UOB Secure Email FAQs

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1. What is UOB Secure Email and why is UOB implementing it?

We are committed to enhancing the security of your information, including the transmission of confidential information. The UOB Secure Email solution protects the content of your email from being accessed by unauthorised recipients. The solution encrypts the entire email, including the email message and any attachments, and can only be accessed by visiting the UOB Secure Email system using a profile that you will need to set up once.

2. From which platforms can I access the UOB Secure Email system?

UOB Secure Email system can be accessed from any computer (desktop/laptop), or mobile device (by using mobile application) that has an active internet connection.

For better user experience, we recommend accessing your encrypted email using desktop or laptop devices (either Windows or Mac) and using the mobile application for mobile devices.

3. How can I be sure that the encrypted email is from the UOB Secure Email system?

Every time you receive an encrypted mail from the UOB Secure Email system, please remember to ensure that the sender email address and URLs embedded within are from one of the following domains: **uobgroup.com** or **uob.com.my** or **uob.co.th** or **uobservices.co.th** or **uobchina.com.cn** or **uob.com.vn**

At the same time, you will see an image in the encrypted mail notification, like the screenshot below. The image is unique to you and will be the same every time you receive an encrypted mail from the UOB Secure Email system. Do not click on any links or open attachments if the image is different or missing.

If in doubt or if you require assistance, please verify with the UOB sender on the authenticity of the mail.

Your personalized image for: [redacted]
This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact technical support. Learn More

4. How do I access the encrypted email from the UOB Secure Email system?

When you receive an email message encrypted by the UOB Secure Email system, it is sent as an email notification with an attachment named as 'message_zdm.html'.

The notification will look like the screenshot below:
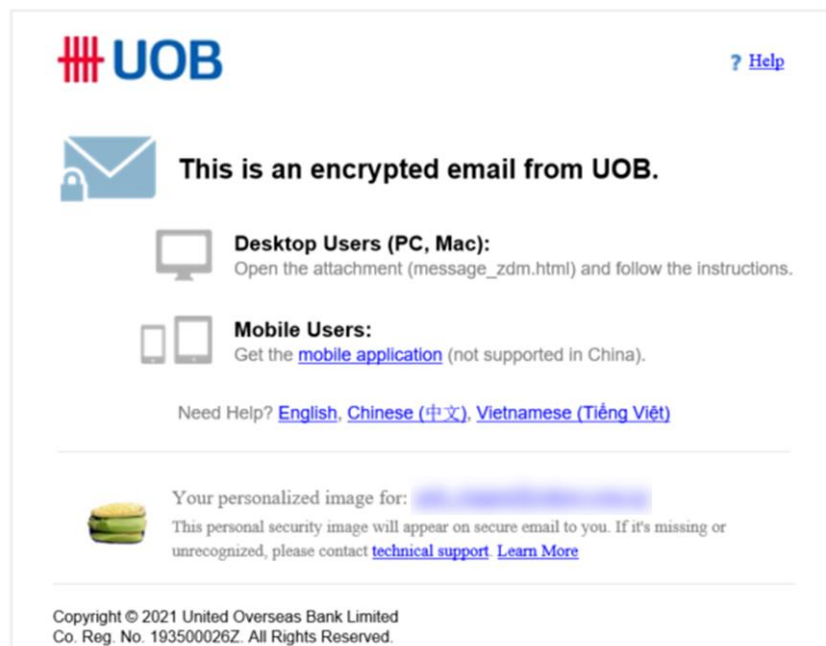
Follow these instructions to access the email message:

i.   Check that you are the intended recipient. The Secure Email account will be linked to this email address. This is important if you manage multiple email addresses from which you receive encrypted emails.

