

# HOW CAN EXTERNAL RECIPIENT READ UOB ENCRYPTED EMAIL UOBAM (VIETNAM)

Document Owner: IT Department  
(Restricted)

Dear Sir or Madam

UOB is committed to enhancing the security of your information, including the transmission of confidential information to you. We are implementing UOB Secure Email solution to protect contents of an email from being accessed by unauthorized recipients. The system will secure the confidential email communication by encrypting the entire email, including the email message and any attachments. If you do not find the email in your inbox, please check the Spam or Junk folders.



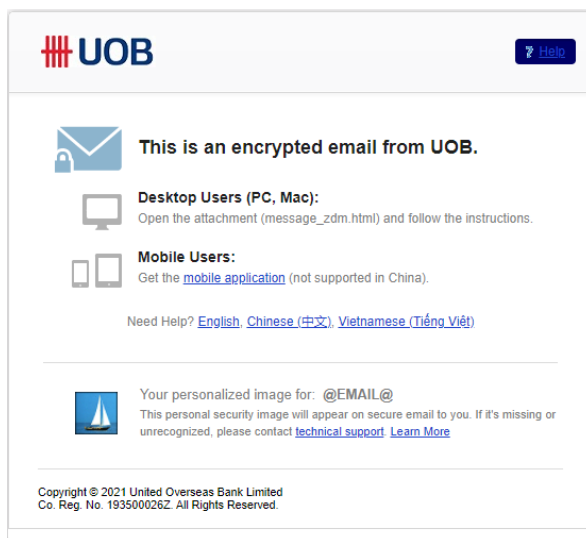
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## 1. How do I access the encrypted email from UOB Secure Email system?

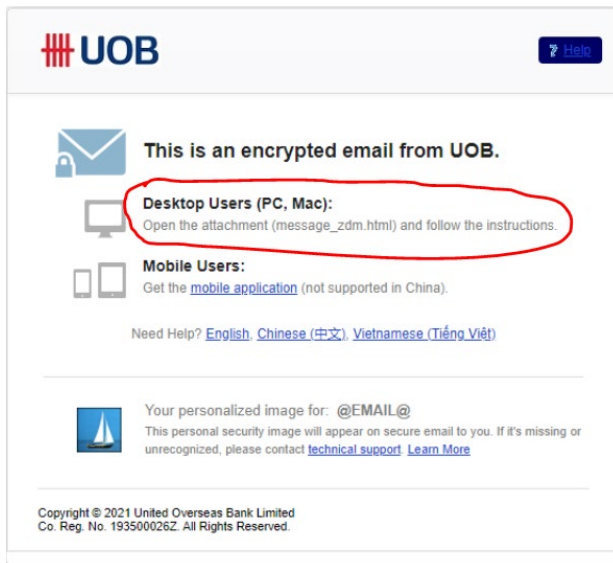
When we send you an email message encrypted by UOB Secure Email system, you will receive an email notification with a HTML attachment in your inbox, similar to the screenshot below. (If you do not find the mail in your inbox, please check the Spam or Junk folders)



## 2. Instructions to access the encrypted UOB email on desktop

- **Open message\_zdm.html:** Download or double-click to open the HTML attachment called *message\_zdm.html* to access the secure message. For desktop users, this will automatically open your web browser window and you will see a page like what is shown in the screenshot below. Click on the large blue button to continue. (Mobile users please refer to No 3 below).



