

Stewart Secure Email

User Guide

March 13, 2015

Email Encryption
Securing Confidential Information



Table of Contents

Introduction	1
What is secure email?	1
Why secure email?	1
What is personal, non-public information?	1
How is my data protected?	1
Registering, Logging In, and Password Resets.....	2
Registering.....	2
Registering with Your Email.....	3
Registering with Your Stewart Online or SureClose Credentials.....	4
Logging In	6
Reset Your Password	7
Navigating.....	10
Full-Size View	10
Compact View.....	10
Overview of Features	11
Reading and Sending Messages	12
Reading New Messages.....	12
Replying to Messages	13
Attaching Files to a Message	14
Removing Attachments from a Message	17
Message Options	18
Saving Messages as Drafts	18
Message Expiration	18
Saving a Message	19
Printing.....	19
Deleting Messages	19
Technical Support.....	20

Introduction

What is secure email?

Secure email is an email containing encrypted personal, non-public information (NPI) that Stewart 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, Stewart has implemented a secure email platform. We have partnered with ZixCorp® to provide secure email encryption. 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, Logging In, and Password Resets

Secure email will arrive in your email inbox just as any other email. The **first** time you receive a secure email, you will be required to register to create an account for the Stewart Secure Email portal. Registration is a one-time, quick and easy process (see the [Registering](#) section for more information).

Once you have registered, the next time you receive a secure email, the login process is simple (see the [Logging In](#) section for more information).

Registering

You will receive an email message in your email inbox notifying you that you have a secure message.

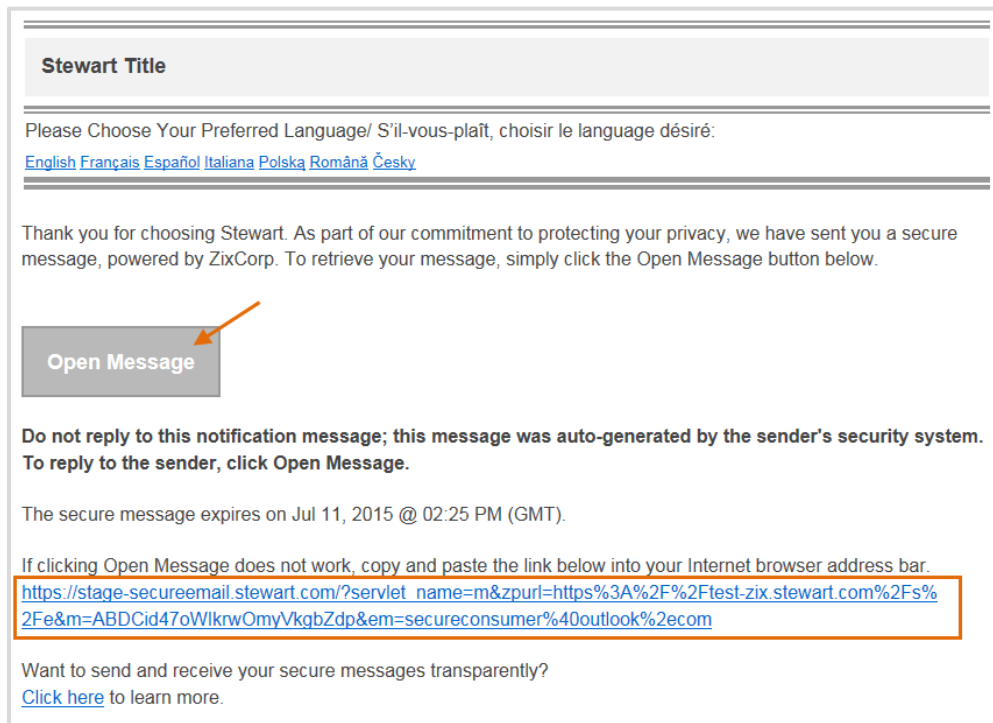
Note: If you do not receive an expected secure email message, search your Spam or Junk folder in case it was filtered there.

To register to access your secure email:

1. Open the message and you will see a banner that reads **Stewart Title**.

Note: To display this email in another language, click on the desired link representing the language in which you wish the message to display. If you select a language other than English, please note that only the portal will display in the selected language. The secure email message will display in the language in which the email was written.

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.

The Stewart Secure Email Login page will display. There are a couple of ways you can register to create your account:

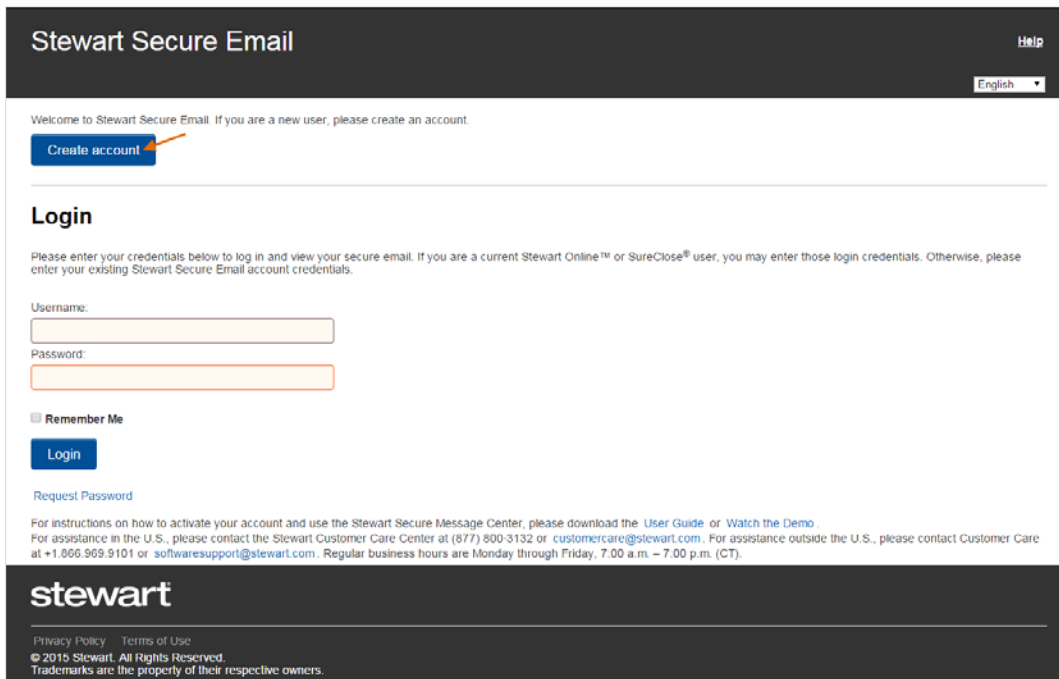
- You can create an account using your email address (see the [Registering with Your Email](#) section for more information).
- If you frequently log in to Stewart Online™ or SureClose® to view your files online, you can create an account using those login credentials (see the [Registering with Your Stewart Online or SureClose Credentials](#) section for more information).

Note: If you do not regularly log in to Stewart Online or SureClose to view your files, we recommend you register with your email address.

Registering with Your Email

To register for an account using your email address:

1. From the **Login** page, click the **Create Account** button.



Stewart Secure Email Help

Welcome to Stewart Secure Email. If you are a new user, please create an account.

[Create account](#)

Login

Please enter your credentials below to log in and view your secure email. If you are a current Stewart Online™ or SureClose® user, you may enter those login credentials. Otherwise, please enter your existing Stewart Secure Email account credentials.

