

**Secure Webmail encrypts confidential data to prevent unauthorised parties from accessing it. This guarantees confidentiality. If e-mails are sent without encryption, their content is not protected and can be viewed by third parties during "transport".**

This step-by-step guide explains how Secure Webmail works. The e-mail address [john.doe@raiffeisen.ch](mailto:john.doe@raiffeisen.ch) is a placeholder for Raiffeisen and [emma.doe@outlook.com](mailto:emma.doe@outlook.com) is a placeholder for your e-mail address.

Note: The actual images you see may vary from the ones depicted here.

- ❗ You already have an S/MIME certificate issued by a [certificate authority \(CA\)](#), such as Quovadis, Thawte, GoDaddy, GlobalSign or VeriSign, and now want to use it for encrypted e-mail communication between Raiffeisen and your e-mail address. Please click [here](#).

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# 1. Registering for Secure Webmail

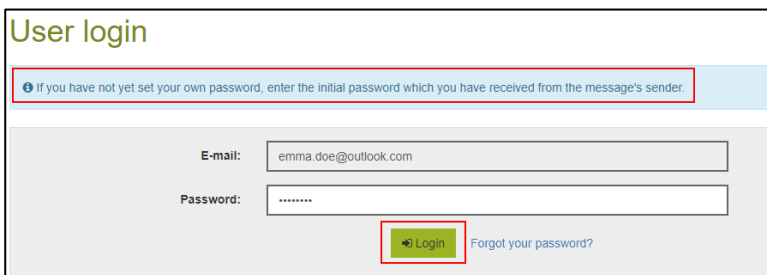
## 1.1 Registering after receiving an initial encrypted message from Raiffeisen

- ❶ You've received the first encrypted e-mail with an attachment from your Raiffeisen contact. Your Raiffeisen contact has shared the initial password with you. If not, please get in touch with your Raiffeisen contact and ask for the initial password.



Open the attachment "**secure-email.html**" in the e-mail. If you cannot open the file "secure-email.html", try saving it to your computer first.

- ❶ If you cannot see the message in your inbox, please check your spam/junk mail folder.



Enter your information and choose a secure password that is known only by you and that complies with the password criteria. You can also add your mobile number here, which will be used in the event of you forgetting your password. Fields marked with an asterisk [\*] are mandatory.

**Register new account**

Please set a new password.

Please enter your name and e-mail address, set a password and security question/answer.

\* E-mail address: emma.doe@outlook.com

Full name: Emma Doe

Language: English

Password requirements

- Password minimum length: 8
- Password must contain at least one special character
- Confirm password

\* New password: [password field] excellent security

\* Confirm password: [password field]

Password recovery

Please select a security question whose answer is known only to you. It will be used during the password recovery process both online and via telephone by our support team.

\* Security question: My favorite country?

Enter a security question above or select one of.

\* Answer: Iceland

Mobile number: 0041791234567

Please enter the telephone number in international format (eg. 0041123456789).

Continue Cancel

You can now see the encrypted message you received.

**Secure e-mail**

Your account has been successfully created.

Reply to

Date: Mon, 18 Mar 2019 14:11:04 +0100

From: John Doe <john.doe@raiffeisen.ch>

To: "emma.doe@outlook.com" <emma.doe@outlook.com>

Subject: encrypted e-mail

Message: This is an encrypted e-mail

.....

This e-mail may contain confidential material. It is intended only for the person or entity which it is addressed to. In case you should

## 1.2 Registering to send an initial encrypted message to Raiffeisen

- You have never received an encrypted e-mail from Raiffeisen, but you want to be able to send an encrypted message. To register, click on this "Secure Webmail" <https://secmail.raiffeisen.ch> link.

Click "Registration".

**RAIFFEISEN** Login Registration

Language

Deutsch

English

Français

Italiano

**User login**

E-mail: [input field]

Password: [input field]

Login Forgot your password?

Enter your information and choose a secure password that is known only by you and that complies with the password criteria. You can also add your mobile number here, which will be used in the event of you forgetting your password. Fields marked with an asterisk [\*] are mandatory.

### Register new account

Please enter your name and e-mail address, set a password and security question/answer.

