



E-mail Encryption – Recipient Guidelines

Canadian Western Bank Group
Human Resources Department
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This reference guide was developed for training and reference use only. Any discrepancies between this resource and the CWB Group Policy Manuals, the CWB Group Manuals will precede. Any policy and procedures changes after the noted date will not be reflected in this reference guide.

Table of Contents

General Information	3
What is Encryption?	3
Why Does Canadian Western Bank Group Encrypt E-mails?	3
What is the difference between receiving an encrypted e-mail vs. a regular e-mail?	3
What is the benefit of this guide?	3
Activating Your Account	4
Welcome Email	4
Setting Your Password	5
Password Security Questions	5
Receiving Encrypted Email	6
Notification Message	6
Opening the Attachment	7
Logging into the CWB Group Secure Mail Web Site	8
Viewing the Message	8
Viewing the Mailbox	9
Replying to an Encrypted Message	10
Forgot Your Password?	11
Troubleshooting	12
CWB Support Procedures:	12
FAQs	12

General Information

What is Encryption?

Encryption is the process of transforming information to make it unreadable unless the proper credentials are exchanged.

Why Does Canadian Western Bank Group Encrypt E-mails?

Canadian Western Bank Group encrypts e-mails for security reasons, as it protects sensitive and/or confidential information. When an e-mail is encrypted it prevents unauthorized parties from seeing the contents of the message during the transmission.

What is the difference between receiving an encrypted e-mail vs. a regular e-mail?

The difference is when a regular e-mail it is sent through "open lines" a third party can potentially look at along the way. However with an encrypted e-mail, the message is stored in a secured attachment that can only be accessed by means of a password.

What is the benefit of this guide?

When you receive an encrypted e-mail from the Canadian Western Bank Group, you will view the message on a secure web site that requires a password. This guide will describe the process.

