bank zweiplus email Gateway user manual

bank zweiplus ltd, Bändliweg 20, P.O. Box, CH-8048 Zurich
T +41 (0)58 059 22 22, F +41 (0)58 059 22 44, www.bankzweiplus.ch

1/29

Table of contents

1 Foreword

E-Mails, which are sent over the Internet to bank zweiplus (hereinafter referred to as «bzp») or send from, have to be protected against 3rd parties to be read. The communication by external mails has to follow defined rules, to avoid data loss, to block computer viruses and to prevent insurance of bank secrecy.

Until now there is a new kind of E-Mail encryption available, which offers additional securities, so as to the high requirements in the external E-Mail traffic could be complied.

2 Important Notes

2.1 General

The e-mail encryption procedure described in this document will only work for encrypted e-mails which you receive from Bank Zweiplus Ltd (hereinafter referred to as "BZP") and for e- mails which you encrypt with the described method and which you send to BZP. Ensure that your mail service don't block mails send from @bankzweiplus.ch as PDF encrypted attachment for e.g. add sender address or our domain to your white listed sender list.

2.2 Password

Please ensure when defining your password that you are not using one of your existing passwords (e.g. your e-banking or e-mail account password). Create a new password that you use exclusively for the e-mail encryption of BZP.
Your password must be at least 8 characters long and contain letters and numbers (alphanumeric password). Please do not use personal information such as names and birthdays.

2.3 Secure Connection

The encryption of the internet connection does not guarantee that you are communicating with the correct server. Therefore, check with a double click on the encryption icon (e.g. padlock icon) of your internet browser (Internet Explorer, Firefox, etc.) that the certificate is correctly set to *.bankzweiplus.ch Furthermore you should trust the URL (https://secureemail-ch.bankzweiplus.ch/mailclient) to ensure scripts are not blocked.

For a secure connection it is recommended to keep OS1 and browser updated and to use actual, which supports TLS encryption and to activate it.
Browsers, which support TLS are:

- Google Chrome -   from v29

- Internet Explorer - from v11

- Mozilla Firefox -   from v24

- Opera Browser -   from v16

- Safari Browser -   from v7[2]

[1]Android was tested with kernel version 4.4.4 on mobile devices and tablets. Windows XP is no longer recommended to be used for security reasons. Microsoft's support is expired.

[2]the browser Safari is updated over the OS (OS X / IOS). We have tested version 7.1.2.

List of recommended software is found at end of document.

2.4 PDF Reader / Viewer

In order to open the encrypted PDF files please make sure you have a PDF Reader e.g **Adobe Acrobat Reader** (version 7.0 and higher) installed on your device. The latest version can be found here: http://get.adobe.com/en/reader/. The default PDF Reader from Apple has problem to show attachment in PDF documents. On Apple products e.g. iPhone models we recommend to use the app Adobe Reader from Adobe, which worked internal tests. On mobile devices with Android OS we recommend to use other PDF readers because our tests on some devices showed problem with this Adobe app on Android with attachments.

Take care to update your PDF reader to avoid security leaks.

2.5 Alternative solution to e-banking

The encryption option described here is an alternative to the existing secure communication function, which is offered through the E-Services solution of BZP.

3   Registration

In order to receive an encrypted e-mail, it is necessary to be registered on the bzp e-mail encryption server.

1. Click on the link in the registration e-mail you received. The link directs you to the bzp e-mail encryption server.

    Important: Every e-mail address to be registered receives an individual link (mail id).

Von:
Datum: 16. November 2015 14:20:14 MEZ
An:
Betreff: PDF Mail self registration

English text further down

Sehr geehrte Damen und Herren

von der Bank Zweiplus AG hat Ihnen eine verschlüsselte E-Mail gesendet.

Damit Sie die verschlüsselte E-Mail empfangen können, ist eine Registrierung auf dem E-Mail-Verschlüsselungsserver der Bank Zweiplus AG nötig.

Verwenden Sie dazu bitte den folgenden Link: https://secureemail-ch.bankzweiplus.ch/mailclient/register.php?ID=2015111613

Bitte entnehmen Sie vorgängig den Prozess für die erfolgreiche Registrierung dem Usermanual unter nachfolgendem Link: https://www.bankzweiplus.ch/internet/bziech/encrypted_e-mails.pdf

Bei Fragen bezüglich Registrierungsprozess oder verschlüsselter E-Mail Kommunikation wenden Sie sich bitte direkt an den Absender dieser E-Mail.

Vielen Dank und freundliche Grüsse.

