

UOB Secure Email Frequently Asked Questions

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1. Why is UOB implementing UOB Secure Email?

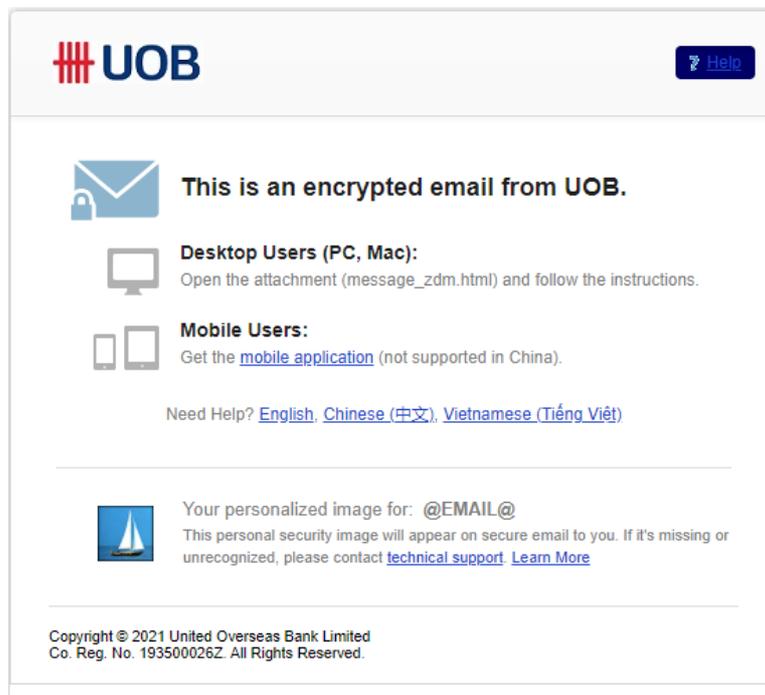
We are committed to enhancing the security of your information, including the transmission of confidential information to you. The UOB Secure Email solution protects the content of your email from being accessed by unauthorised recipients. The new solution will encrypt the entire email, including the email message and any attachments, and can only be accessed by visiting the UOB Secure Email system using a profile that you will need to setup once.

2. What platforms can I access the UOB Secure Email system from?

UOB Secure Email system can be accessed from any desktop, laptop, or mobile devices (by using mobile application, note that it is currently not available in China and Vietnam) that has an active internet connection. For better user experience, we recommend accessing your encrypted email using desktop or laptop (Windows or Mac) devices. If the access to UOB Secure Email system site is blocked in your organization, please contact your IT administrator.

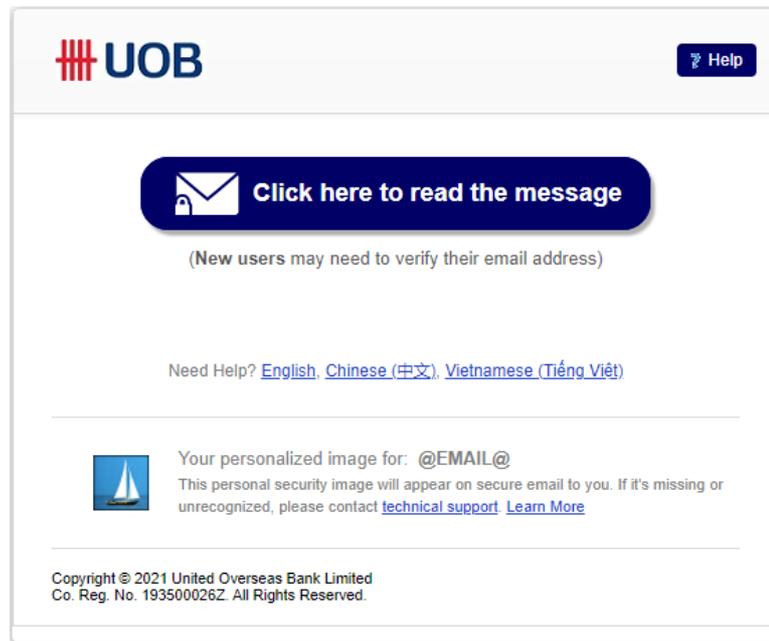
3. How do I access the encrypted email from UOB Secure Email system?

