



Secure Emails With Microsoft Office 365

Banco Internacional de Costa Rica, S.A. (BICSA), committed to offering its clients secure and reliable services, has changed its encrypted email notification system through Microsoft Office 365, which will allow for the secure sending and receiving of emails, guaranteeing the confidentiality and integrity of the information contained in the messages.

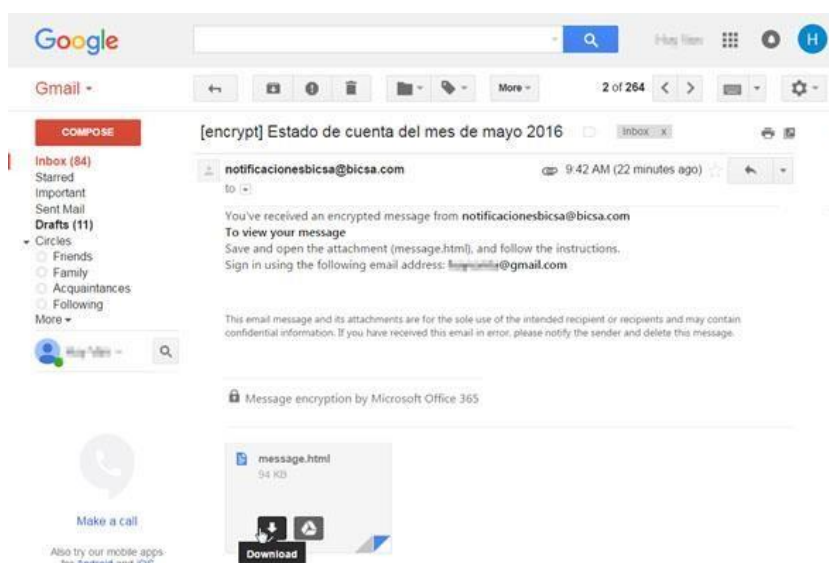
This change follows strategic initiatives that we have undertaken with regard to technological innovation and the constant improvement of the levels of security that we offer our clients.

These are the steps to benefit from this service:

1. Reading Secure Emails

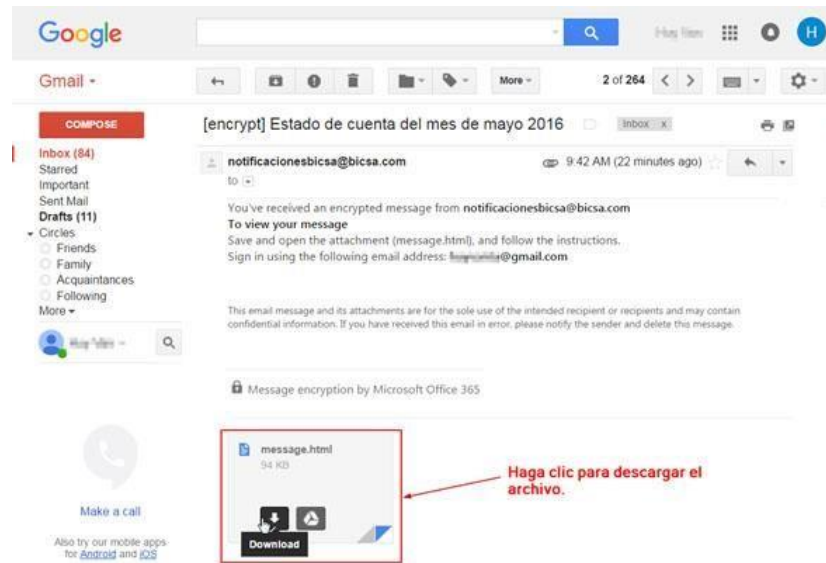
When you receive a secure email in your inbox, you will find a message with these characteristics:

- It will be forwarded from a BICSA email account, such as notificacionesbicsa@bicsa.com
- The subject will begin with the word "[encrypt]"
- The body of the message will appear as below:

