Secure Email Web Portal

kpmg.ch

As data protection is of great importance to KPMG, we safe-guard the exchange of confidential data between our employees and clients by using Secure Email – a secure communications channel for encrypting and sending data via email.

What options are offered by Secure Email?
If you send emails without encryption, the content is unprotected and can be viewed anywhere along the transmission path. In light of that fact, sending confidential data via email is out of the question. Secure Email is a state-of-the-art application that encrypts the email's content to prevent unauthorized parties from viewing it – guaranteeing the confidentiality of any content sent via email.

How does Secure Email work?
In short, you receive an encrypted email when your contact at KPMG Switzerland uses Secure Email. The email will contain a notification indicating that this is an encrypted message and that you will find the encrypted message in the attachment.

Once you open the attachment and click the login button, you will be forwarded to KPMG's Secure Email Web Portal where you will be able to read the encrypted message.

The first time you log in to the Secure Email Web Portal you will require a password. Your KPMG contact (the sender) will provide the password per phone or send you the necessary password via text message.

What are the system requirements for Secure Email?
All you need is an email program for receiving emails (e.g. Outlook) or a current web browser to access the encrypted emails.

The following web browser are currently supported:
– Microsoft Internet Explorer ,v7.0 or higher
– Firefox, v3.0 or higher
– Safari
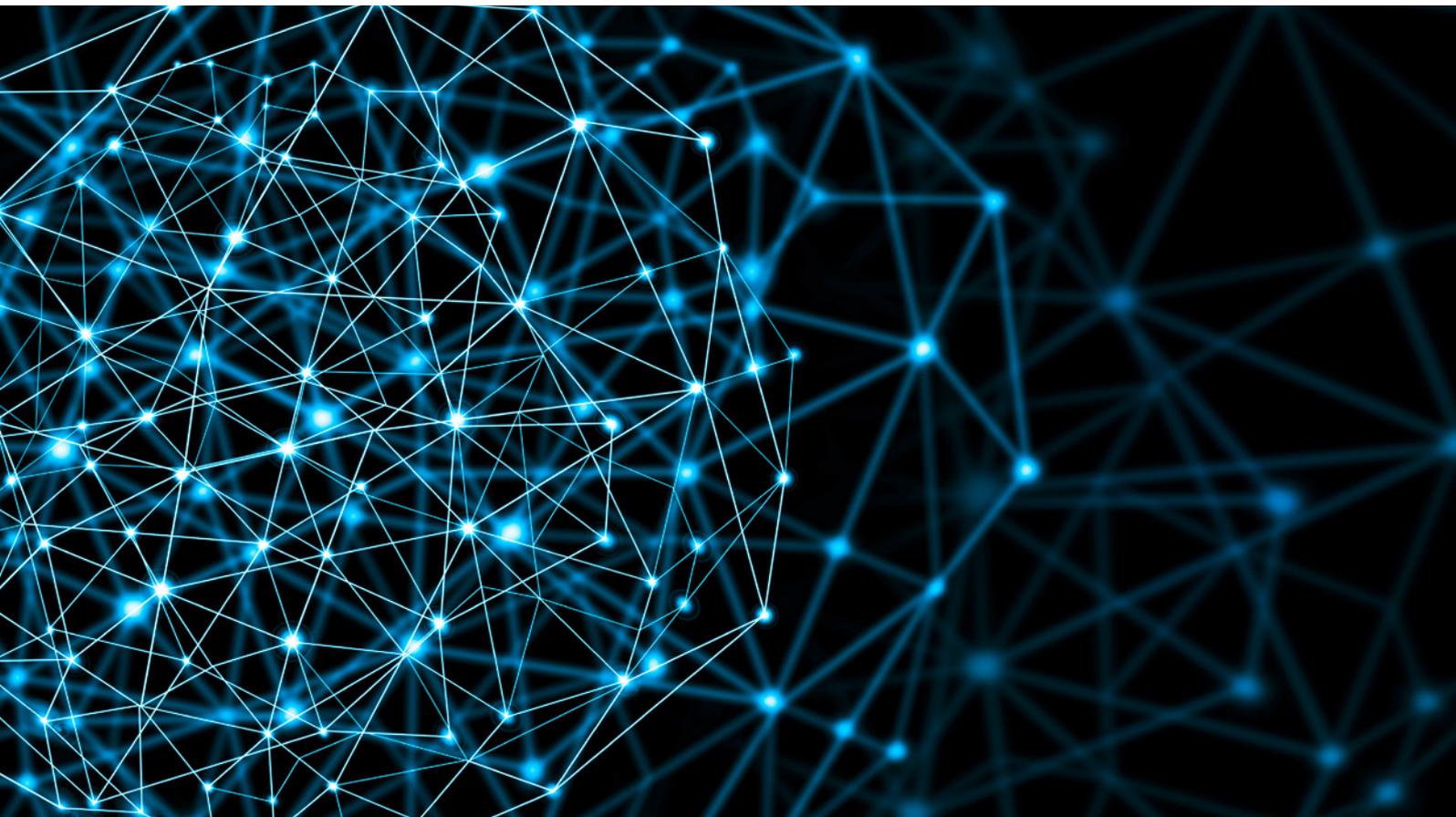
How to use Secure Email

