



## **Guidance for Recipients of Secure Email Messages from Lloyds Banking Group**

You have been sent this document because you have a contact in Lloyds Banking Group who sends you confidential information by email.

Our policy is to ensure that confidential information is kept secure and that it is only read by those to whom it is addressed.

Whilst email provides a quick and convenient way of sending and receiving information, messages transmitted over the internet are not secure. Sending a message by email can be likened to sending a postcard in the post – anyone handling the postcard whilst it is being delivered can read what's on it.

In order to ensure that confidential information in emails remains private, Lloyds Banking Group uses software that encrypts and decrypts email messages and their attachments, preventing the contents from being seen by anyone other than the addressee. The software that we use is PGP Symantec Encryption.

You don't need to have the same software in order to decrypt the message, as it can be displayed from a web browser connected to the internet.

You will receive links to encrypted messages in your normal email client and you will be able to view and respond to them using your usual web browser. When you have received an encrypted message, you can reply to it, attaching files if necessary. The reply and any attachments will then be encrypted as well.

Below you will find instructions on how to view encrypted messages online. You may find that you don't need to follow these steps to read emails from your Lloyds Banking Group contact if you already have PGP Symantec Encryption software installed – they will be sent to your inbox as normal if the Lloyds software can find an encryption key.

The secure emails that you access online are stored in a mailbox that is personal to you. There are a few points about the mailbox that you need to be aware of.

- Your secure mailbox will be deleted after three months if it is not accessed, so it is important to ensure that you save any important documents in another location.

Please do not assume that this mailbox is a permanent repository for your data. If the mailbox is deleted then the messages cannot be recovered. If this happens you will need to ask the original sender to re-send the mails if they are required.

- The secure mailbox only has a capacity of 20Mb. If you go over this limit, you won't be able to receive new messages until the size has been reduced. If this happens, please note that the messages **will not** be automatically queued or retried. You will need to ask the original sender to resend the messages.
- All messages in the secure mailbox will be deleted automatically 90 days after receipt. If you need to keep any documents then you will need to save them in another location.
- You will be automatically disconnected from your secure mailbox after 15 minutes of inactivity.

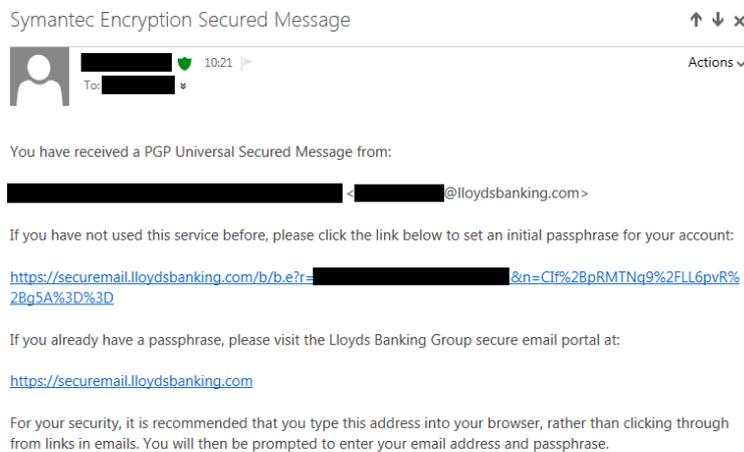
There can occasionally be a delay in sending mails to your secure mailbox. If you receive a notification that a secure mail has been sent to you, and you are sure that you are not over the mailbox size limit but it is not visible, please allow 15 minutes before escalating this with the sender.

## Instructions

- Ensure that you have a web browser connected to the internet. It must be able to display https content.
- Make sure that emails from lloydsbanking.com are "white-listed" on any spam filters, either within your email/webmail client or by your ISP (in other words, you can receive non-secure emails from Lloyds Banking Group successfully.)

If you do not meet these criteria, or are not sure, then please contact your local IT Support staff.

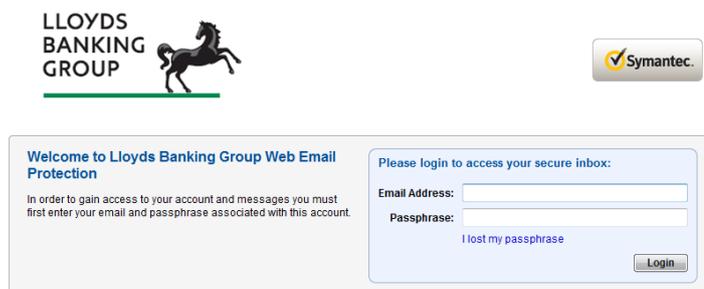
You will receive a notification message from your normal Lloyds contact that looks like this:



1. First, check that you can access the system by entering the following address into your web browser address bar:

<https://securemail.lloydsbanking.com>

You should see a screen similar to the following displayed in your browser. If you get any error messages or the screen is not displayed then you will need to contact your local IT Support team to investigate. Lloyds Banking Group are unable to diagnose connection issues at a third party company.



2. If this is the first time you have used Lloyds Banking Group's Symantec Web Email, you will need to click on the first link in your notification message and set up your account. If you have already used the service, skip to **step 3**.

