propertyinfo®

PropertyInfo®
Secure Message Center
User Guide
January 19, 2021

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Introduction

What is secure email?

Secure Email is an email containing encrypted personal, non-public information (NPI) that PropertyInfo sends to you. We also may send you Secure Email containing what we believe may be confidential information, but is not NPI. Since the email is encrypted, it cannot be read if the email is intercepted during its delivery to you.

Why secure email?

To ensure the confidentiality of your NPI and to comply with privacy and regulation standards, PropertyInfo has implemented a secure email platform. The protection of confidential communication is important to us and we want to ensure your information stays private.

What is personal, non-public information?

Any data or information that's not available to the public and is considered personal is known as personal, non-public information.

Some of the most common types of data in need of protection are:

- Credit and debit card numbers
- Social Security numbers
- Bank account information
- Passwords
- Driver's license numbers

How is my data protected?

Messages are encrypted individually for each recipient and include a certified time stamp. These security measures ensure that no one except the intended recipient can read the message. Because every message is digitally signed, the recipient has irrefutable proof of the sender's identity. Messages are stored securely until the scheduled expiration date. If you wish to access the message beyond that date, you have the ability to save the message and any attachments to your computer.

Registering, Signing In and Passwords

Registering

The first time you receive a secure email, you are asked to register at the **PropertyInfo Secure Message Center**. Registration is a one-time, quick and easy process.

You will receive an email message in your email **Inbox** notifying you that you have a message.

To register to access your secure email:

1. Open the message and you will see a banner that reads: "**New secure email message from PropertyInfo**".

2. Click the **Open Message** button.
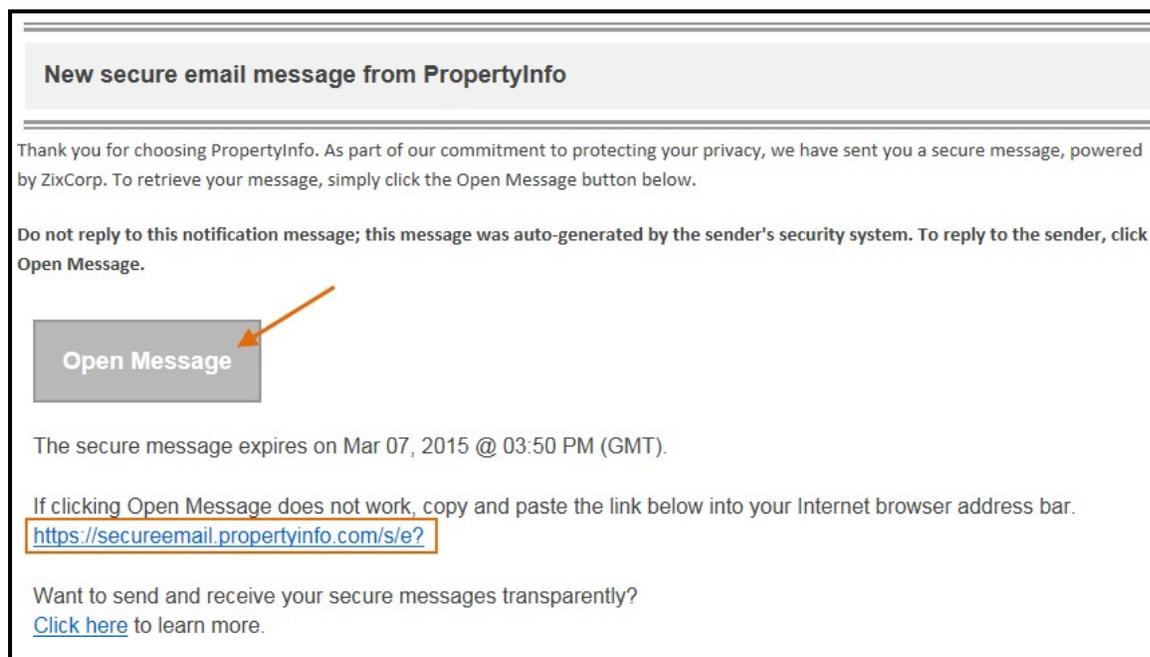
Note: If your email program does not display this button, click or copy and paste the link provided in the message into your browser's address bar.

3. From the **Register Account** page, complete all fields required for registration. This includes:

   ▪ **Email Address:** Your email address should have been pre-populated by the application.
   ▪ **Password:** Enter a password that complies with the password rules displayed.
   ▪ **Re-enter Password:** Re-enter your password.
   ▪ Click **Register**.

Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:
picsecure@hotmail.com

Password:

●●●●●●●●●●●

Re-enter Password:

●●●●●●●●●●●

Cancel   **Register**

Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:
  • Contain both alphabetic and numeric characters
  • Contain both uppercase and lowercase characters
  • Contain at least one special character, such as: ~!@#$%^&
Passwords cannot match email address.

The **PropertyInfo Secure Message Center** opens and displays your email message. You now have access to the Secure Message Center.

Signing In

If this is your first time to use the **PropertyInfo Secure Message Center**, you must register before signing in (see the **Registering** section for more information). However, once you have registered, the logging in process is simple.

