

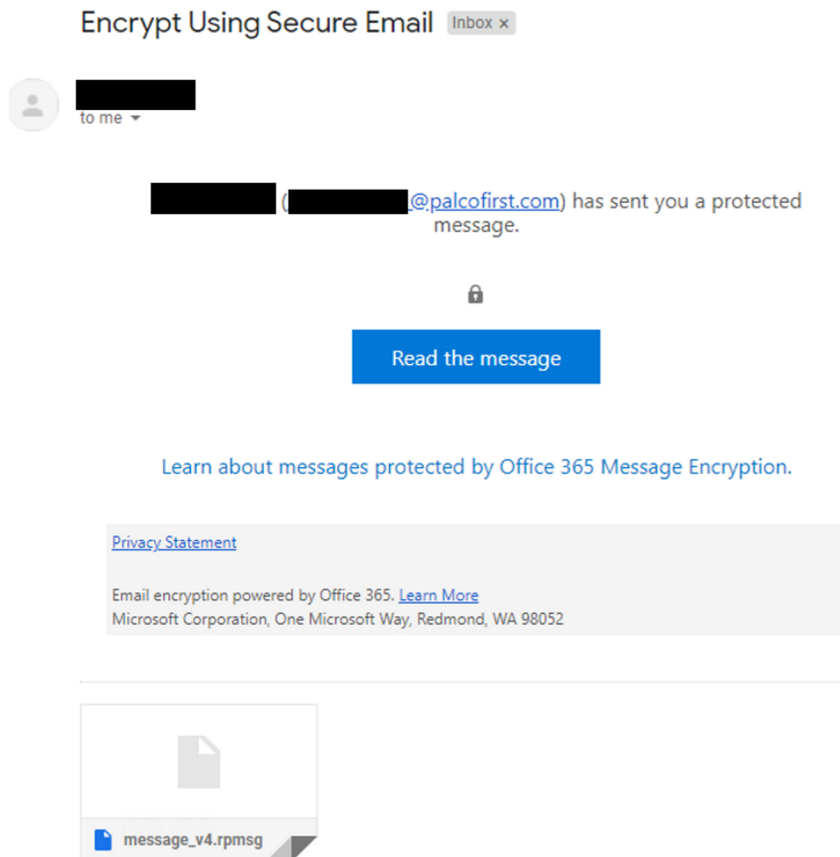
## What is Personally Identifiable Information?

Personally identifiable information (PII) is any data that could potentially identify a specific individual – for example a message or attachment that includes a person’s first initial (or first name), last name, and one of the following five identifiers: medical information, Social Security number, driver’s license or identification card number, bank account numbers, or credit/debit card numbers in combination with any required security code.

When sending emails with any of this information, Palco staff will send it encrypted to protect your information. You will use the instructions below to login and view the communication.

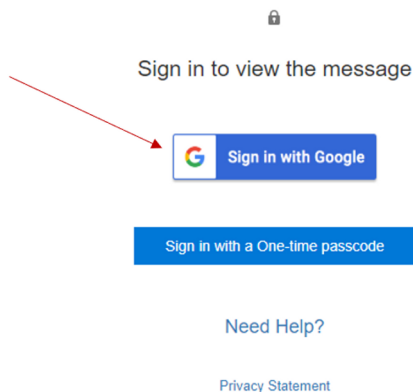
### Option #1- Register an Account

1. Open the message in your Inbox. The subject line may indicate that the message is encrypted. Click "Read the message"



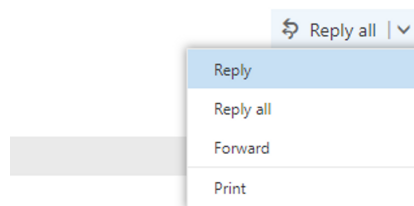
## 2. Follow the steps to either sign in or to create a new account.

██████████@palcofirst.com has sent you a protected message



You will set up a unique username and password that you will use to login and view all messages from Palco.

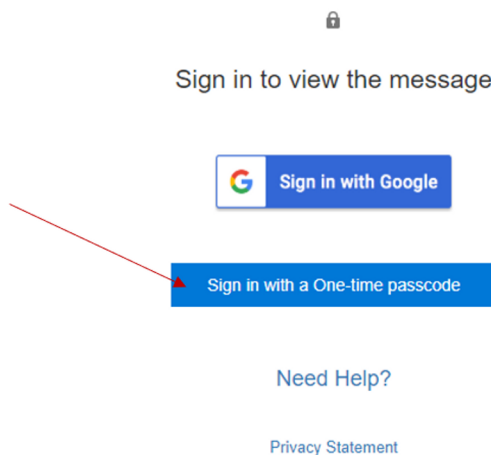
## 3. Once signed in, your email will be displayed. You can use the system to reply, reply all or forward your email securely.



### Option #2- Use a One Time Passcode

#### 1. Open the message in your Inbox and follow the steps above. Once you clicked to "Read the message", choose "Sign in with a One-time passcode"

██████████@palcofirst.com has sent you a protected message



## 2. The system will automatically send you an email with a code. Leave this screen open and navigate to your email in another tab. Collect the code that was emailed to you and enter it in the text box for "One-time passcode", then click "Continue"

We sent a one-time passcode to [redacted]@gmail.com.

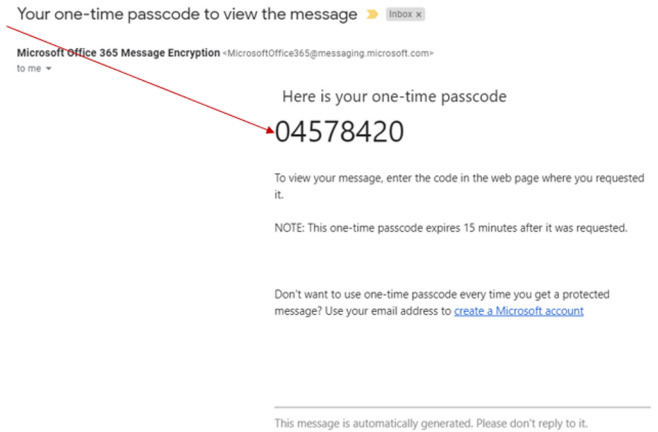
Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

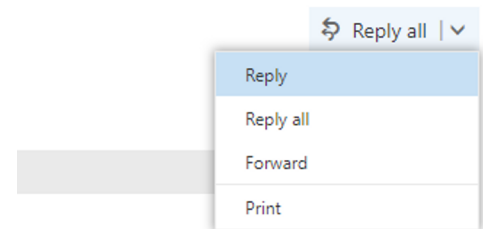
This is a private computer. Keep me signed in for 12 hours.

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).



## 3. Once signed in, your email will be displayed. You can use the system to reply, reply all or forward your email securely.



### Other Questions? Contact Palco!

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