If you receive an encrypted email message from DFCU Financial, follow the steps below to access the encrypted email message:

1. You will receive an **email message**, **click on Read the message**.
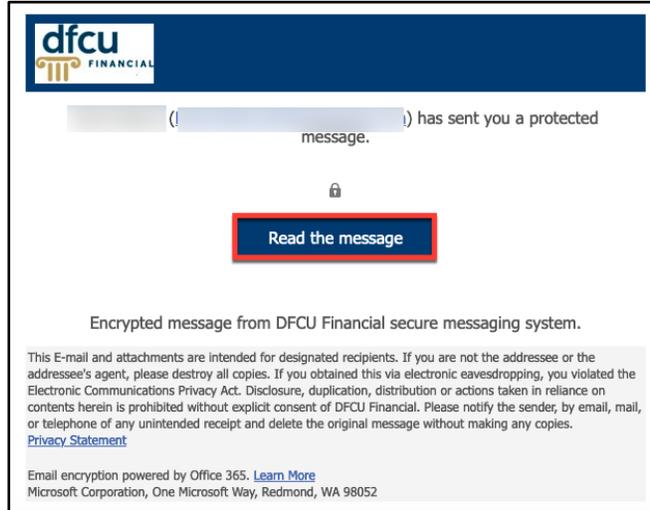
2. Click on **Sign in with a One-time passcode** to receive an email with the one-time passcode.

   Note: A one-time passcode is valid for 15 minutes.
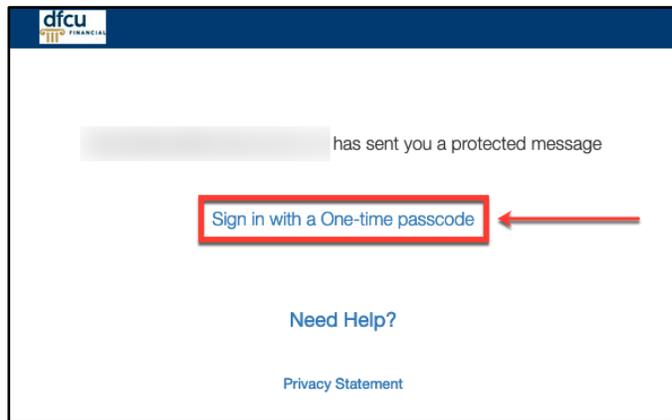
3. After you **retrieve the one-time passcode from your email inbox**, you will enter the **one-time passcode** in the requested field and click **Continue**.
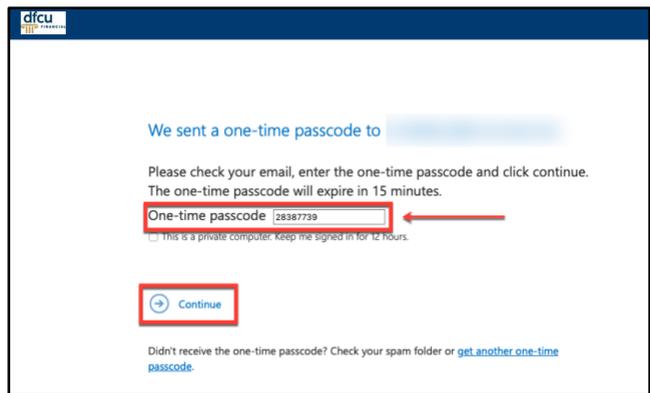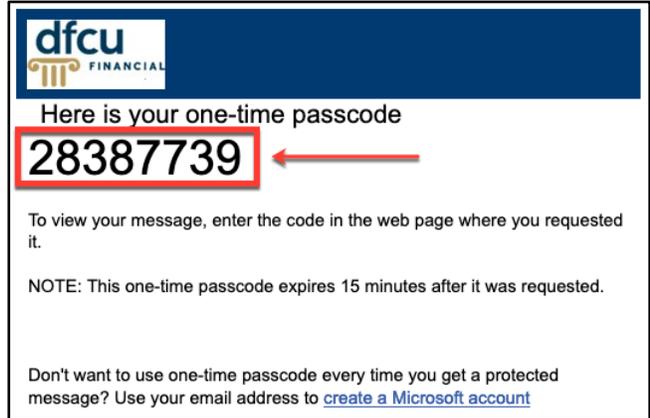
4. The encrypted email will open, and you can then read, open, download the attachment(s), or reply to the message.

📎 **Note:** If you are using an iOS device to retrieve an encrypted email, you cannot use the native email app on the device. This also includes other email apps on your device. You will need to use the web browser on your device and log into the email provider's website.