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 one below: If you do not find the mail in your inbox, please check the Spam or Junk folders.

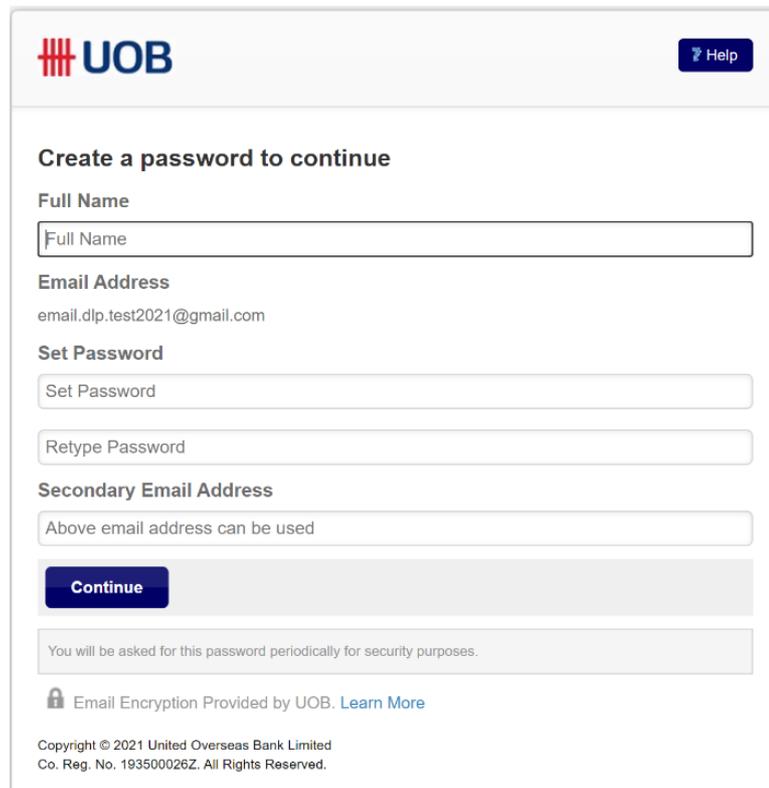


Follow these instructions to access the email

- i. **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 FAQ 5 for steps on opening *message_zdm.html*.



- ii. **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.



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\$.

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

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

 **UOB**

Welcome \$userEmailAddress\$,
Follow the link below to verify your email address.
This link will only work once.

[\\$answerbackUri\\$](#)

If you cannot use the link, copy and paste the link into a browser.

Once you have followed the link, you should delete this temporary message, which is used only to verify your email address.

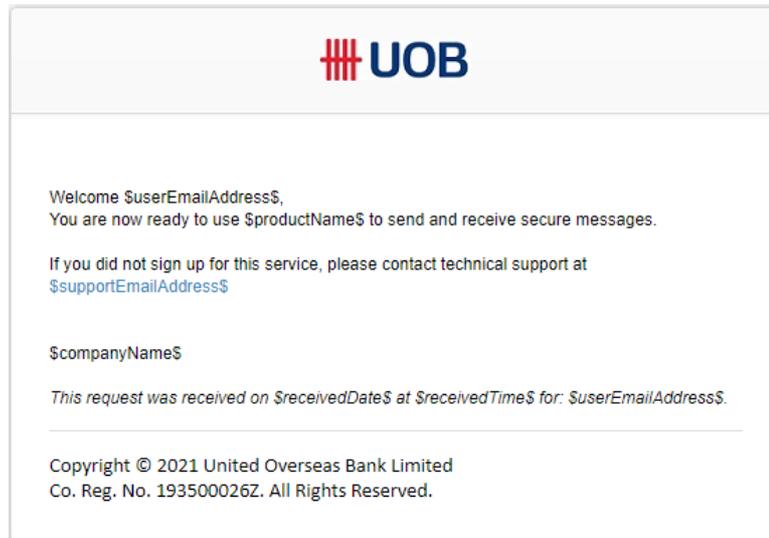
Keep the original encrypted message for access in the future.

