Secure PDF

Secure PDF delivers secure email to your regular email inbox as a PDF document that you open by entering a private password. No encryption software is required. When you initially register to receive Secure Email from Citi, you will be set up with the Secure PDF delivery method.

To receive Secure Email from Citi, you don't need any special encryption / decryption software. You only need to have Adobe Reader v9.0 or higher installed on your computer, which will allow you to open and view files in PDF format. Here's how it works:

- *When a Citi representative sends the first Secure Email to you*, you will receive an email from Citi with a link to a registration site where you need to set up a Secure PDF password. See *Completing the One-Time Registration Process – Setting Up Your Secure PDF Password* below for complete details.

- *Once you have completed the initial registration process and set up your Secure PDF password*, Secure PDF email messages are sent directly to your regular email account. Simply click to open the attached file and enter your Secure PDF password. The email from the Citi representative opens as a PDF document. *See Receiving a Secure PDF Message below for complete details.*

- Note for Macintosh/iOS/Android/Blackberry Users: If the user is reading their email in a webmail program (using a browser), then clicking the PDF attachment to open it will use the native PDF viewer built-in to the browser. Adobe Reader will not be used automatically. The user needs to save the PDF attachment first to their local computer, and then open it in Adobe Reader.

Completing the One-Time Registration Process – Setting Up Your Secure PDF Password

The first time a Citi representative sends you a Secure PDF, you will receive an email from citi.securemail@citi.com with the subject line "You have a new encrypted PDF message from <sender>" Click the link in the message to the Citi Secure Email Center.

English (United States) | français (France) | 中文 (中国) | 中文 (台灣) | español (España) | русский (Россия) | 日本語 (日本) | Deutsch (Deutschland) | português (Brasil) | Nederlands (Nederland) | français (Canada) | čeština (Česká republika) | Ελληνικά (Ελλάδα) | עברית (ישראל) | polski (Polska) | română (România) | Türkçe (Türkiye)
⇧

Citi Secure Email Center

happe@echoworx.com has sent you an encrypted PDF message via Citi Secure Email Center. You must select select a password for the Secure PDF file before it can be delivered. Once you select a password, this message and all future encrypted PDF messages will be delivered directly to your inbox. You have **3 day(s) left** to collect this message before it expires.

Subject : (secure) Sample secure email
Sent : January 12, 2015 9:49:23 PM, GMT+00:00
Importance: Normal
Expires : January 15, 2015 9:49:26 PM, GMT+00:00

Click here to select a Secure PDF Password

Help is available 24 hours a day by calling 1-866-535-2504 (inside U.S.) or International users call 1-904-954-6181 (collect calls accepted) or by email at secure.emailhelp@citi.com.

If you do not see an HTML-formatted email above, copy and paste the link below into your browser:

Clicking the link to the Citi Secure Messaging Server will take you to a registration site where you set up your Secure PDF password.

The user is prompted to select a password for future Secure PDF email messages. Password should contain atleast 1 numeric character, 1 upper case, 1 lower case and 1 Special character (example: %,$, #, @ etc.)

User is also prompted to select challenge question for password recovery in case he/she forgets the password in future.

Default Language: You can choose the default language by selecting from the drop down menu. All future Secure PDF notifications will use the selected language.

Follow the screen instructions to create your password and click **Apply.**

Important Note: Be sure to retain this password, as you will need it on an ongoing basis to open any Secure Email messages you receive from Citi.

You will need to complete the registration process within 72 hours of receiving the registration email from Citi. Otherwise, the Secure PDF message expires and you will need to contact the Citi representative to resend the message and reinitiate the registration process.

Installing Adobe Reader

You need to have the PDF viewing software Adobe Reader v9.0 or higher installed on your computer in order to be able to open your Secure PDF Email messages from Citi.

Adobe Reader is included as standard software on most new PC desktops. If it's not already installed on your computer, you can download it free of charge by going to http://adobe.com/reader. Simply select your operating system and click the **Download Now** button.

Note for Macintosh/iOS/Android/Blackberry Users: The native PDF reader installed can open the Secure PDF files. However if the original email from the Citi sender had any attachments, they are not visible in the Secure PDF. Only Adobe Reader will display attachments inside the Secure PDF. **Hence to see the attachment within the email, you will need to download and install Adobe Reader.**

Receiving a Secure PDF Email

After you have completed the one-time registration process and set up your Secure PDF password, whenever a Citi staff member sends you a Secure Email, you will be notified via an email from citi.securemail@citi.com.

