U.S. Bank Secure Mail

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Introduction:

The use of email has become an everyday communication tool for individuals and businesses around the world. While email is an easy, convenient way to quickly communicate information, it's important to remember that email sent via the internet travels on a public channel. Like a postcard sent through traditional USPS mail, anyone can read it.

U.S. Bank is strongly committed to protecting the privacy of our customers, and we maintain the strictest security with their information. In rare situations we may need to email confidential information to customers and business entities. To better safeguard those communications, U.S. Bank employees can choose to transmit through an information security option called Secure Mail.

How Does Secure Mail Work?

When a U.S. Bank employee sends you email via Secure Mail, you'll access your information through a simple two-step process. First you'll receive an email notification from U.S. Bank telling you that a message has been posted for you on our secure website. Then you'll log onto the secure U.S. Bank website and retrieve your mail. The message will remain available for retrieval on our secure website for 10 days.

Secure Mail protects information from public viewing in three ways:

1. It's encrypted in a secure code to prevent access by anyone other than the intended recipient.
2. It never leaves U.S. Bank's secure server.
3. If the message hasn't been retrieved within 10 days, it's removed from our system.

These three measures will help ensure that the information remains confidential.

This document explains the steps you take to retrieve Secure Mail messages, and how to use the system to send secure email back to U.S. Bank.

Getting Started

When a U.S. Bank employee sends you email via Secure Mail, a notification message similar to the one shown in **Figure 1** will deliver into your inbox. The notification contains the following information:

A. The name of the U.S. Bank employee who sent you the message

B. The subject of the message

C. How long the message will be available for retrieval

D. The link you'll use to retrieve your email from U.S. Bank's secure email website.

You can begin the process of retrieving your Secure Mail email in one of two ways:

1. Simply click the **securemail.usbank.com** link displayed in the notification, or:

2. Follow the on-screen instructions for copying the Secure Mail web address into your browser.

   a) Open a web browser window.

   b) Copy and paste the following Web address into the "location" or "address" bar of your browser: **https://securemail.usbank.com**

   c) Press the **Enter** key.

Figure 1
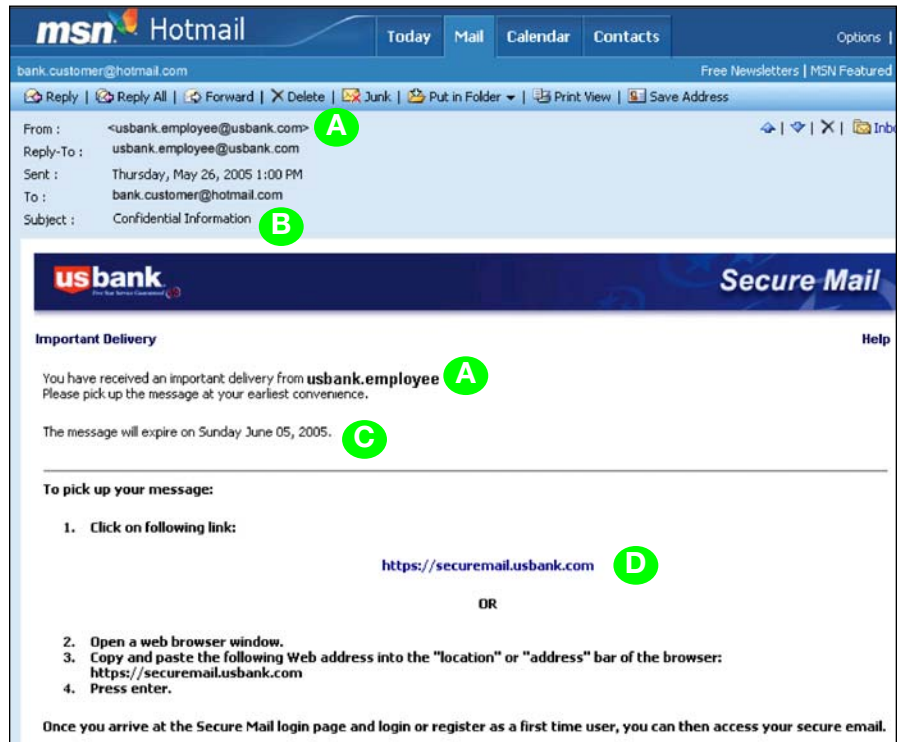
Password Setup and Registration

Each time you enter the Secure Mail site, you will need to log into the system. **Figure 2** shows the Login screen.