Activating Your Account

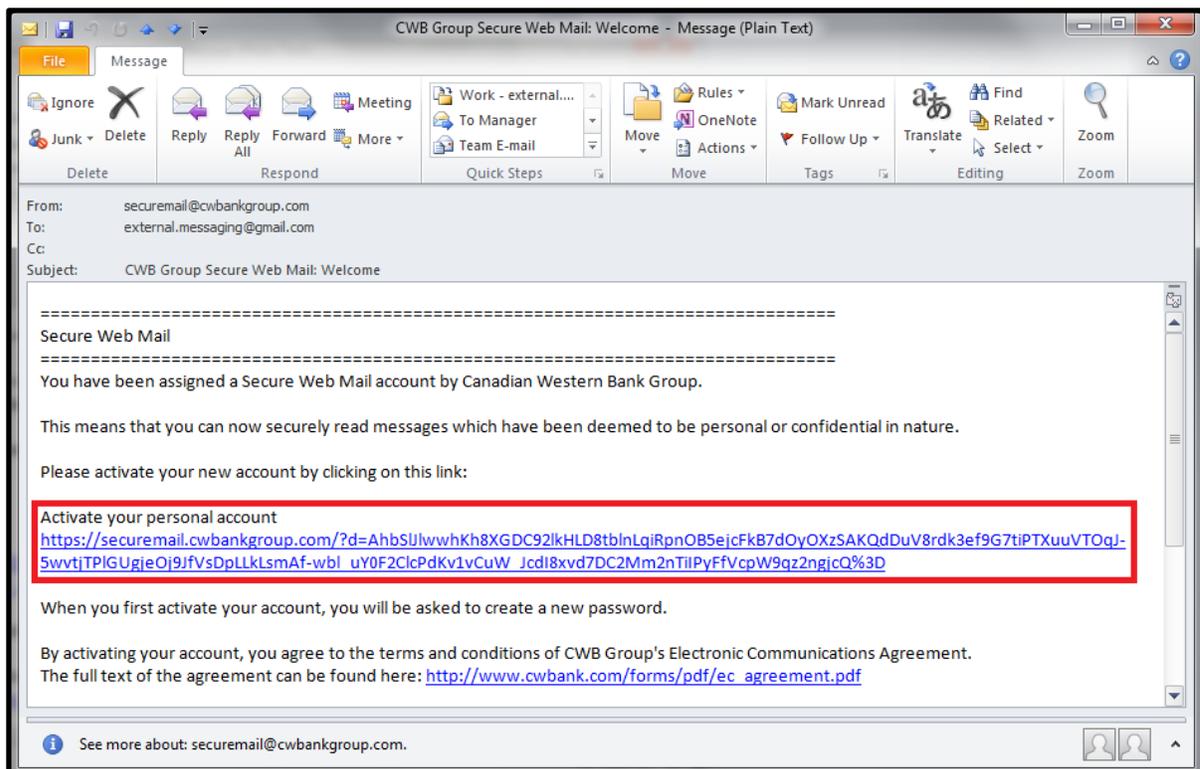
Welcome Email

The first time you are sent an encrypted email from CWB Group, you will first receive a Welcome email. It will be sent from **securemail@cwbankgroup.com**, and have the subject line **"CWB Group Secure Web Mail: Welcome"**.

To activate your account, click on the activation link contained within the Welcome message.

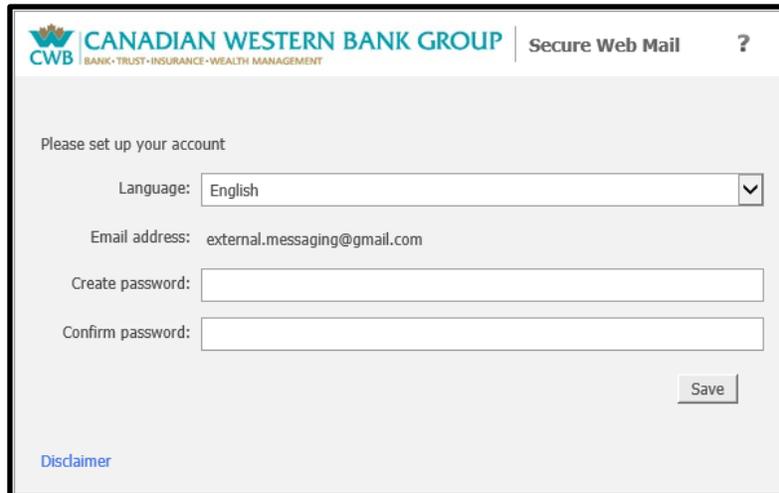


By activating your account you are also agreeing to the terms and conditions of the CWB Group's Electronic Communications Agreement.



Setting Your Password

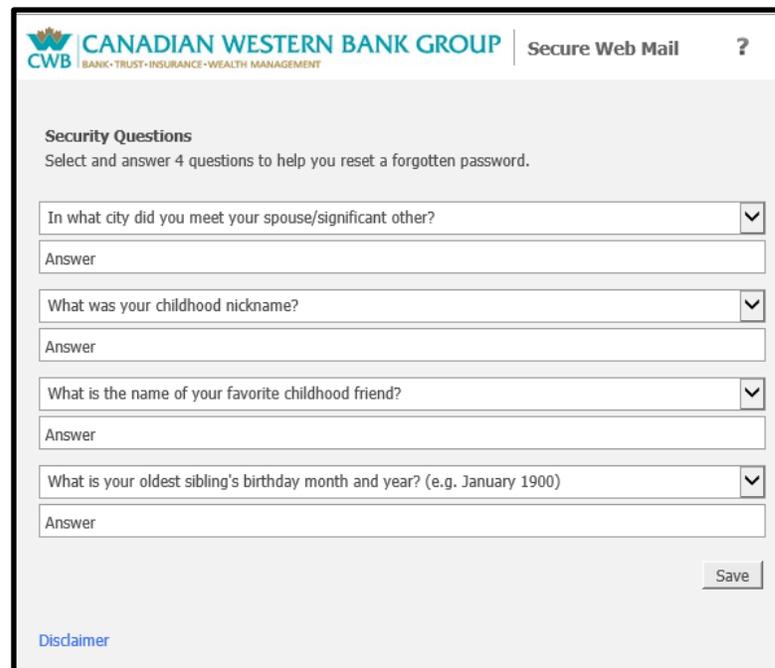
When you click the activation link, the CWB Group secure mail site will open in your web browser. You will be prompted to create and confirm a password for your account. The password must have a minimum of 8 characters.



