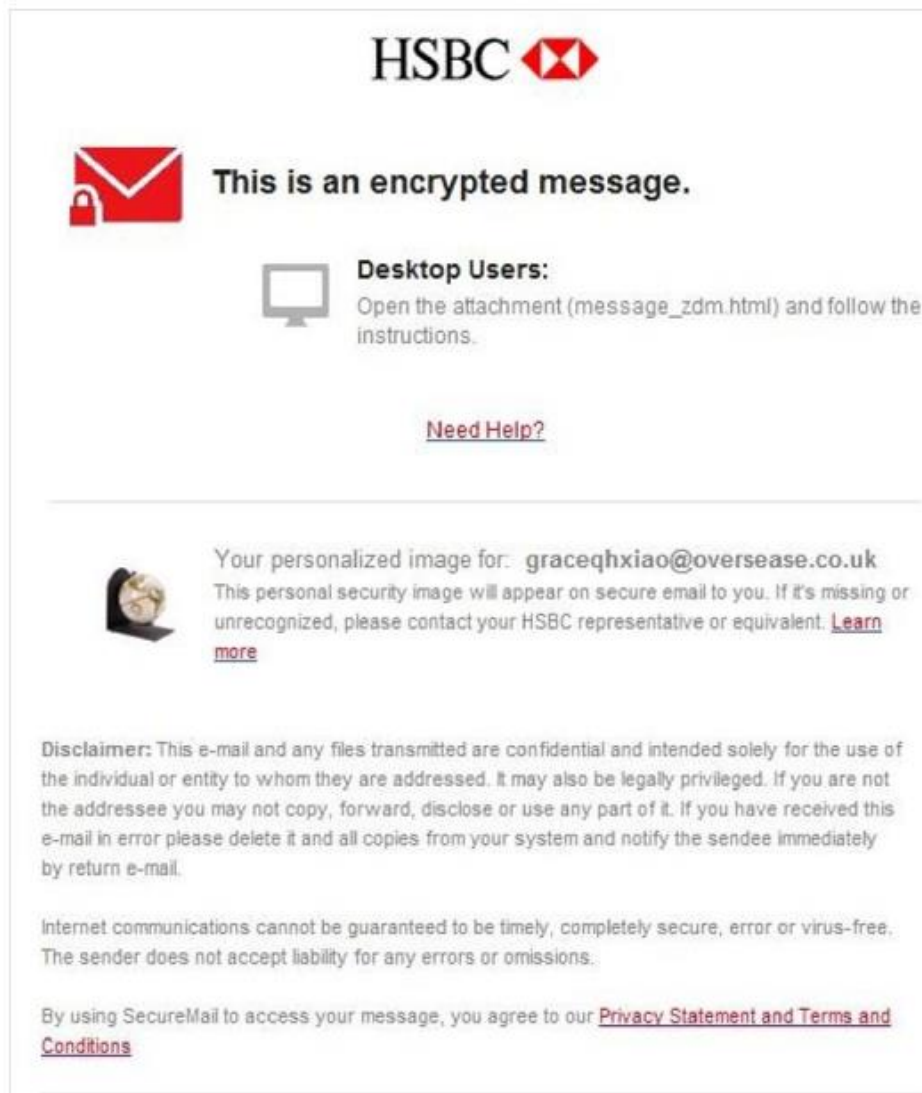


Secure Email Quick Guide

Receiving a secure email sent by SecureMail

When HSBC sends you a message encrypted by SecureMail, you will receive an email as below.



