

# BNY MELLON SECURE E-MAIL QUICK GUIDE

A quick reference guide for partners using secure e-mail



## WHAT – Just What Is Secure E-Mail

Secure E-Mail, also known as Encrypted E-Mail, is e-mail in which the contents (text, images, and attachments) are encrypted digitally to decrease the risk of unintended recipients accessing the information contained within. Both sender and recipient(s) must have matching encryption to communicate.

## WHY – Why Is Secure E-Mail Necessary?

BNY Mellon actively works to protect the privacy and data integrity of sensitive information while it is in our possession and control. In order to protect this information when sending via electronic messaging, we encrypt e-mail through a Secure Messaging Portal.

### 1 REGISTER

When a secure e-mail is sent to you for the first time from a BNY Mellon sender, you will receive a plain text e-mail requesting you to visit the BNY Mellon Secure Messaging Portal to register and set up a password.

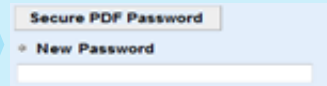
You have **7** days to register



If you do not register within 7 days, from the day you receive the secure e-mail, you will receive notification that the time has expired.

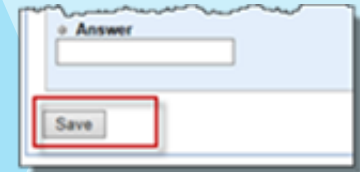
### 2 PASSWORD REGISTRATION

Access the registration portal by clicking on the hyperlinked text within the e-mail.



While creating a password, you will be prompted to create a hint to help you remember your password and a challenge question and answer for future password self-recovery.

### 3 SAVE YOUR ENTRY

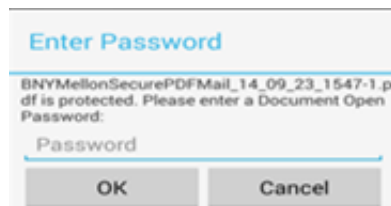


Remember the answer to your challenge question so you can view your password management page to recover history.

## Opening Secure E-Mail

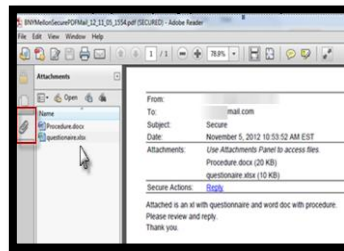
Once you have successfully registered with a valid password, return to your e-mail inbox. Your secure e-mail will be there as a PDF attachment to a regular email.

PDF is secured with recipient's Secure PDF Password.



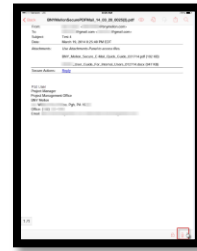
## ADOBE READER SHOULD BE USED TO OPEN SECURED PDF

### DESKTOP



Click on the PDF attachment to open the secure e-mail. A dialog box will open, prompting you to enter your password. Enter the password & click OK. Make sure you use Adobe Reader.

### MOBILE DEVICES



When opening secure e-mail on an Android or Apple (iOS) mobile device, make sure you have Adobe Reader, for your device, installed on device. Tap and hold Secure E-Mail and Select to use Adobe Reader.

## Replying To Secure E-Mail



Only the reply hyperlink in the secure e-mail allows you to encrypt a reply to the sender. You can only reply to the sender, no other names are allowed.

## Password Recovery

### • To Get Your Password Hint

If you have forgotten your secure e-mail password, click the password HINT link contained in the e-mail message to have your password hint sent directly to your e-mail address.

### • To Recover Your Password

If the password hint doesn't help you, click the password RECOVERY link. Confirm your identity by answering your challenge question. This link will remain available for 24 hours. You can view your password history & associated hints.

### • For further assistance

Contact [SecureMailSupport@bnymellon.com](mailto:SecureMailSupport@bnymellon.com)

Visit [www.bnymellon.com/security/index.html](http://www.bnymellon.com/security/index.html)

