



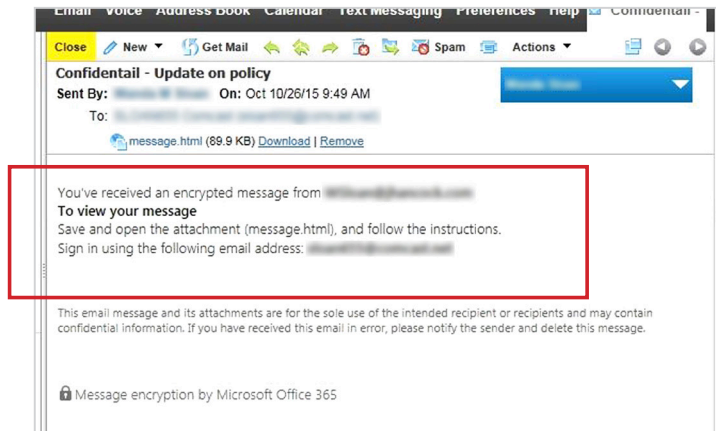
# Your Guide to Accessing a Secure Email Message from John Hancock via a Computer or Mobile Device

There are two ways a recipient can open a secure email message: One-time Passcode or by signing into your personal Microsoft Account. Follow these instructions on how to open an encrypted email message from John Hancock.

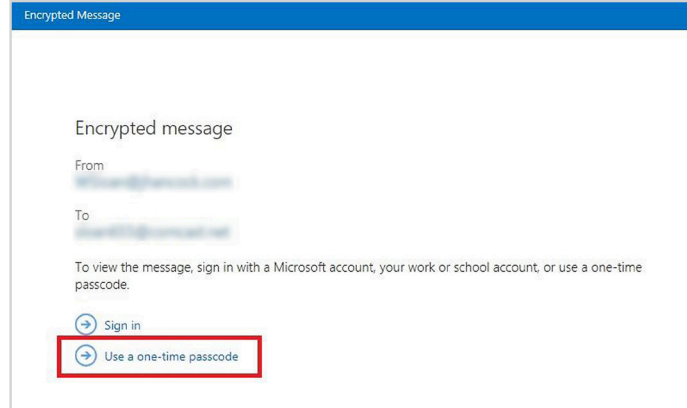
## One time Passcode (recommended)

Follow these steps to read an encrypted email using a one-time passcode.

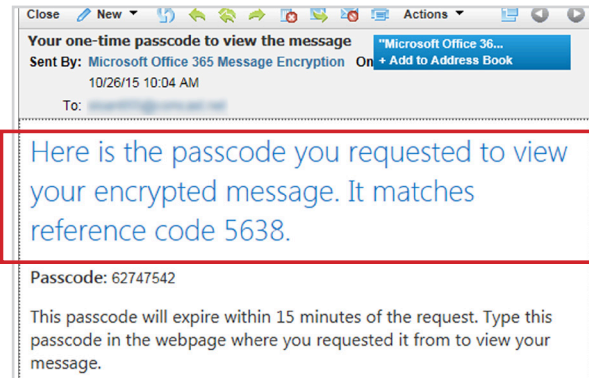
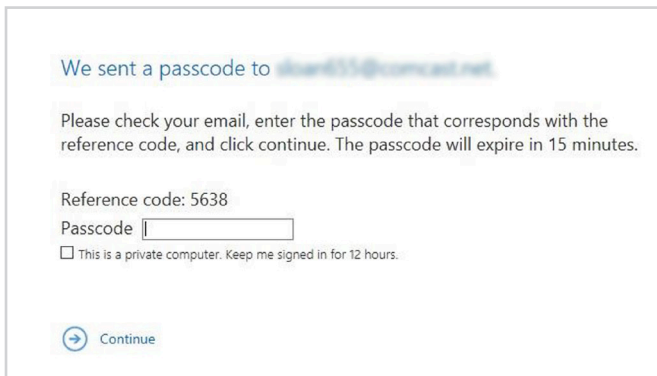
1. An email will be sent to let you know that you have received an encrypted email message with instructions to **Save** and **Open** the attachment titled message.html.