The screenshot shows the 'Secure Web Mail' setup page. At the top, the CWB logo and 'CANADIAN WESTERN BANK GROUP' are displayed, along with the text 'BANK • TRUST • INSURANCE • WEALTH MANAGEMENT'. The page title is 'Secure Web Mail' with a help icon. The main heading is 'Please set up your account'. Below this, there is a 'Language:' dropdown menu set to 'English'. The 'Email address:' field is populated with 'external.messaging@gmail.com'. There are two empty text input fields for 'Create password:' and 'Confirm password:'. A 'Save' button is located at the bottom right. A 'Disclaimer' link is at the bottom left.

Password Security Questions

You will then be prompted to select four security questions, and provide answers for them. The purpose of these questions is to verify your identity if you wish to reset your own password in the future. You will be required to correctly answer two out of the four questions before your password will be reset.



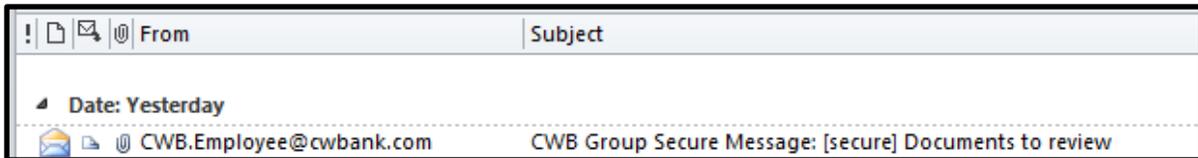
The screenshot shows the 'Security Questions' page. At the top, the CWB logo and 'CANADIAN WESTERN BANK GROUP' are displayed, along with the text 'BANK • TRUST • INSURANCE • WEALTH MANAGEMENT'. The page title is 'Secure Web Mail' with a help icon. The main heading is 'Security Questions' with the instruction 'Select and answer 4 questions to help you reset a forgotten password.' Below this, there are four question-and-answer pairs, each with a dropdown menu for the question and a text input field for the answer. The questions are: 'In what city did you meet your spouse/significant other?', 'What was your childhood nickname?', 'What is the name of your favorite childhood friend?', and 'What is your oldest sibling's birthday month and year? (e.g. January 1900)'. A 'Save' button is located at the bottom right. A 'Disclaimer' link is at the bottom left.

Receiving Encrypted Email

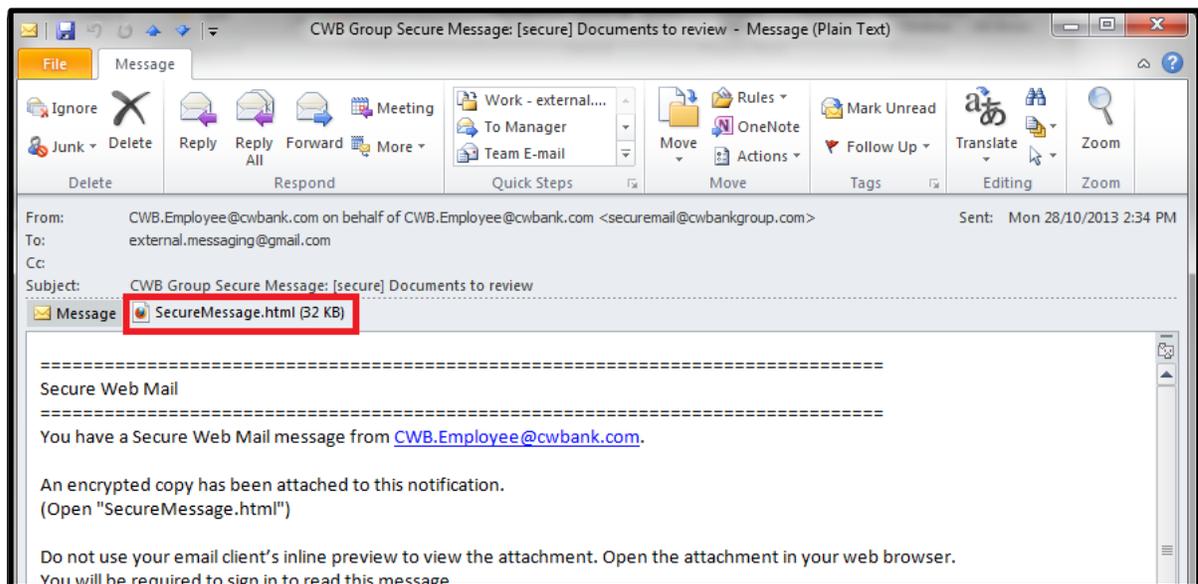
Notification Message

When you are sent an encrypted message, you will receive a notification email in your Inbox.

