



Swisscom secure Webmail

Quick-Guide

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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](#)

i 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.

swisscom English

Registration for: external.recipient@example.com

1 Personal Information

2 Channel

First name ✓
External

Last name ✓
Recipient

Set new password ✓
.....

Confirm password ✓
.....

Preferred language
English

Your cell phone number ⓘ ✓
+41 79 111 1111

Password strength
■■■■■■■■

Cancel Next

Figure 2: Enrolment: Personal Information



Channel Selection

Please select the Secure Webmail Channel to complete the registration.

The screenshot shows the Swisscom registration interface. At the top left is the Swisscom logo, and at the top right is the language selection 'English' with a dropdown arrow. The main content area is titled 'Registration for: external.recipient@example.com'. Below this, there are two progress indicators: 'Personal Information' with a green checkmark and 'Channel' with a blue circle containing the number '2'. The 'Channel' section is active and shows 'Secure Webmail' with a globe icon. Below the channel name is the text 'Select this option to read and write secure emails directly in your Web browser.' and a green 'Select' button. There is also a 'More information' dropdown menu. At the bottom of the form are 'Back' and 'Cancel' buttons. The footer of the page reads 'securemail.swisscom.com - Secure e-mail communication'.

Figure 3: Enrolment: Channel selection

Successful registration

After confirmation, the registration has been completed:

The screenshot shows the Swisscom registration completion screen. At the top left is the Swisscom logo. The main content area has a blue header bar. Below it, a white box contains the text 'Successfully completed' followed by 'You have successfully registered. Click the button below to use your access data to log into Secure Webmail and read your secure message in the Web portal.' At the bottom right of the white box is a blue 'Log in' button. The footer of the page is empty.

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.

The screenshot displays the 'Secure Webmail Account overview' interface. At the top, the user's email address 'external.recipient@example.com' is shown with a dropdown arrow and a help icon. The main content area features a search bar, a 'Sort' dropdown, and a '1 Messages' indicator. Below this, a single email entry is visible, originating from 'Internal.Sender@s...' with the subject 'secmil secure this message for me - s...' and dated 'May 25'. The email body text reads 'secremail.swisscom.com - Secure e-mail communication' with a link to 'Terms of use'. On the right-hand side, a sidebar contains a 'Last Login' timestamp of 'Jun 7, 2021, 2:10:35 PM CEST', a blue 'New' button with an envelope icon, and a list of folders: 'Inbox (1)', 'Drafts', 'Sent messages', 'Deleted Items', and 'Contacts'. At the bottom of the sidebar, it indicates '802 B of 50.0 MiB used'.

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.

The screenshot displays the 'Secure Webmail Account overview' interface. At the top, the user's email address 'external.recipient@example.com' is shown with a dropdown arrow and a help icon. The main content area shows a message from 'Internal.Sender@swisscom.com' to 'external.recipient@example.com' dated 'May 25, 2021, 10:13 AM'. The message body contains five lines of placeholder text: 'secmail secure this message for me'. Below the message, there is a footer for 'securemail.swisscom.com - Secure e-mail communication' with a 'Terms of use' link. On the right side, there is a 'New' button and a list of folders: 'Inbox', 'Drafts', 'Sent messages', 'Deleted Items', and 'Contacts'. At the bottom right, a storage usage indicator shows '802 B of 50.0 MiB used'.

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

The screenshot displays the 'Personal Settings' interface. At the top, the user is identified as 'external.recipient@example.com'. The main settings area includes:

- Settings**
- User name:** external.recipient@example.com
- Name:** First name: External; Last name: Recipient
- Language:** English

The right sidebar contains the following links:

- Last Login: May 3, 2021, 2:47:41 PM CEST
- Channel for secure messages
- Certificates
- [Settings](#)
- Change password

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.

Email settings

- Create a personal e-mail signature
-
- Automatically save contacts in address book
- Save sent messages

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.

The screenshot shows a webmail interface with a confirmation dialog for deleting an account. At the top, there is a checked checkbox labeled "Save sent messages". Below this, the dialog is titled "Delete account" and contains the text: "This action will delete your totemomail user with all stored data. This cannot be undone." There are two buttons: a grey button labeled "Delete my account!" and a blue button labeled "Save". At the bottom of the dialog, the text "securemail.swisscom.com - Secure e-mail communication" is visible.

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.