The first time you access Secure Mail, you'll need to register as a system user before you can retrieve your message. *Registration is a one-time process.*

A. To log into the system, enter your email address as shown in **Figure 3.** This must be the email address that your Secure Mail notification was originally sent to.

B. Click **Register.**

C. Fill in the Registration screen shown in **Figure 4,** completing the password and password hint.

D. Click **Register.**

Note: Password Rules

• Passwords must be at least 8 characters in length.

• Passwords must contain both alphabetic and numeric characters.

• Your account name and password are case sensitive, so be careful to enter them correctly.

You are now registered to use Secure Mail. After clicking the **Register** button you will be returned to the Login screen and can continue the process of retrieving your email.
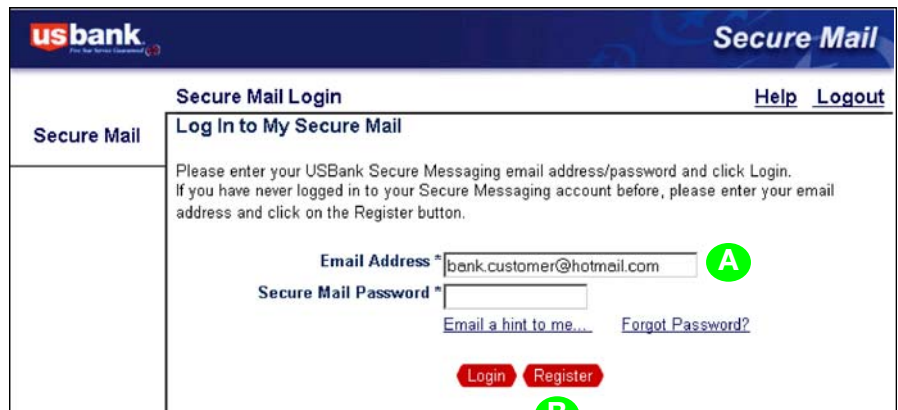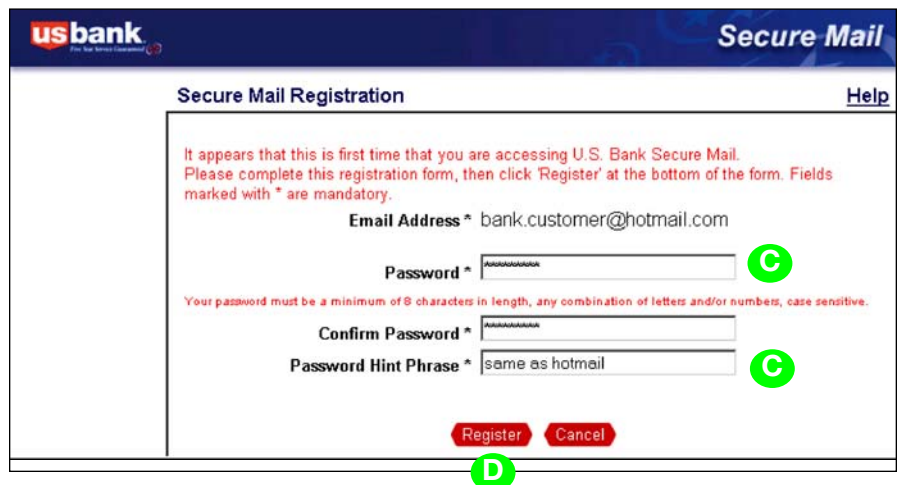
Figure 2

Figure 3

Figure 4

Logging into Secure Mail

Enter your email address and password, then click the **Login** button. **See Figure 5.**

• Password Hint

If you don't know or have forgotten your password, you can click the **Email a hint to me link** on the Login screen. You will receive an email that includes a hint about your password. If this hint doesn't help you remember your password, you can click the **Forgot Password?** link on the Login page. The system will then lead you through the process of setting up a new password.