ii.   Double click on **'message_zdm.html'** attachment. If there is no response or an error is encountered, download, and open the downloaded file instead. A web browser window will open to display a page like the screenshot below:
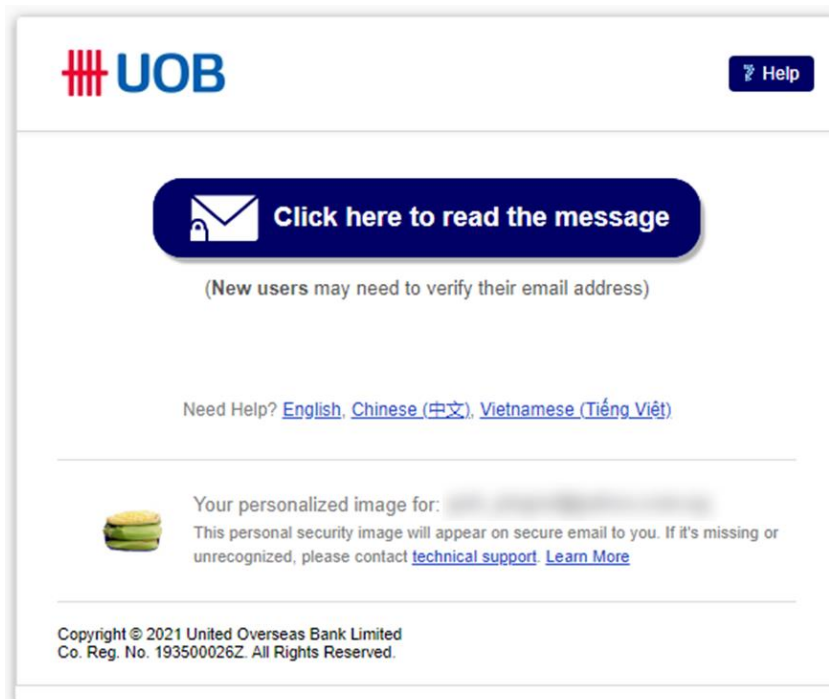
   iii.   If you are using a computer, click on the large blue button to continue.

   iv.   On some mobile devices, it is recommended that you access Secure Email through the mobile application.

   v.   If you are using an unsupported mobile device, clicking on the large blue button will lead to a notification with instructions on how to proceed. You may refer to Q5 for the instructions to proceed.

**5.**   **How do I access Secure Email using the mobile application?**

Follow these instructions to access the email message:

   i.   Download the mobile app from either the Apple App Store (for iOS) or Google Play Store (for Android) using the link in the encrypted email as per screenshot below.

   ii.   From the encrypted email notification, tap on the attached 'message_zdm.html' file.

   iii.   Tap on the icon.
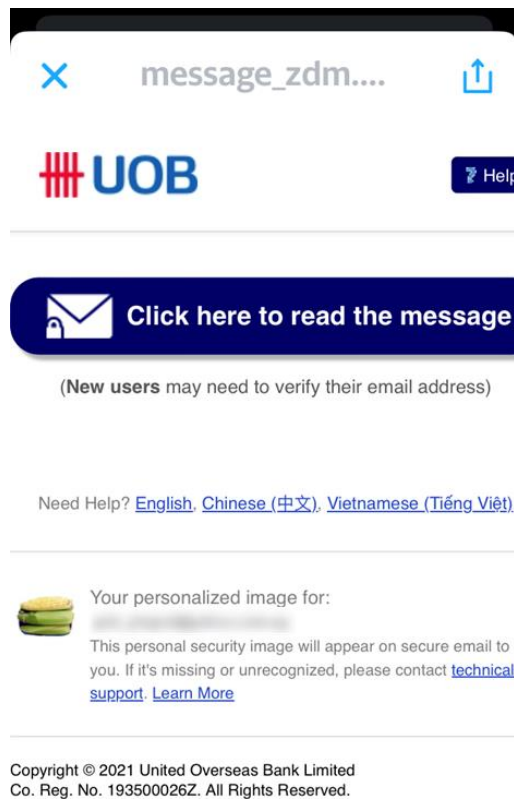
iv. Select the **Share File via** option and select the downloaded mobile app. Alternatively, download and open the file using the mobile app.

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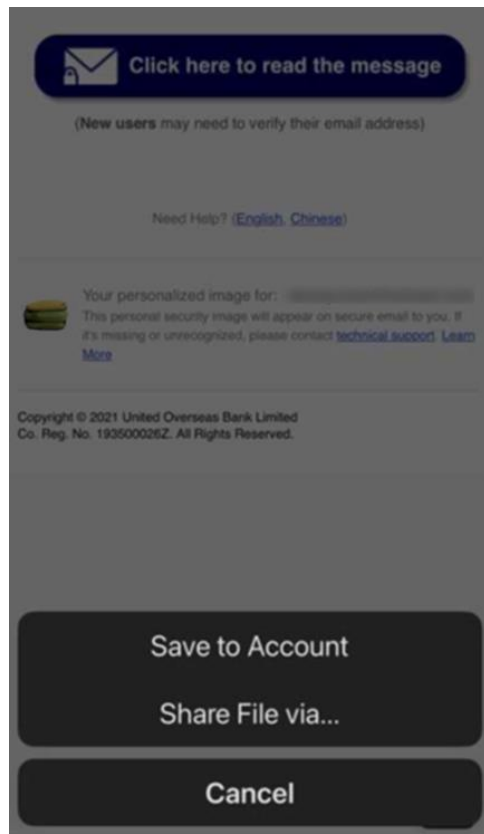
v. Continue to Q9 if you are a first-time user. For repeat users, continue to Q11.

Please note that the mobile app is not available for download in China. Please use your desktop or laptop to access the encrypted mail.