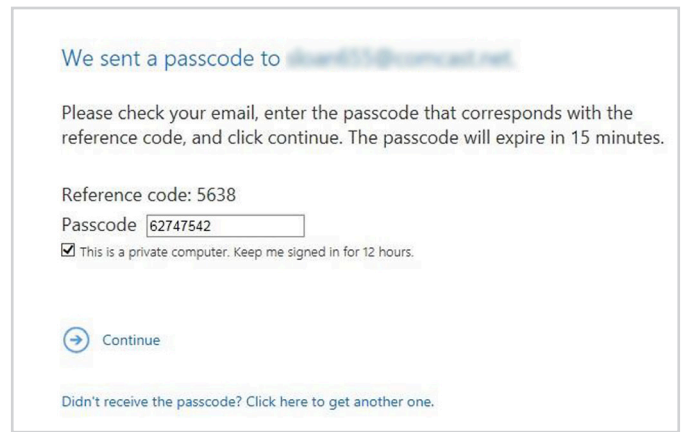
2. Saving and opening the attachment will present instructions where you should select Use a one-time passcode.



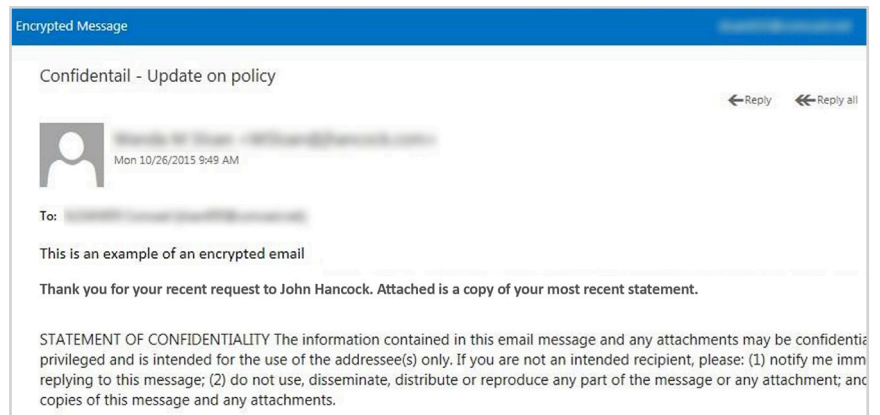
3. You will then receive a message informing you that a passcode has been sent to your email address.



4. Enter in the passcode and select continue.  
**NOTE: The checkbox should only be selected if you are using a private, secure device to access the email.**



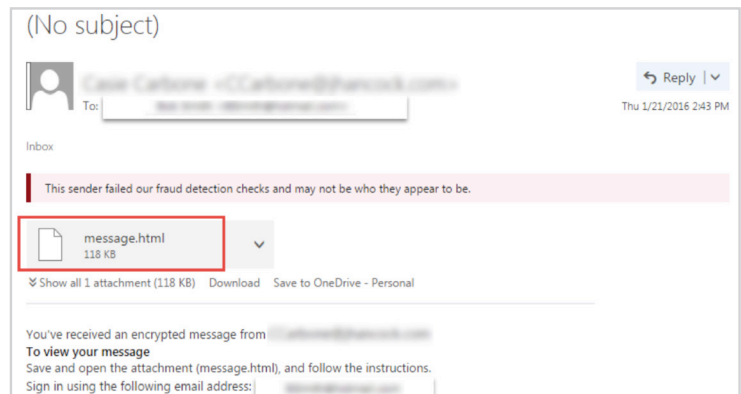
5. Your encrypted email message is now available to read.



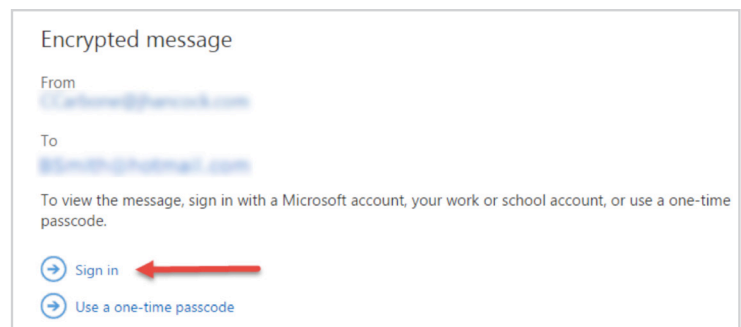
## Microsoft Account

Follow these steps to read an encrypted email message using your personal Microsoft account.