Username:

Password:

Remember Me

[Login](#)

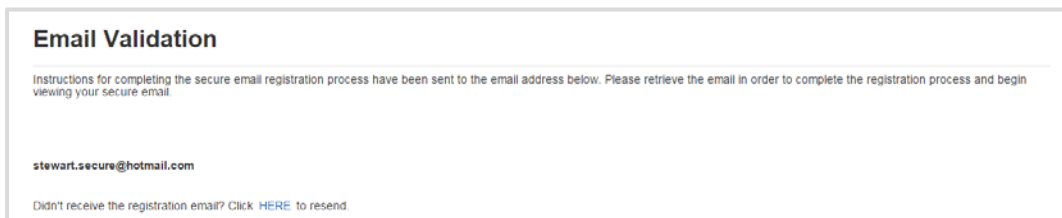
[Request Password](#)

For instructions on how to activate your account and use the Stewart Secure Message Center, please download the [User Guide](#) or [Watch the Demo](#).
For assistance in the U.S., please contact the Stewart Customer Care Center at (877) 800-3132 or customer.care@stewart.com. For assistance outside the U.S., please contact Customer Care at +1.866.969.9101 or softwaresupport@stewart.com. Regular business hours are Monday through Friday, 7:00 a.m. – 7:00 p.m. (CT).

stewart

[Privacy Policy](#) [Terms of Use](#)
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2. The **Email Validation** page will display, notifying you that instructions for completing the secure email registration process have been sent to the email address displayed.



Email Validation

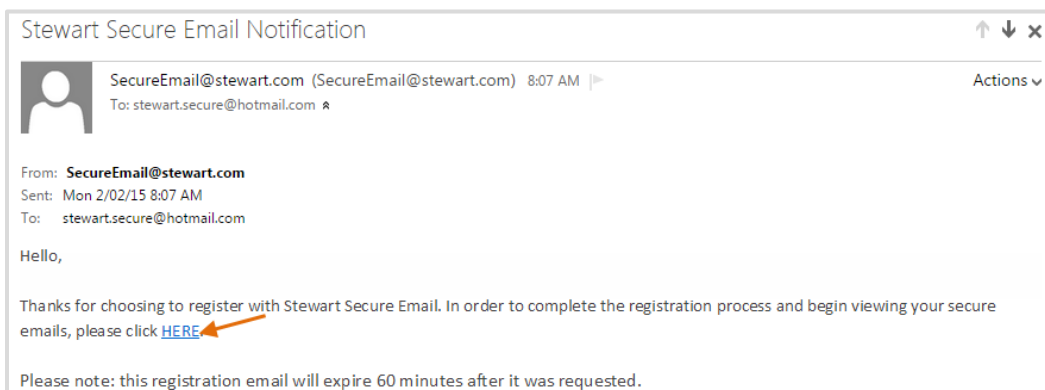
Instructions for completing the secure email registration process have been sent to the email address below. Please retrieve the email in order to complete the registration process and begin viewing your secure email.

stewart.secure@hotmail.com


Didn't receive the registration email? Click [HERE](#) to resend.

3. Go to your email inbox and open the validation message. The validation email will be from secureemail@stewart.com and the subject will read **Stewart Secure Email Notification**.

To complete the registration process, click the **HERE** link.



Stewart Secure Email Notification ↑ ↓ ×

 SecureEmail@stewart.com (SecureEmail@stewart.com) 8:07 AM |> Actions ▾

To: stewart.secure@hotmail.com ✉

From: **SecureEmail@stewart.com**
Sent: Mon 2/02/15 8:07 AM
To: stewart.secure@hotmail.com

Hello,

Thanks for choosing to register with Stewart Secure Email. In order to complete the registration process and begin viewing your secure emails, please click [HERE](#)

Please note: this registration email will expire 60 minutes after it was requested.

Note: If you do not receive the validation email, search your Spam or Junk folder in case it was filtered there. The validation email expires 60 minutes after it was requested. If you do not validate your email within 60 minutes of your request, go back to the Stewart Secure Email portal's Email Validation page and click the link to resend the validation email.

- The **Registration** page will display and you will need to complete all required fields to register. This includes:
 - **First Name and Last Name:** Enter your first and last name in the applicable fields.
 - **Password:** Enter a password that complies with the password rules displayed.
 - **Re-enter Password:** Re-enter your password.
 - Select the **I accept the Terms and Conditions and Privacy Policy** option.
 - Click **Submit**.

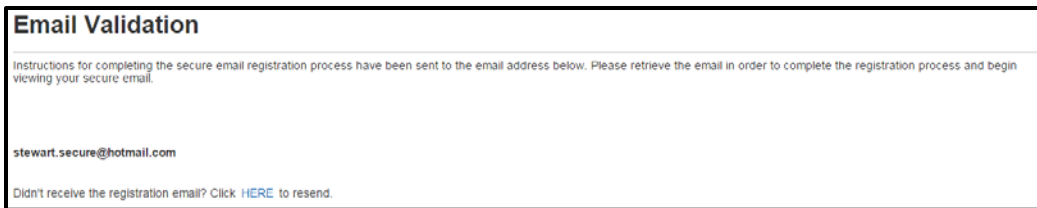
The Stewart Secure Email Inbox opens and you now have access to view your secured messages.

Registering with Your Stewart Online or SureClose Credentials

To register for an account using your Stewart Online or SureClose Credentials:

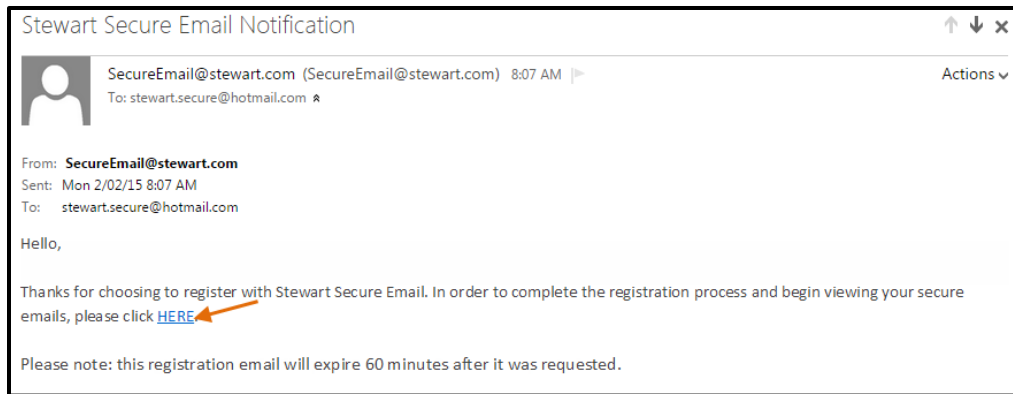
- From the **Login** page, complete the following fields, then click **Login**:
 - **Username:** Enter your Stewart Online or SureClose username.
 - **Password:** Enter your password for your credentials.

- The **Email Validation** page will display, notifying you that instructions for completing the secure email registration process have been sent to the email address displayed.



3. Go to your email and open the validation message. The validation email will be from secureemail@stewart.com and the subject will read **Stewart Secure Email Notification**.

To complete the registration process, click the **HERE** link.

