



Secure email user guide

The security of clients' 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 Cheviot employee sends you an encrypted email, the system will send the message to a secure portal - the Proofpoint Portal. You will receive a message informing you that you have received an encrypted message from Quilter Cheviot. You will need to either register or login to the portal to retrieve the email, download attachments and directly reply to the Quilter Cheviot sender.

Although additional software is not required to receive encrypted emails from Quilter Cheviot, 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 Cheviot encryption

- The first time you receive a secure message from Quilter Cheviot, you will be prompted to create an account to register with Quilter Cheviot Encryption.
- Fill in the fields with your details

The registration form includes the Quilter Cheviot logo and the title 'Registration'. Below the logo, it says 'Create your account to read secure email.' The form contains the following fields: 'Email Address:', 'First Name:', 'Last Name:', 'Password:', 'Confirm Password:', 'Question:' (with a dropdown menu showing 'Your childhood best friend'), 'Answer:', and 'Validation Code:'. A blue 'Continue' button is at the bottom. A note states: 'We have sent a validation code to your email address. Please check your inbox for the code and enter it below. If you did not receive it and need another code: [Click here](#)'.

Please note: Your password cannot contain spaces.

- A code will be sent to your email once the new password is confirmed - enter the code and click **Continue**

- Choose a security question

This is a smaller version of the registration form. A yellow 'Password Policy' overlay is visible at the top, listing requirements: 'Passwords must be 7-20 characters long.', 'At least one digit (0-9) is required.', 'At least one symbol character is required.', and 'Your username may not appear in the password.' Below the form, a dropdown menu for 'Question:' is open, showing options like 'Your childhood best friend', 'First pet's name', 'Your favorite food', etc.

- Once the security question has been completed, the secure email account will be registered.
- 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 email preview shows the Quilter Cheviot logo and a lock icon. The text reads: 'This is a secure message. [Click here](#) by 2022-05-27 13:27 BST to read your message. [More Info](#)'. A disclaimer at the bottom states: 'Disclaimer: This message is intended solely for the addressee and may contain confidential or privileged information. If you have received this message in error, please permanently delete it and do not use, copy or disclose it. Quilter Cheviot Limited is registered in England with number 01923571, registered office at One Kingsway, London, WC2B 6AN. Secured by Proofpoint Encryption, Copyright © 2009-2021 Proofpoint, Inc. All rights reserved.'

- The link in the email will be active for 14 days. If the link has expired, you will have to re-request the email.
- Click the '**Click here**' button' to read your message.

Reading your message

- Clicking the link in the email or clicking the 'click here' button takes you directly to the login screen shown below:

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

<https://securemail.QuilterCheviot.com/help/enus/encryption.htm>

- 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 forget 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.

If you have any further questions please visit our ProofPoint Encryption FAQ page:
<https://www.quiltercheviot.com/important-information/secure-email/>

www.quiltercheviot.com

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