To sign in to the Secure Message Center:

1. Go to the **PropertyInfo Secure Message Center Login** page by either:

   ▪ Opening the secure message in your email and click **Open Message**.
   ▪ Going directly to the **PropertyInfo Secure Message Center Login** page at https://secureemail.propertyinfo.com.

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2. From the **Login** page, complete all fields required for signing in. This includes:

- **Email Address:** Enter your registered email address.

  Note: If you are directed to this page by clicking the **Open Message** button in a secure message, your email address should be pre-populated.

- **Password:** Enter your password.
- Select the **Remember Me** checkbox if you want to save your sign in information on this computer.

  Note: If you **Sign Out**, you will have to re-enter your email address and password the next time you sign in. If you want your password to be saved, close the Internet browser without using **Sign Out**.

- Click **Sign In**.

The **PropertyInfo Secure Message Center** opens. If you previously signed into your account, the date and time of your last account access appears on this page as a security precaution.

Changing Your Password

If you have forgotten or wish to change your password, you will need to reset it.

To reset your password:

1. Go to the **PropertyInfo Secure Message Center Login** page by either:

- Opening the secure message in your email and click **Open Message**.
- Going directly to the **PropertyInfo Secure Message Center Login** page at https://secureemail.propertyinfo.com.

2. From the **Login** page, click the **Reset** button.

Welcome to the PropertyInfo Message Center

At PropertyInfo, we understand the importance of protecting your non-public personal information (NPI). Now you can securely access your emails containing NPI by simply signing in below with your email address and password. If you've never accessed this site before, click the "Register" button below.

Email Address:
picsecure@hotmail.com

Password:

Sign In

☐ Remember Me

Forgot your password?
Reset

New to secure email?
Register

Need more assistance?
Help

3. From the **Reset Password** page, enter the requested information.

- **Email Address:** Enter your email address.
- **New Password:** Enter a new password that complies with the password rules displayed.
- **Re-enter Password:** Re-enter your new password.
- Click **Reset**.

Reset Password

Enter the email address you registered with and a new password to receive a reset verification email.
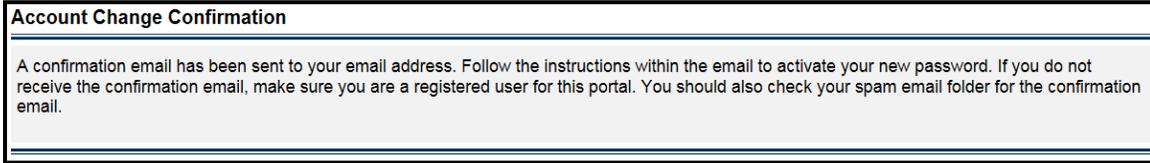
Email Address:
picsecure@hotmail.com

New Password:
•••••••••••

Re-enter New Password:
•••••••••••

Cancel   **Reset**

Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:
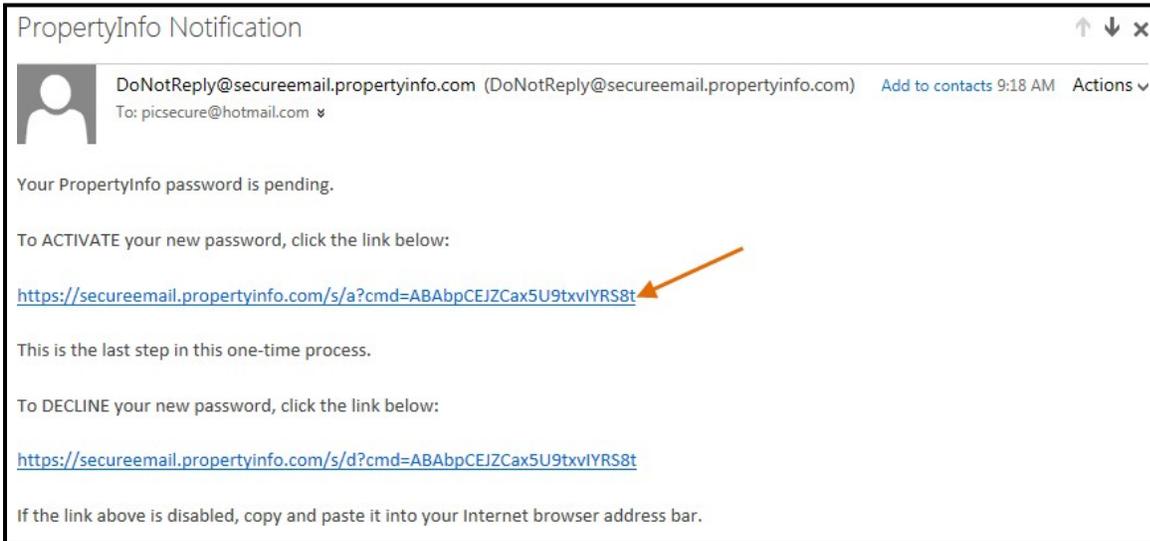- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#$%^&

Passwords cannot match email address.