1   Opening an encrypted email

Step 1: View the received Secure Email

An encrypted email contains the text depicted in Figure 1 and an attachment. You have to open the attachment in order to access the encrypted message.
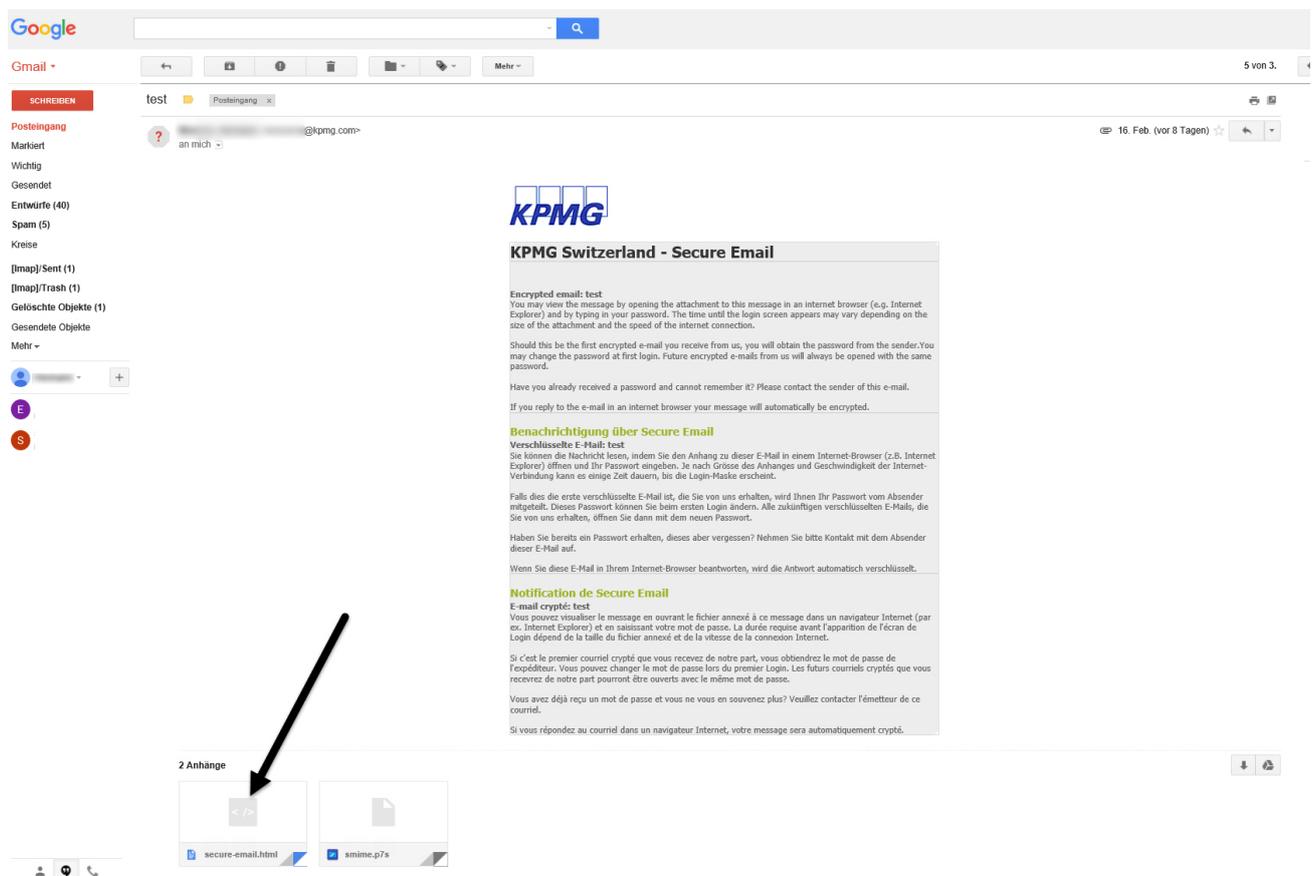