The message will have the subject line "**CWB Group Secure Message: <subject>**", where <subject> will be the actual subject of the message you have been sent.



Once you have opened the message, it will tell you that you have received a secure message encrypted as an attachment.

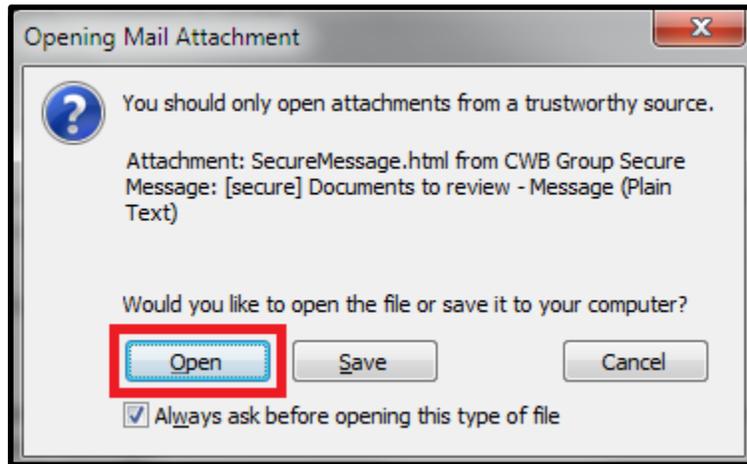


Please note that you cannot reply to the notification email, since the notification will always be sent from the address securemail@cwbankgroup.com. Please see the FAQ section for more details.

Opening the Attachment

The notification message will contain an attachment called SecureMessage.html.

If you are using an email software client such as Microsoft Outlook, choose to “Open” the attachment. This will open your web browser (e.g. Microsoft Internet Explorer) and take you to our secure web site.



If you are using a web mail application such as Gmail, you may have the option to view or download the attachment. Viewing the attachment may not work in all situations, therefore it is generally a better option to download (save) the attachment to your computer, and then open the attachment from the saved location.

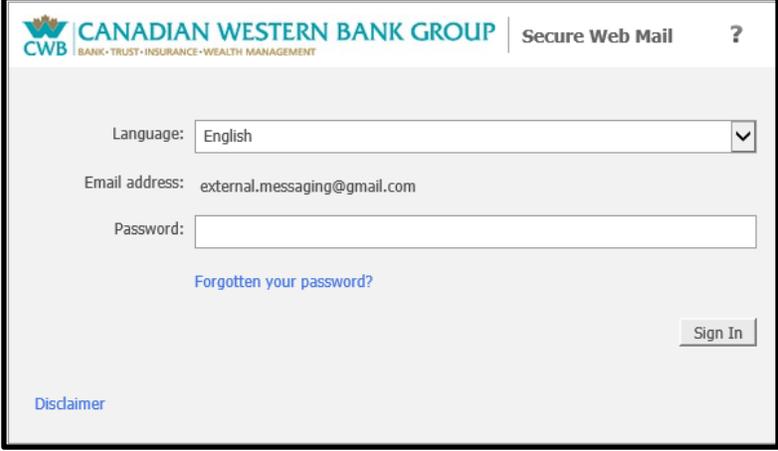
Larger messages may take longer to open, so please be patient while the page is loading.



Your browser must have JavaScript enabled in order for the message to open properly.

Logging into the CWB Group Secure Mail Web Site

Once you have accessed the secure mail web site, you will be prompted to enter your password. Enter the password that you created when you activated your account, then click "Sign In".