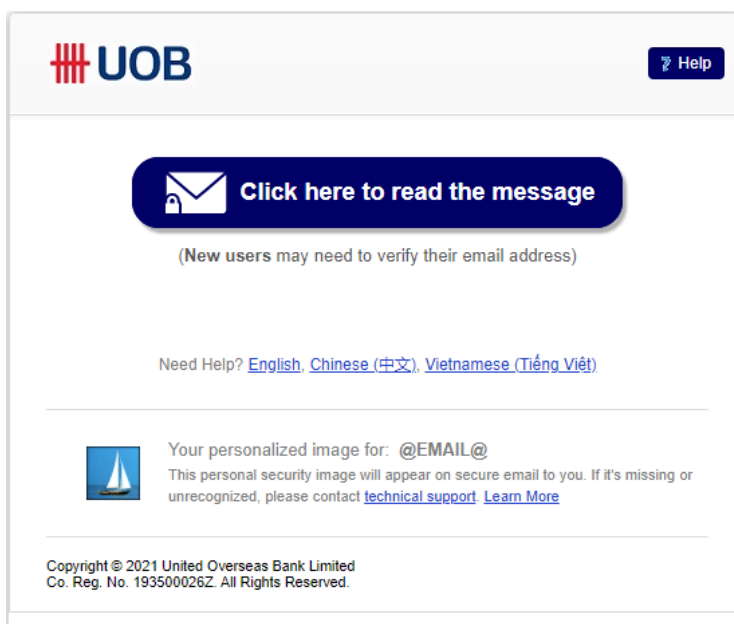


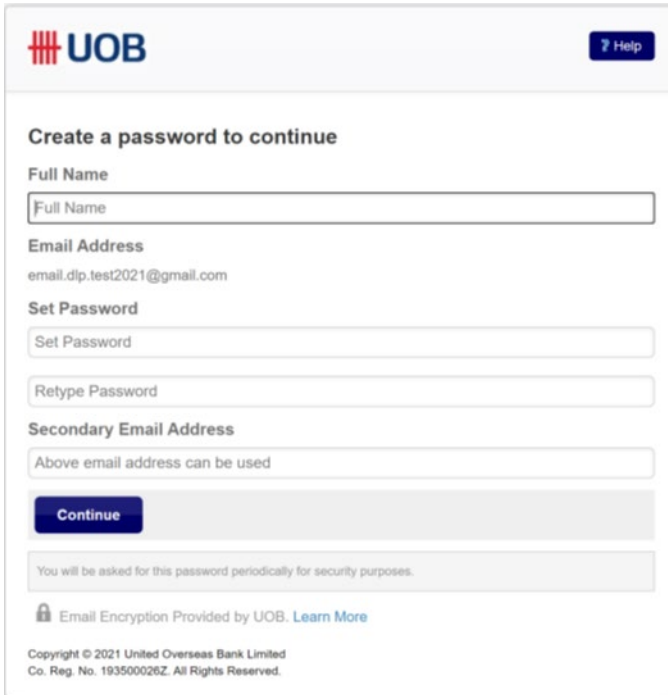
## 1.1 First time user:

If this is the first time you are receiving an encrypted email, you will be prompted to set up a UOB Secure Email account to register your email address and set up a password.

Secondary email address is required during forgotten password or account lockout situations where a reset link will be sent to this address.

You may input the primary email address in the field 'Secondary Email Address' if you do not have another email address. Please remember the password for future access to view encrypted mails from UOB Secure Email system.





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

### Create a password to continue

**Full Name**


**Email Address**  
email.dlp.test2021@gmail.com

**Set Password**

**Secondary Email Address**

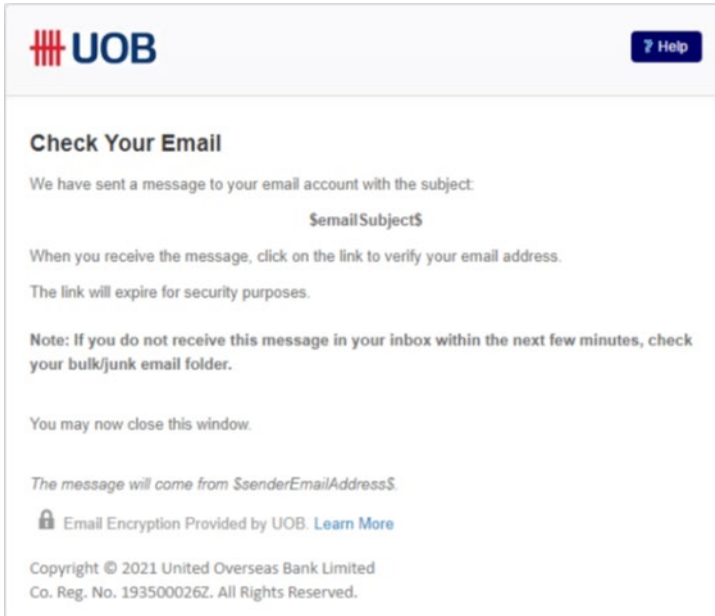
[Continue](#)

You will be asked for this password periodically for security purposes.

 Email Encryption Provided by UOB. [Learn More](#)

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- **Email Notification:** Upon registration, the message below will appear with a request that you need to check your email for a verification message which will be sent to your primary email address.