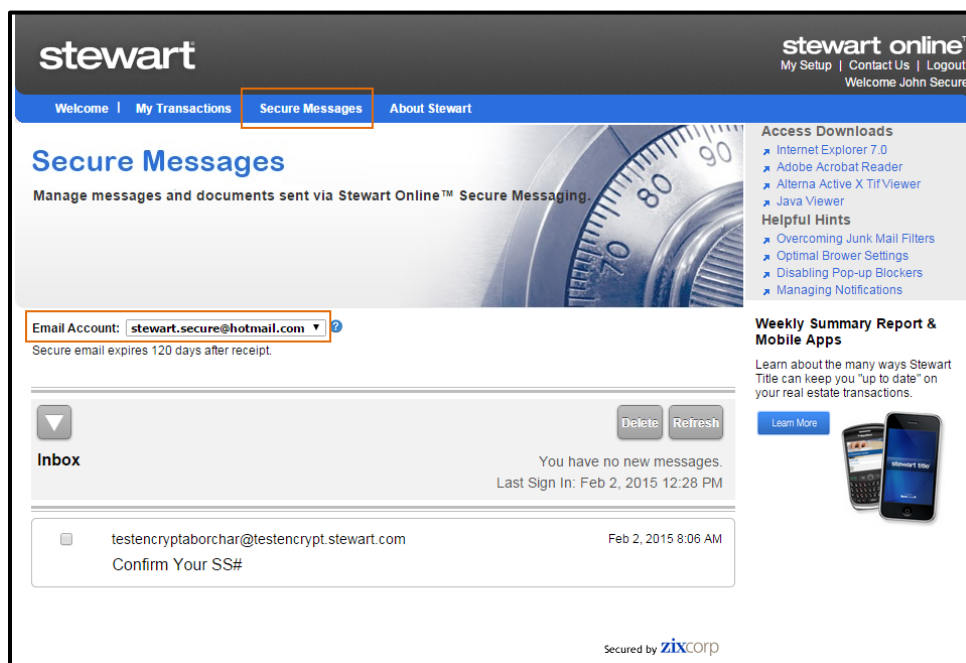


Note: If you do not receive the validation email, search your Spam or Junk folder in case it was filtered there. The validation email expires 60 minutes after it was requested. If you do not validate your email within 60 minutes of your request, go back to the Stewart Secure Email portal's Email Validation page and click the link to resend the validation email.

The Stewart Secure Email inbox opens within Stewart Online or SureClose, and you now have access to view your secured messages.

Stewart Online

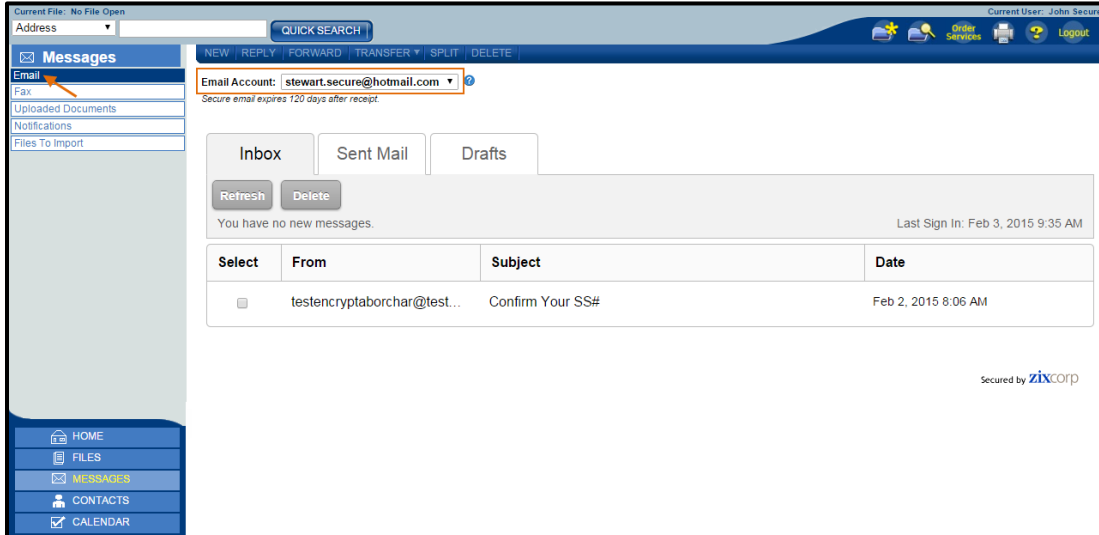
If you are a Stewart Online user, the Stewart Secure Email Inbox will display on the **Secure Messages** tab.



Note: Once in the Secure Messages tab, you will see a drop-down menu allowing you to toggle between your secure email inbox and your Stewart Online secure messages inbox.

SureClose

If you are a SureClose user, the Stewart Secure Email Inbox will display in the **Messages > Email** area.



Note: Once in the Messages > Email area, you will see a drop-down menu allowing you toggle between your secure email inbox and your SureClose messages inbox.

Logging In

If this is your first time to receive a Stewart Secure Email, you must register before logging in (see the [Registering](#) section for more information). After you have created an account, the next time you receive a secure message, the login process is simple.

To log in to the Stewart Secure Email Inbox:

1. Open the secure message in your email and click the **Open Message** button.
2. From the **Login** page, complete all fields required for logging in. This includes:
 - **Username:** Enter your registered email address, or your Stewart Online or SureClose username.
 - **Password:** Enter your password.
 - Select the **Remember Me** checkbox if you want to save your username and password on this computer.

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

- Click **Login**.

Note: After three invalid login attempts, the system will lock your account, and a notification will display that your account has been locked. If you registered with your email address, click the **Request Password** link on the Login page to reset your password (see the [Reset Your Password](#) section for more information). If you registered with your Stewart Online or SureClose credentials, you will need to contact the Stewart Customer Care Center to unlock your account (see the [Technical Support](#) section for more information).

The Stewart Secure Email Inbox 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.

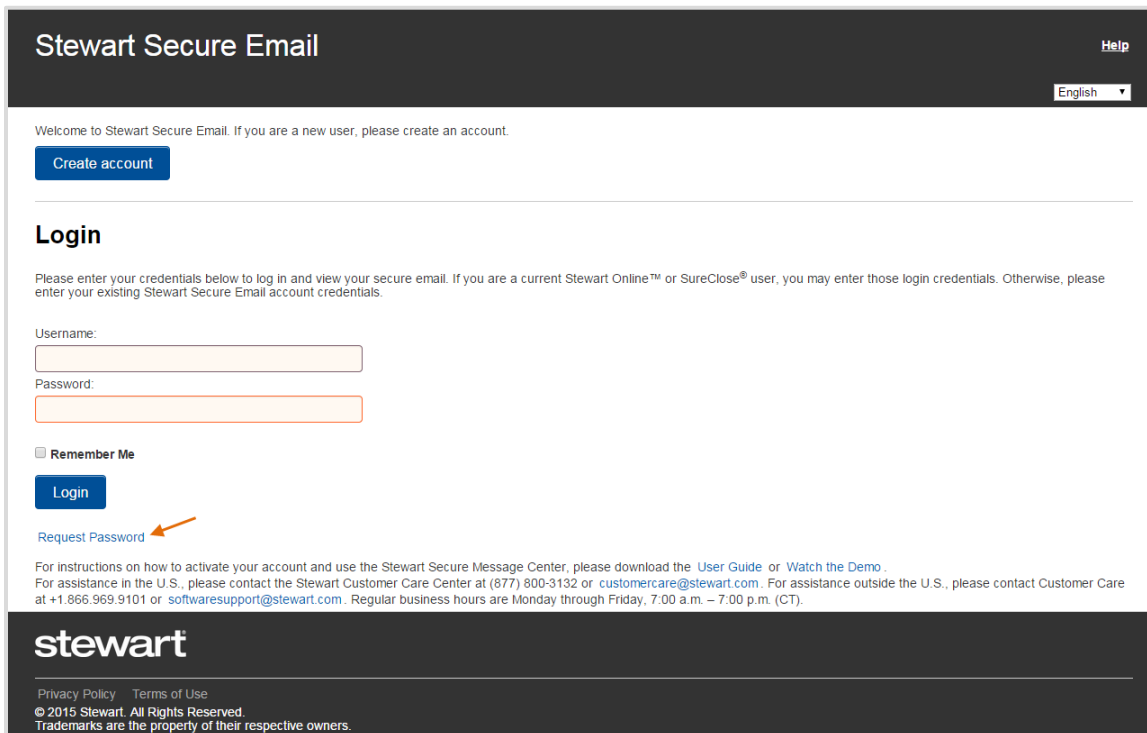


Reset Your Password

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

To reset your password:

1. Go to the Stewart Secure Email Login page by either:
 - Opening the secure message in your email and click **Open Message**.
 - Going directly to the **Login** page at <https://secureemail.stewart.com>.
2. From the **Login** page, click the **Request Password** link.