Figure 1: Encrypted email with attachment

> **Note for webmail users**
>
> In webmail applications such as Gmail, Hotmail or Yahoo, the attachment could look quite different than depicted in these examples. Frequently, however, the **"secure-email.html"** attachment cannot be opened in some webmail applications. If this is the case for you, please copy the **"secure-email.html"** to your desktop and open it from there.

Step 2: Open the attachment to access the secure email

Figure 2: Dialog box from email attachment

Once you have clicked "OK", your web browser will open and display the login window for the Secure Email system.

Step 3: Log in to the Secure Email system

Figure 3: Secure Email system login

Please enter the password you received from your KPMG contact either by phone or text message and then click **"Login"**.

If you have not yet received a password, wait until your KPMG contact gets in touch with you. You will be given the password either via telephone or, if your KPMG contact knows your mobile phone, via text message. If you have forgotten your initial password, contact the sender. **The account will be deactivated after five incorrect attempts to enter the password.** Should this happen, please get in touch with your contact.

Step 4: Registration process
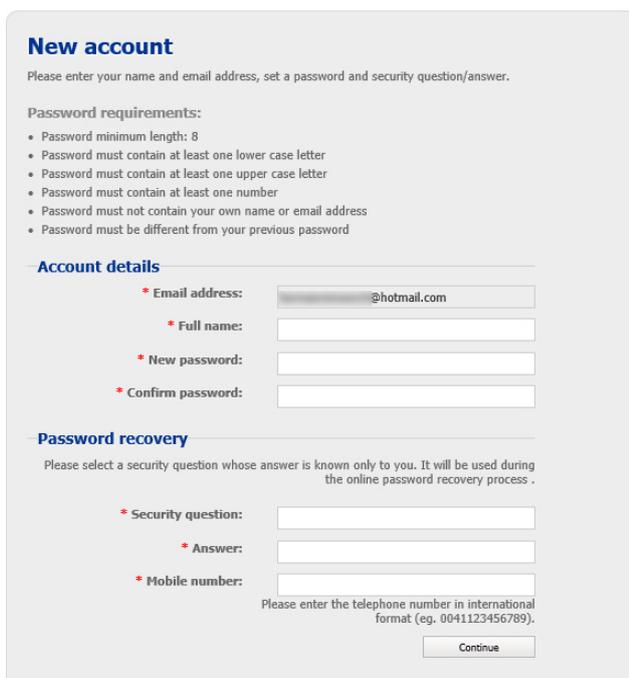

Figure 4: Register a new user

You will be asked to enter a new password the first time you register (please keep the password requirements in mind).

Security question/answer: If you forget your password, you can have the password reset by answering a security question. Your mobile phone number will be used to send you a new password by text message.

Please confirm the information you provided by clicking **"Continue"**. You will then be able to use this password to decipher all future emails.

Your registration will be confirmed and you can read the message immediately.
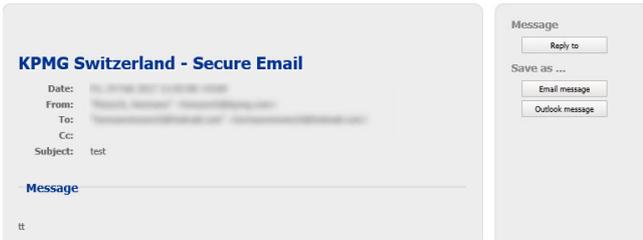
Step 5: Reply to the secure email

Figure 5: Reply to a secure email

You can easily reply to a secure email by clicking the **"Reply"** button. The message you send to KPMG using this function will also be encrypted.

Depending on the web browser you use, you might see a security alert. To proceed, please just acknowledge it by clicking **"OK"**.
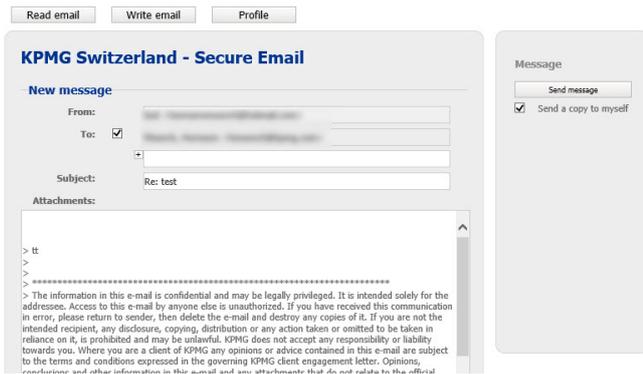

Figure 6: Write a reply to KPMG

Now you can send an automatically encrypted reply and attach up to three files.