Depending on your email client, the [ENCRYPTED] message.pdf file attachment will appear at the top or bottom of the email..
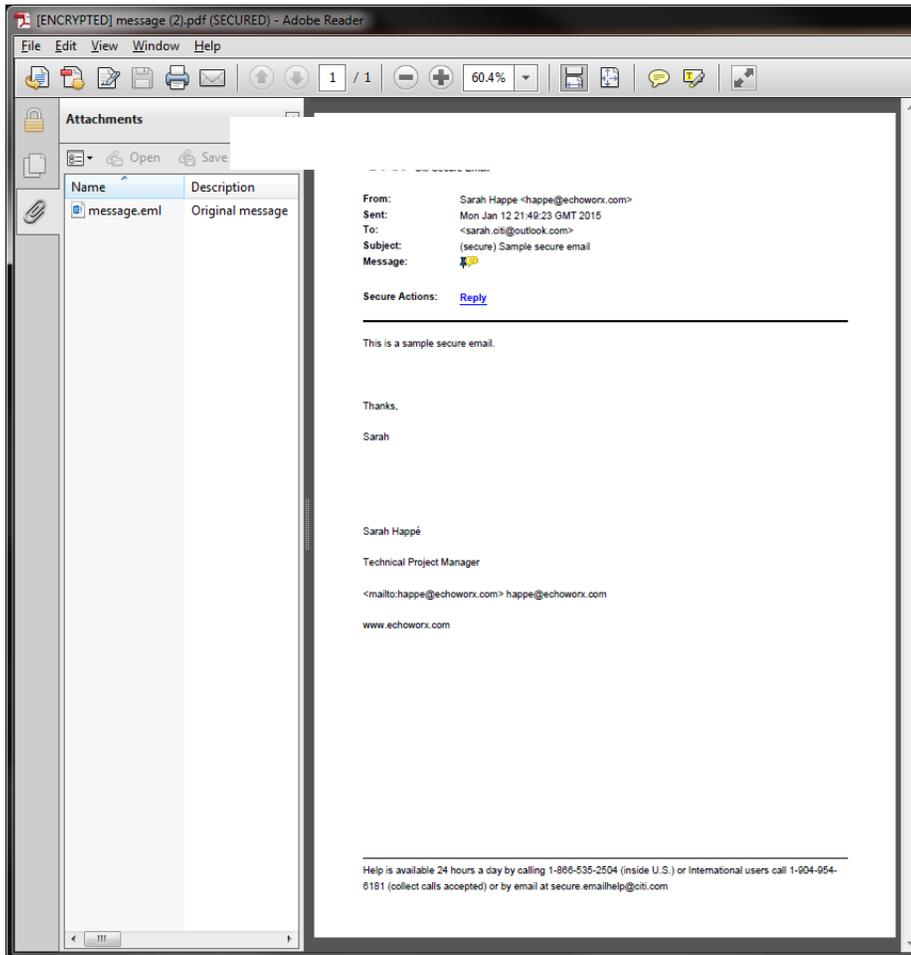

Click the **Open/Save** button (not the **Cancel** button).

Enter the Password you created when you completed the one-time Secure PDF registration process. Then click OK.
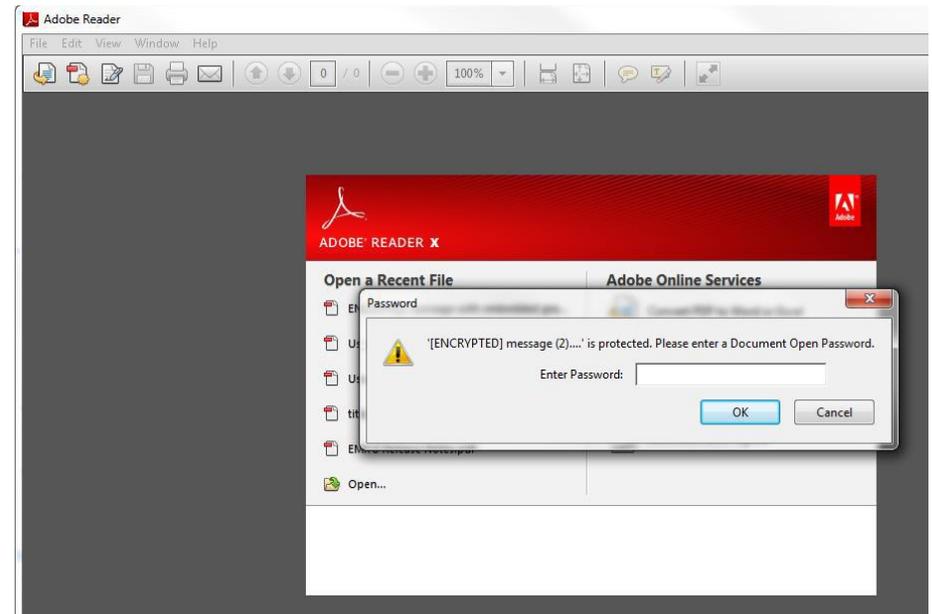
The email message from the Citi representative will now open as a PDF document.