• Password Reset

To reset your password, click the **Forgot Password?** link on the Secure Mail Login screen. **See Figure 6.**

Fill in the new password, confirm it, and click the **Continue** button. **See Figure 7.**

• Password Reset *(continued)*

You will receive an email notice confirming the password change. **See Figure 8.** Click the **Reset Password** link to complete the password change.
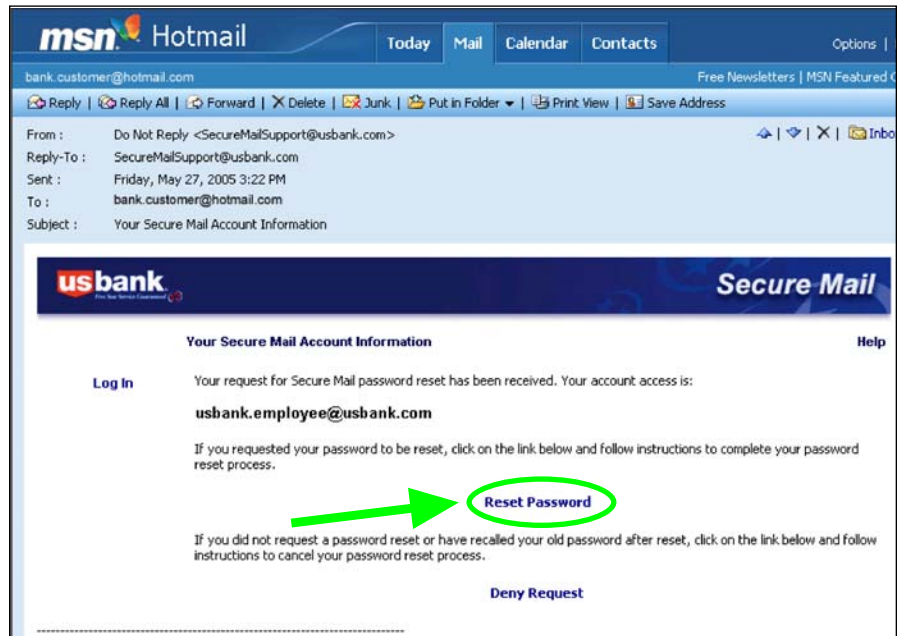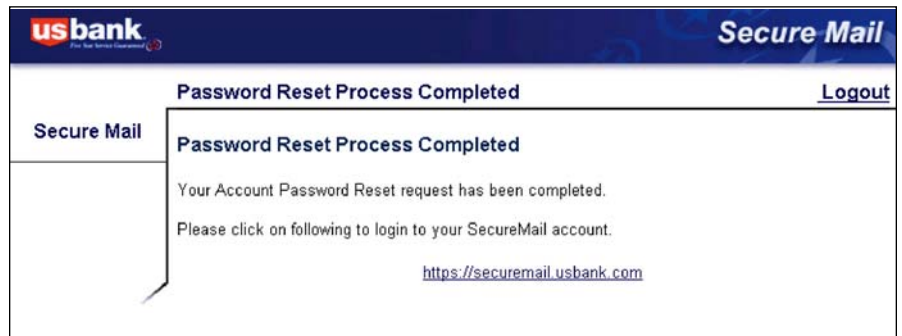
Figure 8

You will then be presented with the **Password Reset Completed** screen. **See Figure 9.**