\$companyName\$

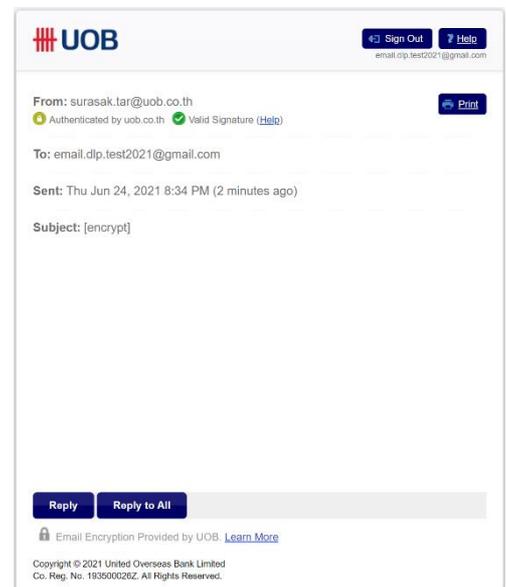
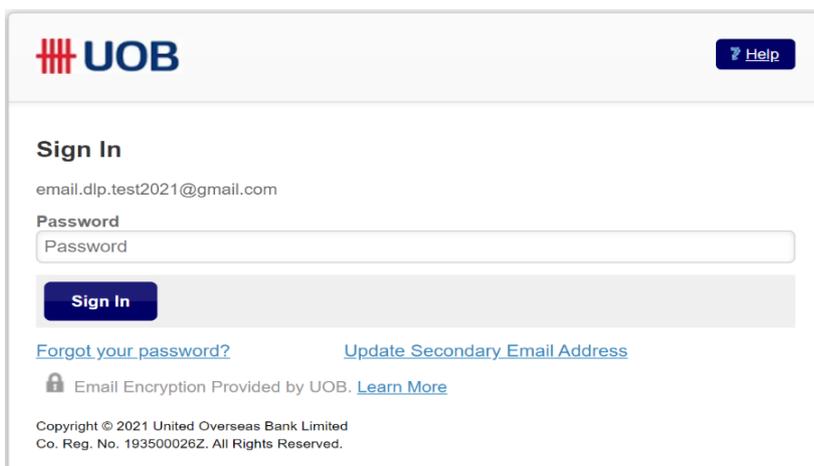
This process was initiated on \$receivedDate\$ at \$receivedTime\$ for: \$userEmailAddress\$.

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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.

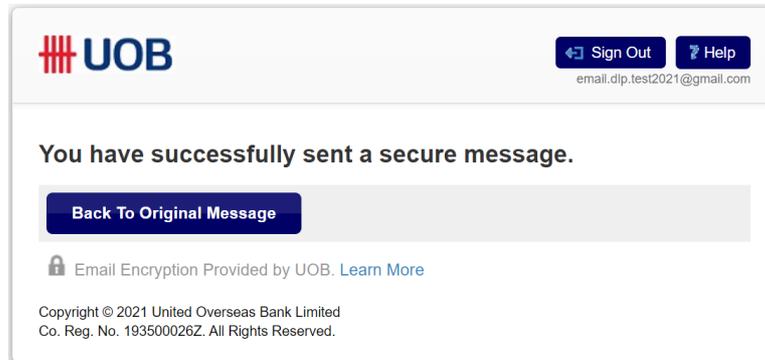


- iii. **Repeat user:** If you already have an account, simply enter your password and click Submit. Your encrypted message will be displayed. You can now read your message and open the attachments.



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.



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.