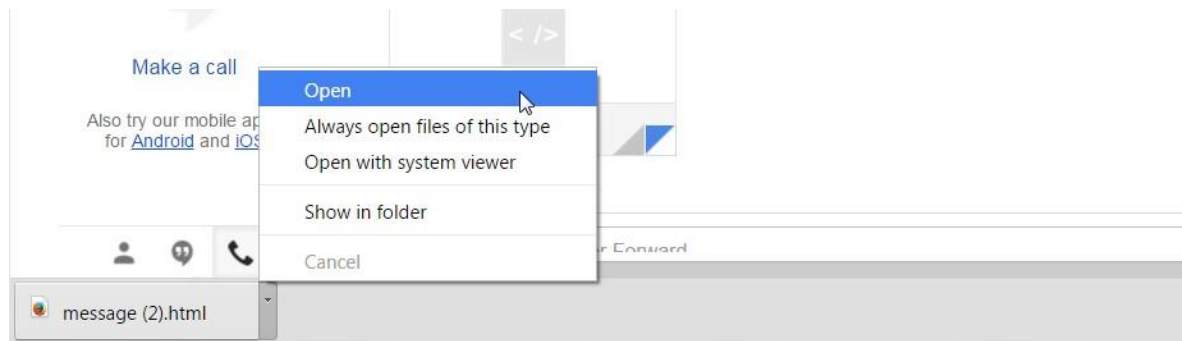


Follow the steps below to read the contents of the email:

A. **Click on the attachment:** [message.html](#)

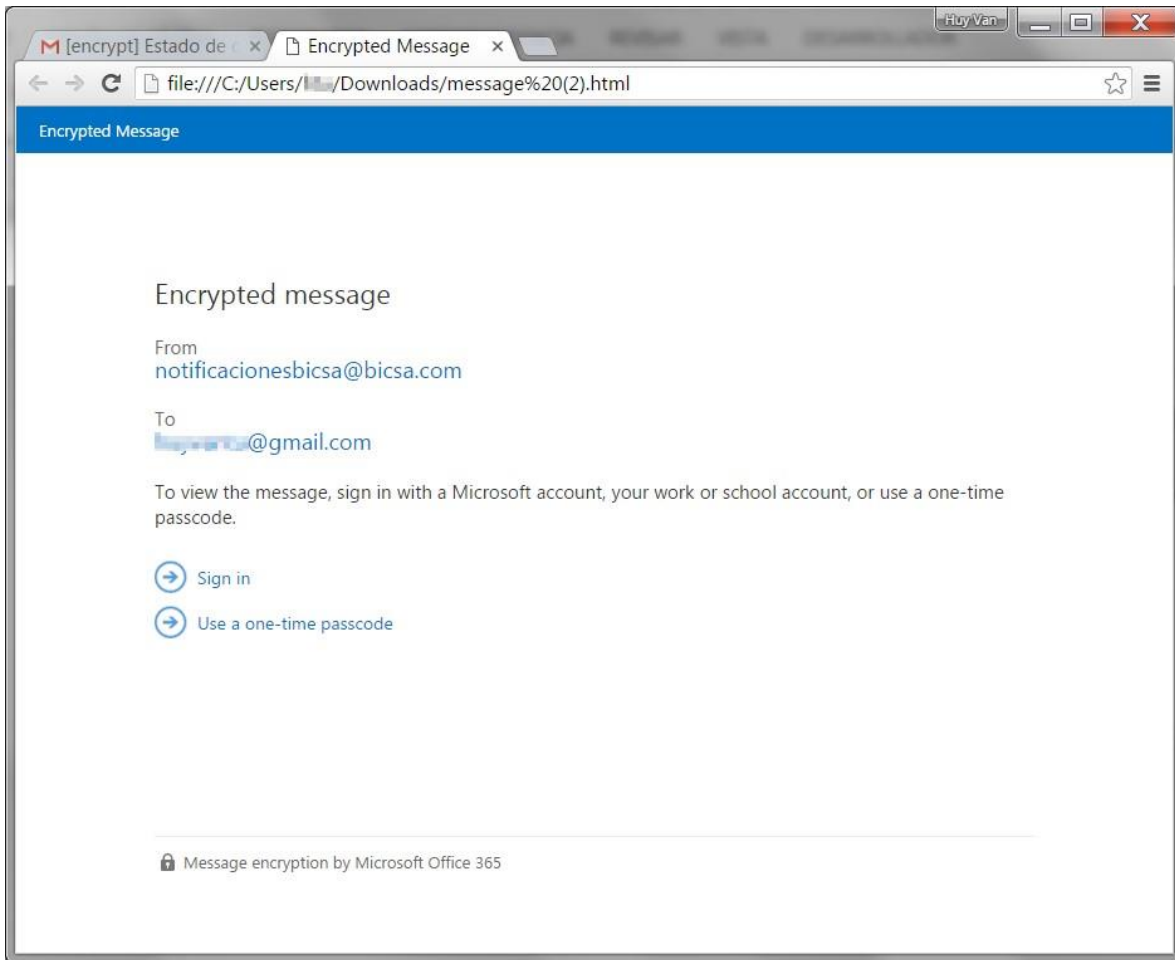


B. **Download the file by clicking on “Download”:** Once it is downloaded, click on the “Open” option:



C. **When the file is open, the access screen will show the following message:** This screen will allow you to open the email by following two options:

1. **“Sign in”:** This will require you to input your email address for the creation of a Microsoft account.
2. **“One-Time Passcode”:** This is an access code for a one-time use. If you choose this option, you will have to generate an access code each time you receive a secure email. This code will be valid for 15 minutes and if it is not used during that time, a new one will have to be regenerated.

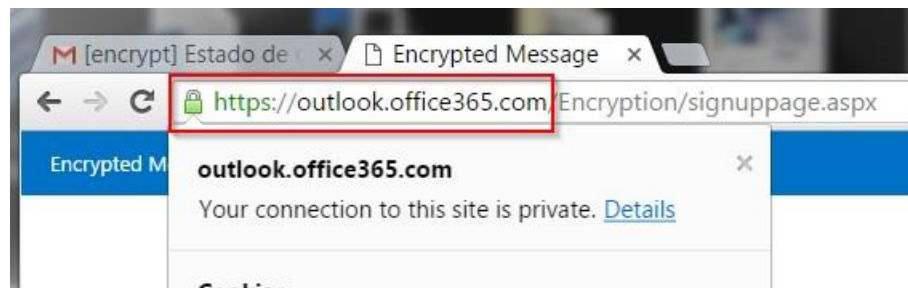


Below, we show you how to utilize these two options. Keep in mind that to read the email, you can use any of the two options.

First option to gain access to your notifications: “Sign In”: Register your email address

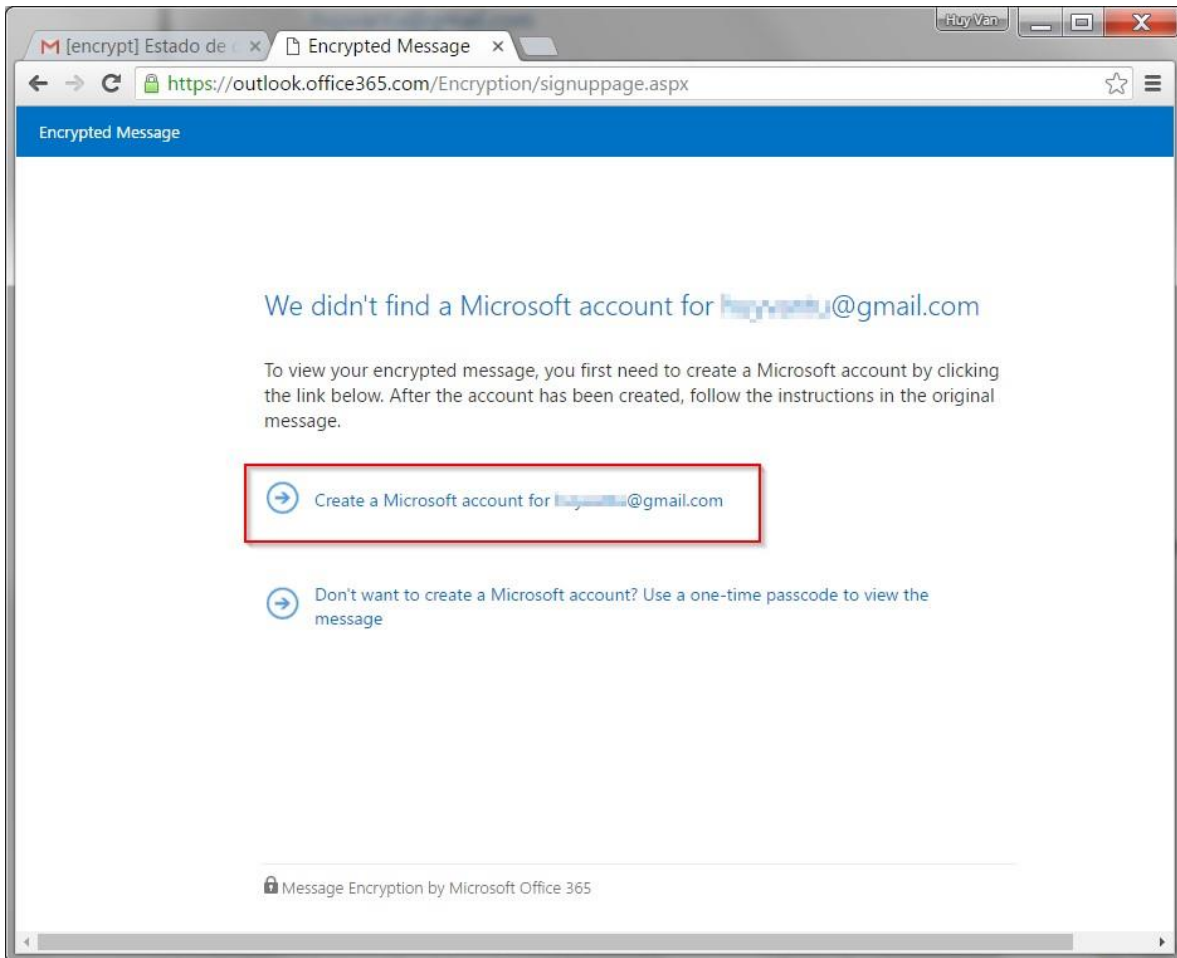
Open the attached file (message.html) and click on the “Sign-In” option: This will take you to outlook.office365.com to begin the process of registering your email address.

