# Swisscom secure Webmail

Quick-Guide

## Contents

swisscom

# First Login and Enrolment

## Login

Using the link in the e-mail with the subject "Registration to receive a secure message" you can access the login page. [https://securemail.swisscom.com/responsiveUI/]

Please enter the one-time password provided to you by the sender of the secure mail.

swisscom

### Secure Webmail Login

E-mail address

external.recipient@example.com

Password

••••••••

Forgot password?

☑ Accept the terms of use

Log in

Request public key

ⓘ Additional information:

The initial password to register will be transmitted to you by the internal sender.

securemail.swisscom.com - Secure e-mail communication

*Figure 1: Webmail Login*

# Personal Information

Please enter your first and last name, your new personal password and your preferred language.

> The password must contain at least 8 and at maximum 64 characters.
> It must contain at least one letter and no other special characters than -._+/=?$

You may optionally enter your mobile phone number. This enables the system to send you a new password by text message in case you lose the login credentials.

*Figure 2: Enrolment: Personal Information*

## Channel Selection

Please select the Secure Webmail Channel to complete the registration.



*Figure 3: Enrolment: Channel selection*

## Successful registration

After confirmation, the registration has been completed:



*Figure 4: Registration completed*

# secure Webmail Portal

## Your personal Secure Webmail Portal

- *New*: opens the editor, to record a new message to Swisscom
- *Inbox*: shows all incoming messages
- *Drafts*: contains all messages not sent out yet
- *Sent messages*: displays all messages that you have sent to Swisscom
  Please note: Automatic storage of sent messages must be manually activated under "Account overview" / "Settings". (see Figure 8: E-Mail Settings)
- *Deleted Items*: Contains manually deleted messages. Deleted messages can be retrieved from the *Deleted Items* folder on the day they were deleted and will get permanently removed from the system over night.



*Figure 5: Inbox view*

# Saving messages or attachments locally

Messages stored in secure Webmail, including their attachments, are automatically deleted from the system after 90 days. Please note, automatically deleted messages are unrecoverable.

You have the possibility to export the received messages in the following formats:

- HTML
- eml
- msg
- PDF

Messages stored as ".eml" can be imported in Outlook by opening the saved file and using Outlook's "Move" and "Copy to folder" actions.

Messages stored as ".msg" can simply be moved to the desired Outlook folder using "drag and drop".

Attachments (files) can be opened with a click on the filename or saved by using the drop-down button to the right of the respective filename.



*Figure 6: Message view*

# Account Preferences

The *Account Overview* allows you to update your personal details, set a new password,  or change your preferred way of receiving secure messages.

- *Channel for secure messages*: Switch between secure Webmail, S/MIME or OpenPGP. For S/MIME and OpenPGP, please upload a valid S/MIME certificate or PGP public key under *"Certificates"*
- *Certificates*: Allows uploading personal certificates or PGP public keys.
- *Settings*: Personal details and account deletion option
- *Change Password*: Set a new personal password

> The password must contain at least 8 and at maximum 64 characters.
> It must contain at least one letter and no other special characters than -._+/=?$

## Personal Settings



*Figure 7: Personal Settings*

# E-mail Settings

Allows you to define a personal e-mail signature, activate the automatic addition of contacts to the address book as well as automatic storage of messages sent to Swisscom.



*Figure 8: E-Mail Settings*

## Account Deletion

By deleting your account, you will lose access to the secure Webmail system and all messages still held are deleted.

Any messages still needed should be manually exported beforehand.



*Figure 9: Delete Account*

Note: Inactive accounts (the user has neither logged in nor received messages for 370 days) will automatically be deleted from the secure Webmail system.

In case of future secure communications from a Swisscom sender you can simply re-enrol on securemail.swisscom.com again, and use your preferred encryption method.