3. From the **Request a Password** page, enter the requested information.
- If you registered with your email address, perform the following steps:
 - **Username:** Enter your registered email address.
 - Click **Submit**.

The screenshot shows a web form titled "Request A Password". Below the title is a sub-header: "Please enter the information below in order to continue with the password reset process." There is a text input field labeled "Username" containing the email address "stewart.secure@hotmail.com". Below the input field is a checkbox labeled "Existing Stewart Online™ or SureClose® User" which is currently unchecked. At the bottom of the form are two buttons: "Cancel" and "Submit".

- If you registered with your Stewart Online or SureClose credentials, perform the following steps:
 - **Username:** Enter your registered Stewart Online or SureClose username.
 - Select the **Existing Stewart Online™ or SureClose® User** option.
 - **Email Address:** Enter the email address in which the secure email was received.
 - Click **Submit**.

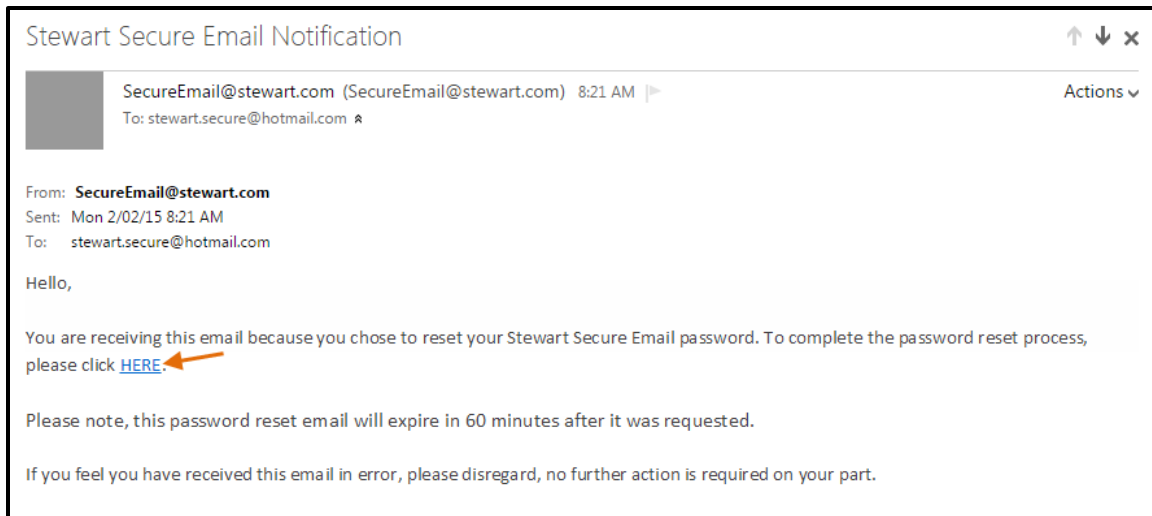
The screenshot shows the same "Request A Password" form. The "Username" field now contains "JohnSecure". The checkbox "Existing Stewart Online™ or SureClose® User" is now checked. A new text input field labeled "Email Address" has appeared below the checkbox, containing "stewart.secure@hotmail.com". The "Cancel" and "Submit" buttons remain at the bottom.

4. The **Email Validation** page will display, notifying you that instructions for completing the password reset process have been sent to your email address.

The screenshot shows a page titled "Email Validation". Below the title is a message: "Instructions for completing the password reset process have been sent to the email address below. Please retrieve the email in order to complete the password reset process." Below this message is the email address "stewart.secure@hotmail.com". At the bottom of the page is a link: "Didn't receive the password reset email. Click [HERE](#) to resend."

5. Go to your email inbox and open the password reset message. The password reset validation email will be from secureemail@stewart.com and the subject will read "**Stewart Secure Email Notification**".

To complete the password reset process, click the **HERE** link.



Note: If you do not receive the password reset validation email, search your Spam or Junk folder in case it was filtered there. The password reset validation email expires 60 minutes after it was requested. If you do not validate the password reset within 60 minutes of your request, go back to the Stewart Secure Email portal's Email Validation page and click the link to resend the password reset validation email.

6. The **Reset Password** page will display and you will need to complete all required fields to register. This includes:
- **New Password:** Enter a new password that complies with the password rules displayed.
 - **Re-Enter New Password:** Re-enter your new password.
 - Click **Submit**.

A screenshot of the "Reset Password" web form. It has a title "Reset Password" and a sub-header "Please enter and confirm your new password." Below this is a "Username" field with the value "stewart.secure@hotmail.com". There are two password fields: "New Password" and "Re-Enter New Password", both containing masked characters. A "NOTE" at the bottom states: "NOTE: Password must be between 8 and 30 characters long and contain the following: An uppercase letter, A lowercase letter, A number. If you are creating a new password, it must be different from your last two passwords and cannot contain your first or last name." At the bottom are "Cancel" and "Submit" buttons. The "New Password" and "Re-Enter New Password" fields are highlighted with an orange border.

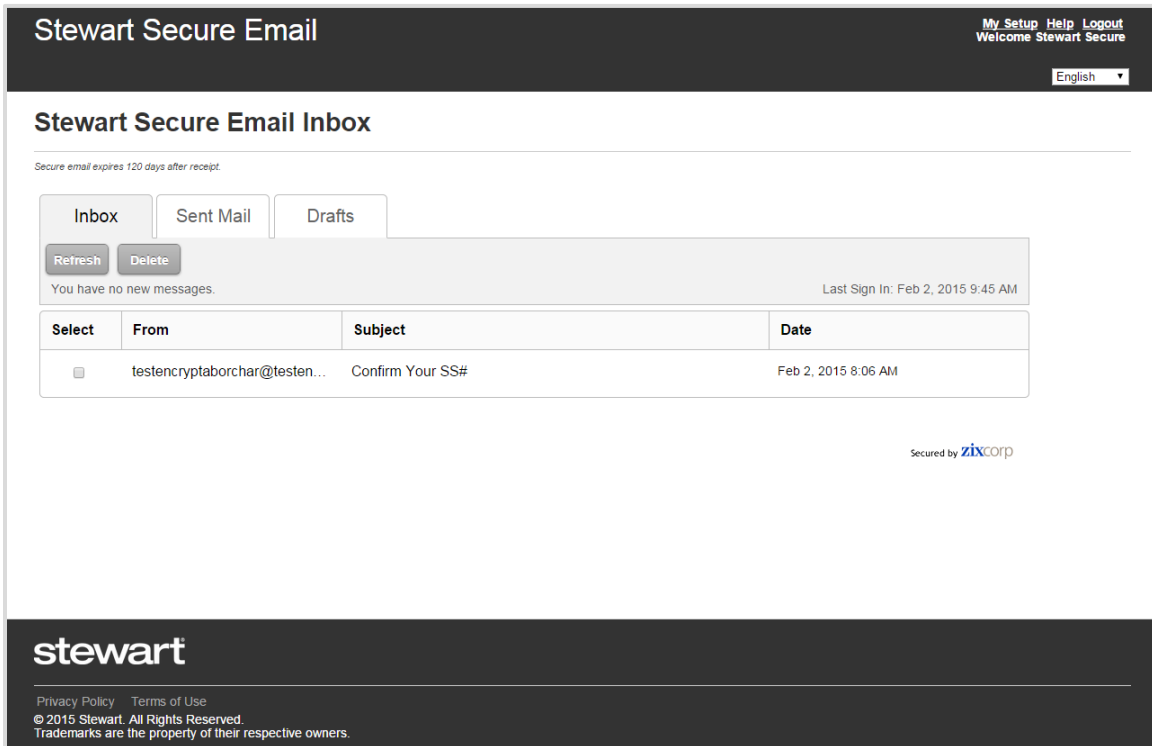
The Stewart Secure Email Inbox displays and your new password has been accepted.