****

Dear Sir or Madam

This is a notification that of Bank Zweiplus Ltd has sent you an encrypted e-mail.

In order to receive the encrypted e-mail, it is necessary to be registered on the e-mail encryption server of Bank Zweiplus Ltd.

Please use the following link: https://secureemail-ch.bankzweiplus.ch/mailclient/register.php/?ID=2015111611

We recommend following the user manual by using this link: https://www.bankzweiplus.ch/internet/bziech/encrypted_e-mails.pdf

Should there be any questions about the registration process or the encrypted e-mail communication please contact the sender of this e-mail personally.

Thank you and kind regards.

Cap. 1 – Example of registration e-mail with individual link

Cap. 2 – «Manage Password» Set initial password for e-mail address

2. Make sure the URL starts with https://secureemail-ch.bankzweiplus.ch/mailclient/register.php and includes your personal mail id at the end.

Cap. 3 - Browser with personal URL

3. Enter your e-mail address and define your password (bear in mind the advice in section 3.2) at this registration page. To complete the process, you have to enter your password a second time and confirm with «Set password»:
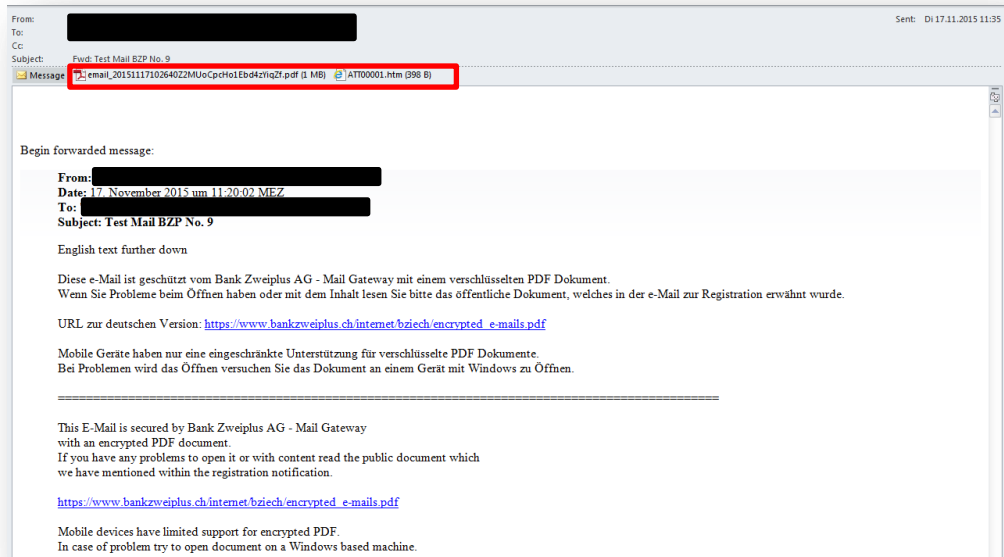
Cap. 4 - Caption message after successful registration with browser

Important hint: The registration link won't work anymore after successful initial registration and will show you an error for later usage.

4 Decrypt the content of an e-Mail

4.1 Decryption via PC

1. Open the e-mail you received from BZP. This e-mail contains an encrypted PDF file, which includes the actual e-mail message including all attachments.

Cap. 5 - Mail with encrypted E-Mail within an E-Mail Client

bank zweiplus ltd, Bändliweg 20, P.O. Box, CH-8048 Zurich
T +41 (0)58 059 22 22, F +41 (0)58 059 22 44, www.bankzweiplus.ch
9/29

2.   Open the PDF file directly from your e-mail program or save the file locally on your PC. Once you open the file with a double click you will be prompted to enter your previously defined password (chapter 4).