If there are any file attachments, such as Word documents or Excel files, they will be listed in the Attachments pane on the left side. Simply double click to open them.

Replying to a Secure PDF Message

To reply to a Secure PDF email, you should always use the **Reply** link within the PDF itself.

When you use the Reply link, your reply message will be sent as a secure, encrypted email, ensuring that the communication, as well as any confidential data contained in it, are sent securely back to the sender.

Password Recovery – If You Forget Your Secure PDF Password

To recover your Secure PDF Password if you have lost or forgotten it, you can access a self-service password recovery/reset function at the Citi Secure Email: SPDF Password Recovery/Reset Request page. (Note: this URL is included at the bottom of every Secure PDF Notification email). User should use their registered email address to start recovery process.
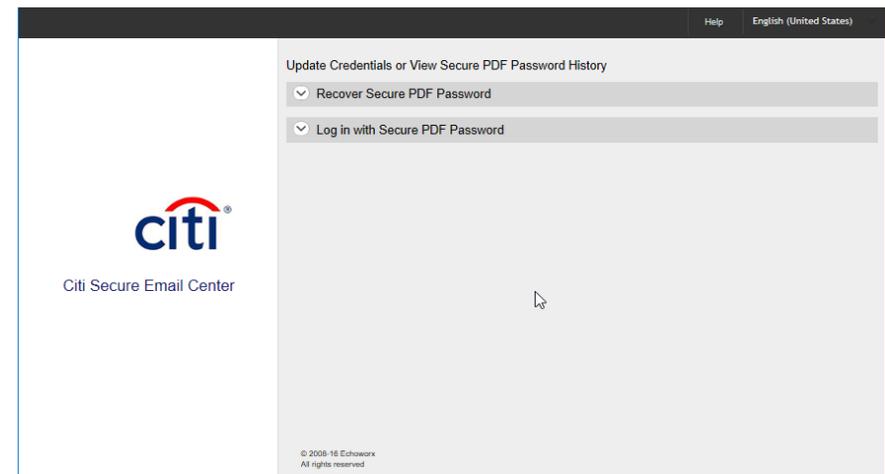
Once you entered the email address, you will receive an email with recovery link.


Click on Recover now and this link brings the recipient to a page that asks them to answer a question.

The user can cycle through the 3 questions so they have the opportunity to answer any of the 3. If an incorrect answer is provided 3 times in a row, the user is locked out for 30 minutes. After 30 minutes they can try again.

Answers are not case sensitive. The user can switch to answer question 2 or question 3 by clicking 'Change question'.

If they type the answer incorrectly, they will see the following error:

If they type an answer incorrectly 3 times, the account is locked for 30 minutes. They will see the following error:
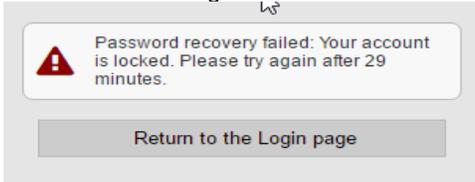

Once the user has answered the security question correctly, he/she is brought to the PDF Password Management page, where they can view their PDF password: The current password has no expiration date. The user must click and hold on the password they want to view.
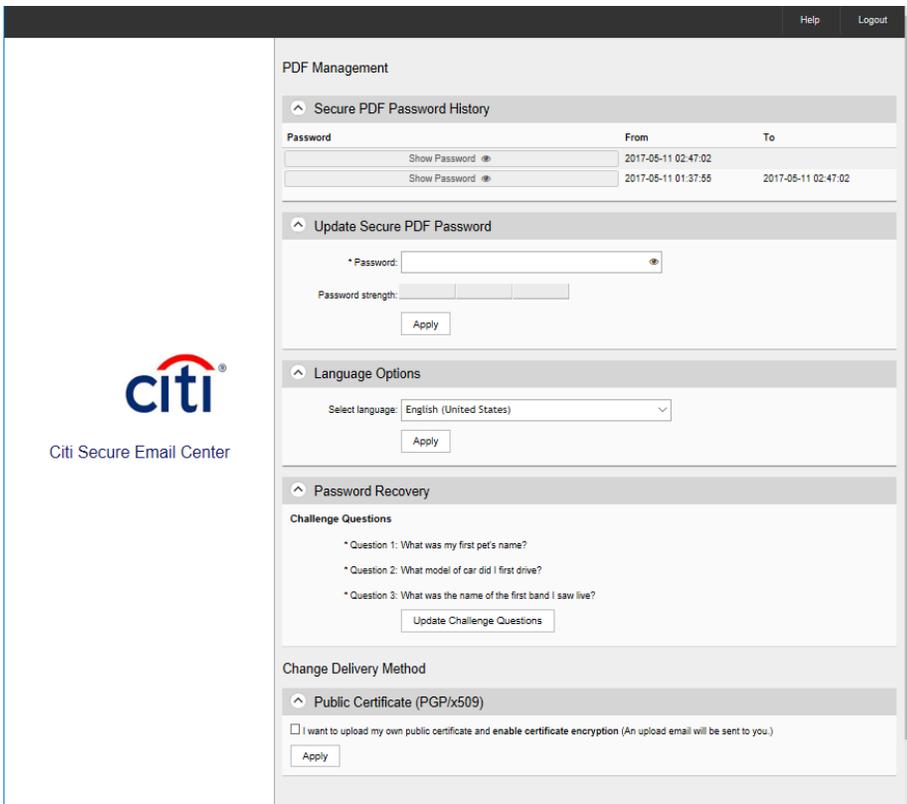
Important Note: In order to access Secure PDF emails that you previously received from Citi, you must use the Secure PDF password that was in effect when the email was initially received. You can recover or change your password; however, the changed password can only be used for Secure PDF emails received after the change went in effect.

