

LCH Secure Email External Guidelines

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1. Introduction

LCH have introduced a Secure Email system to protect confidential or sensitive mails when sent to external parties.

This document describes the process and criteria for accessing a secure mail.

1.1 About Secure Email

Voltage SecureMail protects data inside email and file attachments using Identity-Based Encryption (IBE). To learn more about Voltage SecureMail and IBE, visit [Voltage Security](#).

1.2 What is Secure Email?

Voltage Security ensures that your sensitive information is protected and can only be read by you. Your secure email has been encrypted with the leading Identity-Based Encryption technology from Voltage Security. Voltage SecureMail makes secure email easy to use and the Zero Download Messenger enables you to receive, reply to, and initiate secure email without the need to download or install any software.

1.3 What is Identity Based Encryption (IBE)?

Voltage Security uses a breakthrough approach in cryptography known as Identity-Based Encryption (IBE). IBE enables for a simple identification, via recipients email address to facilitate secure communication. This eliminates a complex authentication process as some methods require.

1.4 How secure are secure messages?


The secure email is encrypted with the equivalent of a 1024-bit key. It uses the breakthrough Identity-Based Encryption to ensure the privacy of your personal data without compromising ease of use. Each message is also signed by the sender to ensure authenticity of the sender and data integrity of the message. In addition, all decrypted email messages are viewed through your web browser using an SSL/TLS connection.


2. Receiving Secure Email


With each secure email, there is an HTML attachment titled "message_zdm.html" that provides access to the Zero Download Messenger. The encrypted body of the original message as well as any attachments to the original email is contained in this HTML attachment. By opening the HTML attachment and authenticating yourself, you will be able to access your secure email and attachments.

Open the attachment titled "message_zdm.html" to access your secure email.

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Partner

 **This is a secure, encrypted message.**

 **Desktop Users:**
Open the attachment (message_zdm.html) and follow the instructions.

 **Mobile Users:**
Get the [mobile application](#).


[Need Help?](#)

Disclaimer: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender

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Click the Read Message Button

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 **Click to Read Message**

(New users may need to verify their email address)

If you do not see or cannot click / tap the **Click to Read Message** button:

Desktop Users: Forward your original message and its attachment to zdm@vsn.voltage.com and check your inbox for a link to view it.

Mobile Users: Install the [mobile application](#).

[Need Help?](#)

Disclaimer: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender

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After opening the message, you will be prompted to authenticate yourself by an email sent to the email address that you selected (or asked for a username and password if you have previously registered).


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Sign In

Password

Sign In

[Forgot your password?](#)

 Messaging security provided by Voltage SecureMail on behalf of LCH. [Learn More](#)

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Once you have authenticated, the secure email will decrypt and reveal the contents.

The decrypted secure email will be presented to you with your web browser over a secure connection.

The digital signature identifies the sender of the email and protects the recipient against spoofing. Any message with an invalid signature will bring up an alert to the end user.

Mobile Devices

To read a secure message from a mobile device, download the [Mobile Application](#).

Other Email Applications

To read a secure message from another email application:

1. Click or tap the *message_zdm.html* attachment to open it in a browser.
2. On the page that displays, click or tap **Click to Read Message**.
3. Perform one of the following:
 - If you have an account, verify or enter your email address and password, then click or tap **Sign In**.
 - If you do not have an account, you can enter your information to create one.

After you are logged in, the secure message displays in the browser.

3. FAQ's

1. Error Message: This page can't be displayed

- a. Check if the firewall is blocking the voltage secure link.
- b. Delete the browser history.
- c. Check Proxy & DNS Setting.
- d. Check whether a third-party service, program, or anti-virus is conflicting with browser.

2. Error Message: Email received from a sender using Outlook includes a Winmail.dat attachment.

- a. Follow the Microsoft Article: <https://support.microsoft.com/en-gb/kb/278061>

3. Issues from third-party browser add-ins: Some browser plug-ins may alter data being submitted by the user web browser.

- a. Try opening it with a different browser and see if the issue persists.

4. Outlook error: "Cannot create file". When attempting to view a message_zdm.html attachment from Outlook, the error message "Cannot create file: message_zdm.html. Right-click the folder you want to create the file in, and then click Properties on the shortcut menu to check your permissions for the folder." appears.

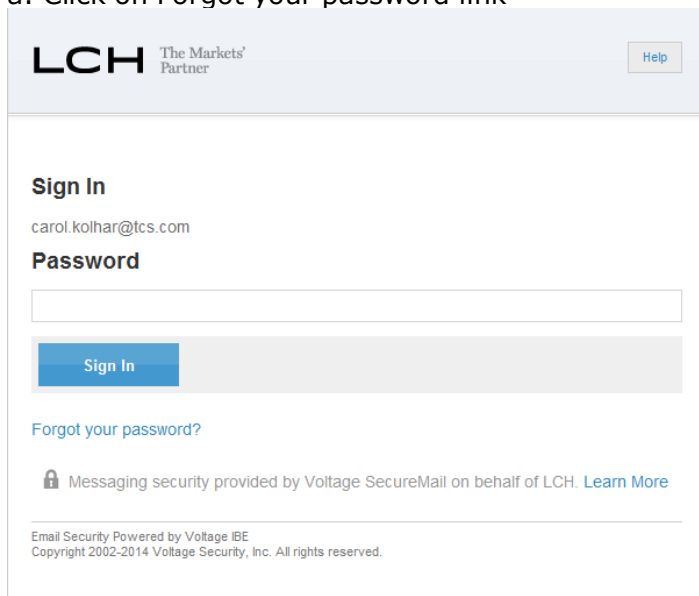
a. Follow the Voltage Support article:

http://voltage.force.com/vsupport/articles/vkb/outlook-cannot-create-file/?q=Error+23&l=en_US&fs=Search&pn=1

5. How to reset Secure Mail Password?

Please follow the guidelines below to reset the password by Self Service.

a. Click on Forgot your password link



b. Answer the password recovery question.


LCH The Markets' Partner Help

Please Answer the Password Recovery Question

Email Address
<Registered Email Address>

Question
<secret question >


Continue

 Messaging security provided by Voltage SecureMail on behalf of LCH. [Learn More](#)

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c. Once the secret questions are answered, you will get the below screen to choose a new password.

LCH The Markets' Partner Help

 **Your password has expired and needs to be renewed.
Please choose a new password.**

Reset Your Password

Email Address

Name
The name the user entered to join.

New Password
●●●●●●●●

Verify Password
●●●●●●●●

Recovery Question
Leave empty to keep the current answer.

First company you worked for

Continue

If you still face any issues with resetting the password, please contact LCH Service Desk for further assistance.

LCH Service Desk can be reached at + 44 207 426 7200 or via Email: ServiceDesk@lch.com

Note: The above steps to be performed by the IT support person.

4. SecureMail Browser Support Version

The following versions of browsers were tested with SecureMail:

Product and Version	IE	Chrome	Firefox	Safari
HPE SecureMail ZDM v5.1	10, 11	40	35	8.0