5. How to read encrypted email on mobile devices?

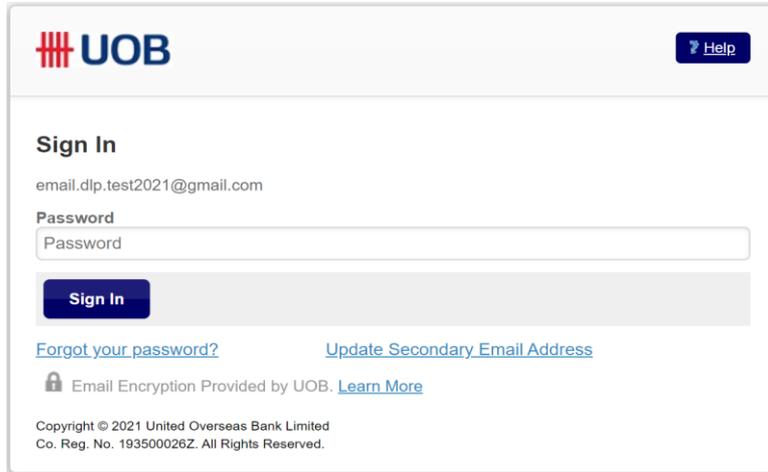
Follow the below steps to view the secure email:

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 currently not available in China and Vietnam. Please use PC or Mac to access the encrypted mail.

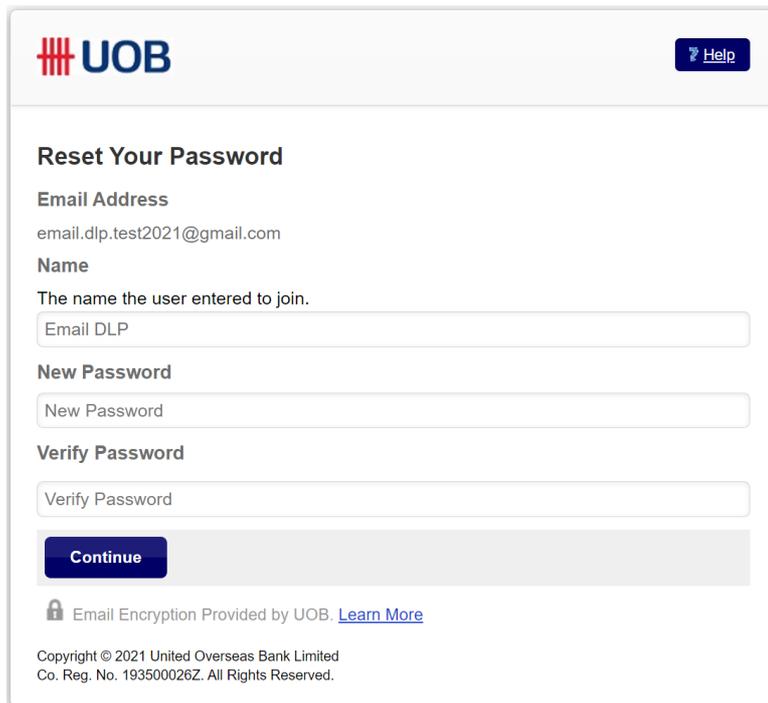
6. How do I do a reset if I have forgotten my password?

In the sign-in page, click the “Forgot your password?” link to reset it. A reset link will be sent to your secondary email address.



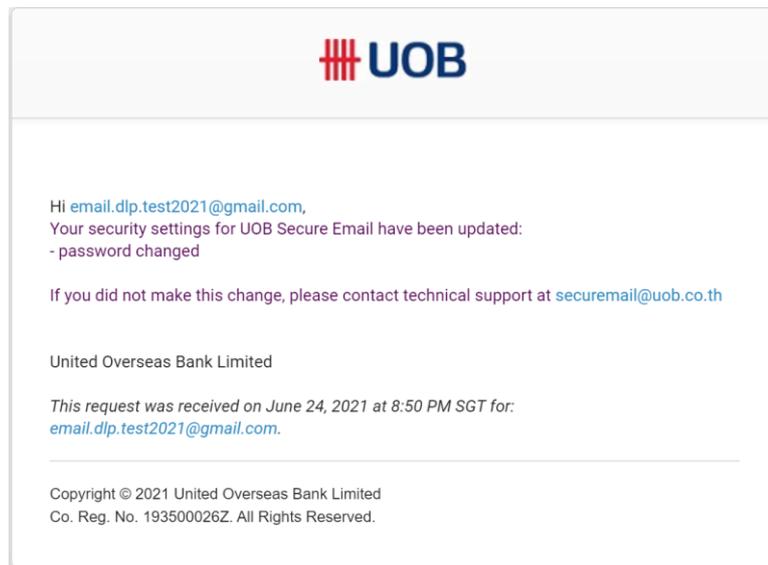
The screenshot shows the UOB Sign In page. At the top left is the UOB logo, and at the top right is a 'Help' button. Below the logo is the 'Sign In' heading. The page displays the email address 'email.dlp.test2021@gmail.com'. There is a 'Password' field with the placeholder text 'Password'. Below the password field is a 'Sign In' button. Underneath the button are two links: 'Forgot your password?' and 'Update Secondary Email Address'. At the bottom, there is a lock icon followed by the text 'Email Encryption Provided by UOB. [Learn More](#)'. The footer contains the copyright information: 'Copyright © 2021 United Overseas Bank Limited Co. Reg. No. 193500026Z. All Rights Reserved.'