1. An email will be sent to let you know that you have received an encrypted email message with instructions to **Save** and **Open** the attachment titled message.html.



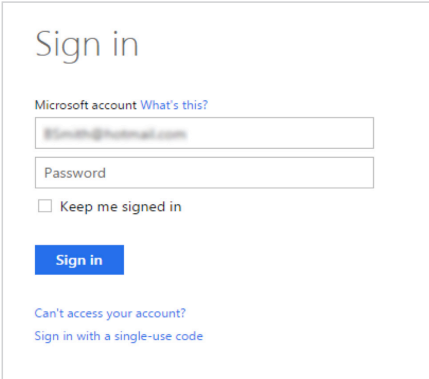
2. Saving and opening the email attachment will present instructions where you should select Sign in.



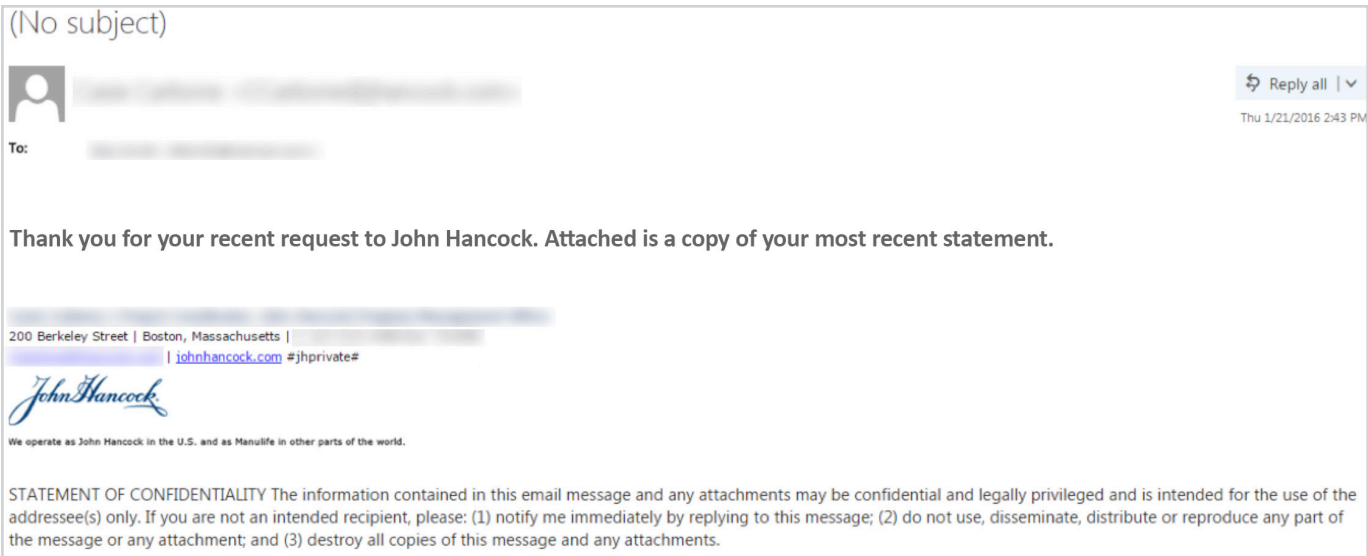
## Microsoft Account (continued)

- The Microsoft sign in screen will open for you to enter in your password, then click the Sign in button.

**NOTE: The checkbox should only be selected if you are using a private, secure device to access the email. If you are already signed into your Microsoft account this step will automatically be skipped. If you do not have a Microsoft account you can choose the option to create one associated with your email address. You will have to fill out a form and complete a verification step. In order to view the encrypted email, the email address for the Microsoft account must match the address to which the encrypted email message was sent.**



- The email is now available to read.



