

CYBERSECURITY

Receiving Secure Emails

Helpful Hints for Customers Using Microsoft Purview Message Encryption (MPME)

WHY ARE YOU RECEIVING A SECURE EMAIL?

Huntington is committed to protecting our customers' personal and financial information. In addition to looking out for our customers, as a federally regulated financial institution we are required to maintain compliance with the Gramm-Leach-Bliley Act (GLBA), which includes provisions to protect consumer/personal financial information. One way we do that is by using MPME to protect information sent in emails.

WHAT IS MPME AND HOW DOES IT WORK?

MPME is an application that uses encryption to help protect sensitive information from unauthorized disclosure while in transit. This also helps ensure that only the intended recipient receives the email by requiring that recipient to authenticate using MPME.

STEP 1: Opening a Message

- Select the **"Read the Message"** button within the email.
- The link will prompt a sign-in page to view the message.
 - Gmail, Hotmail, Yahoo, and Outlook allow the recipient to sign in using their email login credentials.
 - Users of all other email providers must use the **"Sign in with a one-time passcode"** option. The one-time passcode will be sent to the email provided and the recipient will be redirected to enter the code.¹
- After logging in with existing credentials or entering the one-time passcode, the encrypted email will open.

¹Process works best when done through a desktop computer/laptop; if encountering issues through a phone email application, try using the phone's browser to access the email inbox.

STEP 2: Responding to a Message

- After opening the message, an encrypted response can be sent by selecting the **"Reply"** button within the email.

NOTES ABOUT MPME

- Customers using Microsoft 365 as their email provider will automatically have their emails unencrypted upon receipt, therefore a one-time passcode or credential verification is not required.

MPME SUPPORT

For any issues with MPME, engage your Huntington business relationship contact for troubleshooting. Support is also available through one of the following resources:

- [Want to learn about how encrypted messages work?](#)
- [How do I open a protected message?](#)
- How do I view encrypted messages on my mobile device?
 - [Android](#)
 - [iPhone or iPad](#)

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