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

### Check Your Email

We have sent a message to your email account with the subject:


**\$emailSubject\$**

When you receive the message, click on the link to verify your email address.  
The link will expire for security purposes.

**Note:** If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

You may now close this window.

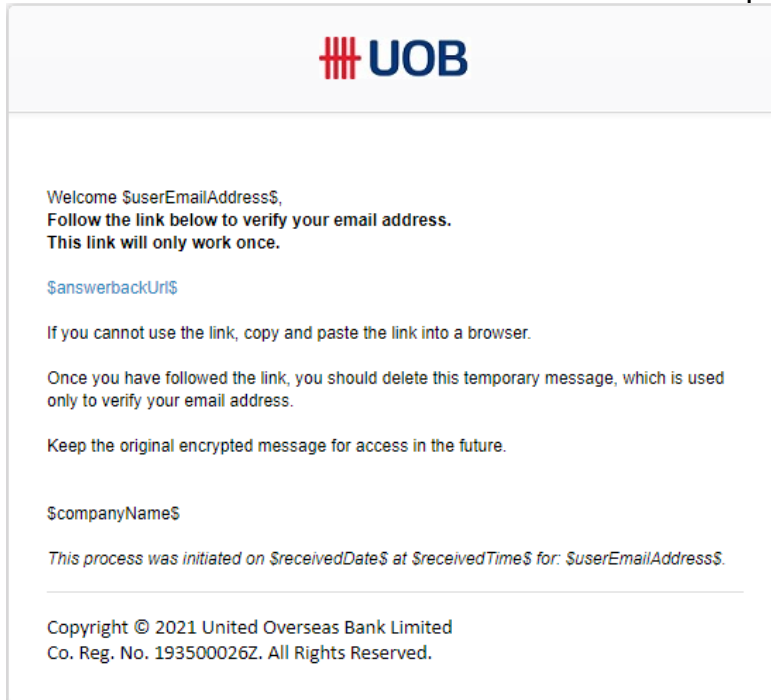
The message will come from \$senderEmailAddress\$.

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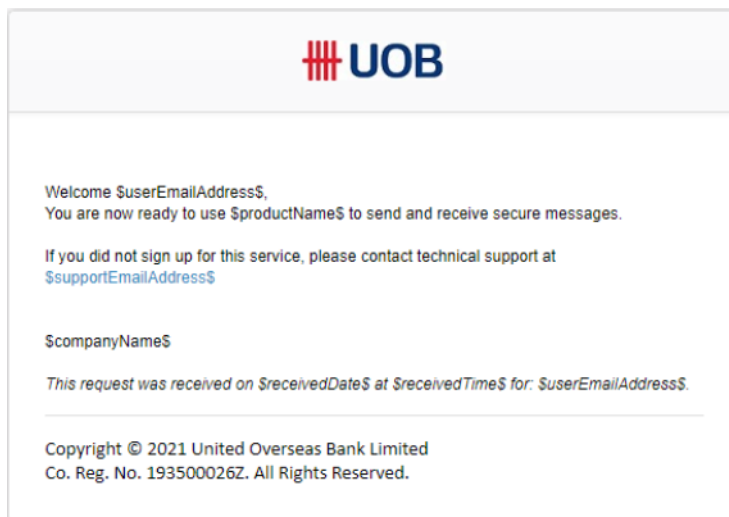
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- **Verify Verification Mail:** An activation link will be sent to your email address. Click on the link in the verification email to complete the registration.




- **Confirmation Mail:** Upon completing the verification successfully, you will receive a confirmation email in your primary mailbox to indicate that the registration process is completed.



## 1.2 Repeat user:

If you already have an account, simply enter your password and click Submit. Your encrypted message will be displayed. You can now read your message and open the attachments.

 [Help](#)


### Sign In

email.dlp.test2021@gmail.com


**Password**



[Sign In](#)

[Forgot your password?](#)      [Update Secondary Email Address](#)

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 [Sign Out](#) [Help](#)  
email.dlp.test2021@gmail.com


**From:** surasak.tar@uob.co.th [Print](#)  
 Authenticated by uob.co.th  Valid Signature ([Help](#))

**To:** email.dlp.test2021@gmail.com

**Sent:** Thu Jun 24, 2021 8:34 PM (2 minutes ago)

**Subject:** [encrypt]

[Reply](#) [Reply to All](#)

 Email Encryption Provided by UOB. [Learn More](#)

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### 3. How to read encrypted email on mobile devices?

