

## Secure email user guide

*The security of customer and colleague data is of utmost importance to us. We use an encrypted email function to protect sensitive material sent to you via email from unauthorised viewing or malicious intervention.*

When a Quilter employee sends you an encrypted email the system will send the message to a secure portal. You will receive a message informing you that you have received an encrypted message from Quilter. You will need to either register or login to the portal to retrieve the email, download attachments and directly reply to the Quilter sender.

Although additional software is not required to receive encrypted emails from Quilter, you will need to complete an initial registration process. Instructions on how to do this, and how to retrieve and reply to an encrypted message, are set out in the following guide.

### Registering with Quilter encryption

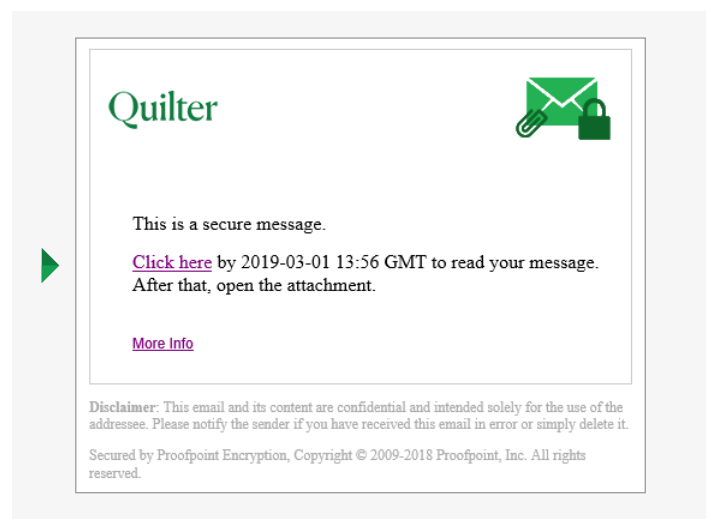
- ▶ The first time you receive a secure message from Quilter, you will be prompted to create an account to register with Quilter Encryption.
- ▶ You will need to create an account with a password reset question.

**Please note: Your password cannot contain spaces.**

- ▶ Fill in the fields, select your security question and answer, and then click **Continue**.
- ▶ The next time you want to read a secure message, you will be prompted to log in to the Proofpoint Portal using your password.

### Reading a secure message

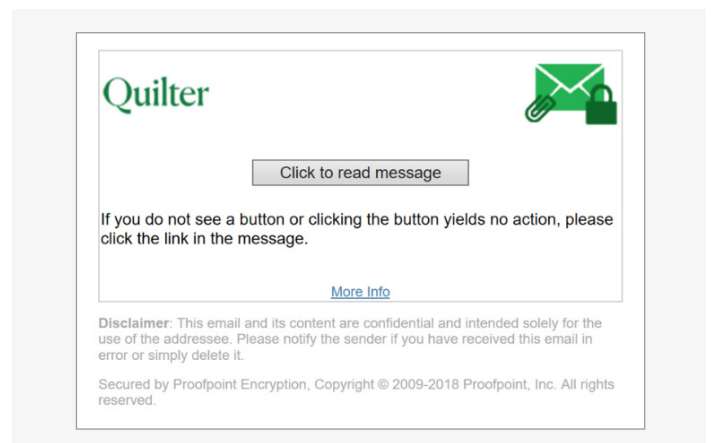
- ▶ When you receive a secure message, it will look similar to this in your mailbox:



- ▶ The link in the email will be active for 14 days only. If the link has expired, you will have to re-request the email.

### Open the attachment

- ▶ The attachment in the email provides the screen below.



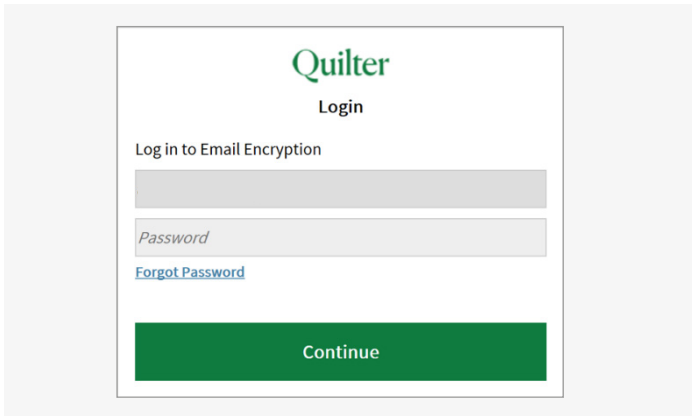
- ▶ If this is the first time you are receiving a secure message, you will be prompted to register with the Quilter encryption portal.
- ▶ Click the 'Click to read message' button

**Please note: the 'More info' link will take you to a 'How to' section':**

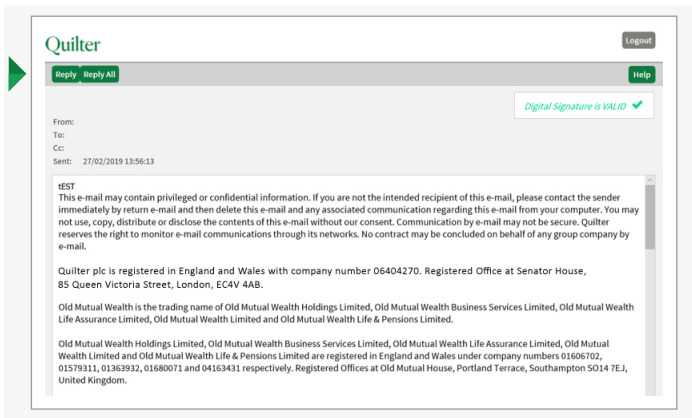
- ▶ [https://securemail.quilter.com/help/enus\\_encryption.htm](https://securemail.quilter.com/help/enus_encryption.htm)