The screenshot shows an email interface with the HSBC logo at the top. Below the logo, there is a red envelope icon with a lock, followed by the text "This is an encrypted message." Underneath, a desktop monitor icon is next to the heading "Desktop Users:" and the instruction "Open the attachment (message_zdm.html) and follow the instructions." A red button labeled "Need Help?" is positioned below the instructions. A horizontal line separates this section from the next. Below the line, there is a small circular profile picture icon, followed by the text "Your personalized image for: graceqh Xiao@oversease.co.uk" and "This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact your HSBC representative or equivalent. [Learn more](#)". At the bottom of the email body, there is a disclaimer: "Disclaimer: This e-mail and any files transmitted are confidential and intended solely for the use of the individual or entity to whom they are addressed. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of it. If you have received this e-mail in error please delete it and all copies from your system and notify the sendee immediately by return e-mail." Below the disclaimer, it states "Internet communications cannot be guaranteed to be timely, completely secure, error or virus-free. The sender does not accept liability for any errors or omissions." At the very bottom, it says "By using SecureMail to access your message, you agree to our [Privacy Statement and Terms and Conditions](#)".

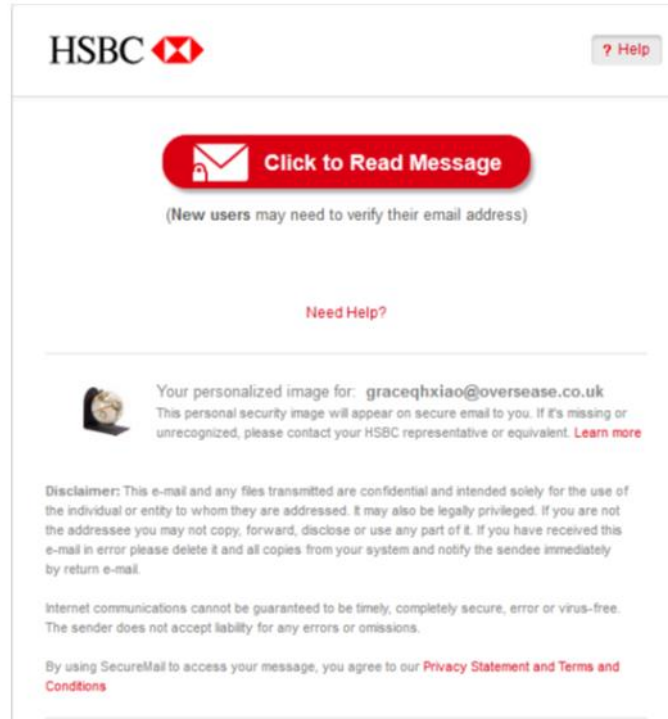
Opening a secure email sent by SecureMail

1. Open the attachment called `message_zdm.html`



2. Click the Click to Read Message button

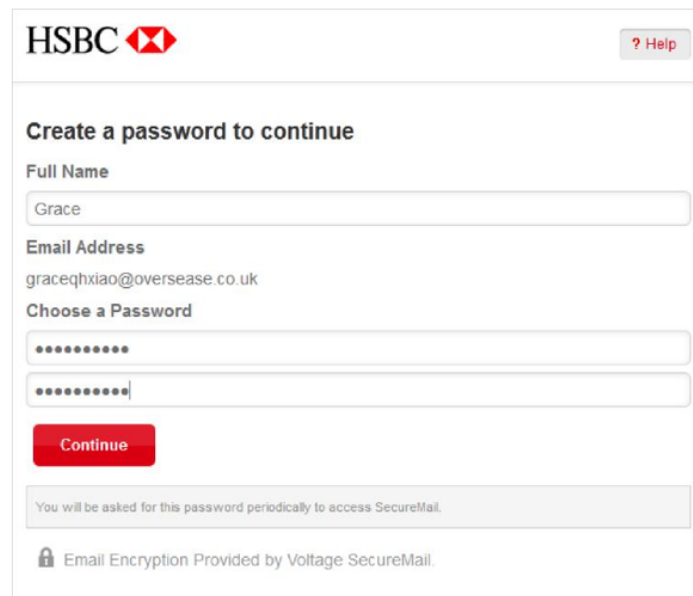
If you do not have an account, you will be directed to the SecureMail account set up screen. If you already have an account, please proceed to 'Sign into SecureMail' section on page 4.