6. **I am expecting an encrypted email but do not see it in my Inbox. What should I do?**

If you cannot find the email in your Inbox, check the Spam or Junk folders. If the email cannot be found, please reach out to your UOB sender and the support email addresses, listed in Q17, for assistance.

7. **I received an encrypted email which does not contain the 'message_zdm.html' attachment, what should I do?**

Some organisations may remove attachments which are identified as suspicious. Please contact your IT administrator to allow the 'message_zdm.html' attachment to be sent through.
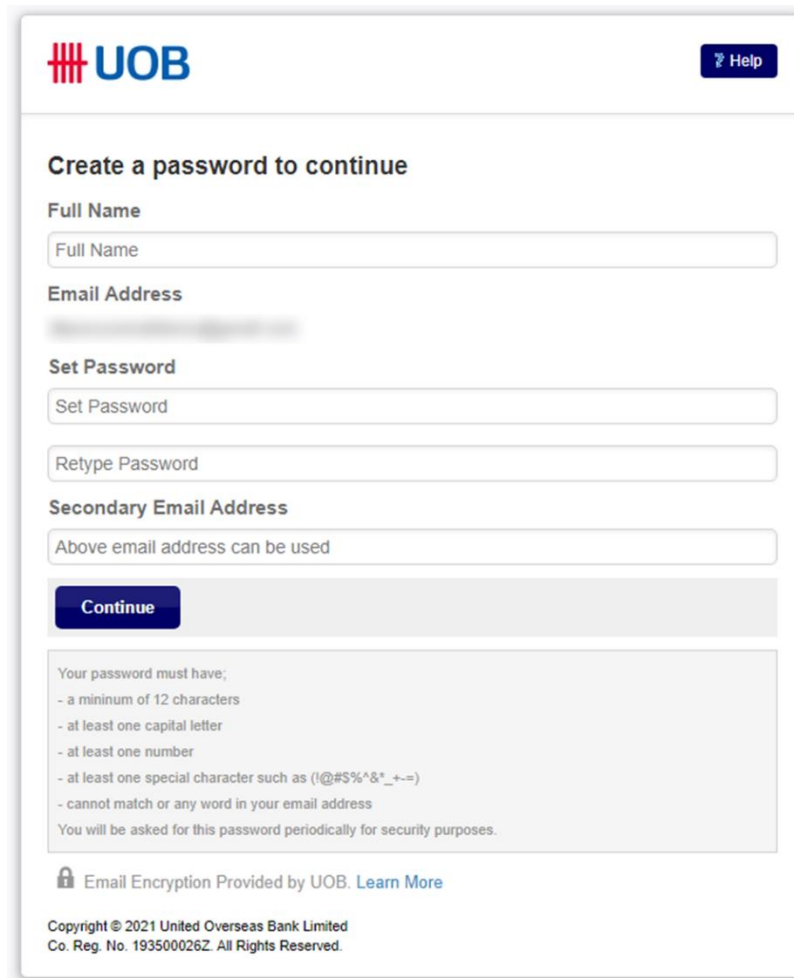
8. **I am unable to open the 'message_zdm.html' attachment, what should I do?**

Please try the following steps:

i. Download and open the attachment instead of opening the attachment from the email directly.

ii. Clear your internet browser cache and open the attachment again.

iii. Verify if you can access the website https://securemail.uobgroup.com. Please contact your IT administrator if the website is blocked or if you cannot access it.

9. **This is my first time using UOB Secure Email or I had a UOB Secure Email account, but it was deleted. How do I create a UOB Secure Email account?**

i. You will be prompted to set up a UOB Secure Email account after following the steps listed in Q4.

ii. Verify that your email address is correct.

iii. Use a strong password that is long and includes special symbols, upper- and lower-case letters and/or numbers. Please remember this password for future access.

iv. A secondary email address is required to receive emails if you request for a password change. You may provide your primary email address in the 'Secondary Email Address' field if you do not have another email address.

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Create a password to continue