\* E-mail address:

Full name:

Language:

Password requirements

- Password minimum length: 8
- Password must contain at least one special character
- Confirm password

\* New password:   
**excellent security**

\* Confirm password:

Password recovery

Please select a security question whose answer is known only to you. It will be used during the password recovery process both online and via telephone by our support team.

\* Security question:

\* Answer:

Mobile number:   
Please enter the telephone number in international format (eg. 0041123456789).

Check the information you have entered, then click "**Continue**".  
The system sends an activation e-mail to the address that you specified.

### Confirmation

Please confirm the data entered and click on "Save" when done. You will shortly afterwards receive an activation e-mail to your e-mail address.

E-mail:

Full name:

Security question:

Answer:

Mobile number:

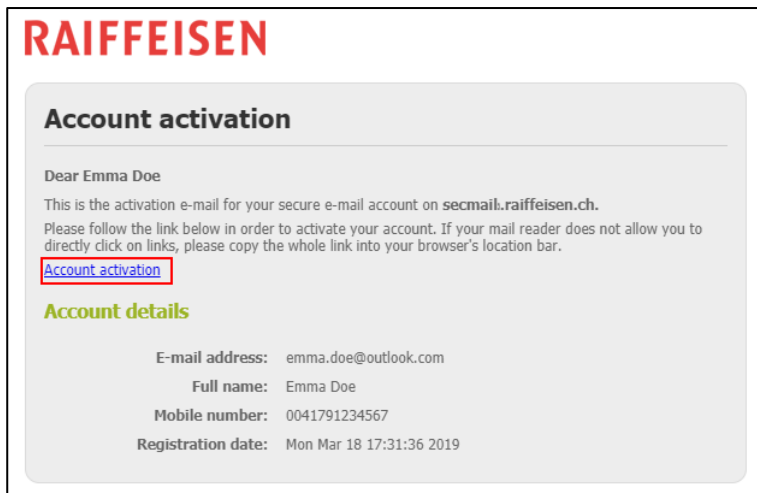
### Success

✔ The activation e-mail has been sent to your address. Please follow the instructions given in the e-mail.

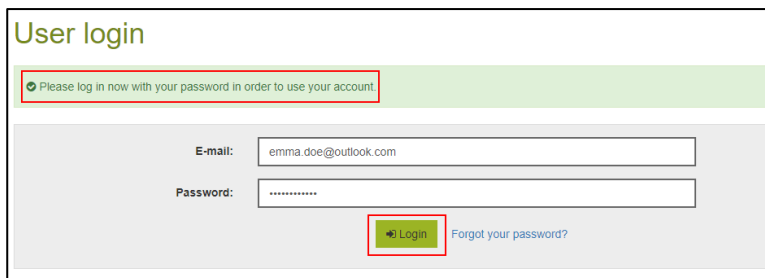
Open the activation e-mail in your e-mail application.

**i** If you cannot see the message in your inbox, please check your spam/junk mail folder.

Click "Account activation".



You can now use your information to log in to Secure Webmail.