Setting up/Changing default language:

Please log into Citi Secure Email System using your email address and password. Note: this URL is included at the bottom of every Secure PDF Notification email).
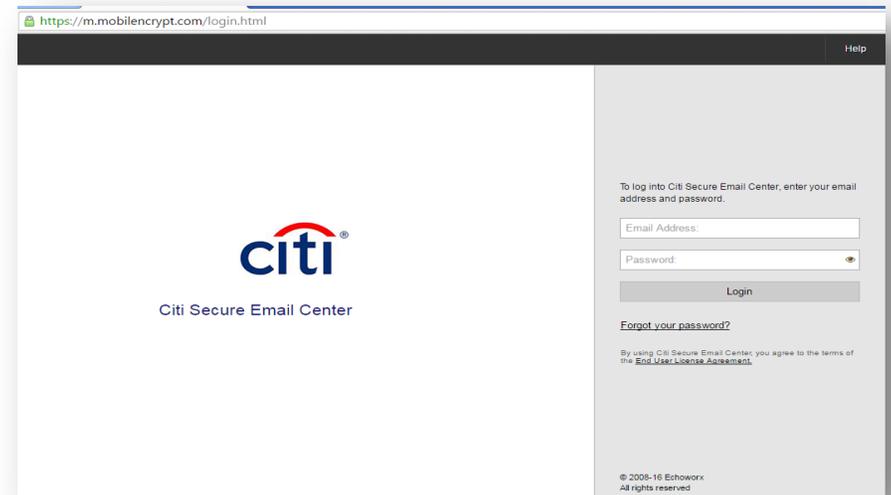
Once you logged in, you can see all available option including "Language options"

Please select the language you want to use for future Secure Email communication.

Frequently Asked Questions

I am not receiving any of the emails from Citi or the emails are showing up in my spam folder.
This can happen if your email system attempts to block spam by not accepting any incoming email unless the sender is known. If your email system is set up this way, you will need to add *citi.securemail@citi.com* to your email address book or contact your email administrator.

I received a message saying that my Secure Email from Citi has expired. What does this mean and what do I do?
You received this message because you did not complete the one-time registration process and set up your Secure PDF password within 72 hours of being notified that you had received an initial Secure Email from a Citi sender. You will need to contact the Citi sender and ask that they resend the message. You will then receive an email notification from *citi.securemail@citi.com* that you must set up a Secure PDF password. You must set up the password within 72 hours. Otherwise, the email from the Citi sender will expire.

I received the notification message to set up a Secure PDF password. However, due to our company's policy that blocks access to the Internet, I cannot get to the registration site where the password needs to be set up.
In this case, you should contact the Citi representative who sent you the Secure Email and ask that they complete the registration process and set up a Secure PDF password for you.

Can I save the Secure PDF email and attachments to my computer without encryption? You can save both the email content and any attachments to your computer without encryption. However, if you close the Secure PDF email without saving it, the email and any attachments revert to the encrypted form and can be reopened only by entering your Secure PDF password.

How can I send a copy of the Secure PDFemail to another recipient?
Ask your Citi representative to send a copy of the Secure PDF email to the other party. That recipient will then need to complete the registration process and set up a Secure PDF password to access the email and any attachments.

Can I use a different email address to receive Secure PDF emails?
A separate Secure PDF email account needs to be set up for each email address

at which you will be receiving Secure PDF emails from Citi. Ask your Citi representative to send you a Secure PDF email at the new email address – then follow the process detailed under *Completing the One-Time Registration Process – Setting Up Your Secure PDF Password* on page 2.

I deleted a Secure PDF message but now I need to retrieve it.
If you are not able to retrieve the deleted message in the email environment that you use, you should contact your Citi representative and ask them to resend the message.

I have forgotten both Secure PDF password and answers to challenge

Please contact Investors Mutual Limited on 1300 551 132 or trading@iml.com.au and we will log your issue with Citigroup.