When entering the website, verify that the digital certificate is valid, ensuring that a closed green lock appears in your web browser’s address bar, as shown in the screen below:



1. **Click on the “Create a Microsoft account for ...” option:** A screen will display where you can open a Microsoft account.

If you already have an Outlook.com, Xbox live or One Drive account, you can begin a session in the “Create a Microsoft account for...” link, as shown in the screen capture below.



2. **The registration form will display:** Proceed to fill out the required fields and follow the instructions to register in the Microsoft site.

Microsoft account

Microsoft Corporation [US] https://signup.live.com/?username=huyvantu%40gmail.com&uaid=2c50956eb4e6

Microsoft

Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to **sign in.**

Si usted ya tiene una cuenta de microsoft haga clic aquí

First name Last name

User name

huyvantu@gmail.com

[Get a new email address](#)

After you sign up, we'll send you a message with a link to verify this user name.

Password

8-character minimum; case sensitive

Reenter password

Country/region

United States

Birthdate

Month Day Year

Gender

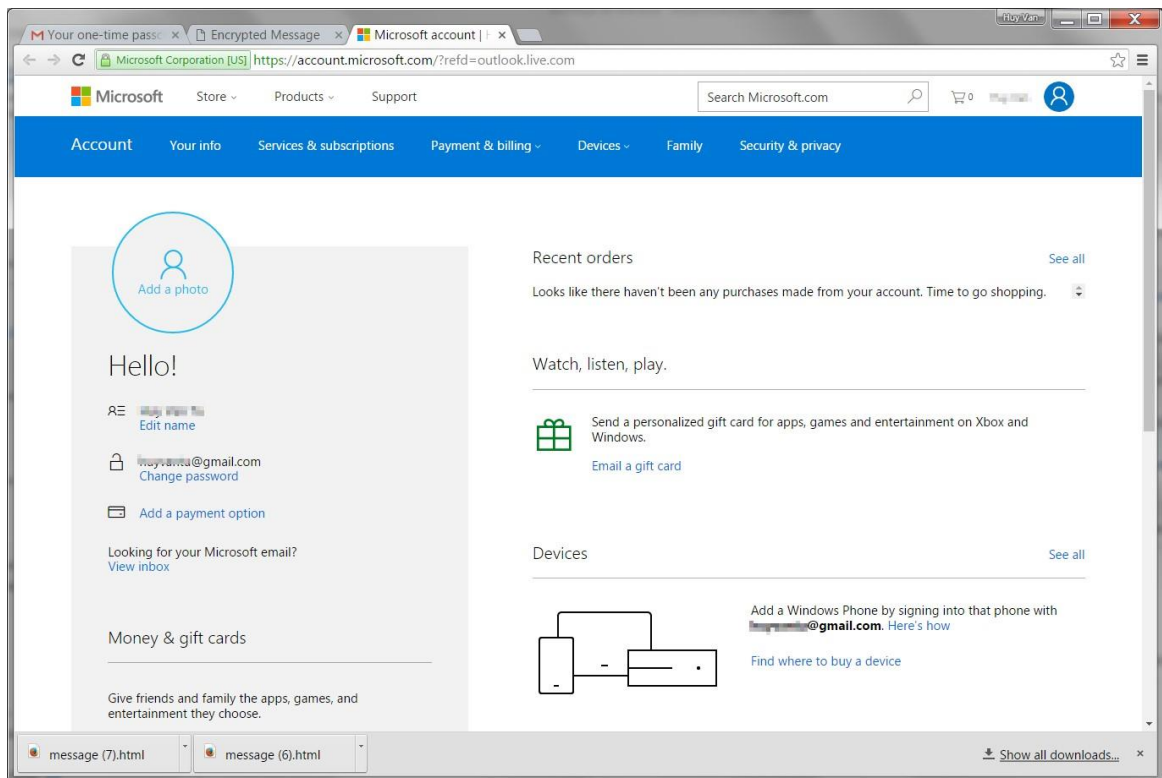
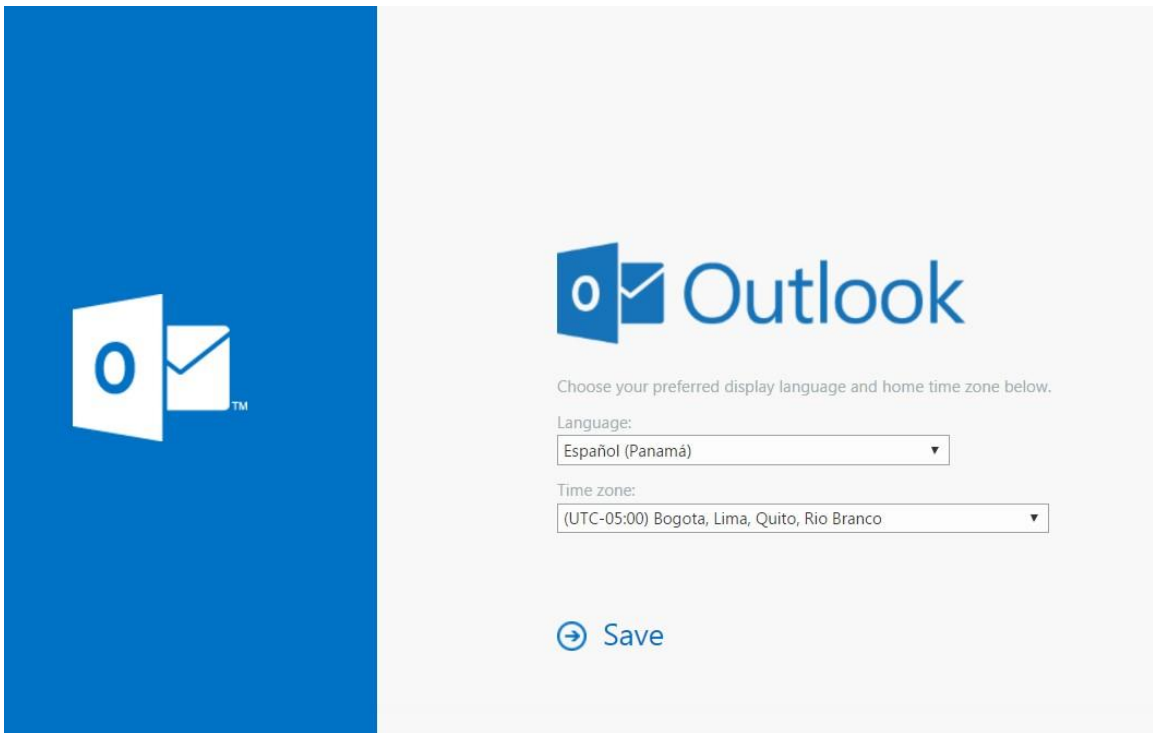
Select...