PDF file has to be opened using a PDF reader e.g. Adobe Acrobat Reader.
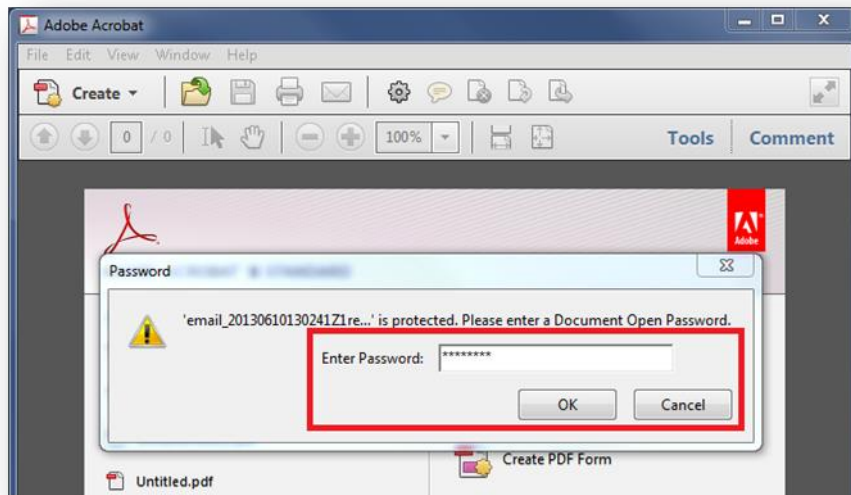
**Cap. 6 - Open the PDF with Adobe Acrobat Reader - Enter Password**

3.	After you entered your password successfully, you are able to read the e-mail's content.

Cap. 7 - Original E-Mail from Sender

4.   Use "Save Attachment" in order to save files (e. g. a Word file) which you have received with the encrypted PDF file.

In case you don't see the left handed navigation panes activate it via View □ Show/Hide □ Navigation Panes □ Show Navigation Pane (or press F4 on your keyboard).
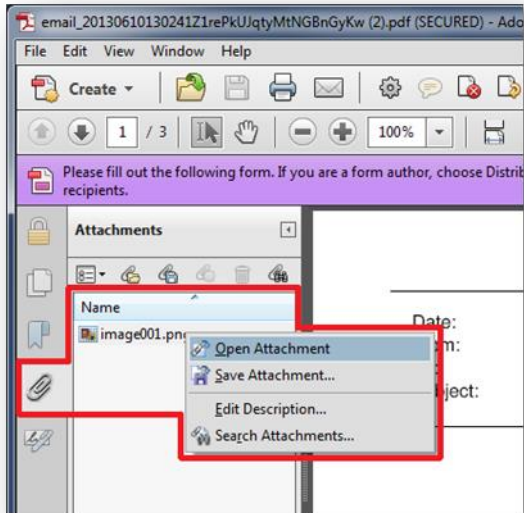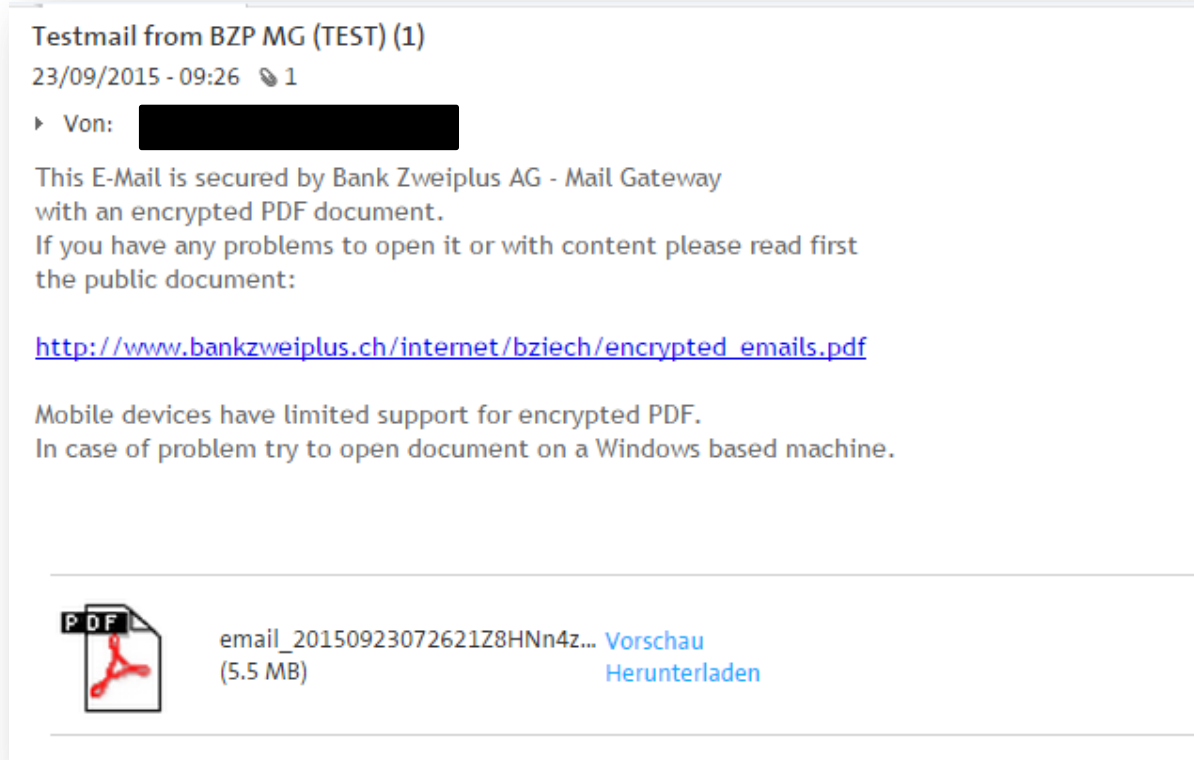

