

# Secure Email

## User Guide

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## Secure email at HSBC

At HSBC we are committed to upholding the strictest security on the information that we communicate with you. That's why we have made it our policy to encrypt and secure all emails when they contain information that could pose a risk to you or HSBC if intercepted by someone else.

As part of this commitment, we have introduced an email encryption service, called SecureMail, which operates separately to our Internet Banking Service.

## About SecureMail

SecureMail is provided by Voltage Security Inc., ([www.voltage.com](http://www.voltage.com)), who are a recognized enterprise security company, covering a range of sensitive data users including banking, insurance, and national governmental departments. SecureMail is an email encryption solution that can be used with any email application. SecureMail is compatible with desktop computers, laptops and netbooks.

The first time you receive a message this way, you will need to set up a SecureMail account before accessing your message. Setting up an account is easy and does not require any financial or personal information to be entered other than your name and a password of your choice.

This user guide provides step by step instructions for opening and replying to your message sent by your HSBC Relationship Manager or HSBC representative via SecureMail.

Disclaimer: By using SecureMail, you agree to our [Terms and Conditions](#) and understand our [Privacy Policy](#).

## Receiving a secure email sent by SecureMail

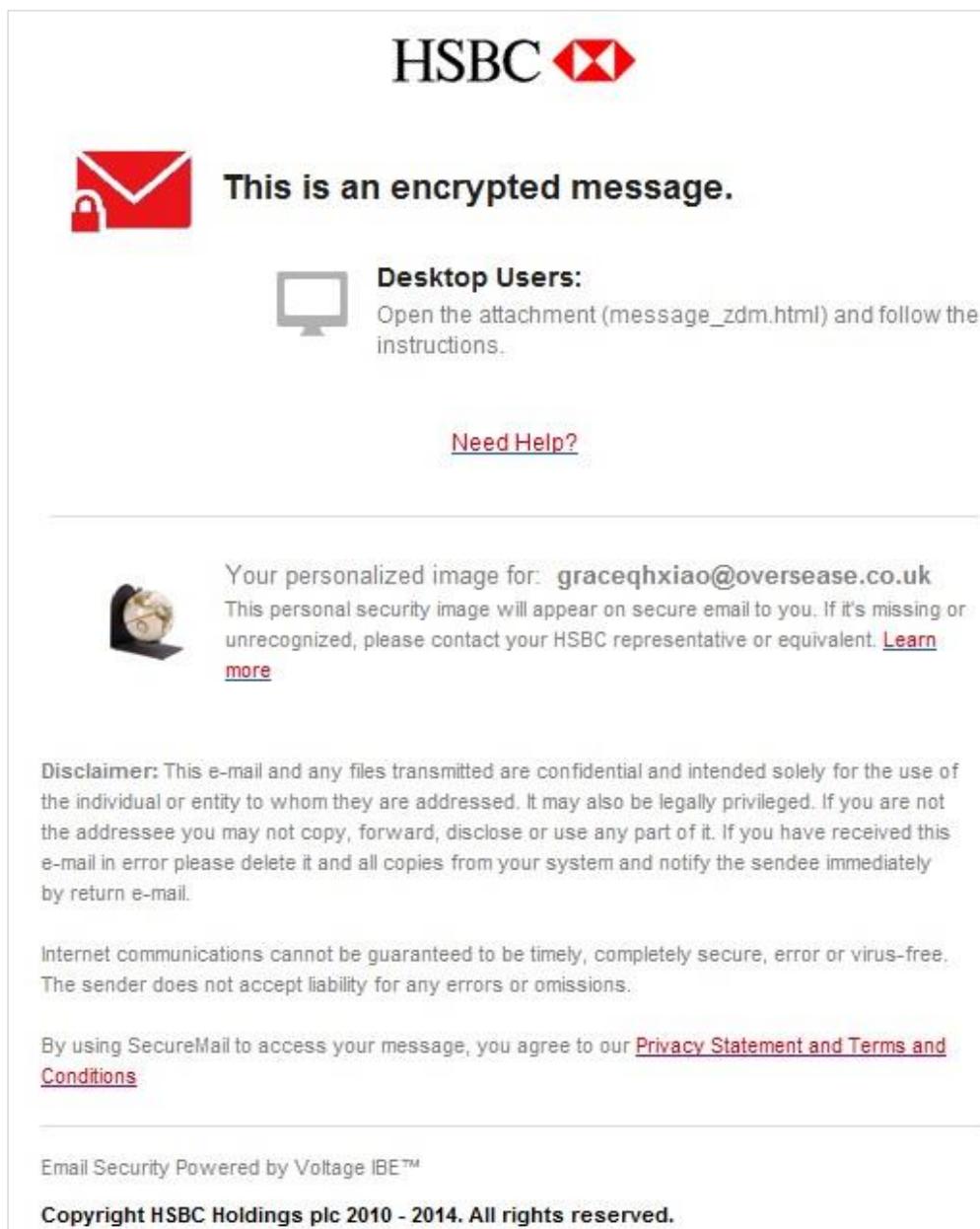
When your HSBC Relationship Manager or HSBC representative sends you a message encrypted by SecureMail, you will receive a message in your email inbox.