Click on the reset link sent to your secondary mail address. When you see the screen below, set a new password and click “Continue”.



The screenshot shows the UOB 'Reset Your Password' page. At the top left is the UOB logo, and at the top right is a 'Help' button. Below the logo is the 'Reset Your Password' heading. The page displays the email address 'email.dlp.test2021@gmail.com'. There are three input fields: 'Name' with the placeholder 'The name the user entered to join.' and the value 'Email DLP'; 'New Password' with the placeholder 'New Password'; and 'Verify Password' with the placeholder 'Verify Password'. Below these fields is a 'Continue' button. At the bottom, there is a lock icon followed by the text 'Email Encryption Provided by UOB. [Learn More](#)'. The footer contains the copyright information: 'Copyright © 2021 United Overseas Bank Limited Co. Reg. No. 193500026Z. All Rights Reserved.'

The primary email address will receive a confirmation mail that the password has been reset.



7. My account has been locked. How do I retrieve it?

Your account could be locked out due to too many failed login attempts, exceeding the set limit. In the account lock out screen, click on the link to reset your password. A reset link will be sent to your secondary email address. Click on the reset link and set a new password and click "Continue". The primary email address will receive a confirmation mail that the password has been reset.

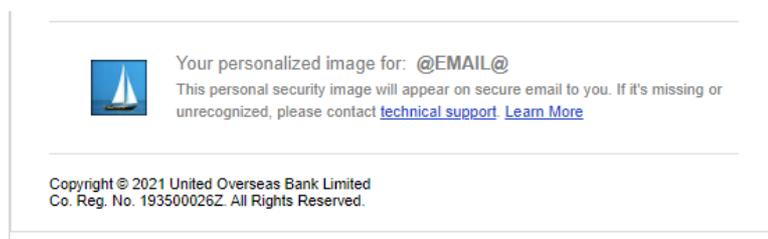
8. Why I am not able to open the message_zdm.html attachment?

Some organizations do not allow access to certain websites. Verify whether you can access the website <https://securemail.uobgroup.com>. Please contact your IT Support team if the website is blocked or you cannot access.

9. How can I be sure that the encrypted email is from UOB Secure Email System?

Every time you receive an encrypted mail from UOB Secure Email system, please remember to ensure that the sender email address and URLs embedded within are from one of the following domains: uobgroup.com or uob.com.my or uob.co.th or uobservices.co.th or uobchina.com.cn or uob.com.vn.

As well, you can see an image in the encrypted mail notification. The image is unique to you and will be the same every time you receive an encrypted mail from UOB Secure Email System. Do not click on any links or open attachments if the image is different or missing. Please verify with UOB sender on the authenticity of the mail.



10. I have other queries related to UOB Secure Email System. Whom should I contact?

If you have any other UOB Secure Email-related queries that are not covered by the FAQs here, you can get in touch with your UOB contact person who sent the mail or UOB local contact centre or reach out to the support email addresses below:

securemail@uob.com.my – For UOB Malaysia clients users only.

securemail@uob.co.th – For UOB Thailand clients users only.

securemail@uobgroup.com – For all except UOB Malaysia and UOB Thailand clients.