

## Secure Email What You Need to Know

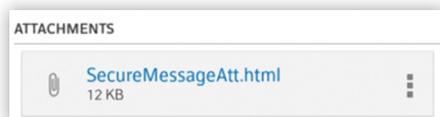
At Morgan Stanley, safeguarding your personal information is among our highest priorities. Our Secure Email tool is one way for you to exchange messages and documents containing sensitive information with individuals at Morgan Stanley. You can send an encrypted message to us via Secure Email. Encryption is designed to prevent your confidential information from being revealed to unauthorized parties.

Follow the process and tips below to enroll in and use Secure Email.

### Step 1: Register for Secure Email

To exchange secure emails with an individual at Morgan Stanley, you must first register and obtain a Secure Email password, which will be associated with your email address.

- The process is initiated when a Morgan Stanley employee sends you a message via Secure Email.
- Open the email message from Morgan Stanley and perform one of the actions below, which will take you to the **Registration** screen:
  - On a PC: Open the **attachment** and then press the **Click to read message** button.
  - On a Mobile Device: Select the **Click here to view** link.



On the Registration screen:

1. Confirm your **email address**.
2. Enter **first name** and **last name**.
3. Enter and confirm a **password**.
4. Select and provide responses to three **security questions** from the menu.
5. Click **Continue**.

The Registration screen displays the following fields and buttons:

- 1. Password Policy (with a plus icon)
- 2. Email Address: client.email@gmail.com
- 3. First Name: [Empty field]
- 4. Last Name: [Empty field]
- 5. Password: [Empty field]
- 6. Confirm Password: [Empty field]
- 7. Continue (blue button)

**NOTE:** If you previously registered, skip ahead to **Step 2: Receive a Secure Email**.

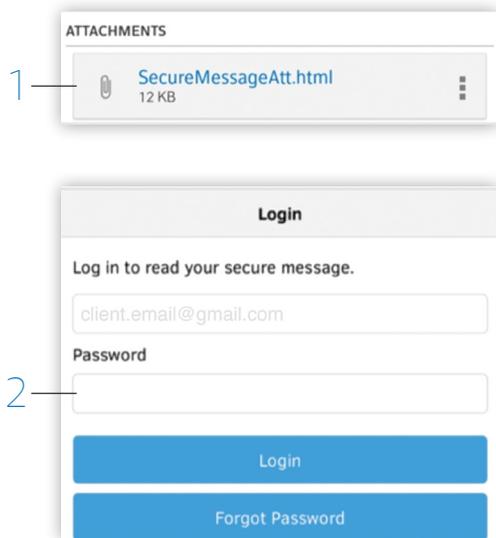
**NOTE:** To reset your password, click **Forgot Password** on the login screen. You must answer the three security questions you created during the registration process.

**NOTE:** Passwords expire after one year. You'll be prompted to change your expired password upon log in, but you won't need to register again.

## Step 2: Retrieve a Secure Email

Each time an individual at Morgan Stanley sends you a Secure Email, you will receive an email prompting you to access the message by logging into Secure Email.

1. Open the email message from Morgan Stanley and perform one of the actions below:
  - On a PC: Open the **attachment** and then press the **Click to read message** button.
  - On a Mobile Device: Select the **Click here to view** link.
2. Enter your password on the login screen and click **Continue**.
3. If there is an attachment(s), double-click on the document name link to open and view the attachment.



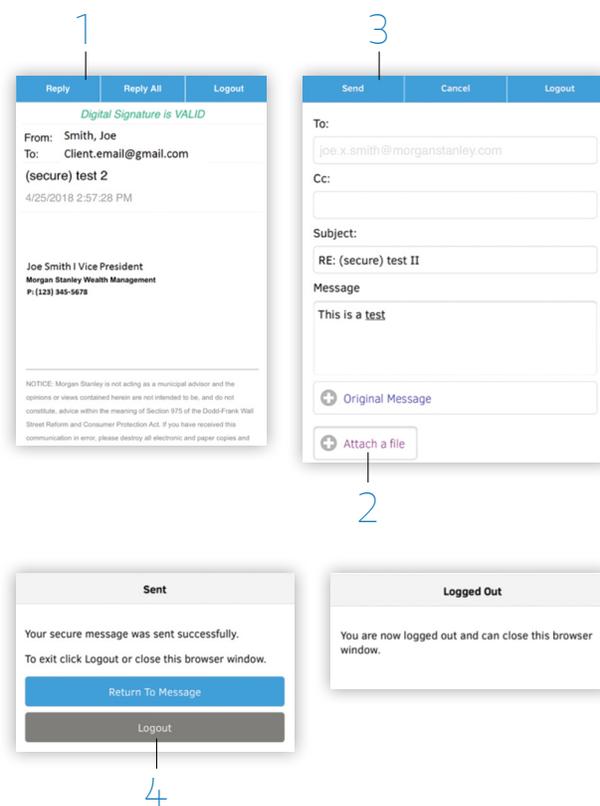
## Step 3: Reply to a Secure Email



**Important:** In order for your message to be encrypted, you must log in to Secure Email.

Replying to the email in your inbox with the Secure Email link/attachment does not create an encrypted message.

1. Click **Reply** or **Reply All**. Additional recipients cannot be added.
2. Draft response and click **Attach a file** to include an attachment with your response.
3. Click **Send**.
4. Click **Logout** upon seeing the confirmation screen.



**NOTE:** While you will receive a confirmation that your message was sent securely, you will not see the message in your outbox since it was sent through Secure Email.



### For Help

For additional assistance with Morgan Stanley Secure Email, please contact our Client Service Center at 1-800-780-0256. If you are calling from outside the U.S., please dial 1-801-617-9145. You may also send an email to [secure.emailhelp@morganstanley.com](mailto:secure.emailhelp@morganstanley.com).