The email will come from your HSBC Relationship Manager or HSBC representative's HSBC email address and will contain an HTML attachment, along with instructions to access your message.

**Note:** some email anti-spam filters may block encrypted attachments and you may need to amend the settings to permit such emails.

**Security Tip:**

Always check the sender's email address before opening any emails. If you do not recognise the sender, do not open the email.



**Figure 1:** Email from your HSBC Relationship Manager or HSBC representative with instructions to access your secure message

## Opening a secure email sent by SecureMail

1. Open the attachment called **message\_zdm.html**

The attachment will be located at the header or the footer of the email depending on your mail reader.

**Note:** Some mail readers display attachments in a preview window. The preview of the attachment will not work in the same way that the attachment works when opened. Therefore it is important that the attachment is opened in order to continue.

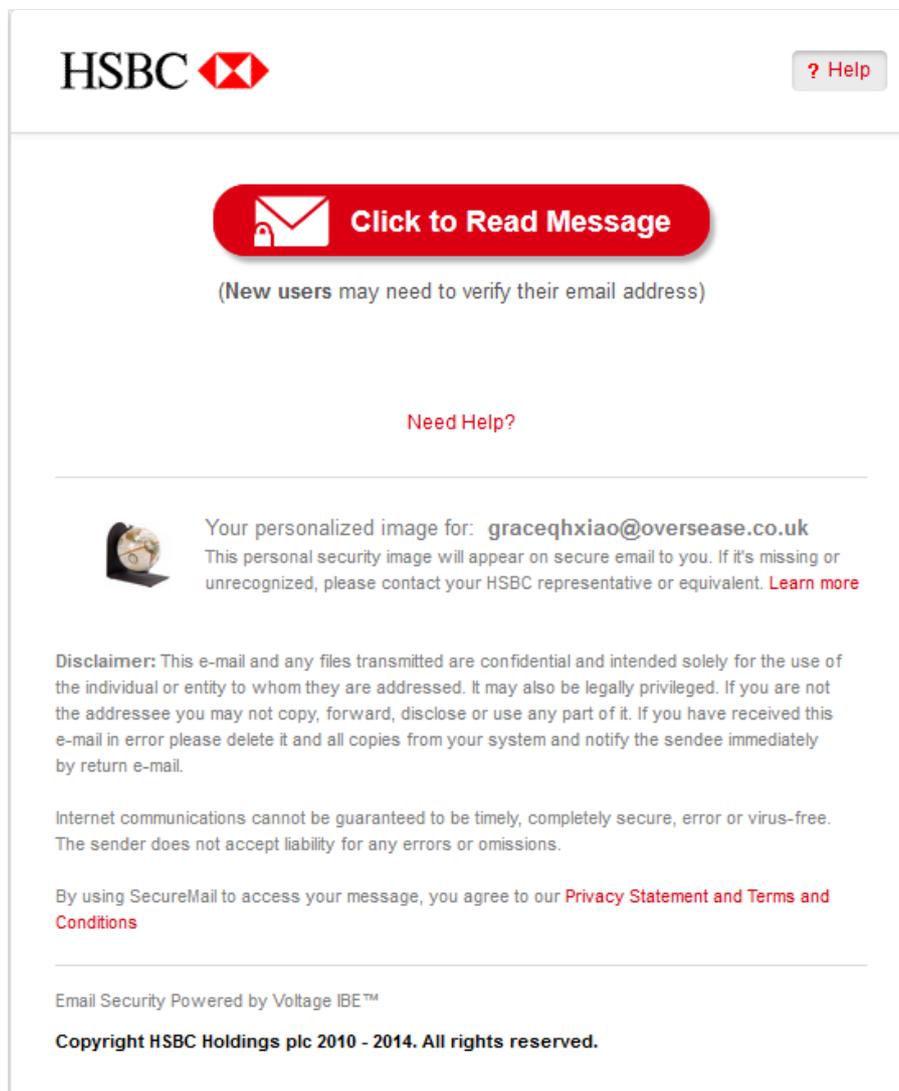


**Figure 2:** message\_zdm.html attachment

When opened, the attachment will open in a web browser window where you will see the SecureMail screen.