Cap. 8 - Save from attachments in Adobe Acrobat Reader up to Version X (PC)
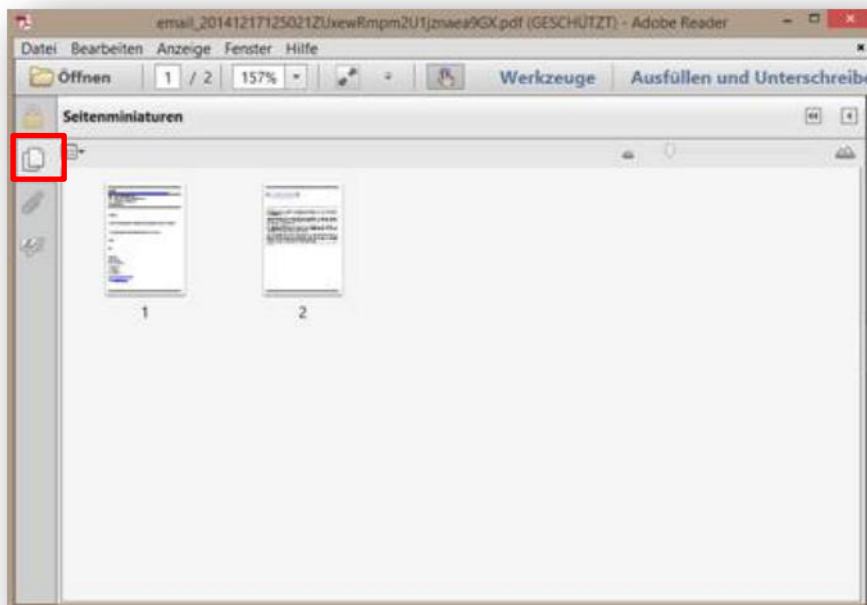
Cap. 9 - Save from attachments within Adobe XI (or higher) (PC)

4.2 Decryption via PC or Smartphone(example shown: iPAD

1. Open the e-mail which you have received from BZP. This email contains an encrypted PDF file, which includes the actual e-mail message and all attachments.

Testmail from BZP MG (TEST) (1)

23/09/2015 - 09:26 🏷 1

▸ Von: ▇▇▇▇▇▇▇▇▇▇▇▇▇▇

This E-Mail is secured by Bank Zweiplus AG - Mail Gateway
with an encrypted PDF document.
If you have any problems to open it or with content please read first
the public document:

http://www.bankzweiplus.ch/internet/bziech/encrypted_emails.pdf

Mobile devices have limited support for encrypted PDF.
In case of problem try to open document on a Windows based machine.

email_20150923072621Z8HNn4z… Vorschau
(5.5 MB)   Herunterladen

Cap. 10 - Mail with encrypted Original-E-Mail (as PDF) at iPAD

2. Open attached PDF (don't enter your password yet) and use the arrow button at the topright. Choose «Open in Adobe Reader».