### Reading your message

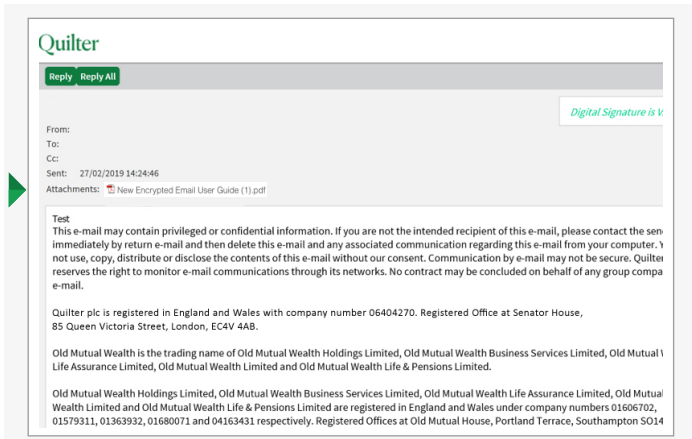
- ▶ Clicking the link in the email or clicking the “click to read message” takes you directly to the login screen shown below:



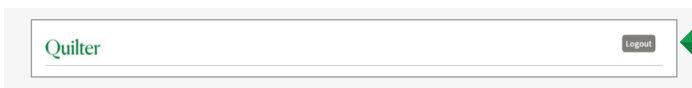
- ▶ Once you are logged in to the portal, you will receive the email content and can 'reply/reply all' for the specific message



- ▶ Any attachments are shown on the emails and can be downloaded;

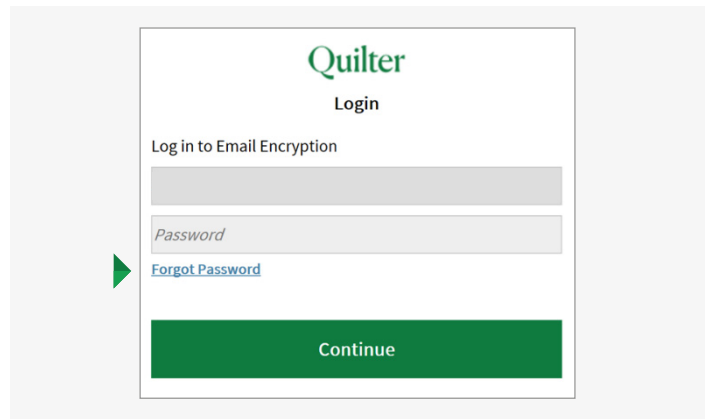


- ▶ Click **Logout** when you are done.

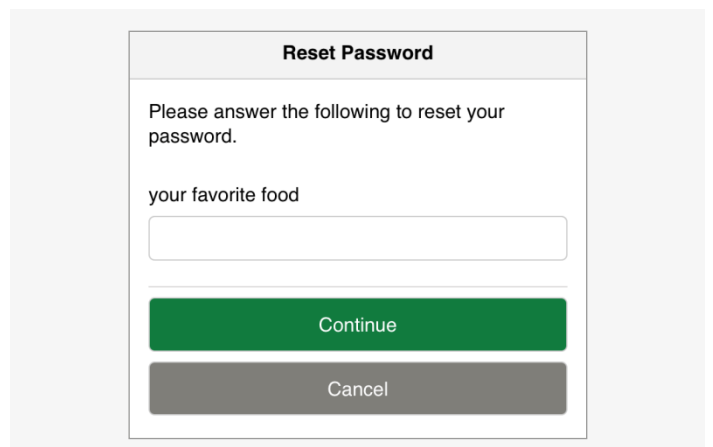


### If you forget your password

- ▶ If you forgot your password, click the Forgot Password link.

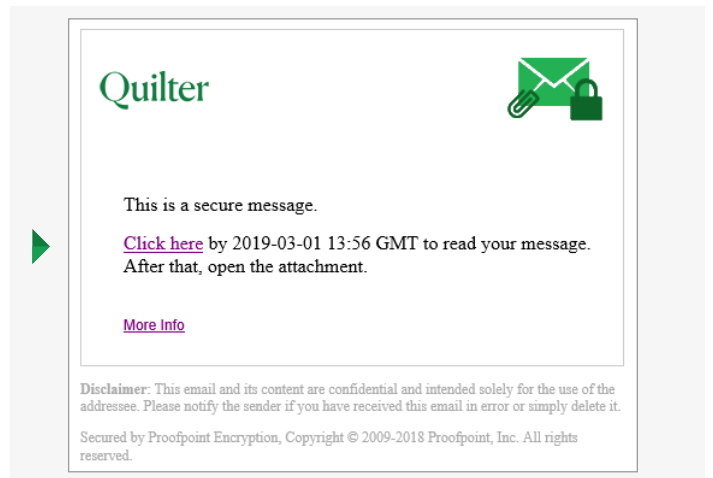


- ▶ You will be prompted to answer the security question and then will then be prompted to reset your password.



### Decrypting secure messages from a mobile device

- ▶ When you receive a secure message, it contains a link that you can click to decrypt the message and read it on your mobile device.
- ▶ This link will be active for 14 days only.



If you have any further questions please visit our ProofPoint Encryption FAQ page [quilter.com/secure-email](http://quilter.com/secure-email)