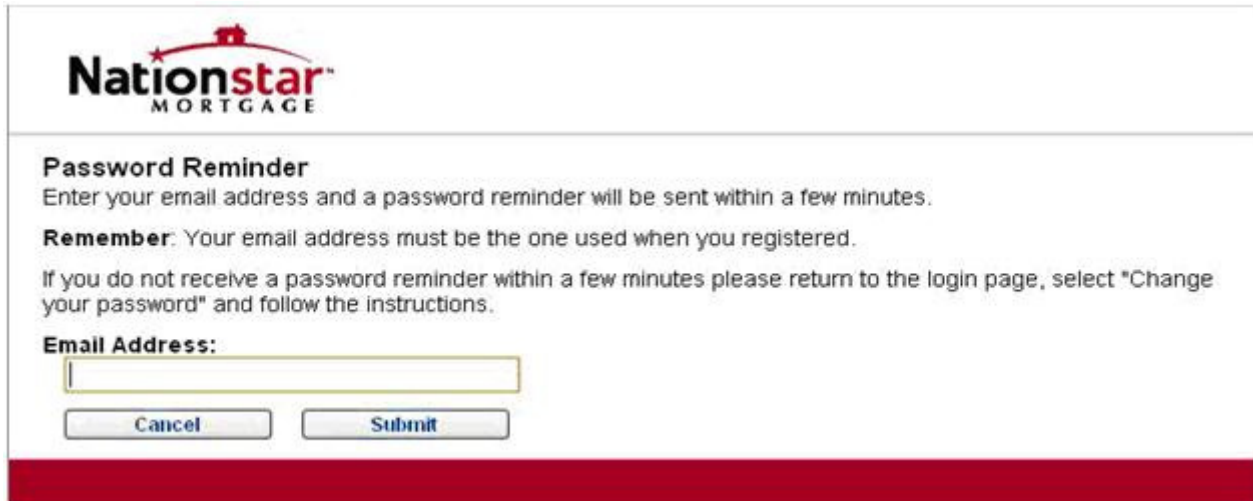


Figure 24: Nationstar Mortgage Secure Email Password Reminder Screen

2. Enter your Email Address.
3. Click **Submit**.

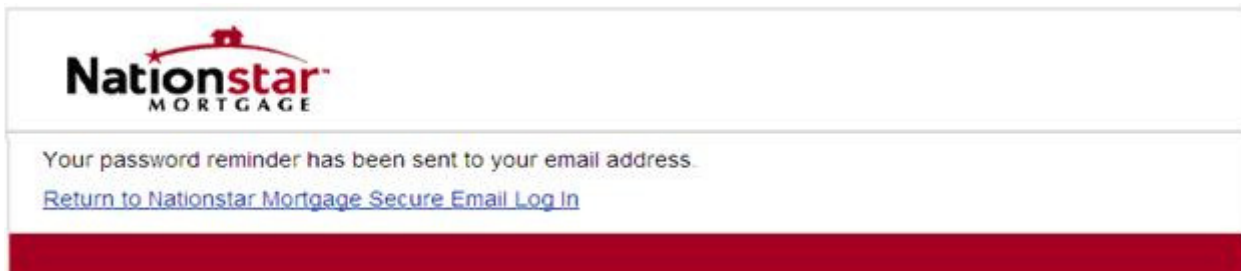


Figure 25: Nationstar Mortgage Secure Email Password Reminder Confirmation Screen

4. An email with the reminder will be sent to your regular email Inbox

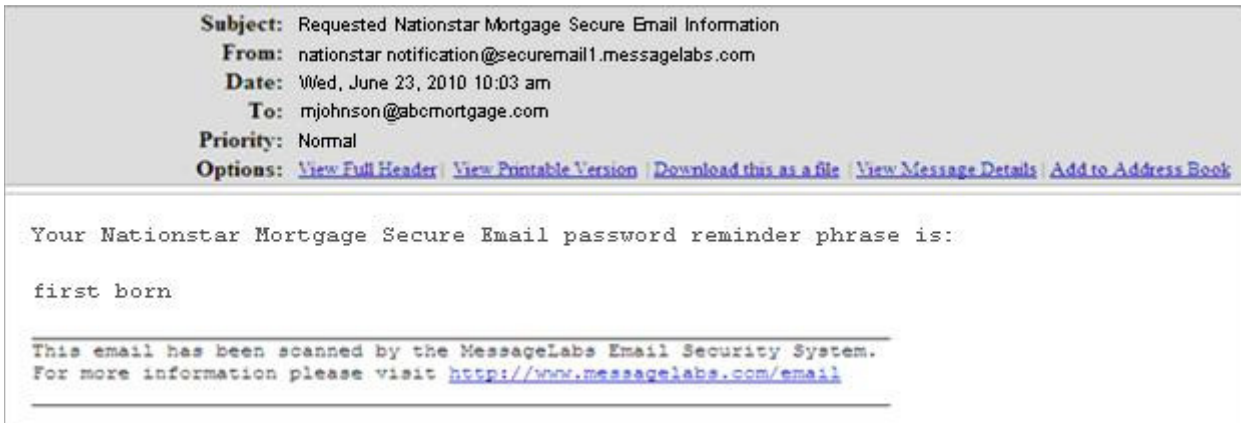


Figure 26: Nationstar Mortgage Secure Email Password Reminder Message

Password Expiration

Messages automatically expire after a period of 14 days. The message expiration date displays in the details of each email message you receive. If you want to keep a copy of the message after its expiration date, you can print it, save the message as a text file or save the message and any attachments as a .zip file.

If you send a message and it expires, the message is removed from the recipient's portal Inbox and you are sent an email notification in your regular email Inbox with the following information:

1. Date the message was sent
2. Date the message expired
3. Names of the recipients
4. You can then resend the message, if needed.