Comment: At **iPhone** you have to hold finger at PDF icon to get selection of installed PDF viewer programs e.g. Adobe Acrobat Reader. This is necessary to ensure that you can use another program instead of Default Viewer. The Default Viewer is unable to show attachments (Limitation was found while testing with devices iPhone (4s, 5, 6), iPAD and Macintosh PC)
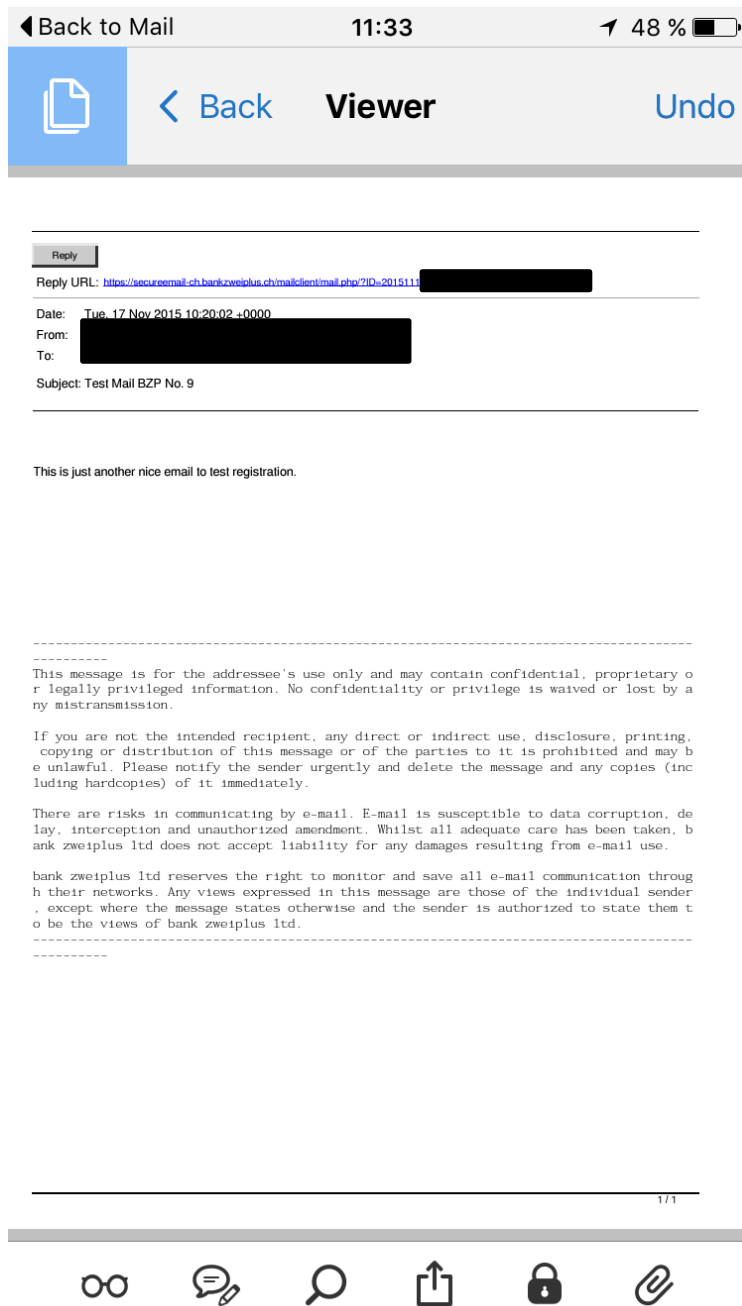

Cap. 11 - Selection of PDF Viewer with Apple iPad

3.   Enter your password. The e-mail's text is now visible.
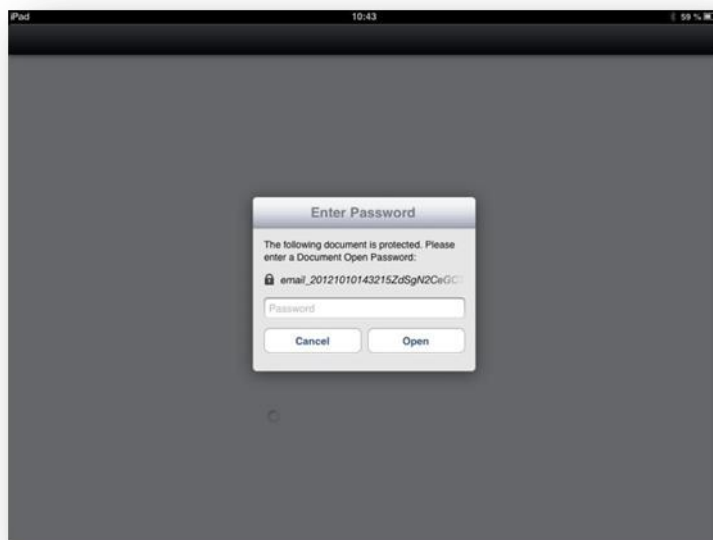
Cap. 12 - Set password to open encrypted E-Mail

< Back　**Viewer**　Undo

Reply

Reply URL: https://secureemail-ch.bankzweiplus.ch/mailclient/mail.php/?ID=201511█ ██████████████████

Date:　Tue, 17 Nov 2015 10:20:02 +0000
From:　████████████████████████
To:　██

Subject: Test Mail BZP No. 9

This is just another nice email to test registration.