Symantec Encryption Secured Message ↑ ↓ ×

 [REDACTED] 10:21 ▶ Actions ▾

To: [REDACTED] ▾

You have received a PGP Universal Secured Message from:

[REDACTED] <[REDACTED]@lloydsbanking.com>

If you have not used this service before, please click the link below to set an initial passphrase for your account:

[https://securemail.lloydsbanking.com/b/b.e?r=\[REDACTED\]&n=C1f%2BpRMTNq9%2FLL6pvR%2Bg5A%3D%3D](https://securemail.lloydsbanking.com/b/b.e?r=[REDACTED]&n=C1f%2BpRMTNq9%2FLL6pvR%2Bg5A%3D%3D)

If you already have a passphrase, please visit the Lloyds Banking Group secure email portal at:

<https://securemail.lloydsbanking.com>

For your security, it is recommended that you type this address into your browser, rather than clicking through from links in emails. You will then be prompted to enter your email address and passphrase.

The following screen will be shown:



**You have received an encrypted message**

Please create a passphrase to secure future messages delivered to you.

This server requires your passphrase to meet the following requirements:

- They must be at least 8 characters long.
- It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.

For example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.

Here are some recommendations for protecting your passphrase:

- Use an easy to remember passphrase that you don't need to write down.
- Don't use obvious passphrases that can be easily guessed.
- Don't make your passphrase a single word.
- Don't use famous quotations.

Passphrase:

Confirm Passphrase:

Please enter a new secure passphrase into both boxes and click Continue.

The following screen will be shown:



**Secure Messaging Settings**

You are currently registered as a Symantec Web Email Protection user.

Please select how you would like to receive future messages from this site.

**Symantec Web Email Protection** (Recommended)  
Let me read all my messages securely on this Web site.  
 Save a copy of all outgoing messages in my "Sent" messages folder.

**Key or digital ID/certificate** (Select this option if you are an advanced user.)  
I have an OpenPGP Key or digital ID/certificate (X.509, S/MIME) that I want to use to secure messages I exchange with site.

[Change My Passphrase](#) [Choose Option](#)

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Generally the default settings should be used and you should click **Choose Option**. If however you have a PGP key available (your internal IT support should be able to advise on this if you're not sure) then you can select the option to upload it here to have future messages delivered to your normal inbox.

Skip to **step 4**.

3. At the **Welcome** screen you should enter your email address and your secure passphrase and click **Login**:



**Welcome to Lloyds Banking Group Web Email Protection**

In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.

Please login to access your secure inbox:

Email Address:

Passphrase:

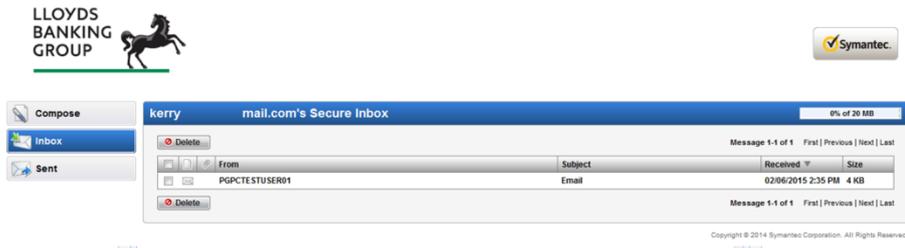
[I lost my passphrase](#)

[Login](#)

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**Note:** if you have forgotten your passphrase you can click on the **I lost my passphrase** link shown. After you have provided your email address and clicked **Send**, an automated email will be sent from [SecureEmail@lloydsbanking.com](mailto:SecureEmail@lloydsbanking.com) containing a link allowing you to reset it.

4. The Symantec Web Email inbox screen will be displayed. Any emails sent to you from Lloyds Banking Group will be shown here.



You can then open the email by clicking on the sender or title. You can also reply to the email once you have read it.

Clicking on the **Compose** button will allow you to create and send a new secure email to any Lloyds Banking Group user who has Symantec Email Encryption:



The **Sent** button will display any emails that you have sent from your secure mailbox:



5. In **Settings**, you can change the way messages are handled and change your Passphrase:

[Settings](#) [Help](#) [Logout](#)

**LLOYDS BANKING GROUP** 



**Secure Messaging Settings**

You are currently registered as a Symantec Web Email Protection user.

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Please select how you would like to receive future messages from this site.

**Symantec Web Email Protection (Recommended)**  
Let me read all my messages securely on this Web site.  
 Save a copy of all outgoing messages in my "Sent" messages folder.

**Key or digital ID/certificate** (Select this option if you are an advanced user.)  
I have an OpenPGP Key or digital ID/certificate (X.509, S/MIME) that I want to use to secure messages I exchange with site.

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When you have finished using the Symantec Web Email service, you should click **Logout**.

## Problems

If you type your passphrase incorrectly five times, your account will be locked. You will be sent an automated message with a link allowing you to reset your passphrase.

If you do not receive the message, please remember to check Junk or Spam filters and ask your local IT support to check their internet mail gateways as it may be that the mails have been rejected by them. If you still can't find the message then please ask the sender to log a call for you with the Lloyds Service Desk so that the passphrase can be reset for you. We will need the email address for the webmail account that is locked.

## Multiple sessions

Note that you can only have your webmail session open on one computer at a time. If you try and access the same mailbox from a separate workstation or another browser window on the same workstation at the same time you will get the following error message:



### Authentication Failure

A Web Email Protection session has already been opened for this account from the address: 141.92.133.133. Please log out of the other session and try again.

If you do not log out of the secure mailbox correctly this can also result in this error. If this is the case you will need to wait 15 minutes for the session to time out.

For more detail about the Symantec product please follow this link:

[http://www.symantec.com/content/en/us/enterprise/fact\\_sheets/b-encryption-management-server.pdf](http://www.symantec.com/content/en/us/enterprise/fact_sheets/b-encryption-management-server.pdf)