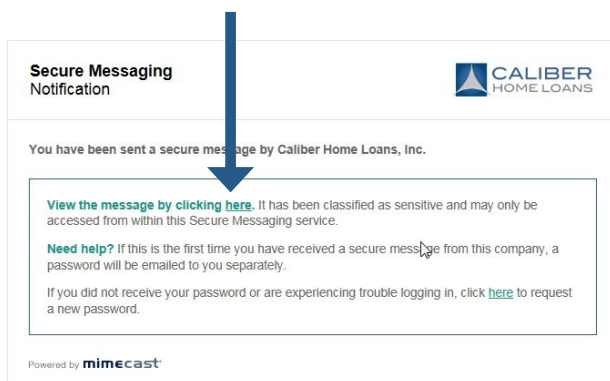


# How to open your secure e-mail

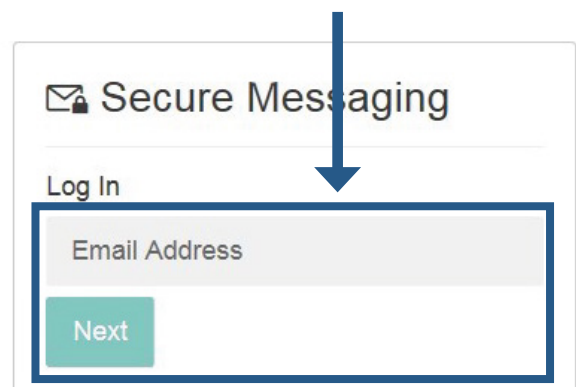
Caliber is committed to ensuring that sensitive customer information is protected and secure.

## STEP 1 Viewing Secure Messages

Select the hyperlink in your e-mail to get started.



Enter your e-mail address and click next.



**1st  
Time**

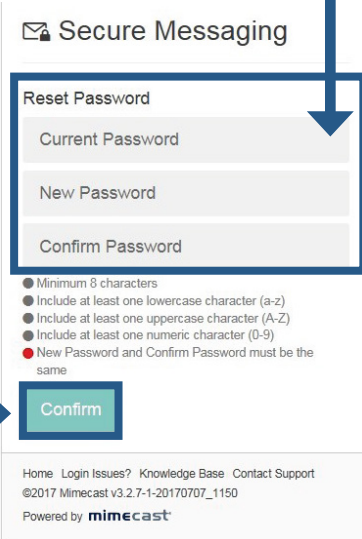
If it's your first time receiving a secure message from Caliber, a password will be e-mailed to you separately. Once your password is created, it will work for all other Caliber secure e-mails.

## STEP 2 Viewing Secure Messages

Type your temporary password from the second e-mail.

Set your permanent password.

- Type your **Temporary** password in the **Current Password** field.
- Enter your **New** password in the **Current Password** field and select confirm.



Secure Messaging

Reset Password

Current Password

New Password

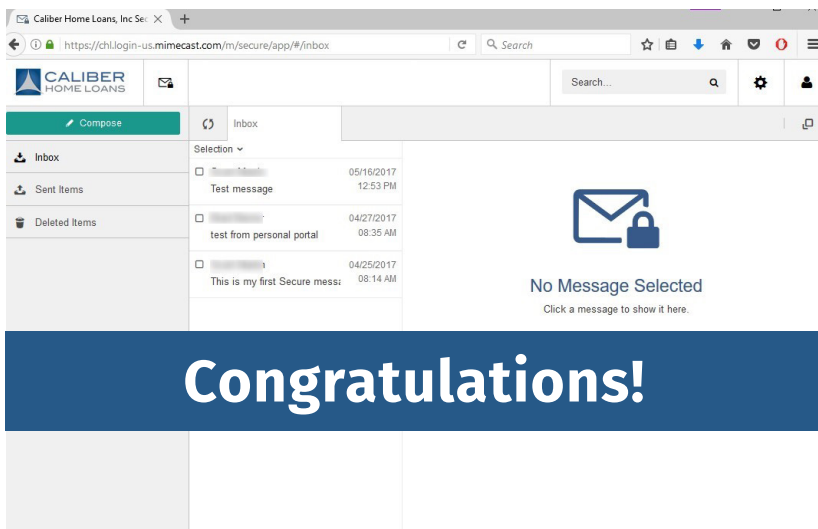
Confirm Password

- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- New Password and Confirm Password must be the same

Confirm

Home Login Issues? Knowledge Base Contact Support  
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Access Issues, e-mail us at:  
[CHLSecureMessaging@CaliberHomeLoan.com](mailto:CHLSecureMessaging@CaliberHomeLoan.com)



You now have  
access to your  
secure messages.