Full Name

| Full Name |

Email Address

████████████████

Set Password

| Set Password |

| Retype Password |

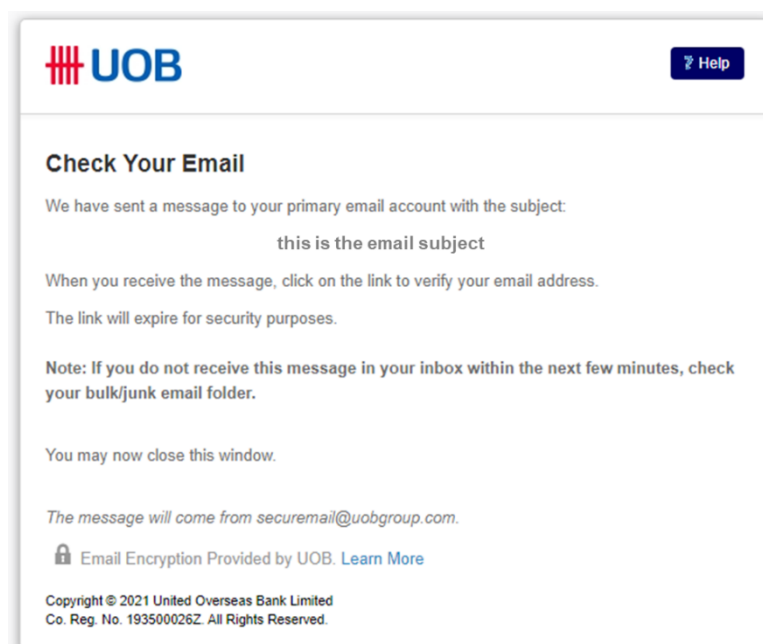**Secondary Email Address**

| Above email address can be used |

Continue

Your password must have;
- a mininum of 12 characters
- at least one capital letter
- at least one number
- at least one special character such as (!@#$%^&*_+-=)
- cannot match or any word in your email address

You will be asked for this password periodically for security purposes.

🔒 Email Encryption Provided by UOB. Learn More

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v.   When registration is complete, a new web page with a notification like the screenshot below will appear. Please check your email within the next 60 minutes for verification.

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Check Your Email

We have sent a message to your primary email account with the subject:

this is the email subject

When you receive the message, click on the link to verify your email address.

The link will expire for security purposes.

Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

You may now close this window.

The message will come from securemail@uobgroup.com.

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vi.   A verification email containing an activation link will be sent to your email address. Click on the link to complete the registration.
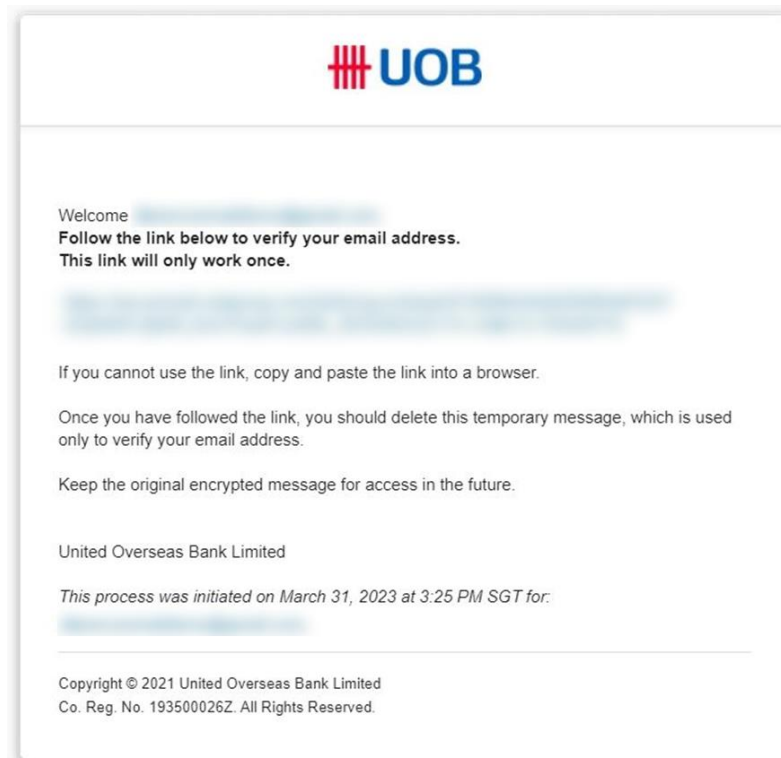
vii.   Upon verification, you will receive a confirmation email in your primary mailbox to indicate that the registration process is completed.
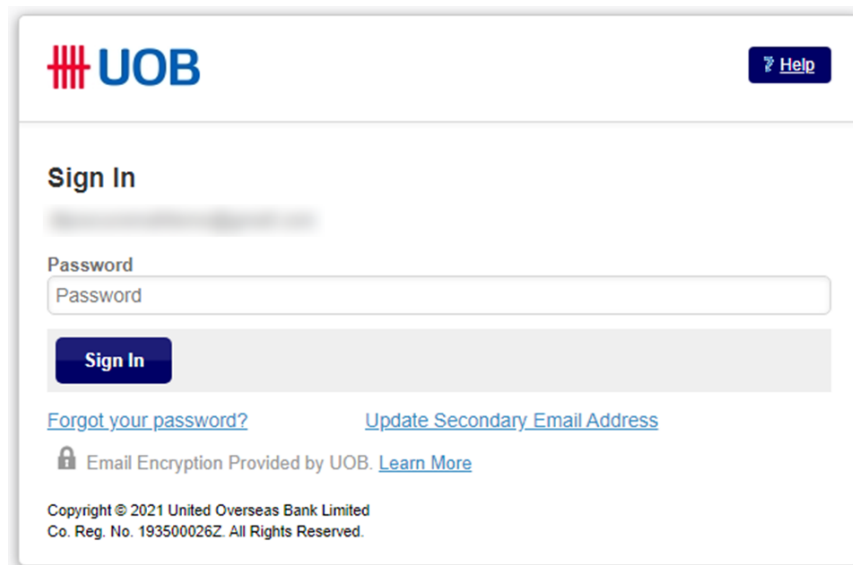
![UOB logo]
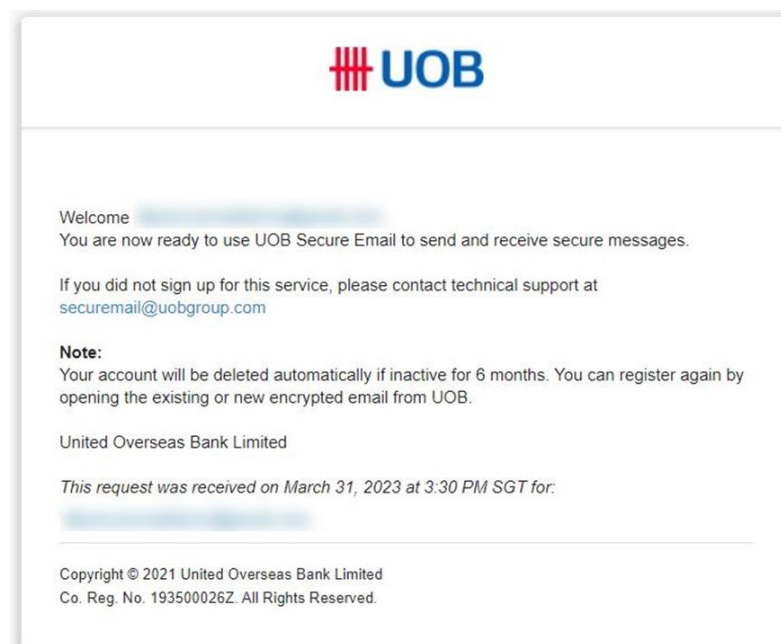
10. My activation link has expired, and I am unable to verify my email address. How should I proceed?