Help us protect your info

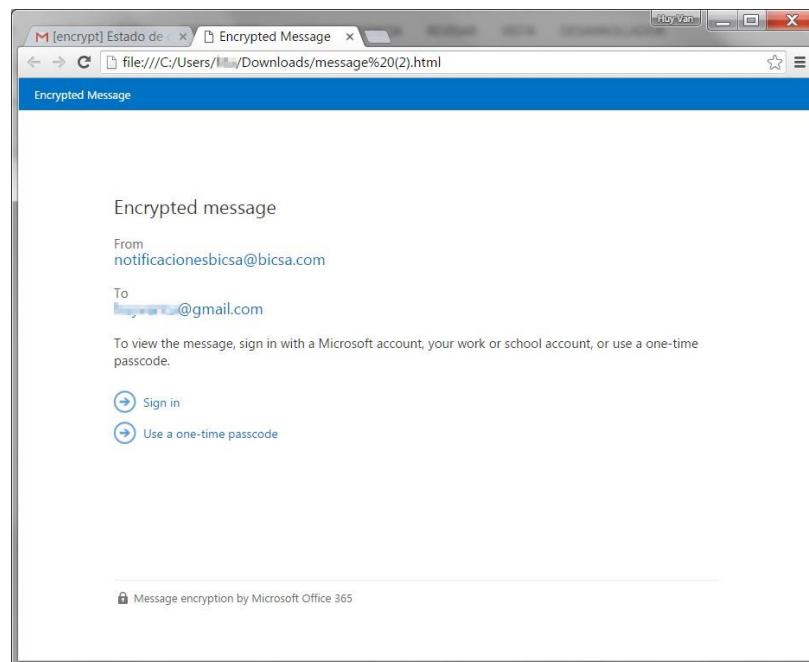
Your phone number helps us keep your account secure.

Country code

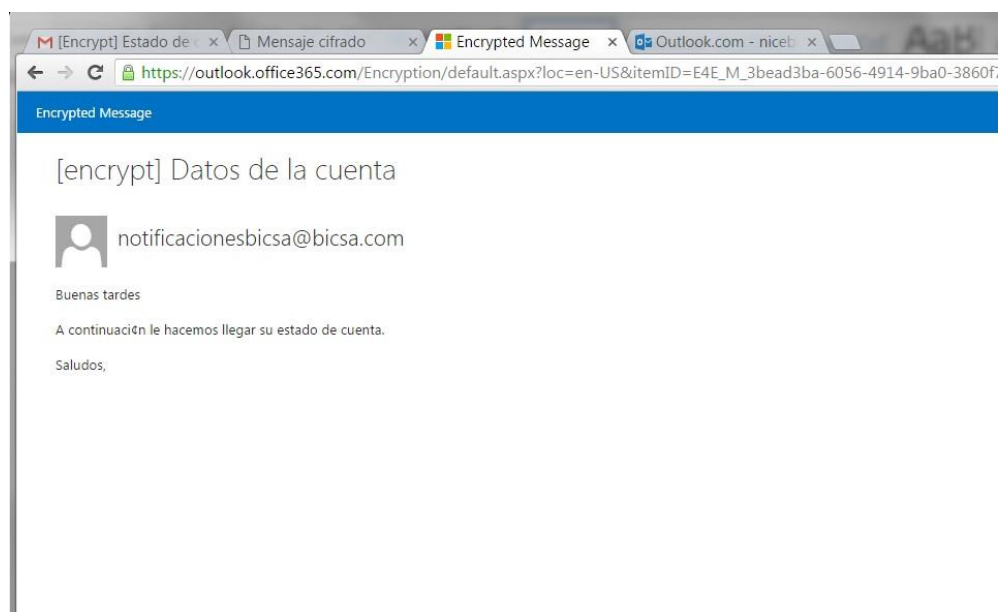
Passwords must have at least 8 characters and contain at least two of the following: uppercase letters, lowercase letters, numbers, and symbols.



3. **Once you have finished the registration process at the Microsoft site:** Proceed to return to the screen below or reopen the attached file (message.html) and click on the “Sign-in” option to enter the email account that you have just registered.