Your Secure Mail password never expires. As an added security measure consider using the password reset function to change your password every 45 days.
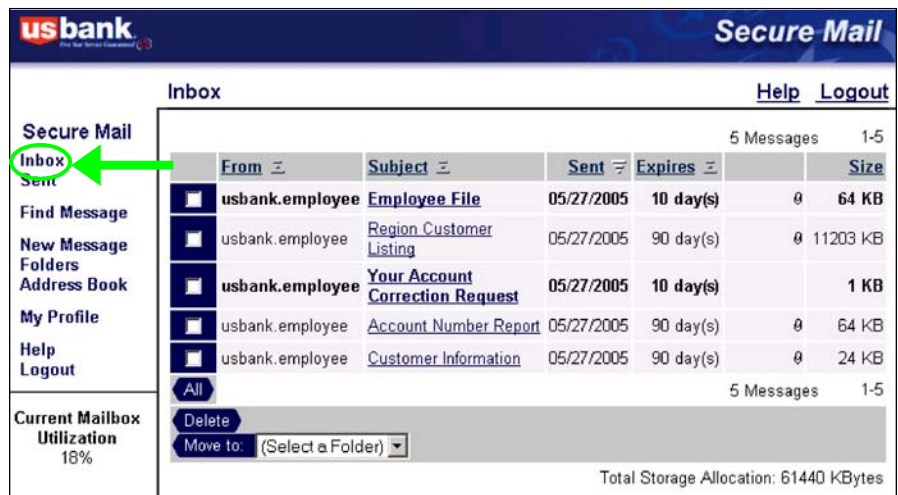
Figure 9

• Login Attempts

If you enter an incorrect password 5 times, the system will disable your account. In such a case, you can use the **Forgot Password?** link to reset your password and re-enable your account.

Viewing Your Messages

After logging into Secure Mail, you will automatically be presented with your Inbox. **See Figure 10.** The Inbox has a 60 MB storage limit. File attachments are limited to 50 MB.

- If you have a new message in your In-box, it will be highlighted in **bold** until you view it.

- Messages that have been read will remain in Secure Mail for 90 days. After 90 days messages are automatically deleted from the system.

- Unread messages will be removed from the system after 10 days. The message notification header will remain on the system for an additional 10 days. During that time, you can contact the message sender and ask them to resend it to you.

- If your Secure Mail account is open but inactive for 30 minutes, you will automatically be logged out.

Figure 10

Opening a Message

To open a message in your Inbox:

1. Click **Inbox** in the Secure Mail Menu. **See Figure 10**. The screen will list all the messages in your Inbox.

2. To view a particular message, click the **Subject** link under the **Subject** column heading. The document opens showing the message details. **See Figure 11.**

From this page, you can **Reply, Forward,** and **Delete** messages.

Figure 11

Opening Attachments

If the Secure Mail message you received includes a file attachment, a download button called **Save Checked Files** will be visible next to the **Attachments** field at the bottom of your secure message. **See Figure 12.** You will have the option of saving or opening the attachment.
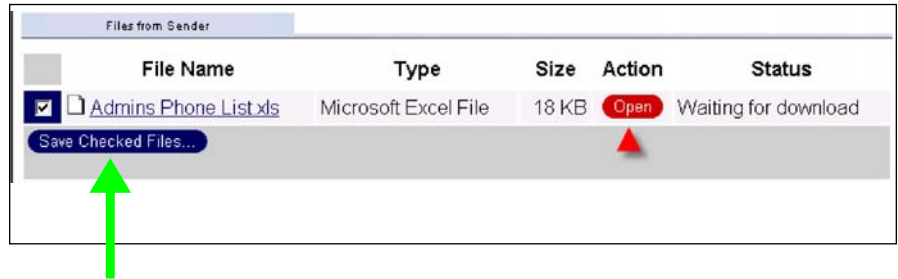
Replying to a Message

1. Click the **Reply** button to reply back to the sender of the message. You will only be able to reply to registered users of Secure Mail.
2. Enter text or add attachments. See Adding Attachments section below.
3. To send your message, click **Send**.
4. After sending the reply, your Secure Mail Sent View will display.

Adding Attachments

1. To add an attachment, click the **Browse** button in the **Add files to message** section.
2. Navigate to the file to be attached.
3. Click the **Open** button.
4. Click the **Add** button.
5. To send your message, click the **Send** button.

Composing a New Message

1. To compose a new message, click the **New Message** button in the left hand navigator. You will only be able to send to registered users of Secure Mail.
2. Enter text and/or attachments.
3. To send the message, click the **Send** button.
4. After sending your message, your Secure Mail Sent View is displayed.

Exiting Secure Mail

When you're finished using Secure Mail, exit the system by clicking the **Logout** button in the upper left of the screen.