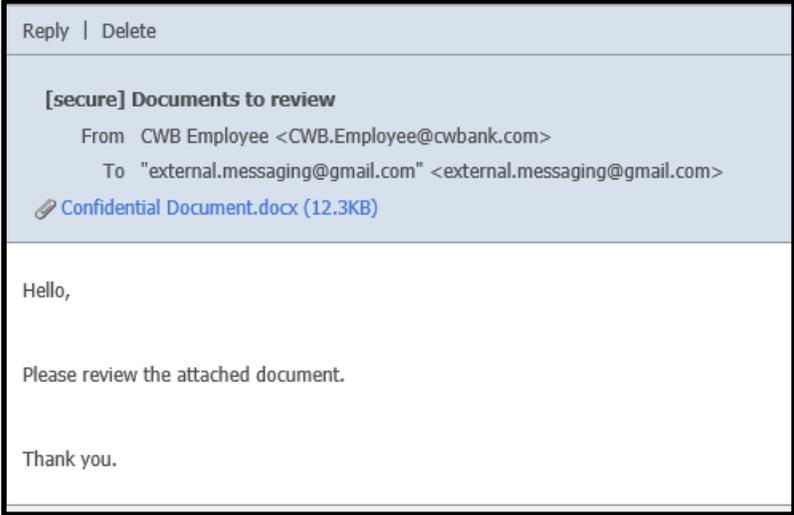


The screenshot shows the login interface for the CWB Group Secure Web Mail. At the top left is the CWB logo and the text "CANADIAN WESTERN BANK GROUP" with "BANK • TRUST • INSURANCE • WEALTH MANAGEMENT" below it. To the right of the logo is the text "Secure Web Mail" and a question mark icon. Below the header, there is a language selection dropdown menu currently set to "English". Underneath is the "Email address:" field containing "external.messaging@gmail.com". Below that is the "Password:" field, which is empty. A blue link "Forgotten your password?" is positioned below the password field. A "Sign In" button is located to the right of the password field. At the bottom left of the form area, there is a blue link "Disclaimer".

Viewing the Message

Once you have entered the correct password, you will be able to see the actual contents of the message.

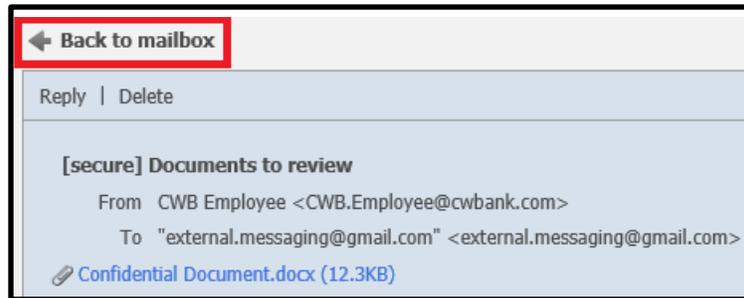
If there is an attachment on the message it will appear as a clickable link in the message header. You can download an attachment by clicking the link and selecting "Save".



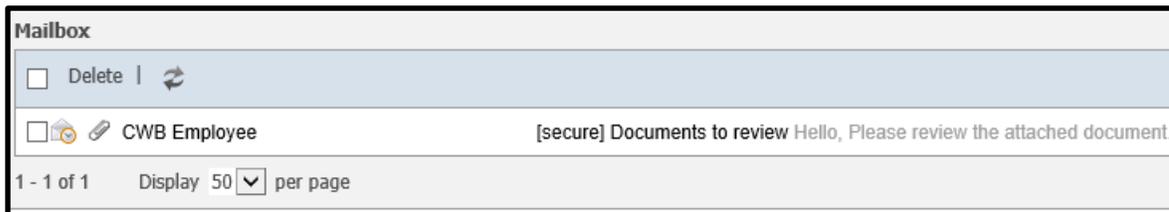
The screenshot shows an email message header and body. At the top left of the header area are the links "Reply" and "Delete". Below these links is the subject line "[secure] Documents to review". The "From" field is "CWB Employee <CWB.Employee@cwbank.com>". The "To" field is "external.messaging@gmail.com" <external.messaging@gmail.com>". Below the "To" field is a blue link with a document icon: "Confidential Document.docx (12.3KB)". The body of the message contains the text: "Hello," followed by "Please review the attached document." and "Thank you." at the bottom.

Viewing the Mailbox

At the top of the message header will be a button titled "Back to mailbox".



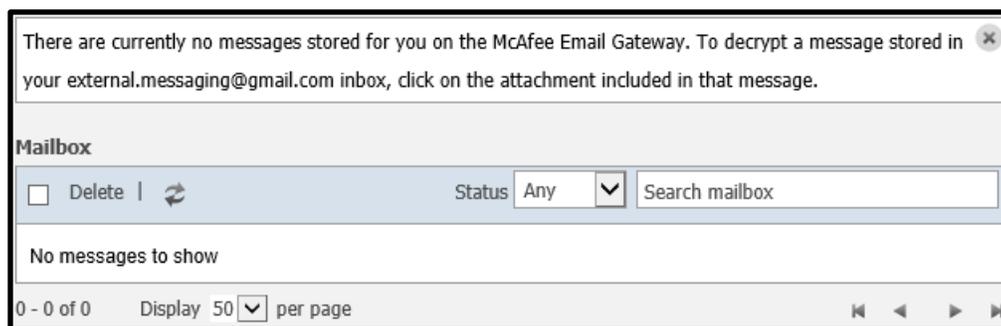
If you click this button, you will be presented with a "mailbox" view of all secure messages you have opened within the past 10 minutes.