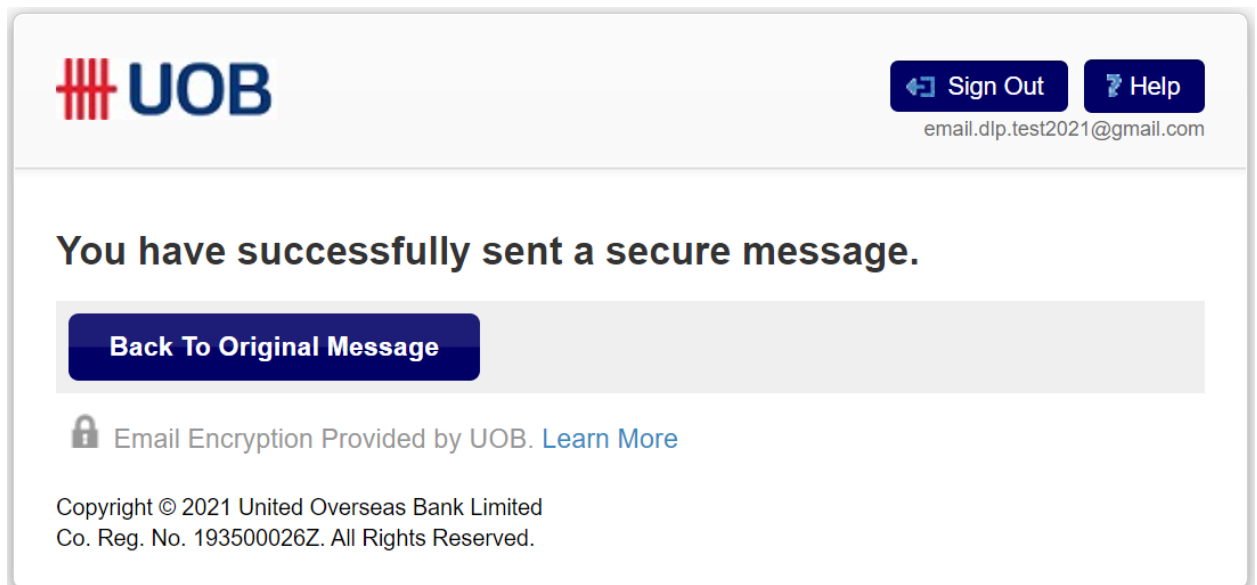
Follow the below steps to view the secure email:

1. Download the mobile app from Apple App Store or Google Play Store using the link in the encrypted email notification.
2. From the encrypted email notification, tap on the attached message\_zdm.html
3. Tap the icon to share (for iOS) or open the file using the downloaded mobile app.

*Please note, mobile apps are not supported in China. Please use PC or Mac to access the encrypted mail.*

### 4. How can I reply to the encrypted email from UOB Secure Email System?

You can reply to the encrypted mail from the UOB Secure Email system itself by using the Reply button. The email will be sent in an encrypted format, and you will see the confirmation message as below.



The screenshot shows a confirmation message from UOB. At the top left is the UOB logo. At the top right are two buttons: 'Sign Out' and 'Help', with the email address 'email.dlp.test2021@gmail.com' below them. The main message reads 'You have successfully sent a secure message.' Below this is a large blue button labeled 'Back To Original Message'. Underneath the button is a lock icon followed by the text 'Email Encryption Provided by UOB. [Learn More](#)'. At the bottom, there is a copyright notice: 'Copyright © 2021 United Overseas Bank Limited Co. Reg. No. 193500026Z. All Rights Reserved.'

Please take note of the following while replying:

- a) Attachments are not allowed in the reply mail through UOB Secure Email System. To insert attachments, reply to the encrypted mail message from your mail client and add attachments.





- b) Forwarding of mails to another person using UOB Secure Email System is disallowed. You may choose the 'Print' option to generate a printable / PDF version of the mail which can be sent to another person using your mail client.
- c) Editing the 'To' and 'Cc' fields while replying using UOB Secure Email System is disallowed. You may reply to the encrypted mail message from your mail client and edit the 'To' and 'Cc' fields.
- d) 'Copy Me' option is enabled by default.

**The end**