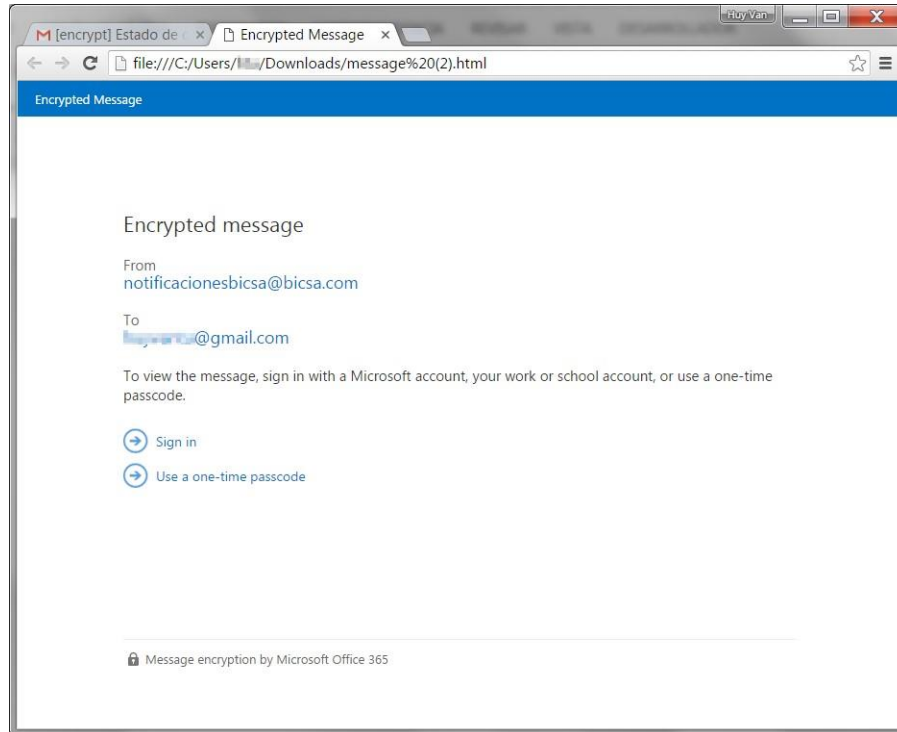


4. **When you perform these steps, the received message will display and you will have access to the information.**

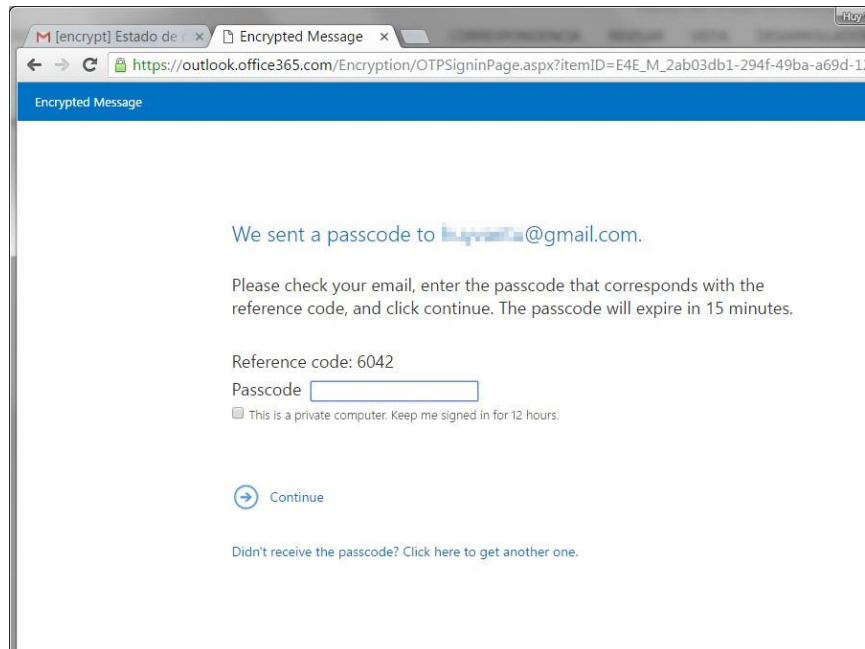


Second option to gain access to your notifications “One-time passcode”

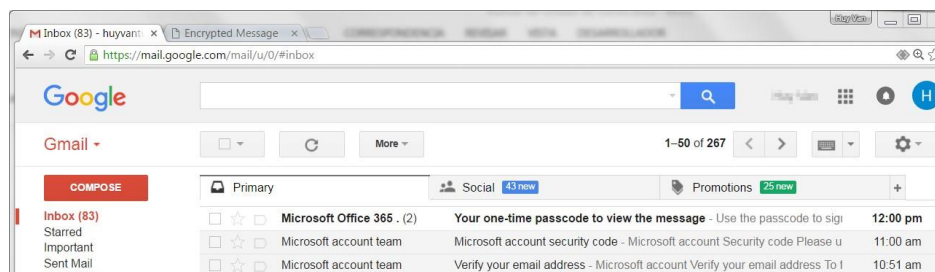
1. **Open the attached email (message.html) and click on the option “Use a one-time passcode”**