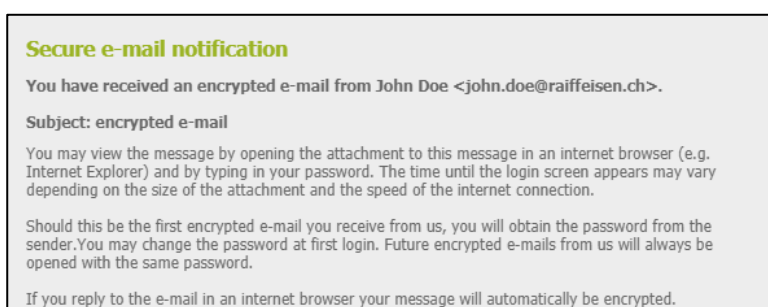


## 2. Working with Secure Webmail

### 2.1 Opening an encrypted e-mail

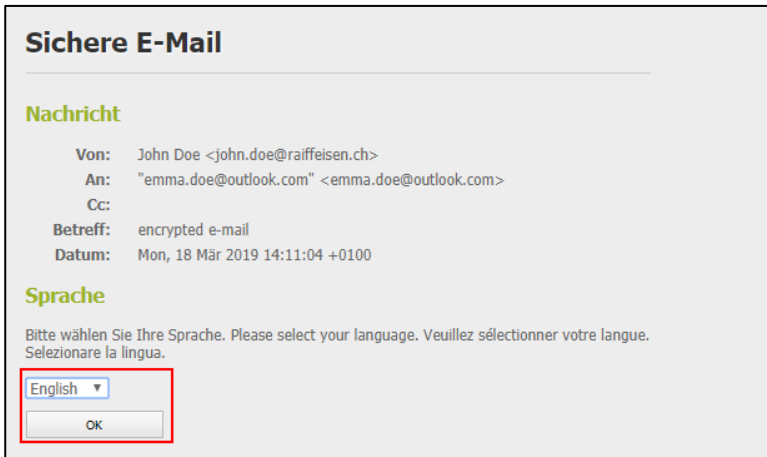
**i** If this is your first time logging in to Secure Webmail, click [here](#).

You've received an encrypted e-mail with an attachment from your Raiffeisen contact.



Open the attachment "**secure-email.html**" in the e-mail. If you cannot open the file "secure-email.html", try saving it to your computer first.

**i** If you cannot see the message in your inbox, please check your spam/junk mail folder.



**Sichere E-Mail**

**Nachricht**

**Von:** John Doe <john.doe@raiffeisen.ch>  
**An:** "emma.doe@outlook.com" <emma.doe@outlook.com>  
**Cc:**  
**Betreff:** encrypted e-mail  
**Datum:** Mon, 18 Mär 2019 14:11:04 +0100

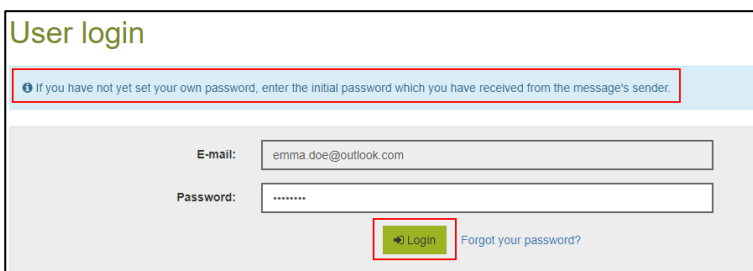
**Sprache**

Bitte wählen Sie Ihre Sprache. Please select your language. Veuillez sélectionner votre langue. Selezionare la lingua.

English

Log in with your user information.

**i** If you've forgotten your password, click [here](#).



**User login**

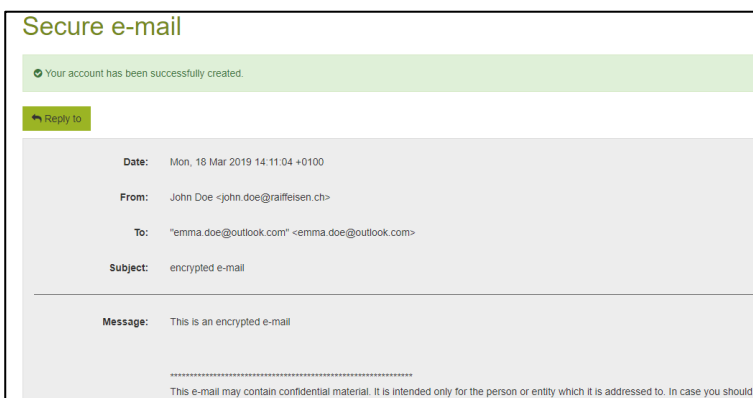
**i** If you have not yet set your own password, enter the initial password which you have received from the message's sender.

**E-mail:**

**Password:**

[Forgot your password?](#)

You can now see the encrypted message you received.



**Secure e-mail**

Your account has been successfully created.