Navigating


After you have successfully created your account, you are ready to navigate in the Stewart Secure Email Inbox. There are two views of the secure email inbox that you may experience. The type of view you see is based on the size of your display area.

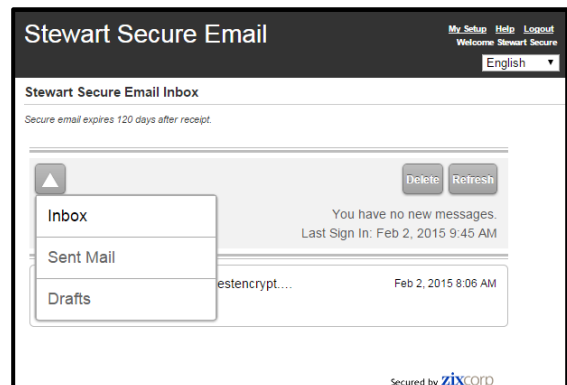
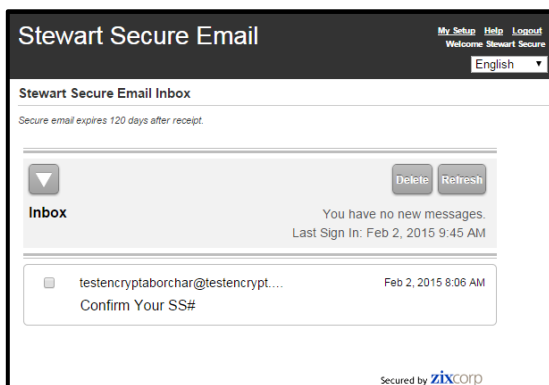
Full-Size View

If you experience the full-size view, use the tabs at the top of the page to navigate in the Stewart Secure Email Inbox.



Compact View

If you are on your mobile device or have a smaller display area, you will experience the compact view. In this view, click the down arrow to navigate to the different areas of the Stewart Secure Email Inbox. 



Overview of Features

No matter which view you experience, the following features are available to you while in the Stewart Secure Email Inbox:

- The **Inbox** lists all of the unexpired, encrypted email messages that you have received. From the Inbox, you can select to view the details of each message. Once the message details display, you will have additional options.
- **Sent Mail** lists the messages you have sent using the Stewart Secure Email. 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 if your session times out.

Note: Your session will time out after 60 minutes of inactivity in the Stewart Secure Email Inbox and automatically log you out.

If you are viewing the inbox from the Stewart Secure Email portal and not within Stewart Online or SureClose, you will have the following additional features:

- **My Setup** allows you to edit or change your name and password.
- **Help** displays the online help for the Stewart Secure Email portal.
- **Logout** allows you to end your session in Stewart Secure Email portal. If you set **Remember Me** when you logged in, clicking **Logout** will delete the **Remember Me** cookie, and require you to enter your username and password the next time you need to view a secure email. To keep the **Remember Me** option turned on, close the browser window without clicking **Logout** in the navigation menu.
- The **Language** selection list allows you to change the language in which the Stewart Secure Email portal displays. Once you log in, your language preferences are saved and the portal always displays in your chosen language, unless you change the language again.

Note: If you select a language other than English, please be aware that only the portal will display in the selected language. The secure email message will display in the language in which the email was written.

Reading and Sending Messages

Reading New Messages

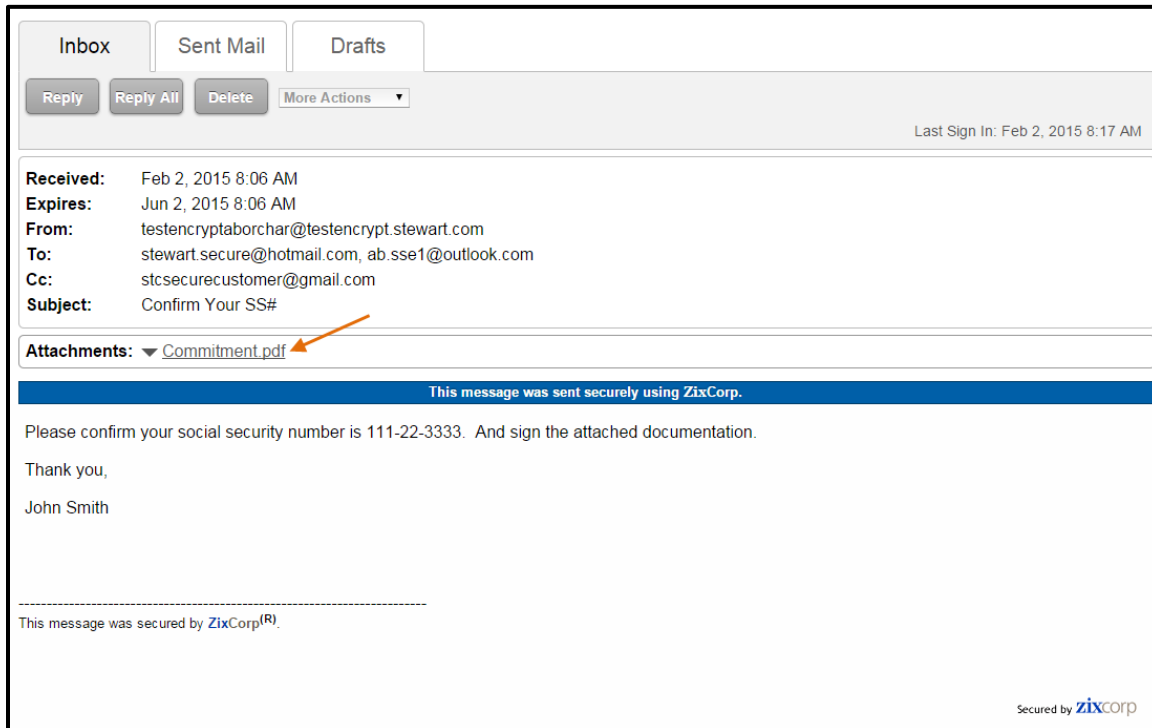
When a new secure message arrives for you in the Stewart Secure Email Inbox, you will receive a notification email in your email inbox. Once you log into Stewart Secure Email, you will be able to read your secure messages.

1. From the Stewart Secure Email 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 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:

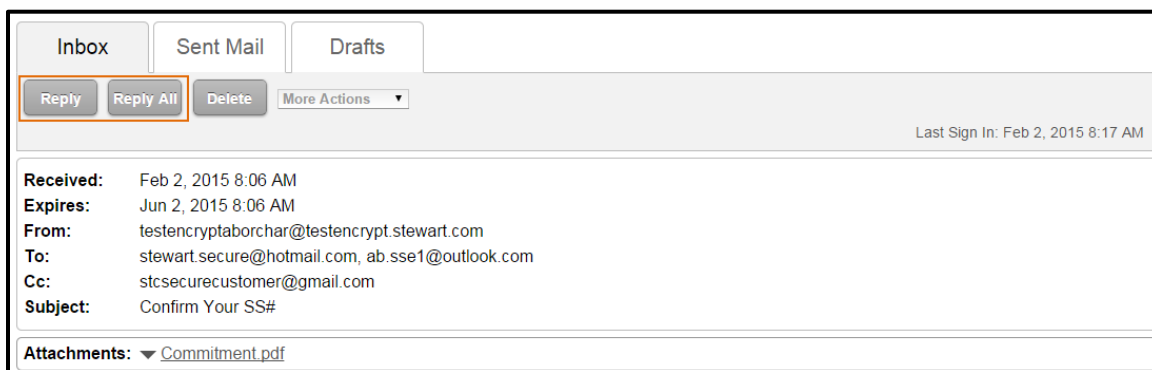
- **Reply** to the secure message (see the [Replying to Messages](#) section for more information)
- **Delete** the secure message (see the [Deleting Messages](#) section for more information)
- **Save** the message and attachments (see the [Saving a Message](#) section for more information)
- View the 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 securely reply to messages that you receive in your Stewart Secure Email Inbox. You have the option of replying to just the person who sent the message to you, or replying to the sender as well as any other recipients that were included on the message.