4. The **Account Change Confirmation** page will display, notifying you that a confirmation email has been sent to your email address.
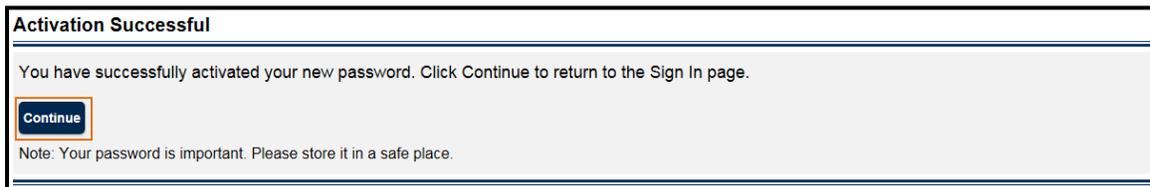

Account Change Confirmation

A confirmation email has been sent to your email address. Follow the instructions within the email to activate your new password. If you do not receive the confirmation email, make sure you are a registered user for this portal. You should also check your spam email folder for the confirmation email.

5. Go to your email and open the confirmation email. The confirmation email will be from DoNotReply@secureemail.propertyinfo.com and the subject will read "**PropertyInfo Notification**".

    To activate your new password, click the **ACTIVATE** link.

PropertyInfo Notification   ↑ ↓ ✕

DoNotReply@secureemail.propertyinfo.com (DoNotReply@secureemail.propertyinfo.com)   Add to contacts 9:18 AM   Actions ⌄
To: picsecure@hotmail.com ⌄

Your PropertyInfo password is pending.

To ACTIVATE your new password, click the link below:

https://secureemail.propertyinfo.com/s/a?cmd=ABAbpCEJZCax5U9txvIYRS8t

This is the last step in this one-time process.

To DECLINE your new password, click the link below:

https://secureemail.propertyinfo.com/s/d?cmd=ABAbpCEJZCax5U9txvIYRS8t

If the link above is disabled, copy and paste it into your Internet browser address bar.

Note: If you do not receive the confirmation email, search your Spam or Junk folder in case it was filtered there. If you try to reset your password within 20 minutes of your previous reset attempt, you will not receive another confirmation message to your Inbox. You must wait 20 minutes to reset your password again.

6. The **Activation Successful** page will display notifying a successful activation. Click **Continue**.

Activation Successful

You have successfully activated your new password. Click Continue to return to the Sign In page.

Continue

Note: Your password is important. Please store it in a safe place.

The **PropertyInfo Secure Message Center Login** page displays where you will need to enter your new password to view your secure email (see the **Signing In** section for more information).

Navigating

After you have successfully registered and activated your password, you are ready to navigate the **PropertyInfo Secure Message Center**.

There are two views of the Secure Message Center that you may experience. The type of view you see is based on the size of your display area.
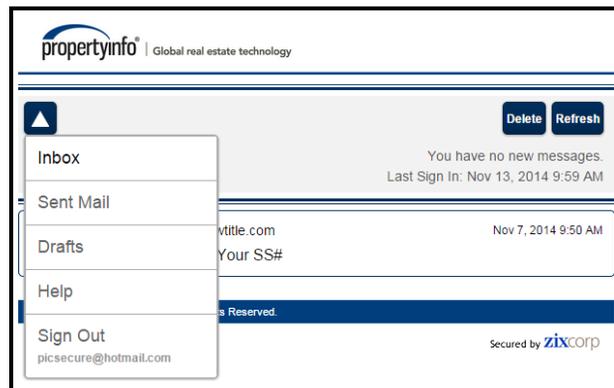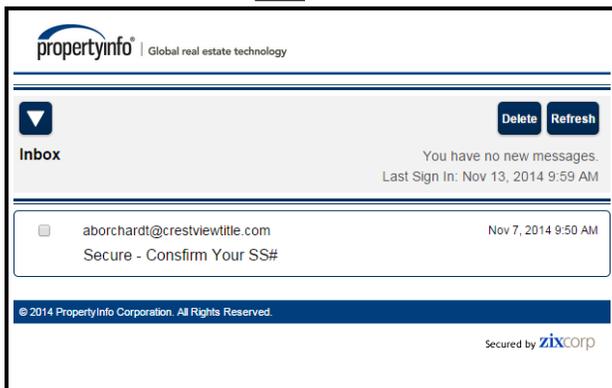
Full-Size View