**Date:** Mon, 18 Mär 2019 14:11:04 +0100

**From:** John Doe <john.doe@raiffeisen.ch>

**To:** "emma.doe@outlook.com" <emma.doe@outlook.com>

**Subject:** encrypted e-mail

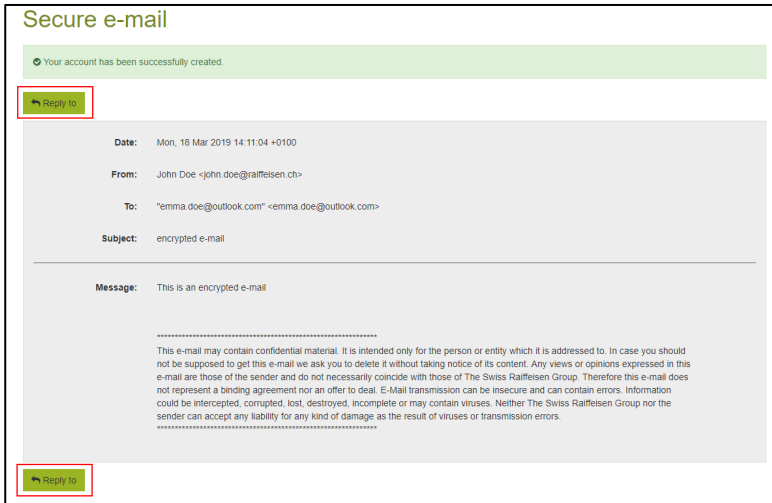
**Message:** This is an encrypted e-mail

.....  
This e-mail may contain confidential material. It is intended only for the person or entity which it is addressed to. In case you should

## 2.2 Replying to messages

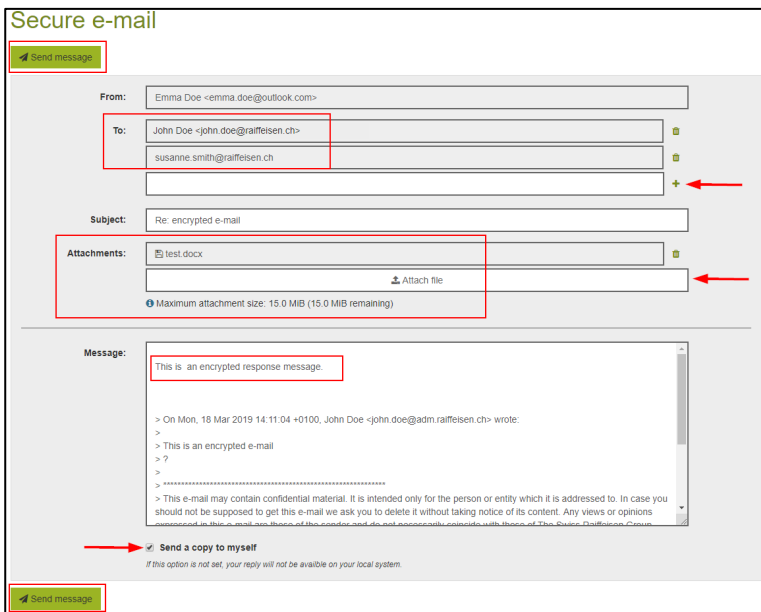
- 1 You have successfully opened the message you received in Secure Webmail, and the screen appears as shown below. If not, please log in to Secure Webmail. To review the login process click [here](#).

Click the "Reply to" button.



In the "To:" field, click the plus sign [+ ] to add more recipients. You can only enter e-mail addresses ending in @raiffeisen.ch. In the "Attachments:" field, click the "Attach file" button to add attachments. All attachments may not exceed a total of 15MB.

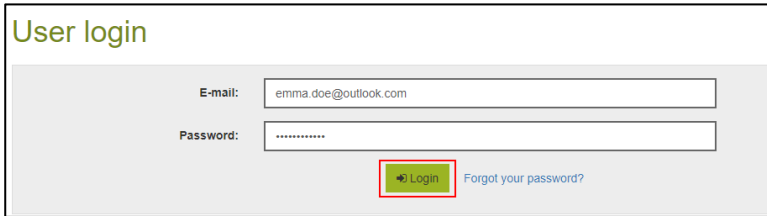
If you want to receive a copy of your reply, tick the box next to "Send a copy to myself". This box is ticked by default. Click the "Send message" button to send your encrypted reply to your Raiffeisen contact(s).



