

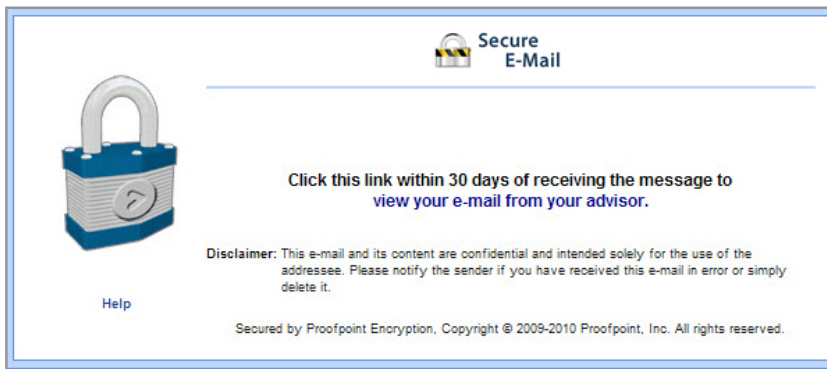
## COMMONWEALTH SECURE E-MAIL

COMMONWEALTH SECURE E-MAIL ALLOWS YOUR ADVISOR TO ENCRYPT E-MAILS CONTAINING SENSITIVE INFORMATION (E.G., ACCOUNT NUMBERS) THAT HE OR SHE SENDS TO YOU. WHEN AN E-MAIL IS ENCRYPTED, NO ONE CAN VIEW THAT MESSAGE BUT YOU.

### Accessing a Secure E-Mail for the First Time

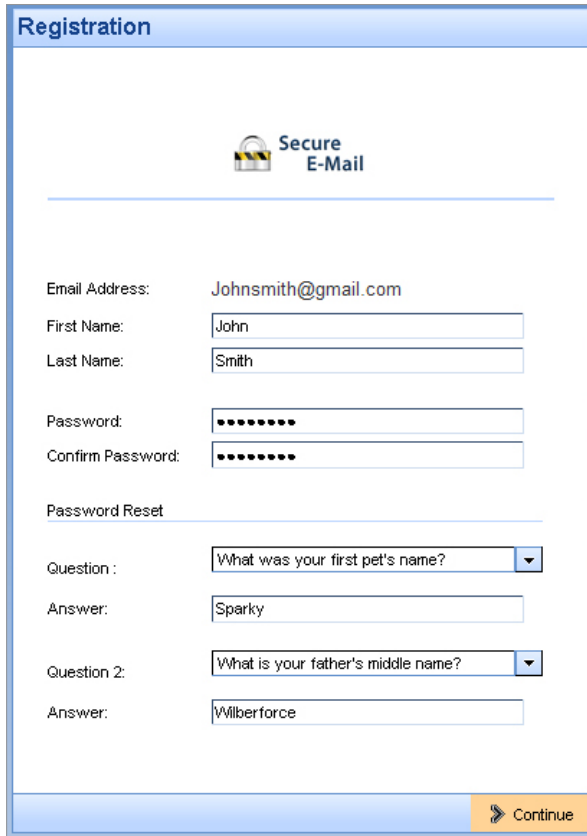
The first time you receive a secure e-mail from your advisor, you will be prompted to register a user ID and password.

1. Within the e-mail message, click the **view your e-mail from your advisor** link.



2. Complete the fields as follows:

First Name	Enter your first name.
Last Name	Enter your last name.
Password	Enter a password. We recommend a <i>strong</i> password containing at least 8 characters, including upper- and lowercase letters, numbers, and symbols.
Confirm Password	Enter your password again. This confirms that you entered your desired password. If the two fields don't match, you will need to reenter your password.
Question	Select a security question from the dropdown menu. If you forget your password, these security questions will be used to verify your account and allow you to reset your password.
Answer	Enter the answer to the security question you chose.
Question 2	Select a second security question from the dropdown menu.
Answer	Enter the answer to the security question you chose.