Use the tabs at the top of the page to navigate in the full-size view of the Secure Message Center.
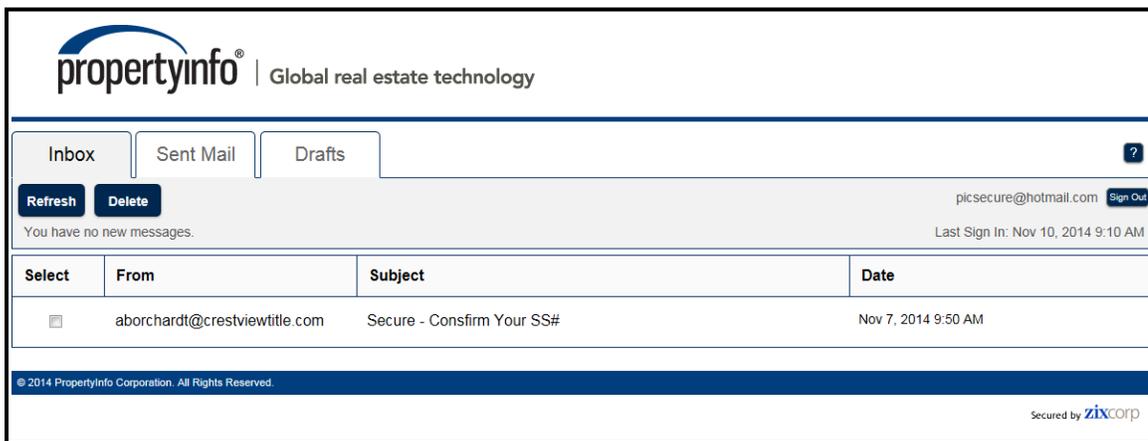
Compact View

Click the down arrow ▼ in the compact view to navigate to the different areas of the Secure Message Center.

Overview of Features

The following features are available to you in the Secure Email Center:

- The **Inbox** lists all of the unexpired, encrypted email messages that you have received. From the Inbox, you can view the details of each message by selecting the Subject. Once the message details display, you have additional options.

- **Sent Mail** lists the messages you have sent using the **PropertyInfo Secure Message Center**. You can review the text of sent messages, the intended recipients and other details about each message.

- **Drafts** will display incomplete messages that you have not sent. Messages saved while replying to an email message are saved here, as well as email messages automatically saved as a draft when your session times out.

- **Help** displays the online help for the **PropertyInfo Secure Message Center**. In the full-size view, help is accessed by clicking the **Help** icon.

- **Sign Out** allows you to end your session in **PropertyInfo Secure Message Center**. If you set **Remember Me** when you logged in, selecting the **Sign Out** button will delete the **Remember Me** cookie. To keep the **Remember Me** option turned on, close the browser window without selecting the **Sign Out** button in the navigation menu.

# Reading and Sending Messages

Reading New Messages

When a new secure message arrives for you in the **PropertyInfo Secure Message Center**, you receive a notification email in your personal email inbox. Once you log into the PropertyInfo Secure Message Center, you will be able to read your secure messages.

1. From the **PropertyInfo Secure Message Center Inbox**, click the **Subject** of the message you wish to view.

Note: The Subject line of all unread secure messages will display in bold text.

2. If your secure message contains any attachments, each attachment will display as a hyperlink in the **Attachments** section. Click the file name of the attachment you want to view and then follow the Internet browser instructions.
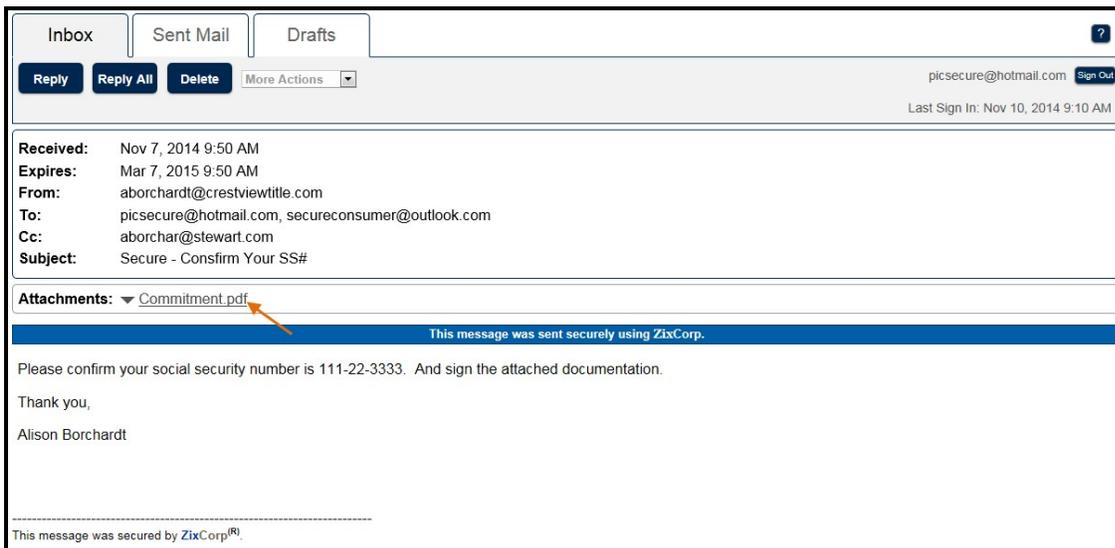
Note: If you do not have the program required to open the file, you will not be able to view the file.