This message is for the addressee's use only and may contain confidential, proprietary o
r legally privileged information. No confidentiality or privilege is waived or lost by a
ny mistransmission.

If you are not the intended recipient, any direct or indirect use, disclosure, printing,
 copying or distribution of this message or of the parties to it is prohibited and may b
e unlawful. Please notify the sender urgently and delete the message and any copies (inc
luding hardcopies) of it immediately.

There are risks in communicating by e-mail. E-mail is susceptible to data corruption, de
lay, interception and unauthorized amendment. Whilst all adequate care has been taken, b
ank zweiplus ltd does not accept liability for any damages resulting from e-mail use.

bank zweiplus ltd reserves the right to monitor and save all e-mail communication throug
h their networks. Any views expressed in this message are those of the individual sender
, except where the message states otherwise and the sender is authorized to state them t
o be the views of bank zweiplus ltd.

----

1 / 1

Cap. 13 - Encrypted E-Mails within PDF-Viewer

5   Responding to an encrypted e-mail
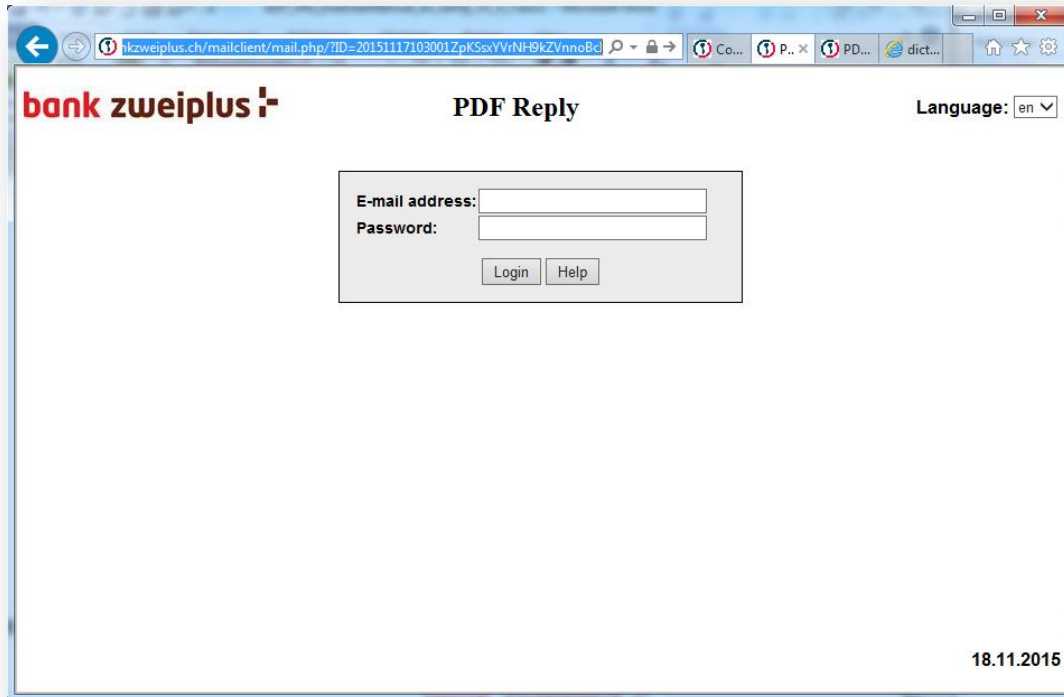
1.   To respond to an encrypted e-mail you received from BZP go to the last page within the encrypted PDF file. User from mobile devices like Apple IPhone have to use the URL Link to open the website over Safari Browser.
2.   Use the «Reply» button to send an encrypted e-mail to the original sender (if the button does not work, you should copy the link marked red into your internet browser).
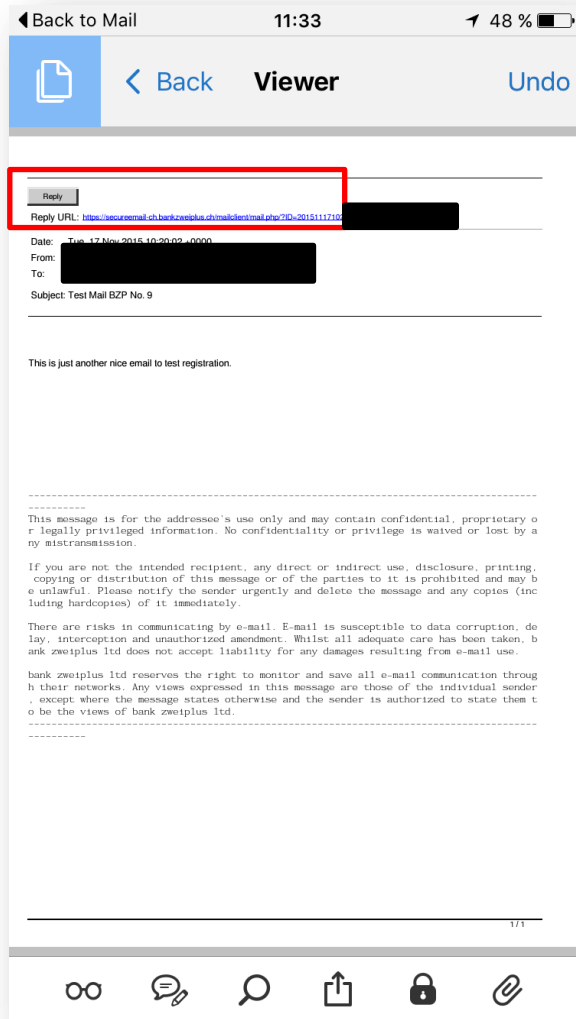
Cap. 14 – E-Mail with PDF Reply Button and the URL below