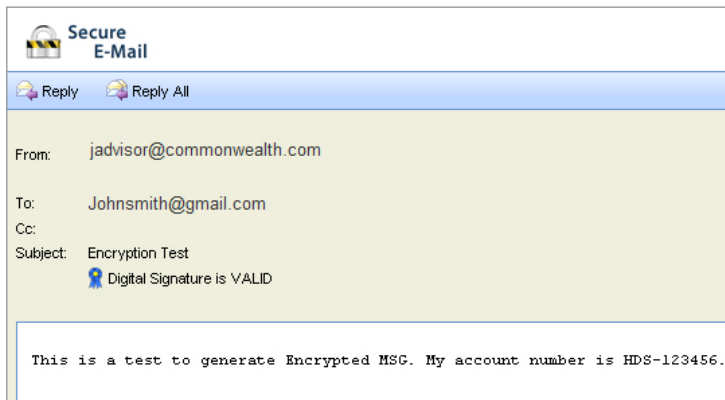


The registration form is titled "Registration" and features the "Secure E-Mail" logo at the top. It contains several input fields: "Email Address" (pre-filled with "Johnsmith@gmail.com"), "First Name" (pre-filled with "John"), "Last Name" (pre-filled with "Smith"), "Password" (masked with dots), and "Confirm Password" (masked with dots). Below these is a "Password Reset" section with two questions: "What was your first pet's name?" (pre-filled with "Sparky") and "What is your father's middle name?" (pre-filled with "Wilberforce"). A "Continue" button is located at the bottom right.

3. Click **Continue**.

4. You can now read your message.

**Please note:** If you reply to your advisor via this e-mail, your response will remain encrypted. You can add attachments (up to 20 MB) to your reply.



The email message preview shows the "Secure E-Mail" logo and "Reply" and "Reply All" buttons. The header information includes: "From: jadvisor@commonwealth.com", "To: Johnsmith@gmail.com", "Cc:", and "Subject: Encryption Test". A digital signature icon indicates "Digital Signature is VALID". The body of the message reads: "This is a test to generate Encrypted MSG. My account number is HDS-123456."

5. When you are finished, click **Logout**.

### Accessing a Secure E-Mail in the Future

Once you have registered for your Commonwealth Secure E-Mail account, you will only need to enter your password to view future encrypted e-mails.

1. Within the e-mail message, click the **view your e-mail from your advisor** link.



2. Your e-mail address is populated automatically. Simply enter the password you created when you registered the account.

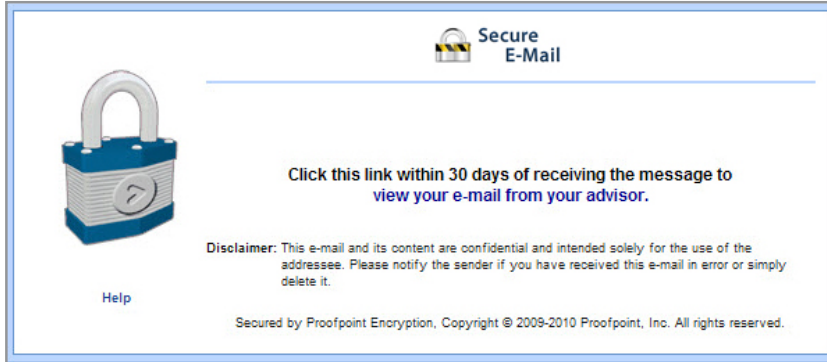


3. Click **Continue** to read your message.

## Resetting Your Password

If you forget your password, you can manually reset it at any time.

1. Within the e-mail message, click the **view your e-mail from your advisor** link.



2. Click the **Forgot Password** link at the bottom of the screen.



3. Answer your security questions and click **Continue**.

**Reset Your Password**

  
**Secure E-Mail**

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Please answer the following to reset your password.

Question :    what was your first pet's name?  
Answer:      

Question 2:    what is your father's middle name?  
Answer:      

 Cancel     Continue

4. Change your password.

If you have any questions about Commonwealth Secure E-Mail, please contact your advisor.