While viewing the secure message, you will be able to:

- **Reply** to the secure message (see the **Replying to Messages** section for more information)
- **Delete** the secure message (see the **Deleting Messages** section for more information)
- **Save** the message and attachments (see the **Saving a Message** section for more information)
- View the date and time you **Received** the message and when the message **Expires** (see the **Message Expiration** section for more information)
- See who the message is from as well as all parties that were sent or copied on the message

Replying to Messages

You can reply to messages that you receive in your **PropertyInfo Secure Message Center** Inbox. You have the option of replying to just the person who sent the message to you using the **Reply** button or replying to the sender as well as any other recipients using the **Reply to All** button.
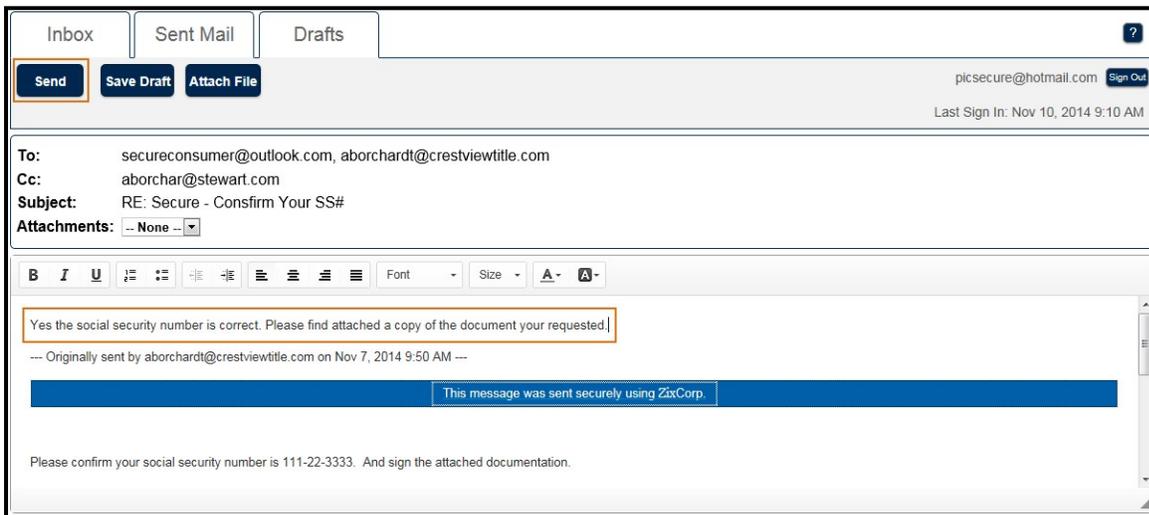
To reply to a secure message:

1. While viewing the message, click either **Reply** or **Reply All**.
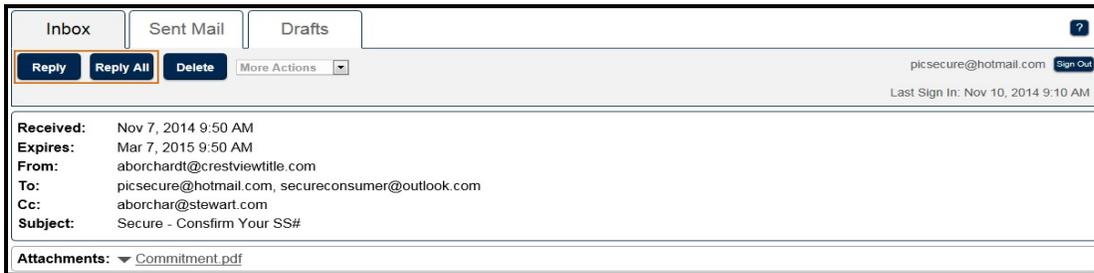
2. The Reply message draft displays for you to compose your response.

   - Type your response text below the **Attachments** field.
   - Select **Attach File** to attach files to your reply before sending it (see the **Attaching Files to a Message** for more information).
   - Select **Save Draft** to save this message reply to the Drafts tab and send it later (see the **Saving Messages as Drafts** section for more information).

   Note: You cannot enter additional recipients or change the Subject text of a Reply or Reply to All email

3. Click **Send** to send your completed reply message.

You are returned to your inbox. You can view all secure emails you have replied to by selecting the **Sent Mail** tab.
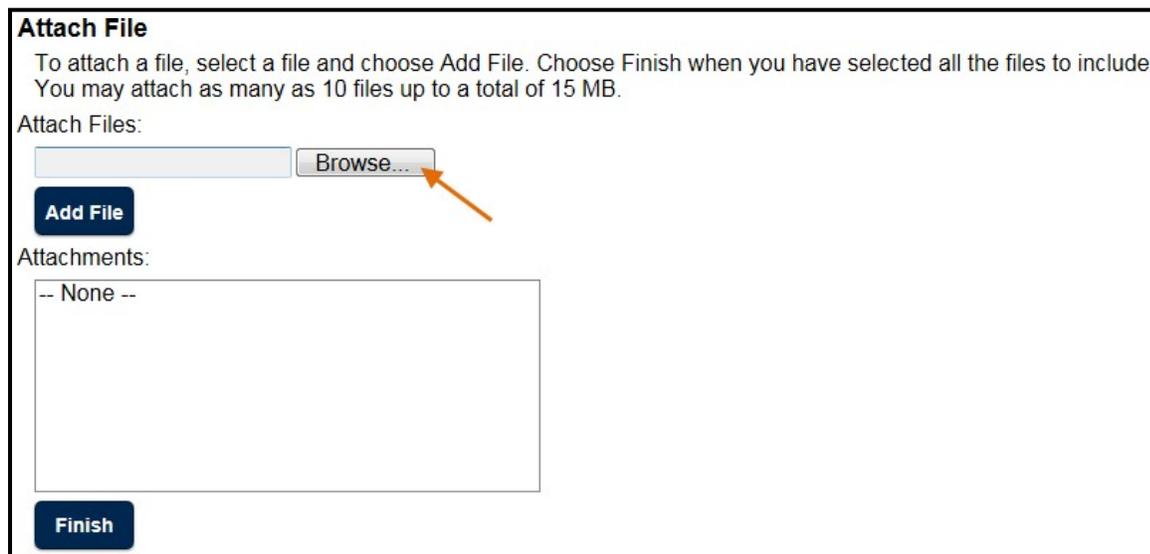
Attaching Files to a Message