The mailbox view is temporary, and will be automatically cleared after 10 minutes of inactivity. This does not mean that you will lose any messages. You will always be able to access your messages by opening the SecureMessage.html attachments that you receive in the notification emails.

If you are viewing the mailbox, you may see this message at the top of the screen: *"There are currently no messages stored for you on the McAfee Email Gateway. To decrypt a message stored in your inbox, click on the attachment included in that message."*

This message means that your temporary mailbox has been cleared. If you want to access your secure message again, you will need to return to the notification email you received, and open the SecureMessage.html attachment.

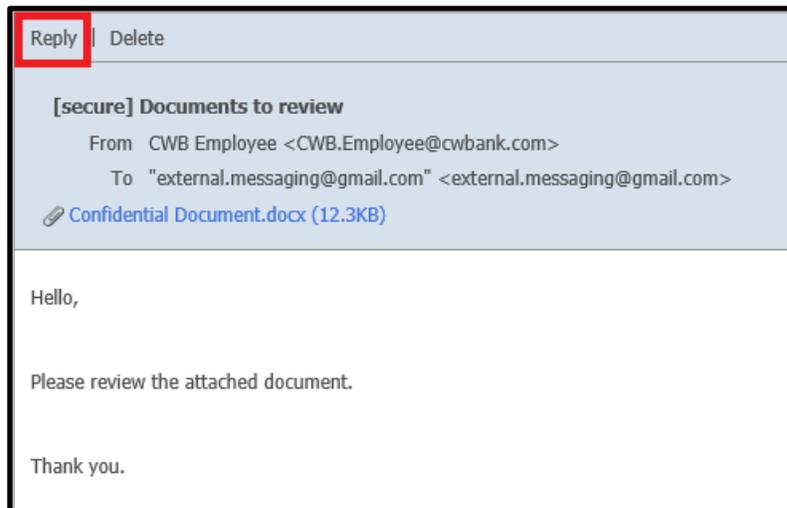


Replying to an Encrypted Message

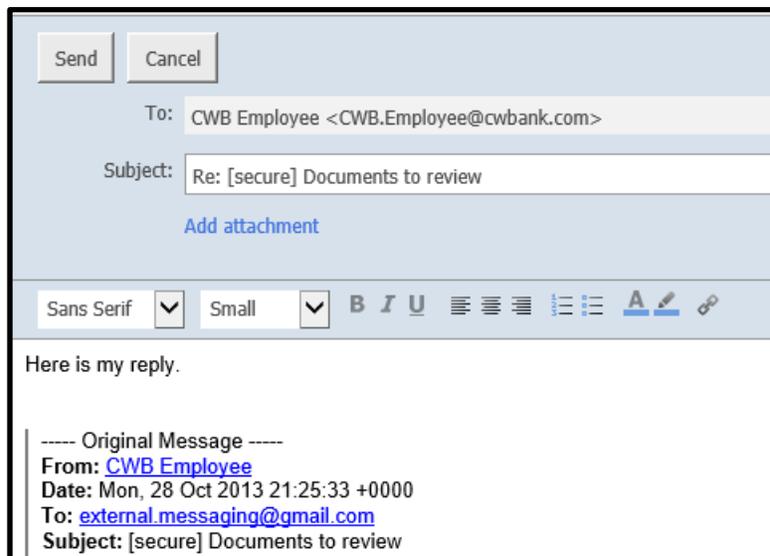
You can reply to an encrypted message by clicking the “Reply” button at the top of the now-decrypted message. **Replying to an encrypted message ensures that your reply to the original sender will be encrypted.**



Please note that encrypted messages are limited to 10 MB in size.