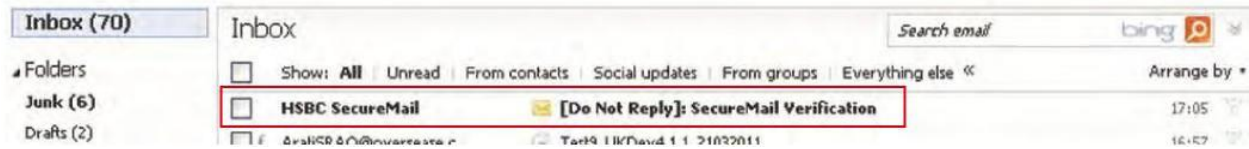
3. Setup your SecureMail account

Create your login credentials by completing the required fields and then click **Continue**.

Your password must be at least 8 characters long and must be a combination of letters and numbers.

A screenshot of the HSBC SecureMail account setup screen. At the top left is the HSBC logo, and at the top right is a "? Help" button. The main heading is "Create a password to continue". Below this are three input fields: "Full Name" with the value "Grace", "Email Address" with the value "graceqhiao@oversease.co.uk", and "Choose a Password" with two rows of masked characters (dots). Below the password fields is a red "Continue" button. At the bottom, there is a note: "You will be asked for this password periodically to access SecureMail." and a lock icon with the text "Email Encryption Provided by Voltage SecureMail".

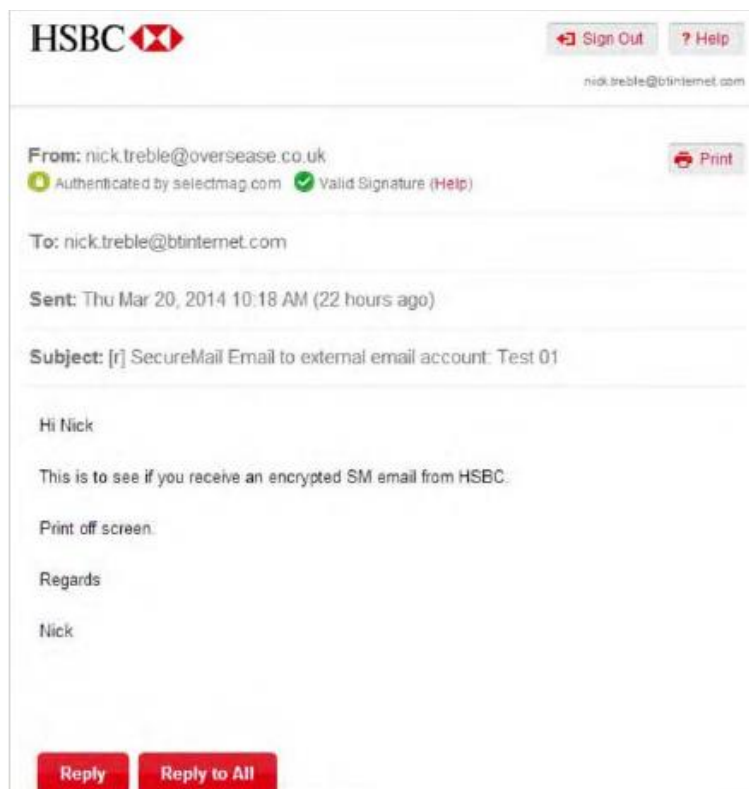
Once you have successfully submitted your login details, please close the window and return to your email inbox. You will receive a **SecureMail Verification** email.



Open the verification email and click the link within to activate your SecureMail account.