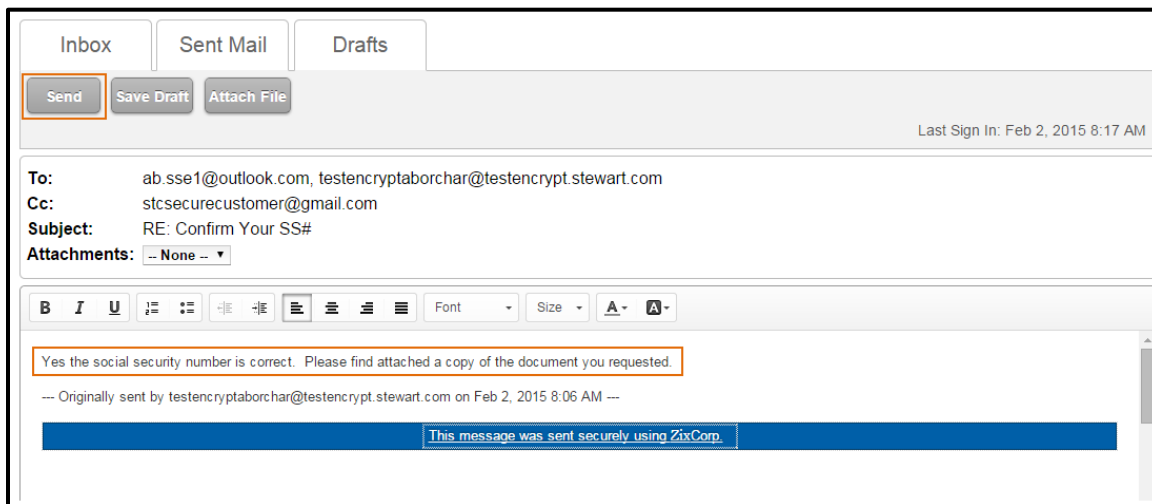
To reply to a secure message:

1. While viewing the message, click either **Reply** or **Reply All**.



2. The Reply message draft displays for you to compose your response.

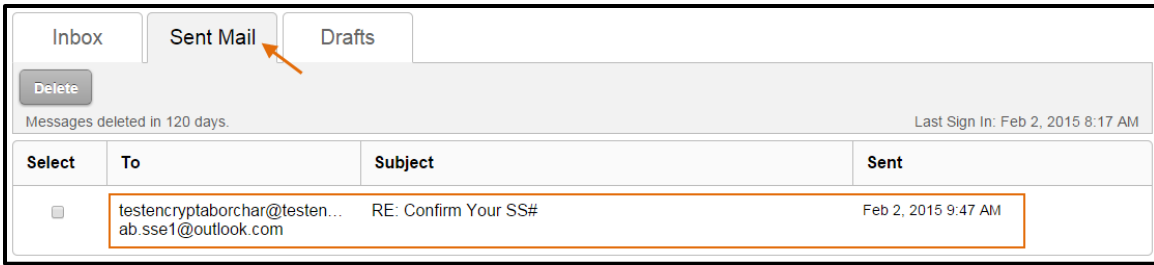
- Type your response text below the **Attachments** field.
- Select **Attach File** to attach files to your reply before sending it (see the [Attaching Files to a Message](#) for more information).
- Select **Save Draft** to save this message reply to the Drafts tab and send it later (see the [Saving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



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

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.

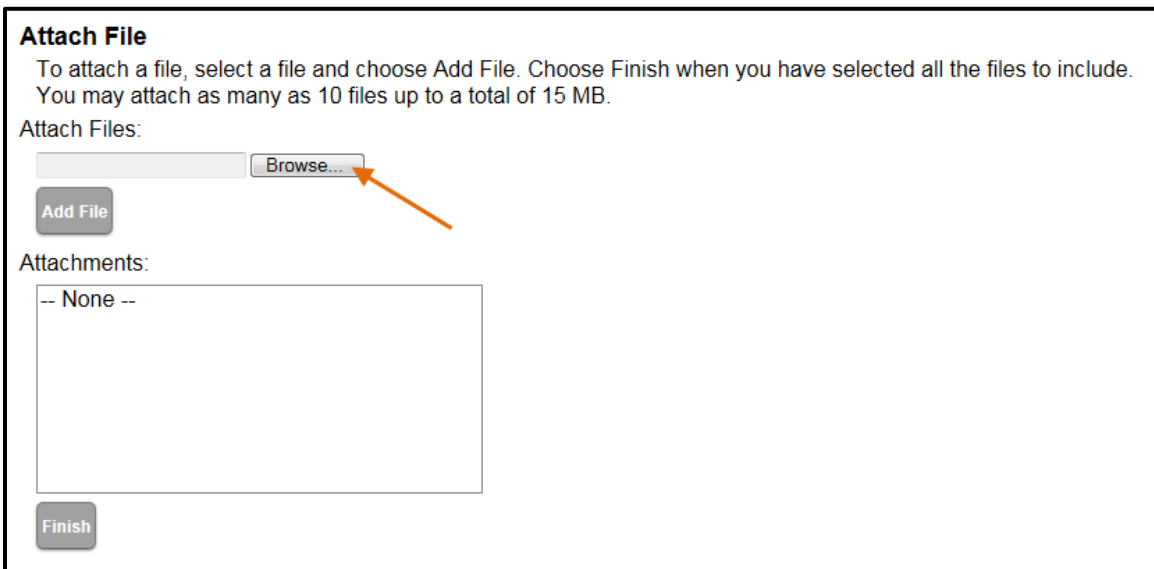
To attach a file to a message you are composing:

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

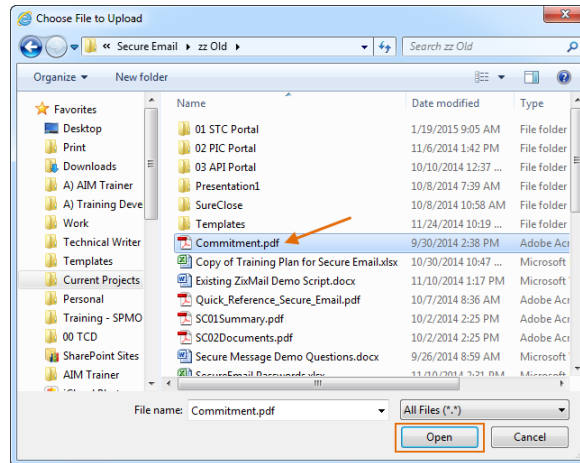


2. From the **Attach File** screen, click the **Browse** button to navigate to the file you wish to attach.

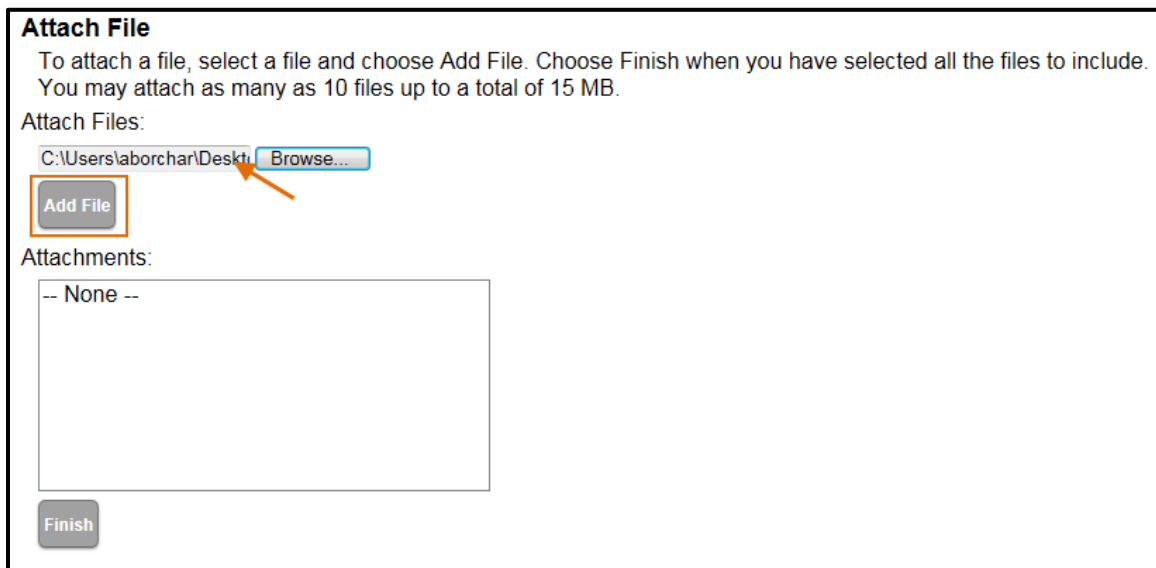
Note: Depending on your browser, this button may be labeled differently.



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 **Remove File**.

Attach File

To attach a file, select a file and choose Add File. Choose Finish when you have selected all the files to include. You may attach as many as 10 files up to a total of 15 MB.

Attach Files:

Attachments:

Commitment.pdf

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

You are returned to your draft reply 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.

Inbox Sent Mail Drafts

Last Sign In: Feb 2, 2015 8:17 AM

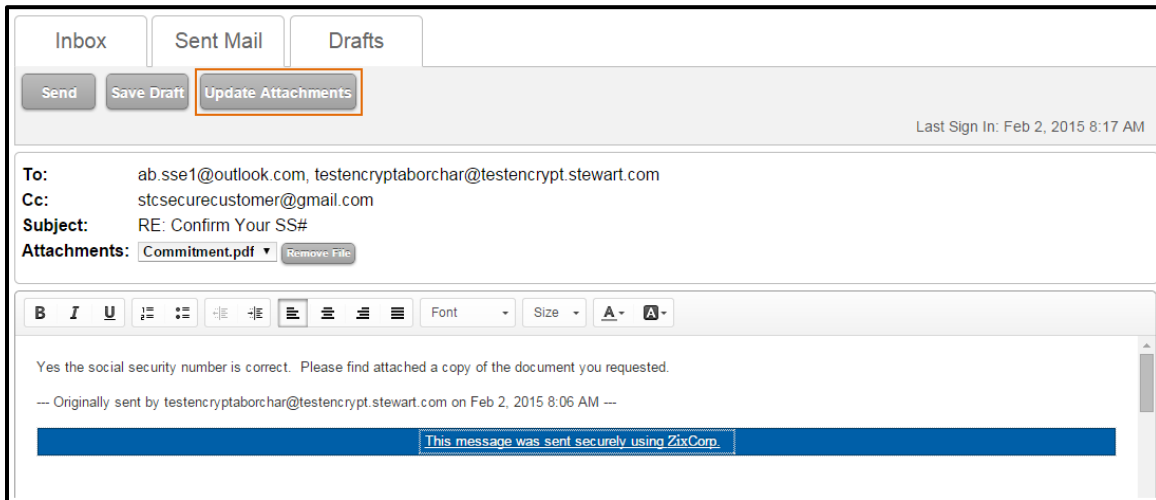
To: ab.sse1@outlook.com, testencryptaborchar@testencrypt.stewart.com
Cc: stcsecurecustomer@gmail.com
Subject: RE: Confirm Your SS#

Attachments: Commitment.pdf
Commitment.pdf
Contract.pdf

Removing Attachments from a Message

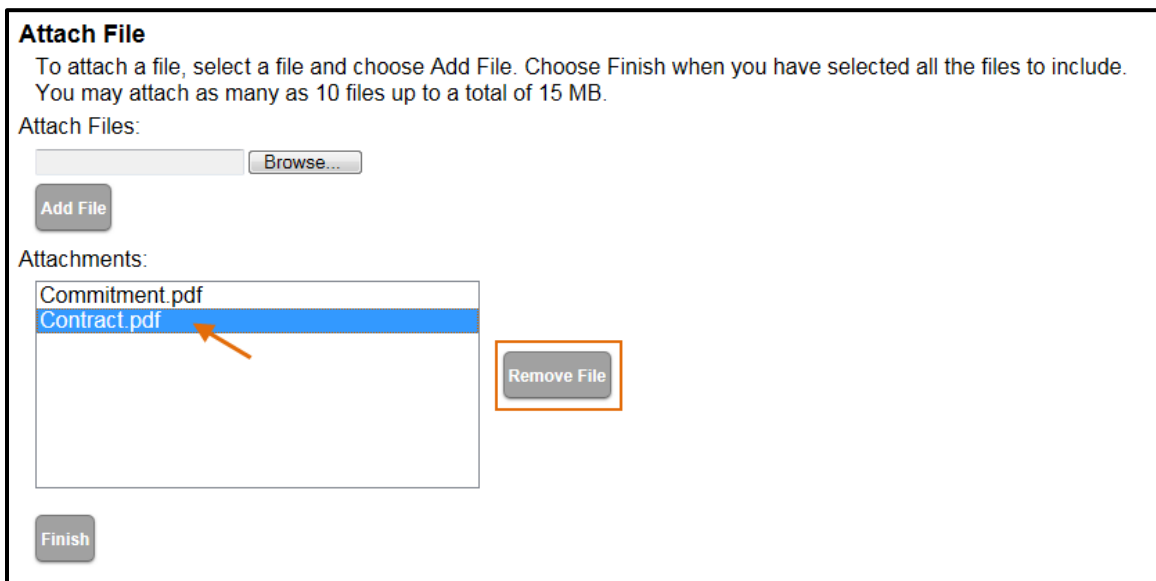
To remove an attachment from a message you are composing:

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 **Remove File**.