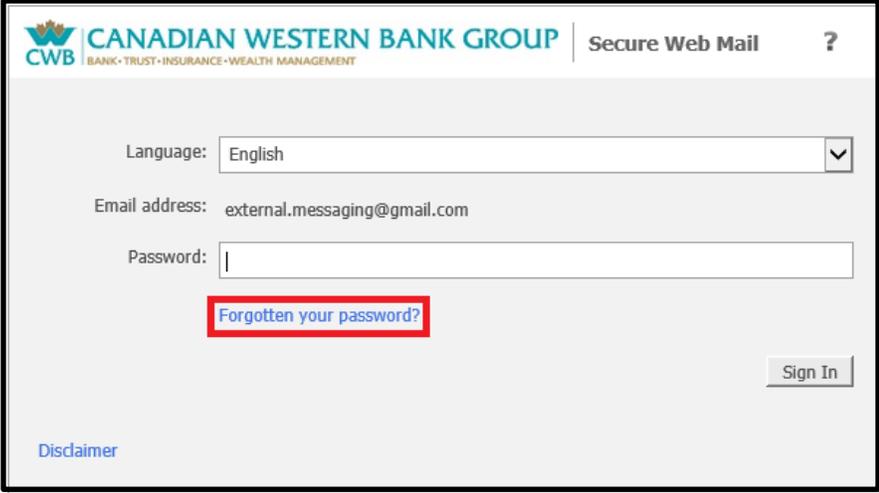


You can type your reply to the message in the message body area. If you wish to attach a file, click the “Add attachment” link and browse your computer for the file to attach. Click the “Send” button at the top of the page when you are finished.



Forgot Your Password?

If you forget your password, click the “Forgotten Your Password?” link on the login page.



CANADIAN WESTERN BANK GROUP Secure Web Mail ?
CWB BANK • TRUST • INSURANCE • WEALTH MANAGEMENT

Language: English

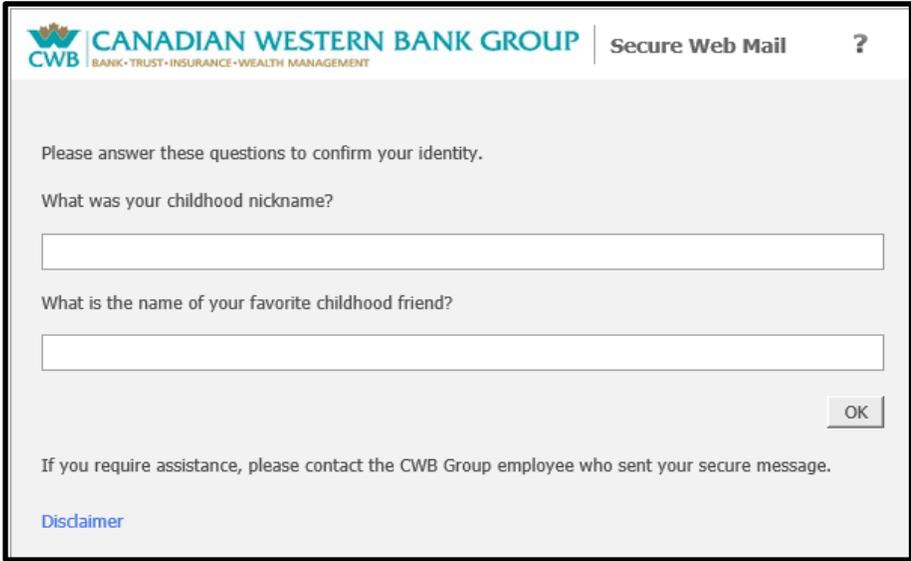
Email address: external.messaging@gmail.com

Password:

[Forgotten your password?](#)

[Disclaimer](#)

You will be prompted to answer two of the four password security questions that you answered when you first activated your account.



CANADIAN WESTERN BANK GROUP Secure Web Mail ?
CWB BANK • TRUST • INSURANCE • WEALTH MANAGEMENT

Please answer these questions to confirm your identity.

What was your childhood nickname?

What is the name of your favorite childhood friend?

If you require assistance, please contact the CWB Group employee who sent your secure message.

[Disclaimer](#)

If you answer the questions correctly, a “Password Reset” email will be sent to your email address. Click the link within the email to create a new password for your account.

If you cannot remember the answers to your questions, please contact the CWB employee who sent you the encrypted message. The employee can make a request to our Information Services department to send you a password reset link.