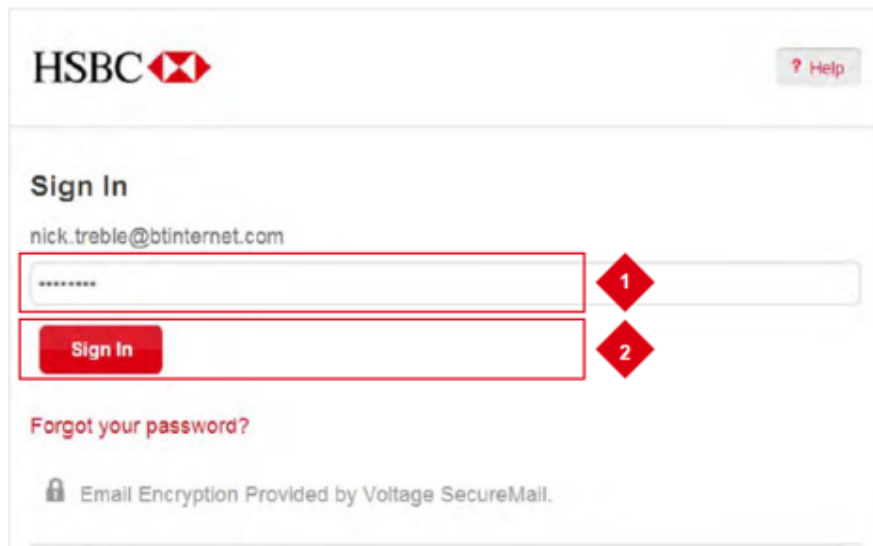



Once the account is activated your message will be displayed in your web browser window.



Sign into SecureMail

1. Enter the password you created when setting up your SecureMail password.
2. Click the Sign in button to proceed to your message.



HSBC  [? Help](#)


Sign In

nick.treble@btinternet.com

..... **1**

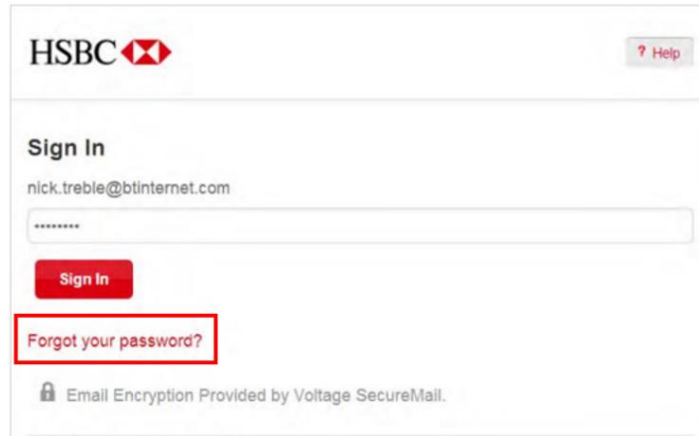
Sign In **2**


[Forgot your password?](#)

 Email Encryption Provided by Voltage SecureMail.

Reset your SecureMail password

If you cannot remember your password or would like to reset your password, click on **Forgot your password?** on the sign in screen and reset password.




HSBC  [? Help](#)

Sign In

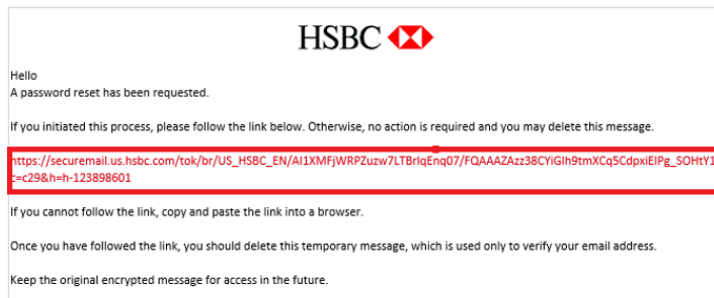
nick.treble@btinternet.com


Sign In

Forgot your password?

 Email Encryption Provided by Voltage SecureMail.

You will get a message in your email inbox with a link to reset your password and re-activate your account.



HSBC 

Hello

A password reset has been requested.

If you initiated this process, please follow the link below. Otherwise, no action is required and you may delete this message.


https://securemail.us.hsbc.com/tok/br/US_HSBC_EN/A11XMFJWRPZuzw7LTBrigEnq07/FQAAAZazz38CYGih9tmXCq5CdpxiEIPg_SOHTY13-c29&h=h-123898601

If you cannot follow 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.



HSBC  [? Help](#)


Reset Your Password

Email Address
nick.treble@btinternet.com

Name
The name the user entered to join.
Nicholas Treble

New Password

Continue

 Email Encryption Provided by Voltage SecureMail.