(No subject)

To: [Redacted]

Thank you for your recent request to John Hancock. Attached is a copy of your most recent statement.

200 Berkeley Street | Boston, Massachusetts | [johnhancock.com](http://johnhancock.com) #jhprivate#

*John Hancock*

We operate as John Hancock in the U.S. and as Manulife in other parts of the world.

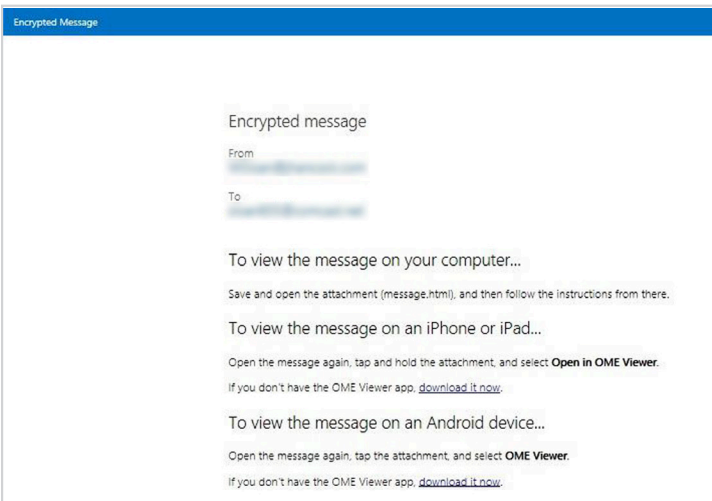
STATEMENT OF CONFIDENTIALITY The information contained in this email message and any attachments may be confidential and legally privileged and is intended for the use of the addressee(s) only. If you are not an intended recipient, please: (1) notify me immediately by replying to this message; (2) do not use, disseminate, distribute or reproduce any part of the message or any attachment; and (3) destroy all copies of this message and any attachments.

## Opening an encrypted email with a mobile device

**NOTE: The process is the same for BlackBerry devices.**

To open and read an encrypted email message with a mobile device, you will have to download and install the Office 365 Message Encryption Viewer (OME Viewer) application.

- An email will be sent to let you know that you have received an encrypted email message with instructions to **Save** and **Open** the attachment titled message.html. (as you would from a mobile device).



Encrypted Message

Encrypted message

From: [Redacted]

To: [Redacted]

To view the message on your computer...

Save and open the attachment (message.html), and then follow the instructions from there.

To view the message on an iPhone or iPad...

Open the message again, tap and hold the attachment, and select **Open in OME Viewer**.  
If you don't have the OME Viewer app, [download it now](#).

To view the message on an Android device...

Open the message again, tap the attachment, and select **OME Viewer**.  
If you don't have the OME Viewer app, [download it now](#).

## Opening an encrypted email with a mobile device (continued)

2. If you do not have the OME Viewer you will need to download it from the App store.
3. To read the encrypted email tap and hold the attachment, select OME viewer, and choose Use one-time passcode. Refer to the one-time passcode steps on pages 1 and 2, to open and read the encrypted email message.



## Frequently Asked Questions

### Q. What should I do if I cannot open and read the encrypted email message?

- A. If you are experiencing difficulties opening or reading the encrypted email message and require assistance please contact a customer service representative at 1-800-344-1029 (policyholders) or 1-800-224-3687 (advisors).

### Q. Who should I contact if the provided passcode or password is not allowing me to access the encrypted email or encrypted attachment?

- A. If you are experiencing difficulties opening or reading the encrypted email message and/or attachment and require assistance please contact a customer service representative at 1-800-344-1029 (policyholders) or 1-800-224-3687 (advisors).

### Q. Which browser should I use to open the encrypted email message I received?

- A. Typically browsers such as Chrome, Firefox, and Safari can be used, however it is recommended that you use Internet Explorer to open and read the encrypted email message.

John Hancock Life Insurance Company (U.S.A.) ■ 197 Clarendon Street ■ Boston, MA 02116 ■ 1-800-344-1029 ■ [www.jhannuities.com](http://www.jhannuities.com)

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