2. Click the and **Read Message** button

If you have never used this solution before, you will be directed to the SecureMail account set up screen. If you already have an account, please proceed to the 'Sign into SecureMail' section on page 8.



**Figure 3:** Welcome to SecureMail screen with the Read Message button

### 3. Setup your SecureMail account

Create your login credentials by completing the required fields and then click **Continue**.

Your password must be at least 8 characters long and must be a combination of letters and numbers.

#### Security Tip

In the interest of security, your password should be different to the ones you use for accessing online financial account information or other email accounts.

Please note that HSBC will never ask you to enter your financial account or personal details such as your date of birth in the HSBC SecureMail account set up process or any other part of the SecureMail solution.

Figure 4: Set up your SecureMail account screen

You will then be informed your SecureMail account details have been submitted successfully.

### 4. Return to your email inbox

Once you have successfully submitted your login details, **return to your email inbox**. You will receive a **SecureMail Verification** email.



Figure 5: SecureMail Verification email sent to your email inbox from HSBC SecureMail

**5. Open the SecureMail Verification email and Activate Account**

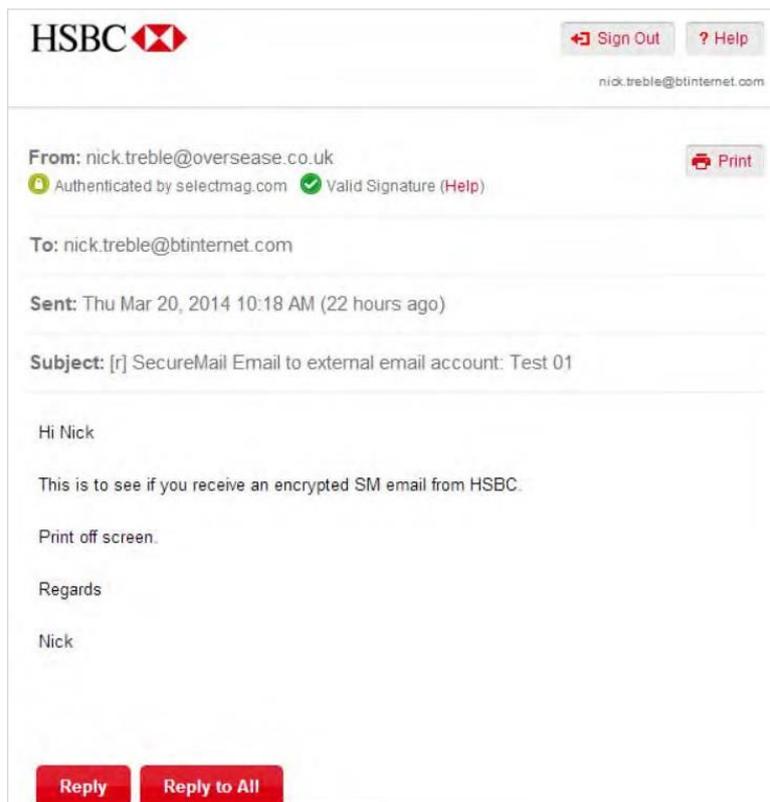
Open the verification email and click the link within to activate your SecureMail account. Once the account is activated your message will be displayed in your web browser window.



**Figure 6:** SecureMail Verification email with account activation link

**6. Read message**

Your message will be displayed in your web browser window. In addition, you will also receive an account confirmation email in your inbox.



**Figure 7:** Read your secure message on the Read Message screen

You can print a received message by clicking on the Print Icon.

You will also be able to cut and paste information from the email into a file in your computer or you can download any attachments to your computer. If you do this, please take care of the information since it will no longer be protected by SecureMail encryption.

**Note:** If you delete the email sent by HSBC which contains the message\_zdm.html attachment, you will not be able to view your secure message again at a later date unless you have saved any attachments within the secure message to your computer.

## Sign into SecureMail

To sign into SecureMail, you will first need to follow steps 1 and 2 on page 4. If you already have an account you will be directed to the SecureMail sign in screen shown in Figure 8 below.