Troubleshooting

CWB Support Procedures:

If you have any problems retrieving your secure message or require assistance, please contact the Canadian Western Bank Group employee who sent you the message.

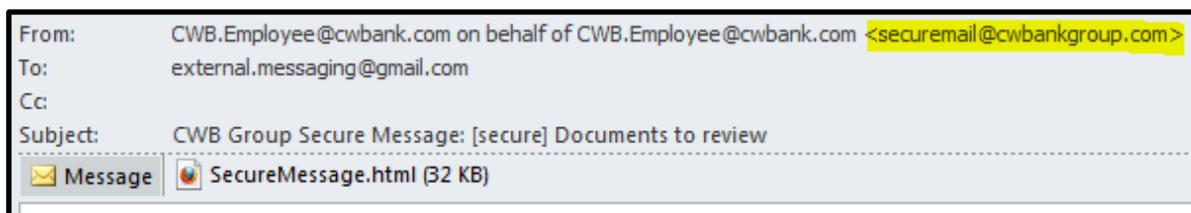
FAQs

Can I reply to the notification email?

No, you will not be able to reply to the notification email, i.e. the message with the subject line “CWB Group Secure Message”. The sending address of all notification messages will be securemail@cwbankgroup.com. This is an unmonitored, automated mailbox.

The email address of the CWB employee who sent you the secure message will be displayed in the notification message header. However, this is only for identification purposes; the actual sending address is securemail@cwbankgroup.com.

Example:



If your intention is to reply to the CWB employee who sent the message, you will need to open the secure message and use the Reply feature, or send a separate non-secure email.

Can I send a Canadian Western Bank Group employee an encrypted e-mail?

The only way to send a CWB Group employee an encrypted e-mail is by **replying** to an encrypted e-mail that the employee previously sent you. You must open the previously received encrypted e-mail, log into the Bank’s secure website, and hit the “Reply” button on the screen (above the now-decrypted message).

If you send a “New E-mail”, your message will be delivered as a regular unencrypted e-mail. **You MUST be logged into the CWB Group secure website and use the “Reply” button in order to send an encrypted e-mail to a CWB Group employee.**

Can I forward an encrypted email to someone else?

No, you can only reply to the encrypted message, not forward it to others. Our encryption system is only meant to provide secure communication between you and our employees. However you can copy the text and then paste the content into another email that you can then send to someone else. If the information was received as an attachment (i.e., word document/excel spreadsheet), you can download it and then forward it to someone else.

Are there size limits on encrypted messages? Why?

The size limit on an encrypted message from CWB Group is 10 megabytes (MB). The reason for the size limit is to ensure that the system can decrypt secure messages for recipients within a reasonable amount of time. The larger a message is, the longer it takes to decrypt and display the message.

The size limit on your reply to an encrypted message is 10 MB. When you reply to a secure message and want to attach a file, that file must be transferred through your Internet connection and encrypted by the system. This process takes time to complete, and is dependent on your computer and network speed. The incoming size limit ensures a reasonable system response time for all recipients.

Can I open a secure message in webmail?

Webmail refers to accessing your e-mail on a web site, using a browser such as Internet Explorer. Common webmail sites such as Hotmail, Yahoo, and Gmail can be used to open secure messages. **However, not all webmail applications will support secure messages.**

If you are unable to open a secure message in web mail, please try downloading (saving) the SecureMessage.html attachment, then opening the file from the saved location.

Can I open a secure message on an iPad or iPhone?

Yes, but only if you use the Safari browser, and not the Mail application. If you've associated an email account with the Mail application on your iPad or iPhone, you will not be able to open secure message attachments received. This is because the Mail application only previews attachments, meaning it doesn't actually open the secure mail web site. Instead, you can open the secure message by using Safari and logging in to the web mail site of your email account. For example, if you have a Gmail account, you would open Safari and go to *gmail.com*. When the secure message attachment is opened in Safari, it properly links to the secure mail web site.

Can I open a secure message on a BlackBerry?

Yes, however you will first need to enable JavaScript in the BlackBerry browser. To enable this setting on your BlackBerry, go to the Browser and press the Menu button. Select "Options" and then "Browser Configuration". Enable the setting "Support JavaScript". Press the Back button and save the change.

What do I do if my e-mail address changes?

Simply contact the appropriate branch or department of the Canadian Western Bank Group and advise them of the change.