While replying to a message, you can attach one or more files to be sent with the message. You may attach as many as 10 files up to a total of 15MB.

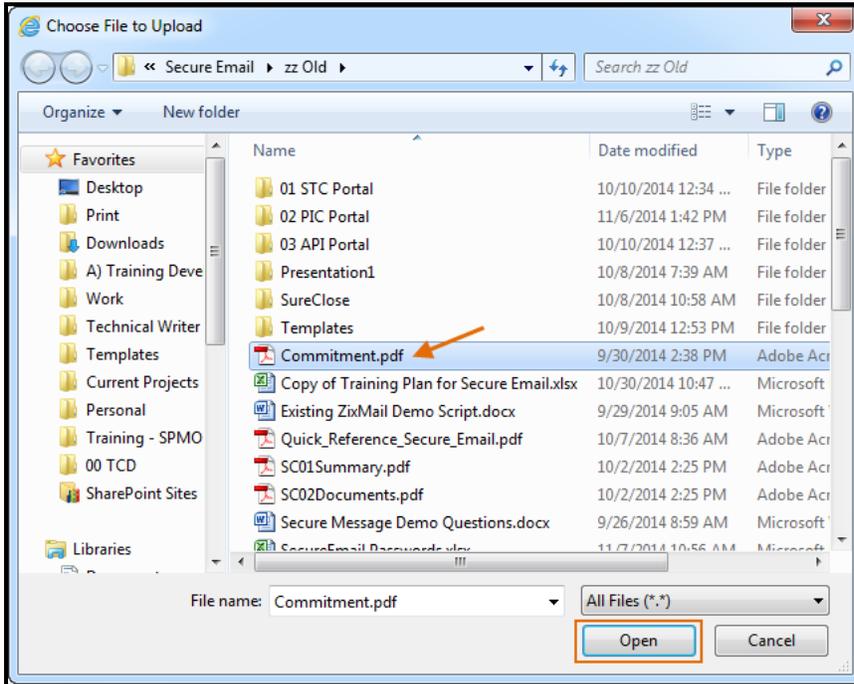To attach a file to a message you are composing:

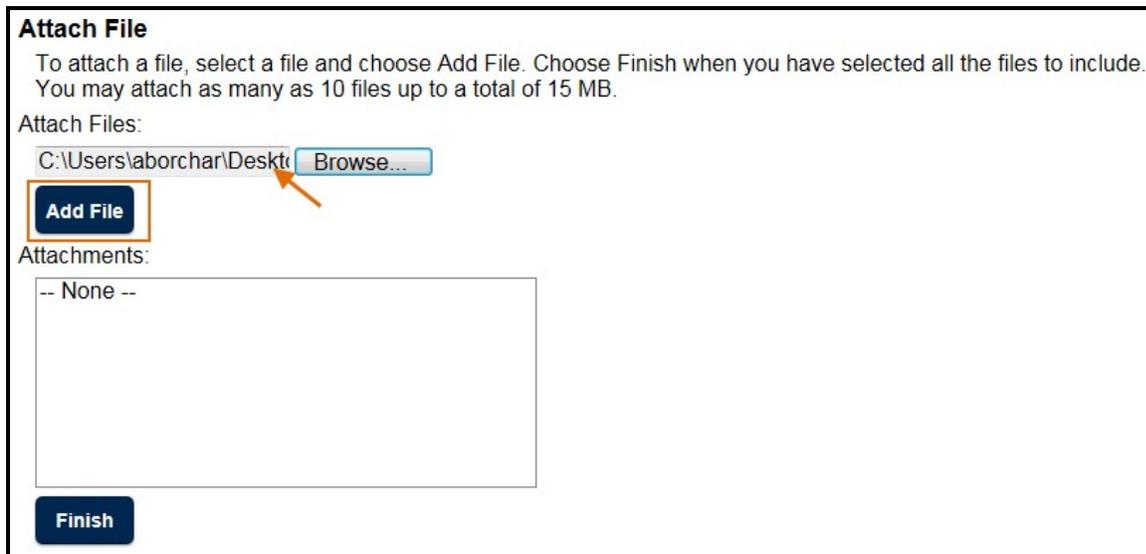1. Click **Attach File** at the top of the message.