If you are a first time user, please follow previous steps 1-5 to access your message)

### 1. Enter sign in details

On the SecureMail sign in screen, please check or complete the following fields:

Email: this field should be pre-populated with your email address. Check that it is correct. Password: Enter the password you created when setting up your SecureMail password. See highlighted area 1 on Figure 8 below.

### 2. Click the Sign In button

Click the Sign in button to proceed to your message. See highlighted area 2 on Figure 8 below.

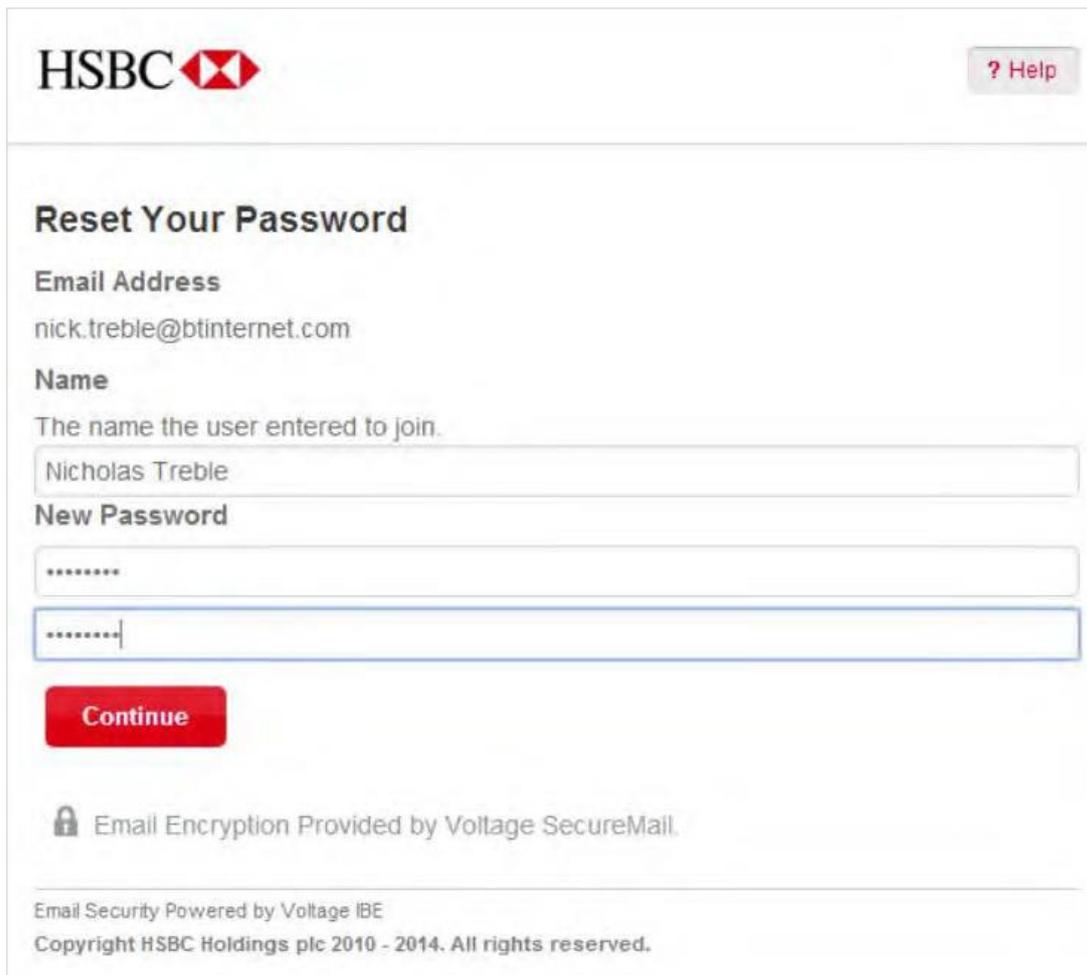
As long as you keep the email sent by HSBC with the message\_zdm.html attachment, you will be able to sign into SecureMail and view the encrypted message again at a later date.

Figure 8: SecureMail sign in screen

## Resetting your SecureMail password

If you cannot remember your password or would like to reset your password, click on the Forgot password and reset password link under the 'Password' input field on the sign in screen. See Figure 9 below.

You will get a message in your email inbox with a link to reset your password and re-activate your account.