The activation link in the verification email will expire after 60 minutes. You may repeat the steps in Q4 and Q9 to register your account. A new activation link will be sent to you after registration.
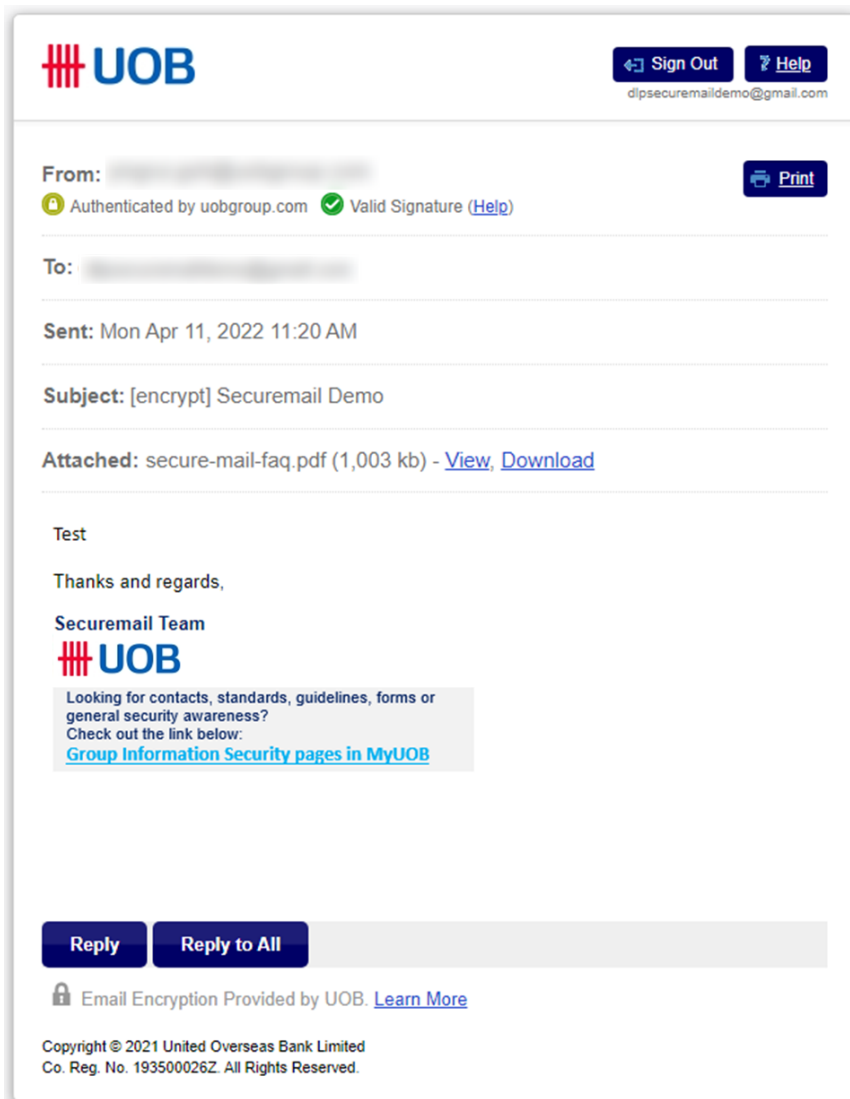
11. This is not my first time using UOB Secure Email. How do I access my messages?