2. From the **Attach File** screen, click the **Browse** button to navigate to the file you wish to attach.

3. A window will display. Select the file you want to attach by navigating to the folder and highlighting the file name. Then click **Open**.

4. The selected file will display in the **Attach Files** field. Click **Add File**.

5. The file will display in the **Attachments:** box. Repeat Steps 2-4 for each file to be attached.

Note: If you wish to remove and files you selected as attachments, select the file you wish to remove and click

6. When you are finished adding your attachments, click **Finish**.

You are returned to the previous page with the files attached. To verify that all of your files are attached, select the arrow next to the **Attachments** drop-down field. All of the attached files are listed.

Removing Attachments from a Message

To remove an attachment from a message you are composing:

1. Select **Update Attachments** at the top of the message.

2. From the **Attach File** screen, complete the following steps:
   - Select the file you want to remove by selecting it in the **Attachments** field.
   - Click **Remove File**.
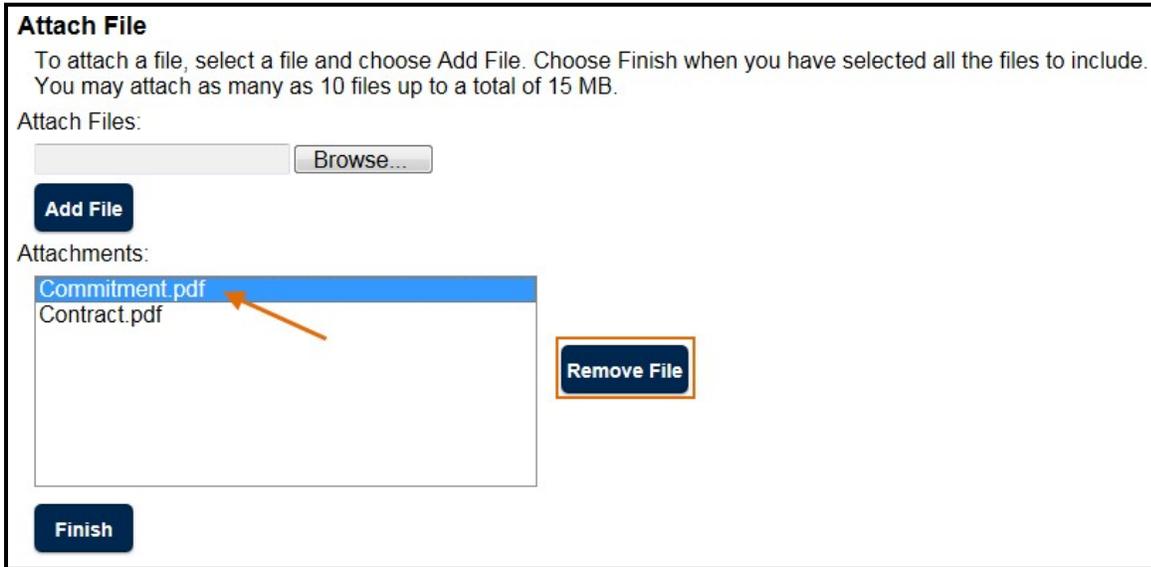
3. When you are finished removing the desired attachments, click **Finish**.

You are returned to the previous page without the attachments you removed.

Note: You can also remove a file while composing your message by selecting it from the **Attachments** drop-down list and selecting
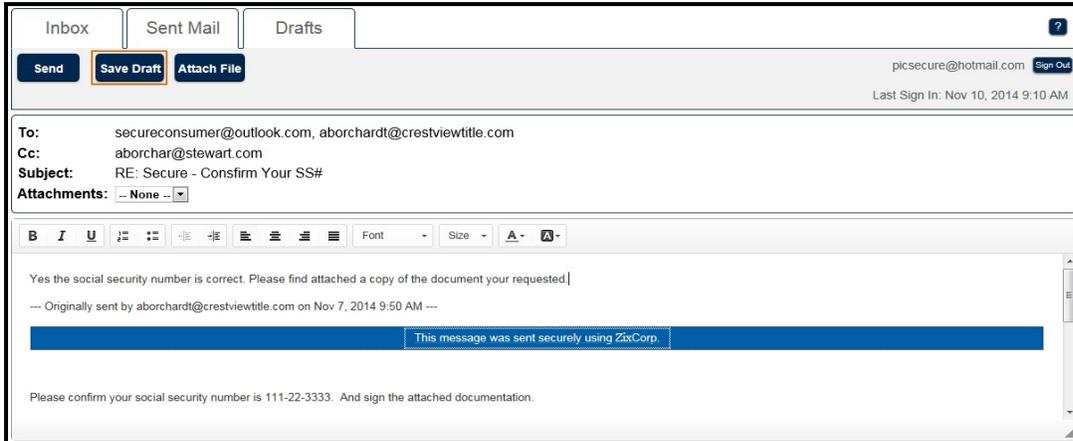
Message Options

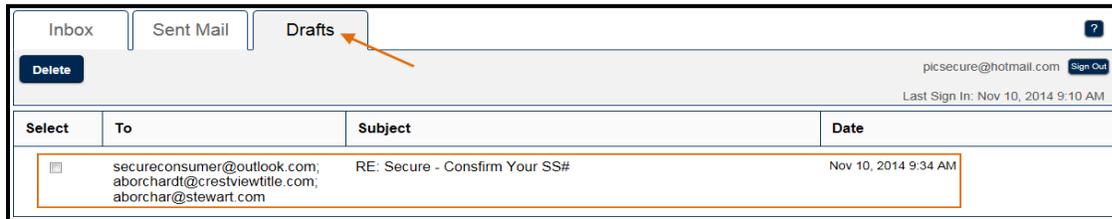## Saving Messages as Drafts

You can easily save your message as a draft to send at a later time.