**HSBC**  [? Help](#)

### Reset Your Password

**Email Address**  
nick.treble@btinternet.com

**Name**  
The name the user entered to join.  
Nicholas Treble

**New Password**  
\*\*\*\*\*  
\*\*\*\*\*

**Continue**

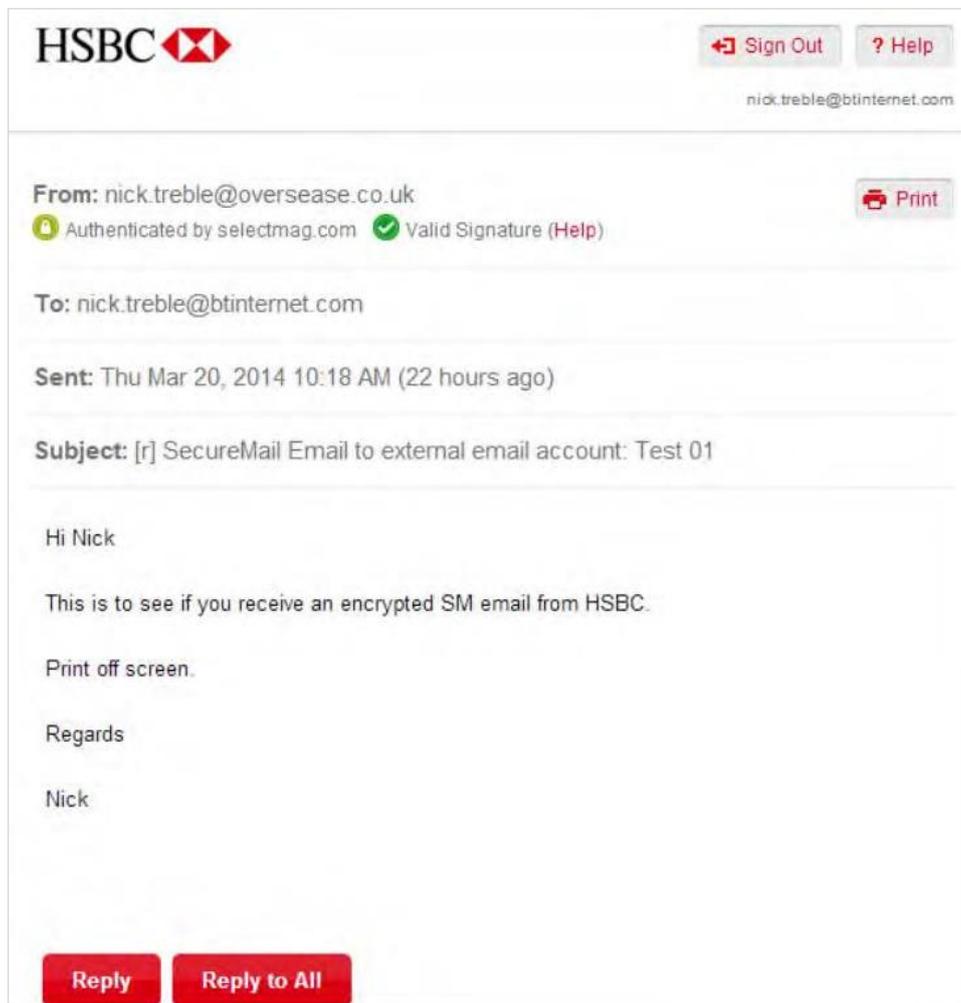
 Email Encryption Provided by Voltage SecureMail.

Email Security Powered by Voltage IBE  
Copyright HSBC Holdings plc 2010 - 2014. All rights reserved.

Figure 9: Reset Password screen

## Using SecureMail to reply to messages

SecureMail lets you reply to the sender of the email message or to the sender and all copy parties.



**Figure 10:** SecureMail Reply or Reply to All screen

For security reasons, you will not be able to forward your email or add or delete any email addresses in your reply.

Remember not to include any confidential information in the email Subject line to keep your message secure.

### To Reply to Sender

When your secure message is displayed, you will see a **Reply** button. Click the **Reply** button to reply to the sender of the original email. This will open a new window where you can write your reply. See Figure 11 below.

### To Reply to All

If you want to reply to all copy parties, click Reply to All. This will open a new window where you can write your reply.

Just like a normal email account, you will see a screen where you can compose your reply message. You will also be able to view the email history which you can select and delete if you wish to.