If you already have an account, clicking on the 'message_zdm.html' attachment will direct you to a Sign In page like the screenshot below. Simply type in your password and click Sign In.

You will be able to read the message and open any attachments enclosed within.

12. How do I reply to encrypted emails from the UOB Secure Email system?

You can reply to the encrypted mail from the UOB Secure Email system itself by using the Reply button. The email will be sent in an encrypted format, and you will see the confirmation message as below.

Please take note of the following while replying:

i. Attachments are not allowed when replying through the UOB Secure Email system. Attachments must be sent through normal email communication.
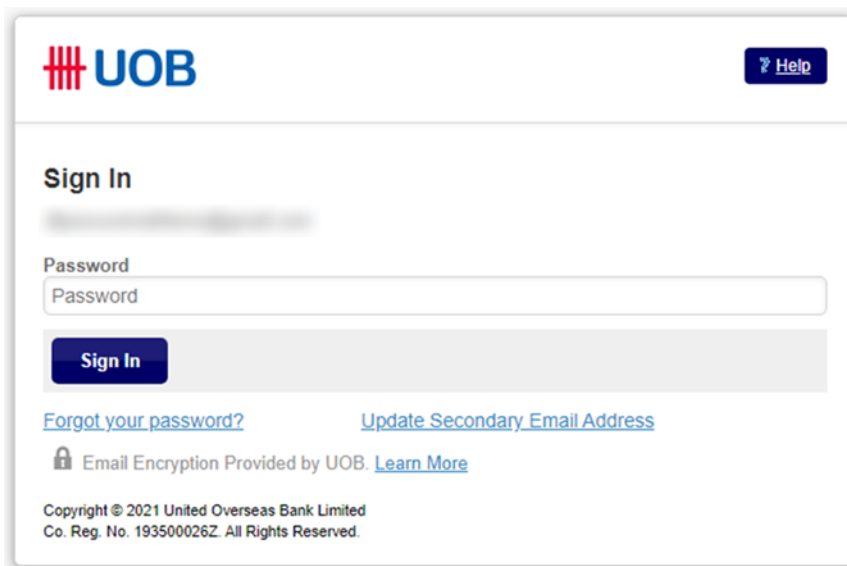
UOB Secure Email system is intended for secure communication between the UOB sender and intended recipients only. Therefore, there is no option to forward encrypted email messages or add new recipients when replying through the UOB Secure Email system. To include new participants in the encrypted email thread, please request the UOB sender to add the recipients.

ii. 'Copy Me' option is enabled by default. You will receive an encrypted email which can be used to access the encrypted reply you have sent.