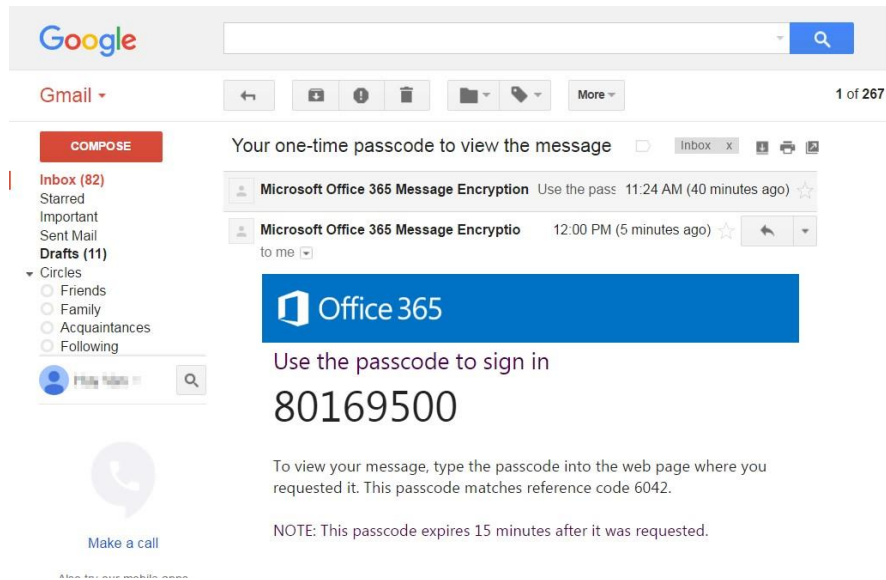


2. **Then, a screen will display for entry of the “passcode”:** This code has been sent to your email address.

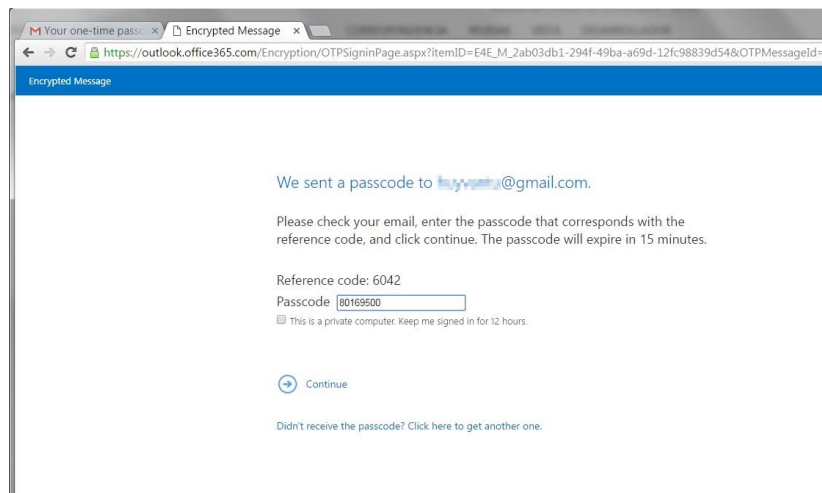


3. **Your inbox will have an email from Microsoft Office 365, containing the access code:** This will be your “One-time passcode” to be used as shown in the images below.

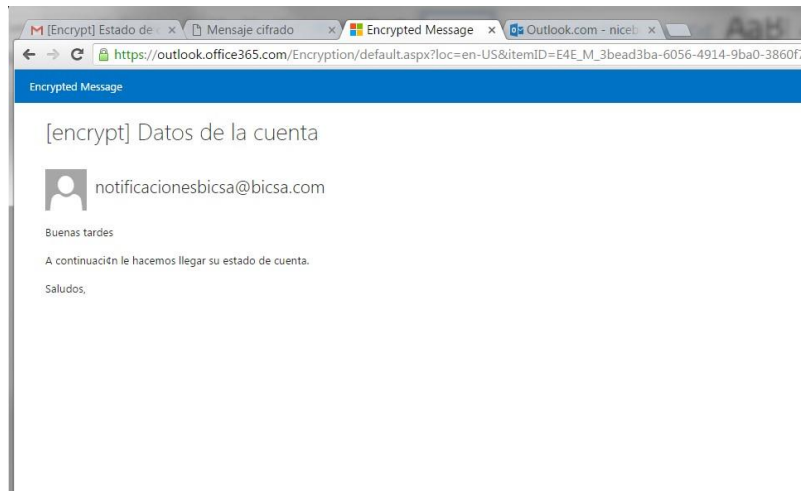




4. **Copy the access code and return to the window in step 2:** Then, click on “continue”.



6. **After taking these steps, the received message will be displayed and you will have access to the information.**



For more information, kindly contact your relationship officer or the Customer Service Department at 800-800-24272 or (507)208-9500, or at servicioalcliente@bicsa.com

**Sincerely,
Service Department
Banco Internacional de Costa Rica**