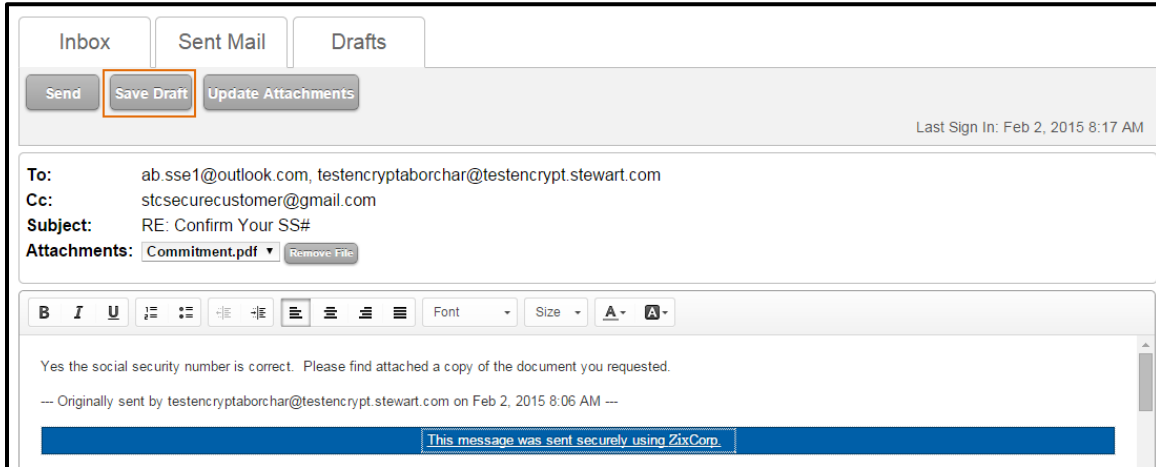
Message Options

Saving Messages as Drafts

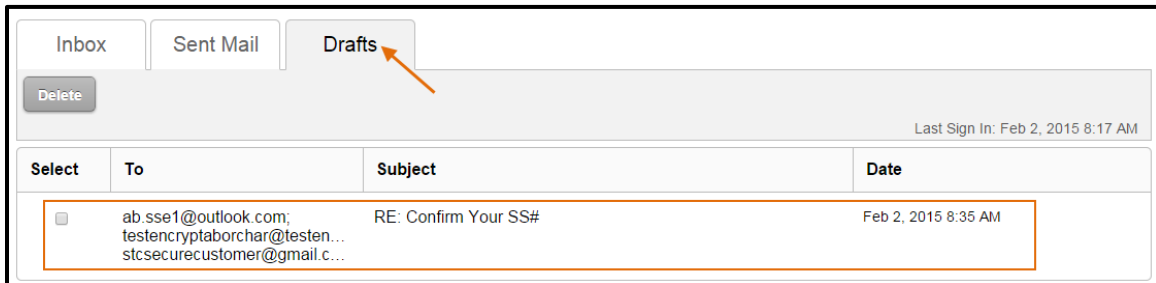
You can easily save your message as a draft to send at a later time.

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.

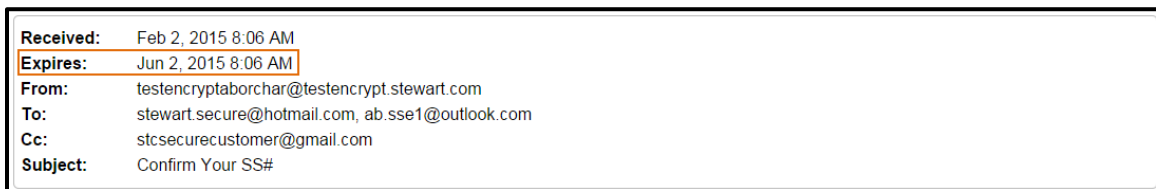


When you want to complete the message, select the **Drafts** tab and select the Subject of the message to finish composing and send the message.

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:

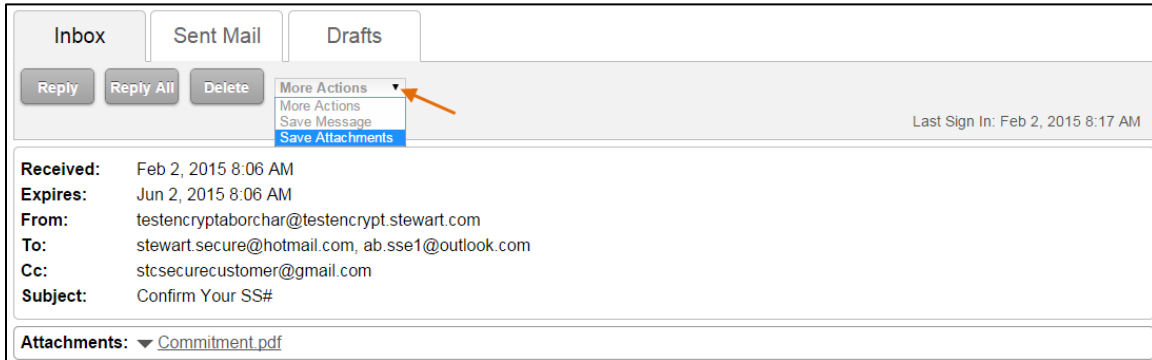
- Save the message (see the [Saving a Message](#) section for more information)
- Print it (see the [Printing](#) section for more information)

Saving a Message

Secure messages will only display in the Stewart Secure Email Inbox for 120 days after the message was sent. After 120 days, the message expires and 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 browser instructions to save the file to a location you specify.

Printing

You can print any message in the Stewart Secure Email Inbox as you would any web page.

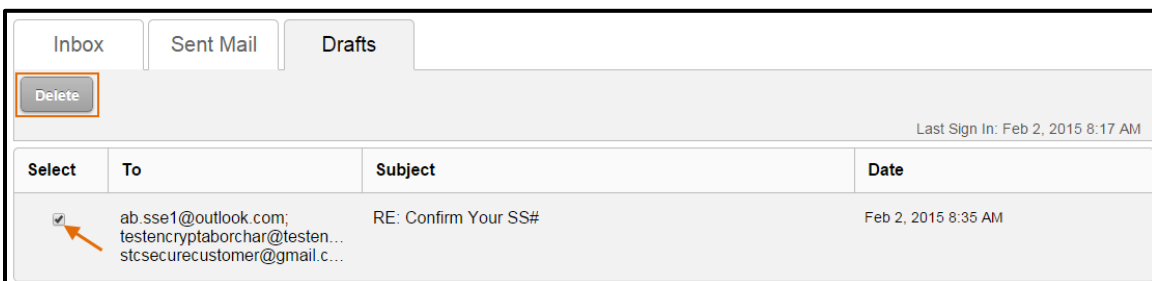
To print a message or any other page, from your Internet browser, select **File > Print**. Follow the instructions on the screen to select a printer and print the message. For more information on printing Internet browser pages, see your browser application's Help.

Deleting Messages

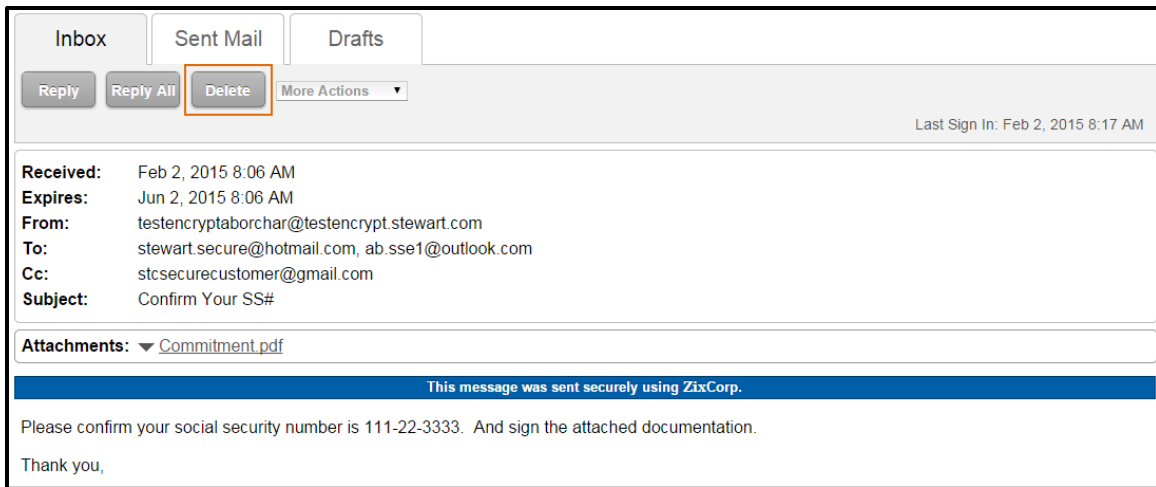
Messages are automatically deleted from your Inbox and Sent Mail tabs when they expire, but you can also delete them before the expiration date.

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.



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

Technical Support

If you experience any issues with logging in or viewing your secure messages, please contact the Stewart Customer Care Center:

- For assistance in the U.S., please contact the Stewart Customer Care Center at (877) 800-3132 or customercare@stewart.com. Customer Care business hours are Monday–Friday, 7:00 a.m. – 7:00 p.m. Central.
- For assistance outside the U.S., please contact Customer Care at +1.866.969.9101 or softwaresupport@stewart.com. Regular business hours are Monday-Friday, 7:00 a.m. – 7:00 p.m. Central.