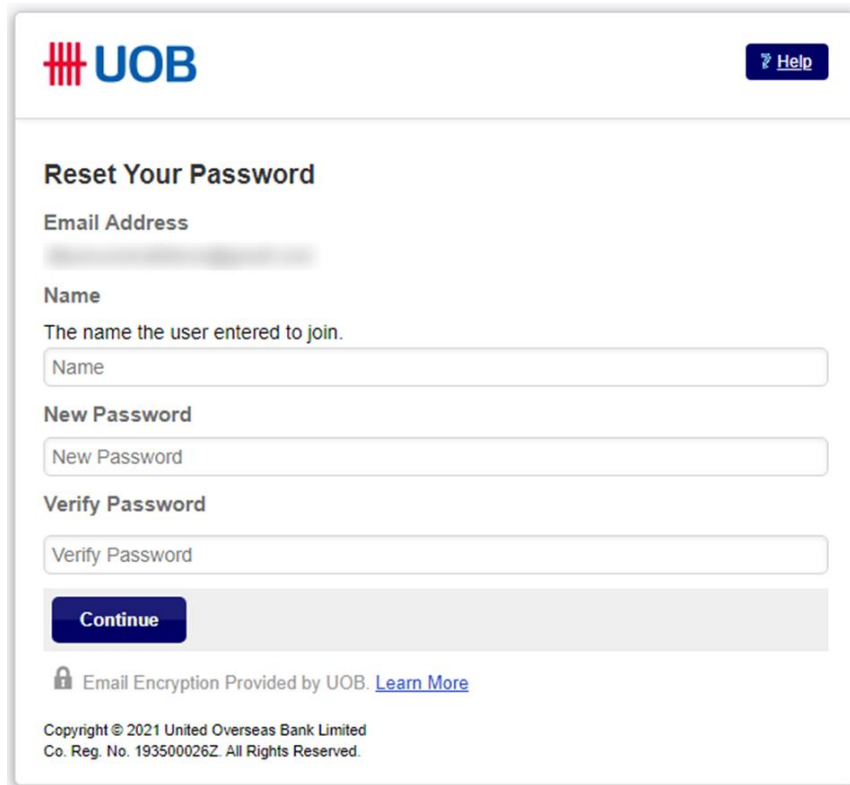## 13. I have forgotten my password. How do I set a new password?

Follow the steps below when you are at the Sign In page.
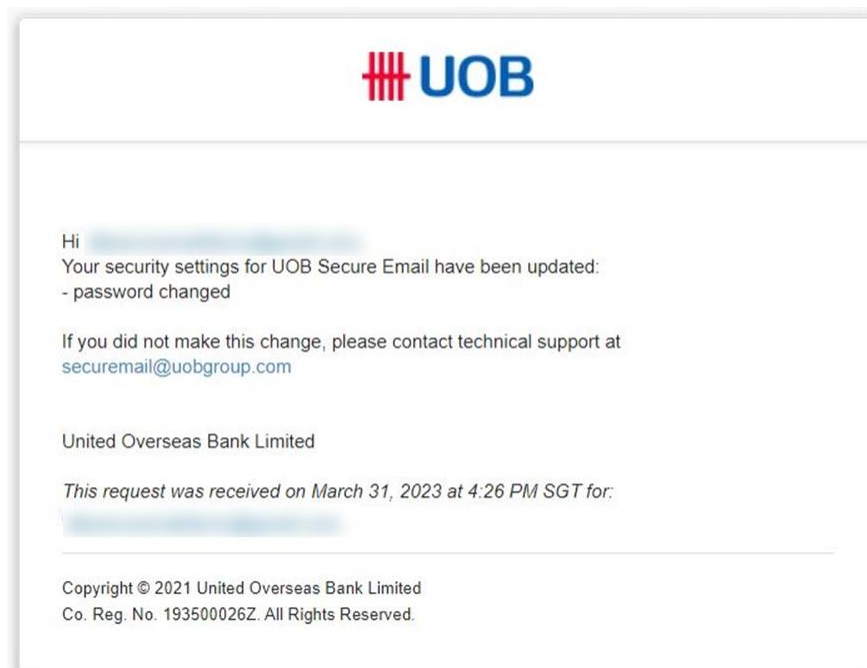
i. Click the 'Forgot your password?' link

ii. A reset link will be sent to your secondary email address. Please check your secondary email within 60 minutes. If you have forgotten your secondary email address, please refer to Q14.

iii. Click on the reset link sent to your secondary mail address. When you see the screen below, set a new password and click on Continue.

iv. A confirmation email will be sent to your primary email address to inform you that the password has been reset.

14. How can I check and update my secondary email address?

When you reach the Sign In page, click on the Update Secondary Email Address link.

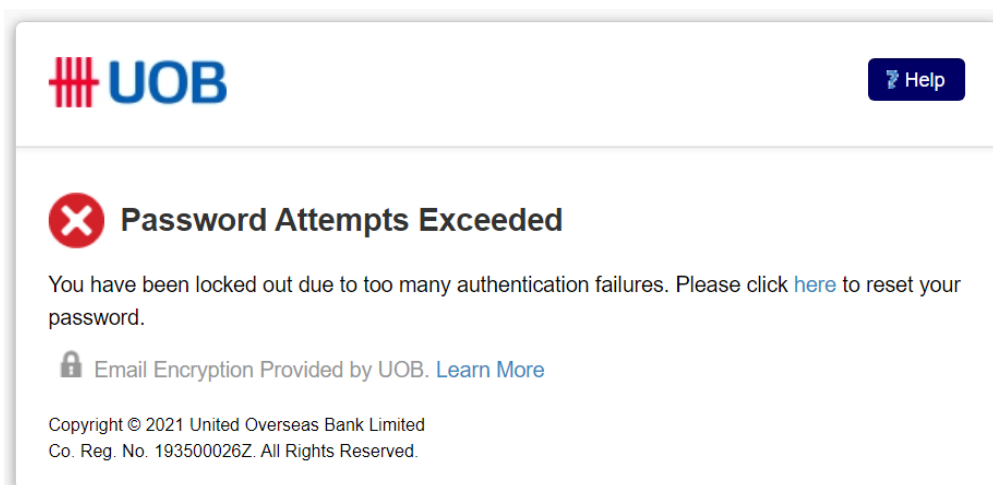You will be redirected to the Update Secondary Email Address page where you can view your existing secondary email address. You may close the page if you do not wish to update your secondary email address.