**Note:** Any attachments sent by the originator of the email will automatically be removed on the reply message.

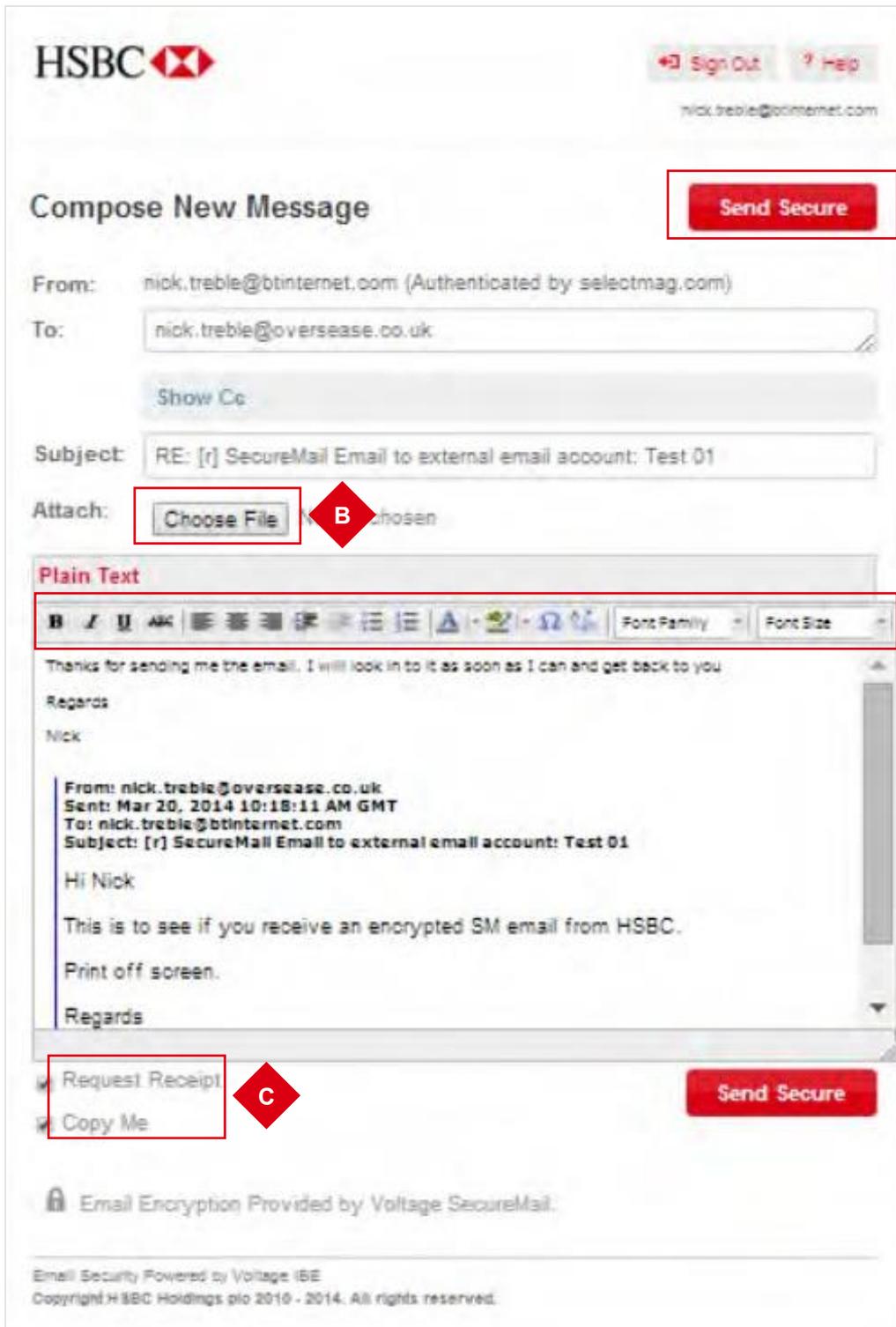


Figure 11: SecureMail Reply or Reply to All screen

### A. Rich Text Editor

When replying to an email you can format your message by using the Rich Text Editor. The editor lets you change the font, the font colour and more.

## **B. Attaching Documents**

To attach a document the recipient can click the Choose File link located next to the 'Attach' field. Search for your document using the file browser and click Open to attach. You can remove attachments by clicking the Remove link which is displayed next to each file you have attached.