To save a message as a draft:

1. While replying to a message, click **Save Draft**.

2. The **Drafts** tab will display with your saved draft listed.

When you want to complete the message, select the **Drafts** tab and select the Subject of the message to finish composing and send the message.

Message Expiration

Messages automatically expire 120 days after the secure message was sent, and will be deleted upon expiration. The message expiration date displays in the details of each email message you receive.

Note: The 120 day expiration count starts the day the secure message was sent, not when you read the message.
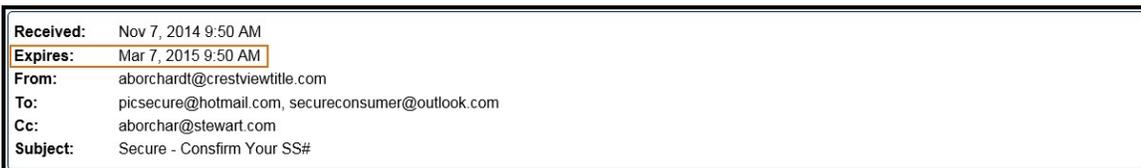
If you want to keep a copy of the message after its expiration date, you can:

- Save the message (see the **Saving a Message** section for more information)
- Print it (see the **Printing** section for more information)

Saving a Message

Secure message will only display in the **PropertyInfo Secure Message Center** for 120 days after receipt. Once a message expires, you will no longer have access to it. However, you can save a copy of your messages and any attachments, so you can access them even after they expire and have been removed from your Inbox.

To save your secure message:

1. While viewing the message you would like to save, click the arrow next to the **More Actions** selection list.

2. From the **More Actions** select list, select either:
   - **Save Message** to save the message as a text file.
   - **Save Attachments** to create a zip file that contains a copy of the message as a text file as well as copies of all attachments.
3. Follow your Internet browser instructions to save the file to a location you specify.

Printing

You can print any message in the **PropertyInfo Secure Message Center** as you would any web page.

To print a message or any other page, from your Internet browser, select **File** > **Print**. Follow the instructions on the screen to select a printer and print the message. For more information on printing Internet browser pages, see your Internet browser application's Help.

Deleting Messages

Messages are automatically deleted from your Inbox and Sent Mail tabs when they expire, but you can also delete them before the expiration date.

To delete a message:

1. Select the **Inbox**, **Sent Mail** or **Drafts** tab that contains the message you want to delete.
2. Select the check box next to each email message you want to delete and click **Delete**.
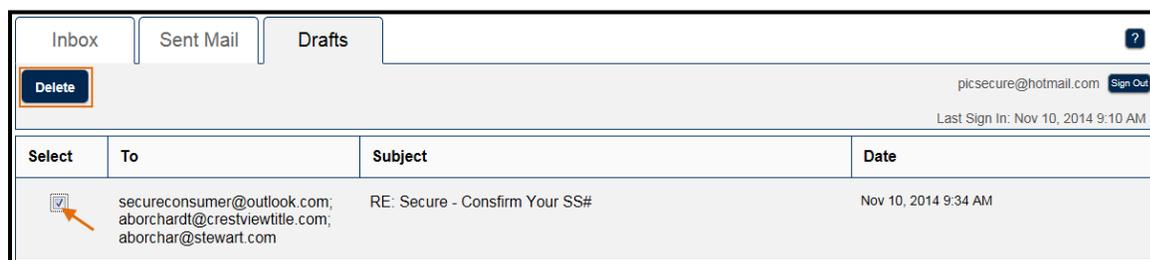
You can also delete a received or sent message by clicking **Delete** while viewing the message.

Inbox	Sent Mail	Drafts		?

Reply   Reply All   Delete   More Actions ▾   picsecure@hotmail.com   Sign Out

Last Sign In: Nov 10, 2014 9:10 AM

Received: Nov 7, 2014 9:50 AM
Expires: Mar 7, 2015 9:50 AM
From: aborchardt@crestviewtitle.com
To: picsecure@hotmail.com, secureconsumer@outlook.com
Cc: aborchar@stewart.com
Subject: Secure - Consfirm Your SS#

Attachments: ▾ Commitment.pdf

This message was sent securely using ZixCorp.

Please confirm your social security number is 111-22-3333. And sign the attached documentation.

Thank you,

Alison Borchardt

This message was secured by **ZixCorp**(R).

The message will be deleted, and once deleted cannot be recovered.