If you wish to update your secondary email address, type in your password, and edit the secondary email address displayed, then click on Continue.
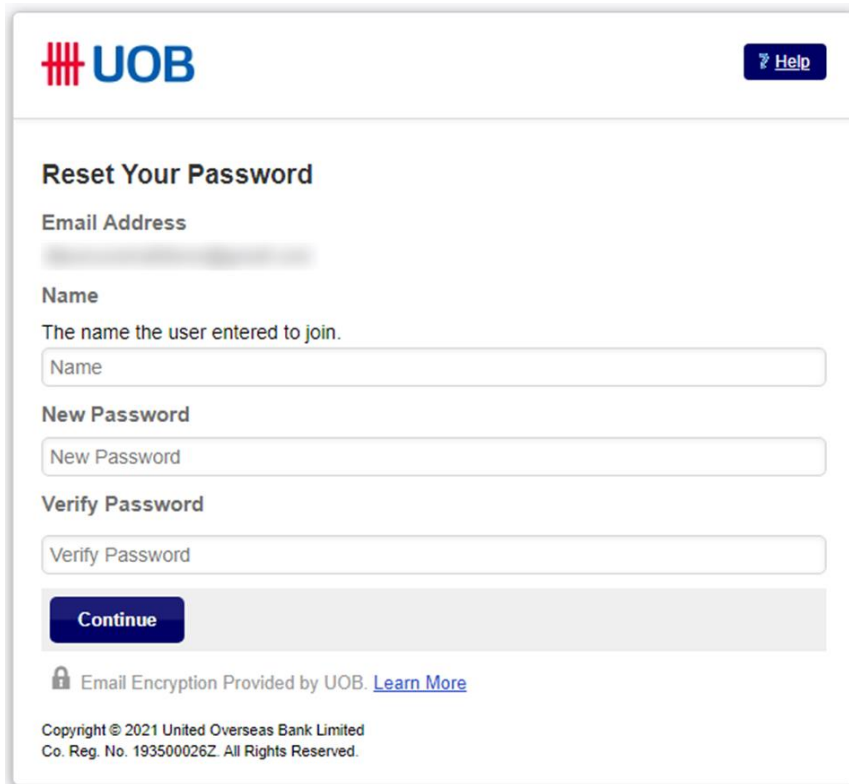
15. My account has been locked. How do I unlock my account?

After too many failed login attempts, you will be redirected to the following page.

i.   Click on the link to reset your password.

ii.   A reset link will be sent to your secondary email address. Please check your secondary email within 60 minutes. If you have forgotten your secondary email address, please request to delete your account. You may refer to Q16 for more details.

iii.   Click on the reset link sent to your secondary email address. When you see the screen below, set a new password and click Continue.

iv.   A confirmation email will be sent to your primary email address to inform you that the password has been reset.

16. **My account has been locked out and I have forgotten both my password and secondary email address. How can I set a new password and secondary email address?**

Please reach out to the respective support contacts below:

For UOB Malaysia clients, please contact securemail@uob.com.my.
For UOB Thailand clients, please contact securemail@uob.co.th.
For all other clients, please contact securemail@uobgroup.com.

Our support personnel will delete your Secure Email account so that you can re-create your account as a first-time user. Please refer to Q9 for the steps to re-create account.

Note that you will still be able to access past messages if you have kept the encrypted emails and attached 'message_zdm.html' files.

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17. I have other queries about the UOB Secure Email system. Whom should I contact?

If you have any other UOB Secure Email-related queries that are not covered by the FAQs here, you can get in touch with your **UOB contact person** who sent the mail or the **UOB local contact centre** at 1800 222 2121. Alternatively, you can reach out to the respective support email addresses below:

For UOB Malaysia clients, please contact securemail@uob.com.my.
For UOB Thailand clients, please contact securemail@uob.co.th.
For all other clients, please contact securemail@uobgroup.com.