## **C. To Request a Receipt or Receive a Copy of your Email**

To receive a notification that your email has been delivered, select the 'Request Receipt' checkbox located at the bottom of your message screen. Once the recipient has opened your mail, you will be sent a return receipt in your SecureMail inbox informing you that the email was successfully delivered.

To receive a copy of your reply, click on the 'Copy Me' checkbox option.

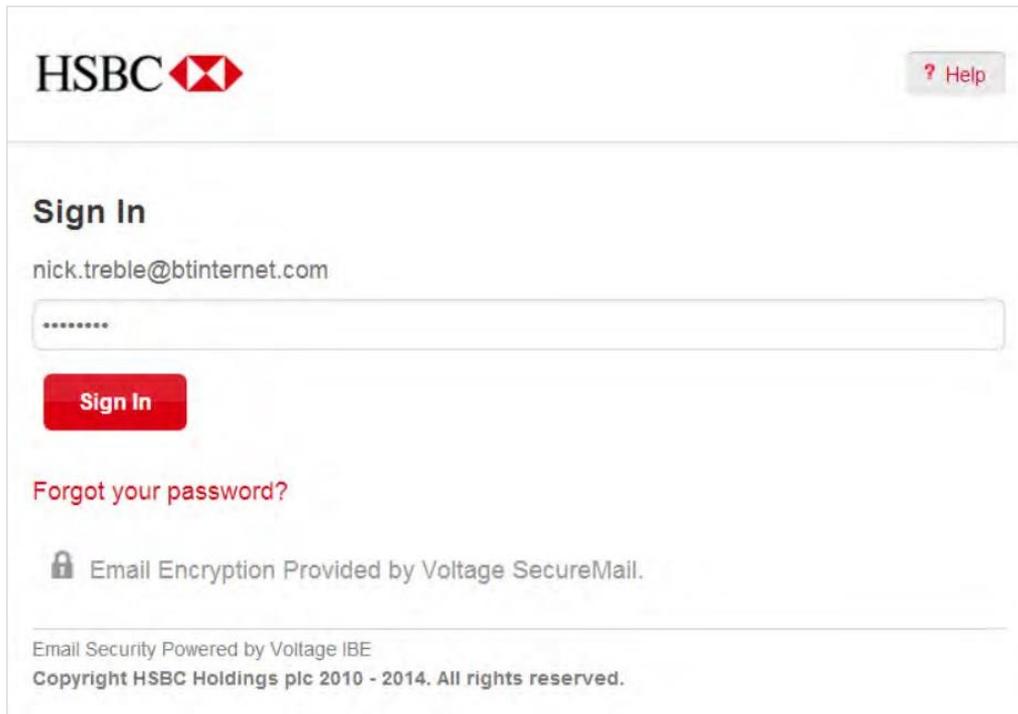
## **D. Sending the reply**

When you are ready to send your reply, click the Send Secure button. A secure message will be sent to the recipient(s).

Note: the above sub-sections A-D also apply to the next section.