If you want a copy of the message, select the **"Send a copy to myself"** option.

The reply is sent as soon as you press **"Send message"**.

2   Write a new message for KPMG

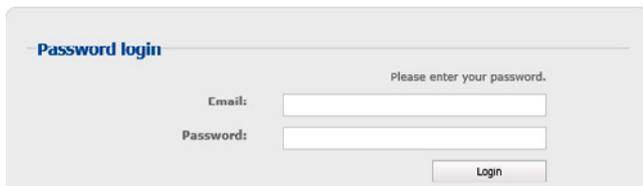You can choose to send a secure email to a Swiss KPMG employee.

Figure 7: Web portal for writing an email

Log in to your existing account on the Secure Email Web Portal at https://securemail.kpmg.ch.

If you no longer know your password, please refer to Section 3 for information on how to reset your password.

If you have not yet created a user account, please follow the registration process from section 1 to do so.

3 Forgot your password?

Have you forgotten your personal Secure Email password? No problem; click the **"Forgot your password"** link and follow the instructions provided for creating a new password.
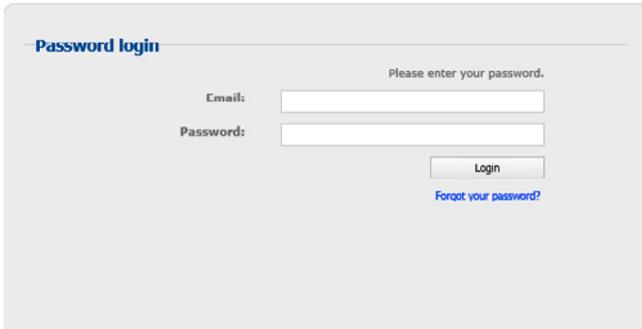

You will be asked to answer your security question.

You can then have your new password sent to you via text message.

If you no longer know the answer to your security question, please notify your KPMG contact.

Figure 9: "Forgot your password"

4 Additional functions, Save as ...

Email message
To save the message locally on your PC (keep in mind that the message will be stored as **unencrypted** content) click **"Email message"** and follow the instructions. You can then import the **EML file** into your email program.

Outlook message
To transfer the message to your Outlook email program, click **"Outlook message"** and follow the instructions. You can then import the **MSG file** into your email program.
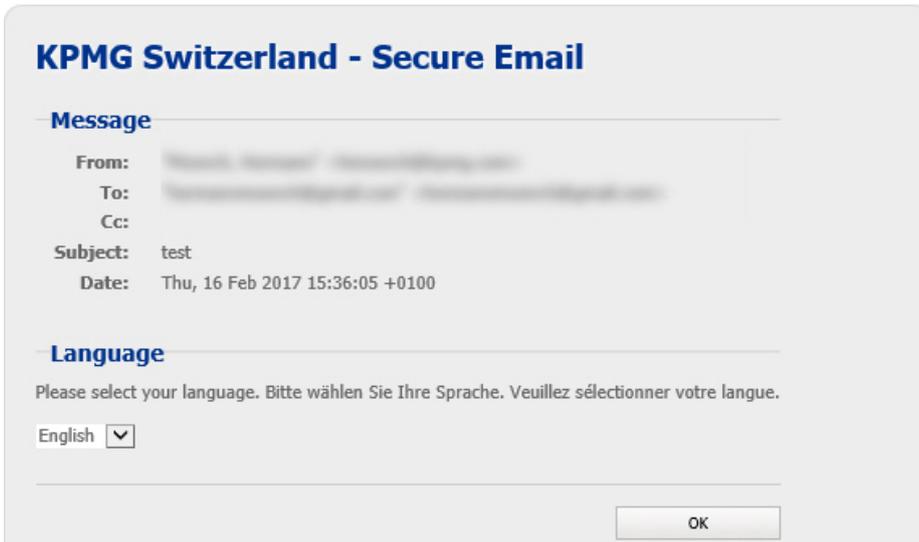

Figure 10: Save or transfer the email (unencrypted)