



The security of client data is key to our business and using an encrypted email function ensures that sensitive material, sent via email is protected from unauthorised viewing or malicious intervention.

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 pages.

REGISTERING WITH QUILTER CHEVIOT ENCRYPTION

The first time you receive a secure message, you will be prompted to create an account to register with Quilter Cheviot Encryption.

You will be required to create an account with password reset questions.

The registration form includes a 'Password Policy' pop-up with the following rules:

- Passwords must be 7-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

The form fields are:

- Email Address:
- First Name:
- Last Name:
- Password:
- Confirm Password:
- Question: Your childhood best friend
- Answer:

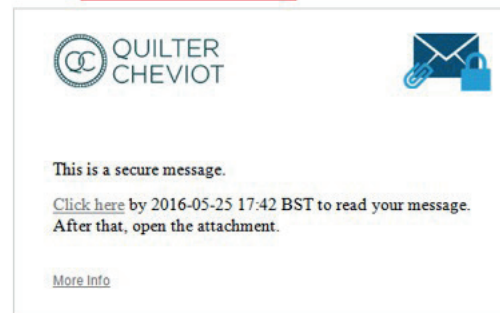
A blue 'Continue' button is at the bottom.

Note: Your password cannot contain spaces.

Fill in the fields, select your security question and answer, and then click **Continue**.

READING A SECURE MESSAGE

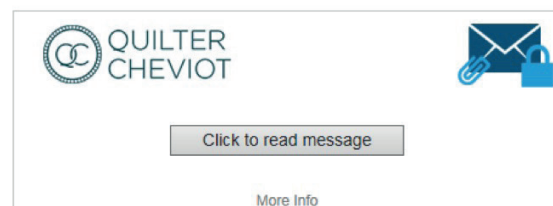
When you receive a secure message, it will look similar to this in your mailbox:



Click the attachment **SecureMessageAtt.html** to launch a browser.

OPEN THE ATTACHMENT

If this is the first time you are receiving a secure message, you will be prompted to register with Quilter Cheviot Encryption.



Disclaimer: This message is intended solely for the addressee and may contain confidential or privileged information. If you have received this message in error.

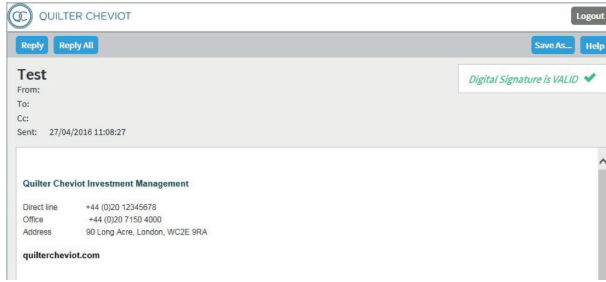
Click the **Click to read message** button.

Note: Some email and webmail clients display the Proofpoint Encryption secure message attachment online – for example, Mozilla Thunderbird will do this. When you click the “Click to read message” link, you will see an error message. The solution is to first save the attachment to disk before opening it.



READ YOUR MESSAGE

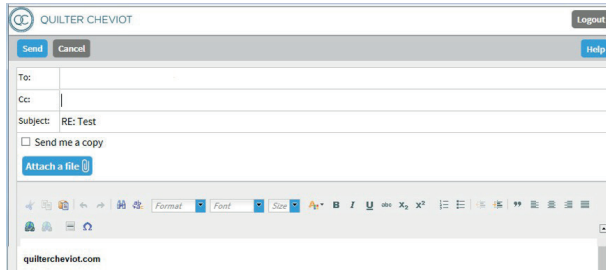
The **Reply** and, **Reply All**, options are available.



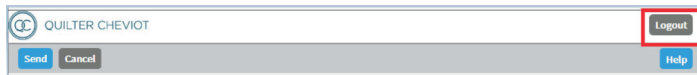
The **Save As** option is available. Use the **Save As** option to download your secure message to your computer.

- Save Message Body as HTML – downloads the message body as `<message subject>.html`.
- Save as EML Message – composes a RFC2822 message based upon the Secure Reader message content. This option does not include embedded images.

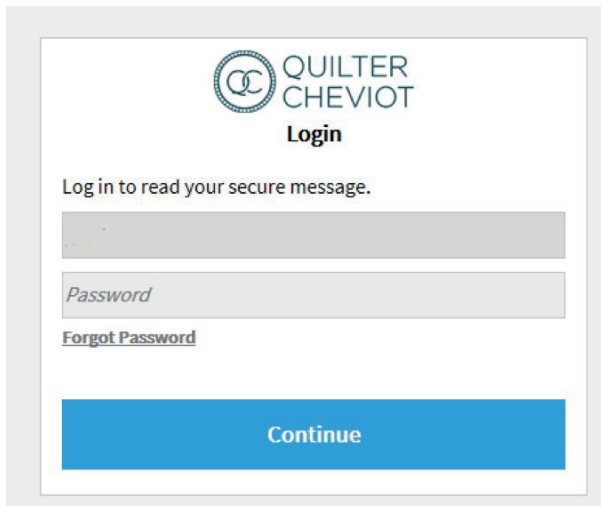
If you click **Reply** or **Reply All** you cannot add more recipients to the message.



Click **Logout** when you are done.

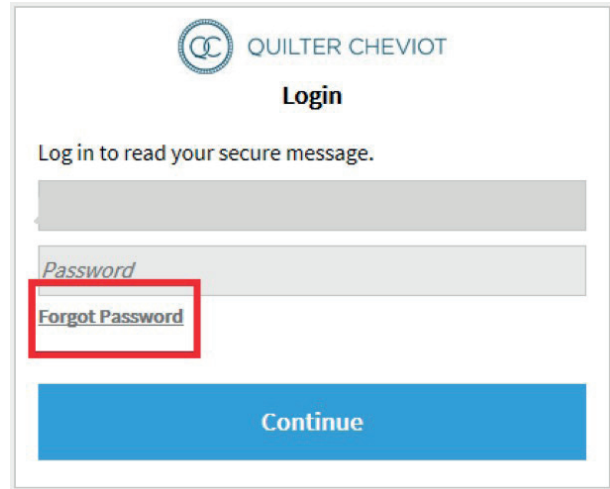


The next time you want to read a secure message, you will be prompted to log in to Proofpoint Encryption using your password.

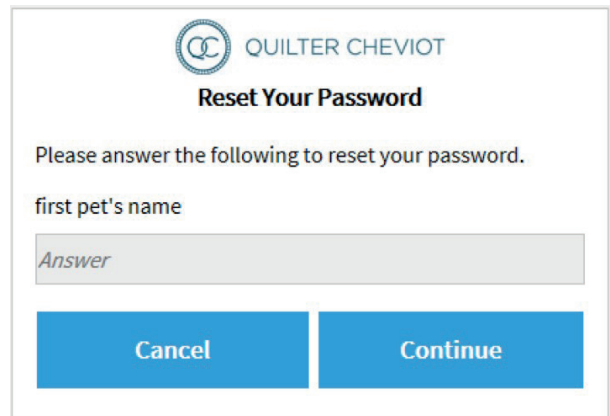


FORGETTING YOUR PASSWORD

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 2 days only.