## Using SecureMail to compose messages

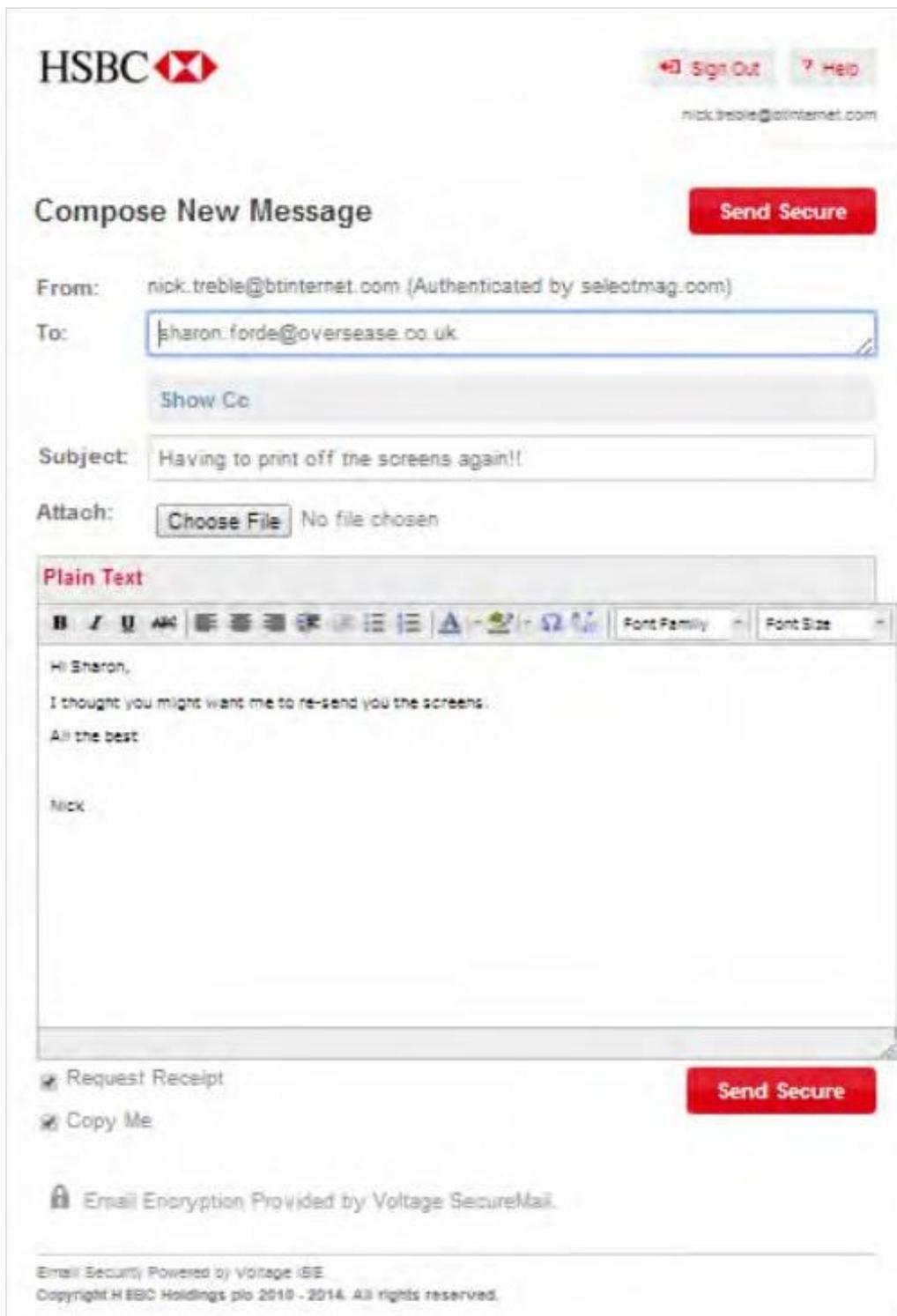
Having received an email and registered for SecureMail, you can opt to compose a new message when signing out of the system.



**Figure 12:** SecureMail sign in screen

To compose a new secure message, log in via the 'Sign-In' page to create your new message. The Compose new secure message window will be displayed where you can compose your message, add the recipient(s) e-mail address(es) and a subject. See Figure 13.

New emails can only be sent to HSBC representatives who are enabled to use SecureMail.



**Figure 13:** SecureMail to Compose messages

Once the message is complete, click the 'Send Secure' button. A notification will be displayed once the secure message is sent successfully.



**Figure 14:** Successfully Sent a secure Message

From this screen you can either send another Secure Message or Sign Out.

## Glossary

### Email Domain

Email Domain is the part that follows the @ sign in an email address  
Eg name@youremaildomain.com

### Email Server

An email server processes inbound emails in some way (eg filter spam) before it is delivered to the recipients email inbox.

### Encryption

Encryption is the process of transforming data so it's unreadable to anyone except the party that is authorised to receive it.

### Forced TLS – Transport Layer Security

Transport Layer Security (TLS) is a user transparent way of encrypting the transmission of electronic mail from one organisation to another over the Internet. TLS is a security protocol that is based on the Secure Sockets Layer (SSL) 3.0 protocol developed by Netscape. Forced TLS is a configuration that has to be set on the sender and recipient's Internet email gateways in order for the email to be transported securely.

### Secure email

Secure email is an email that has been encrypted so that it can be sent securely over the internet.

### Server

A server is computer system or device that manages network resources. Often servers act as storage devices for files.

### SSL – Secure Socket Layer

Secure Socket Layer (SSL) provides enhanced security for internet communications. It uses **encryption** (see above) to ensure the confidentiality of sensitive information – such as credit card numbers, account balances and other financial and personal data – which is sent between a web browser and a web **server** (see above).

### Web Browser

A **web browser** is a software application for retrieving, presenting, and traversing information resources on the Internet.

## Support

Please refer to your HSBC Relationship Manager or HSBC Representative who will assist you or will progress your query.

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