3.   Once you have clicked «Reply» you will directed to BZP's encryption server via a secure connection at. Make sure that the URL begins with https://secureemail-ch.bankzweiplus.ch/mailclient/mail.php and includes your mail id at the end. At mobile devices (e.g. iPhone) the reply button is sometimes not supported by installed Java. Use in these cases the displayed URL to open website in your browser.

4.   Enter your e-mail address and your previously defined password (see chapter 4)

Cap. 15 - Login at PDF Reply Webpage bzp E-Mail Gateway

5.   Click «Login» to access the site.

bank zweiplus ✚   **PDF Reply**   Language: [en ∨]

| From: | ▬▬▬▬▬▬▬▬▬ | |
| To: | | |

Subject: Re: RE: BZP MG Test 3-replay all (6)

Cc: ☑ Copy to sender   [Send e-mail]

<Hier können Sie die Antwort Mail an den Orginalsender der Bank Zweiplus AG schreiben und Anhänge hochladen, um diese mit zu senden. Mit Kopie an Absender erhalten Sie eine persönliche Kopie dieser eMail an sich verschlüsselt gesandt.>

<Here you can write your reply mail to original sender from Bank Zweiplus Ltd. and upload any attachments you like to sent with. With "Copy to sender" to sender you receive a copy of this email which will be encrypted.>

Attachment: [_____] [Browse...]
[Upload file]

[Password management] [Logout] [Help]

19:22   18.11.2015

Cap. 16 - PDF Reply Web Page with option to write E-Mail to sender

6. Write your message in the highlighted area. The e-mail recipient and the sender will be completed automatically.

7. Use «Copy to sender» in order get a copy of your encrypted reply as well, as the encryption server of BZP does not store any e-mails.

Cap. 17- PDF Reply Mail with option «Copy to sender»

8. Use «Browse» and «Upload file» in order to attach any files to your e-mail.

Cap. 18 - Upload file / Browse…. - Attachment

9. Click "Send e-mail" to send your encrypted message.

Cap. 19 - «Send e-mail» button

10. Use «Write another email» to send another encrypted message to the same e-mail address or use the "Log Out" button leave the encryption server
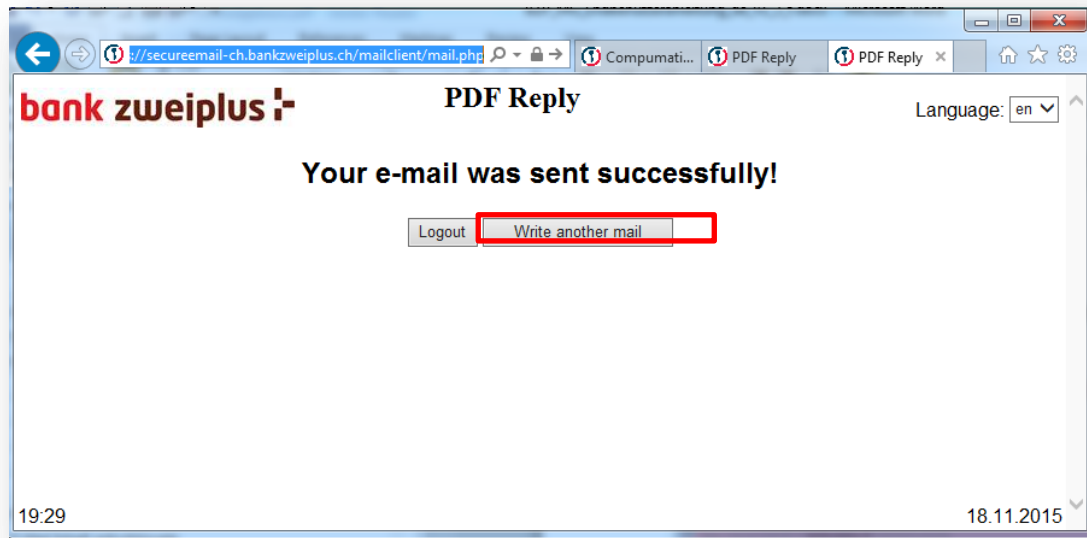
Cap. 20 - Message about sent e-mail with option «Write another mail»

6   Creation of an encrypted E-Mail

You can only reply to an encrypted e-mail you received from BZP but you are not from to initiate an e-mail communication the secure way.

If you wish to initiate a communication electronically the secure way you are advised to use E-Services' messaging function. This requires a signed E-Services agreement with BZP.

7   Forgotten Password

If you have forgotten your password, you must do the following:

1. Inform the e-mail sender (BZP) by telephone regarding the forgotten password.

2. The e-mail sender (BZP) will forward your request (in-house) by telephone.

3. Hold the line until you have received the password information which you have to use.

Security Information:

The forgotten password is not allowed to be sent by e-mail. The only allowed media's are: telephone, fax or SMS.

8   Password Management - Change your password

If you like to change password you are allowed to do this within your PDF reply session.

Cap. 21 - Password management to change password

Use the «Password management» feature at the bottom to set a new password.

Only new mails send to you will be encrypted with the new password. Old encrypted PDF sent to you will remain unchanged in your mail box and must be opened with the password they were encrypted in the past.

Furthermore you will receive within new e-mail a new mail ID in the URL shown, which is created together with your new e-mail. The old URL won't work anymore with the new password you set.

Cap. 22 - PDF Reply with «Password management»

Cap. 23 - Confirmation about password change

9 Appendix

9.1 Content of Captions

9.2 Software Recommendations

- Java 7u25 or higher

- Java 8u31 or higher

- Internet Explorer 11 with Windows 7 / 8.1

- Internet Mobile Explorer 10 with Windows Phone 8.0

- Internet Mobile Explorer 11 with Windows Phone 8.1

- Firefox 37 or higher on OS X

- Android 4.4.2 or higher at mobile devices

- Chrome 42 or higher on OS X

- Safari 7 or higher on IOS 7.1 or OS X 10.9

- Safari 8 or higher on IOS 8.12 or OS X 10.10

- Adobe Acrobat Reader 10 or higher on Windows 7 / 8.1

- Adobe Acrobat Reader App for IOS from Version 7.1

- QuickOffice 6.3.1.1041 or higher on Android from 4.4.2

9.4 Glossar

Adobe	Adobe Systems is the company which developed the Portable Document Format (PDF)
Adobe Acrobat Reader	Free software from Adobe in order to read PDF documents (http://get.adobe.com/en/reader/).
BZP	Bank Zweiplus Ltd.
CMG	Compumatica MailGateway
Compumatica	Compumatica is a developer and vendor of security software and hardware
Compumatica MailGateway	E-mail encryption software used by BZP.
Chrome	Browser from Google (www.google.com/chrome)
Firefox	Browser from Mozilla Organization (Mozilla.org)
Fig.	Figure
IOS	Operating System from Apple for mobile devices
Internet Explorer (IE)	Browser from Microsoft Corp. on Windows OS
Internet Explorer Mobile (IEM)	Browser from Microsoft Corp. On Windows Phone
Java	Programming Language mostly used in Internet and HTML Web sites
OS X	Operating System from Apple on MAC
PDF	Portable Document Format (PDF) is a file format used to represent documents in a manner independent of application software, hardware, and operating systems. PDF was developed by Adobe Systems.
Safari	Browser from Apple for MAC, iPhone and iPAD
SSL	Protocol for encrypted connections between server and client. The versions 2 and 3 are no longer secure and recommendation is to disable support for these old protocols and to use TLS only.
TLS	Protocol for encrypted connections between server and client. TLS Version 1.2 is recommended. In latest browser TLS is supported but mostly disabled by default.
URL	In common usage, a URL (Uniform Resource Locator) is an internet address or web address.