## 2.3 Creating a new encrypted e-mail

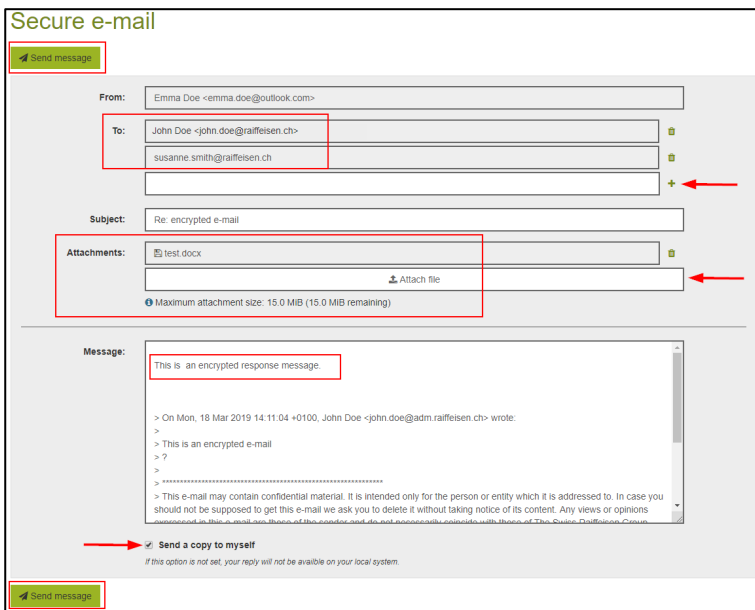
Log in to the Secure Webmail portal at <https://secmail.raiffeisen.ch> using your current login information.

- i** If you do not yet have a Secure Webmail account, click [here](#).
- i** If you've forgotten your password, click [here](#) for the next steps.



In the **"To:"** field, click the plus sign [**+**] to add more recipients. You can only enter e-mail addresses ending in **@raiffeisen.ch**. In the **"Attachments:"** field, click the **"Attach file"** button to add attachments. All attachments may not exceed a total of 15MB.

If you want to receive a copy of your reply, tick the box next to **"Send a copy to myself"**. This box is ticked by default. Click the **"Send message"** button to send your encrypted reply to your Raiffeisen contact(s).



## 3. Password and profile management

### 3.1 Forgotten password

#### 3.1.1 Receiving a new password by SMS

You've forgotten your password and want to reset it.  
Click **"Forgot your password?"**



**User login**

❗ Login failed.

E-mail:

Password:

Answer the security question.

**i** If you cannot answer the security question, please get in touch with your Raiffeisen contact.

**Password reset**

Security question:

Answer:

Please enter the answer to the security question below and click "Continue".

**i** If you see the error message below rather than the screen as shown above, it means that you have already requested a password reset but have not yet used the new password. In this case, please get in touch with your Raiffeisen contact.

**Error**

❗ The password has already been reset. Please contact support.

If you entered a mobile number when setting up your Secure Webmail account, you can select the "**Mobile number:**" option.

**Password reset**

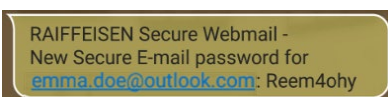
Please choose how you would like us to reset your password: via SMS to your stored mobile number or by telephone (in this case enter telephone number for callback).

E-mail:

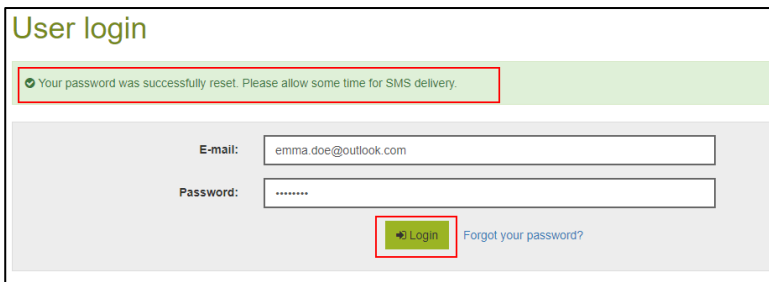
Mobile number:

Telephone number:

The system sends you an SMS with a new initial password.



Log in with your new initial password.



**User login**

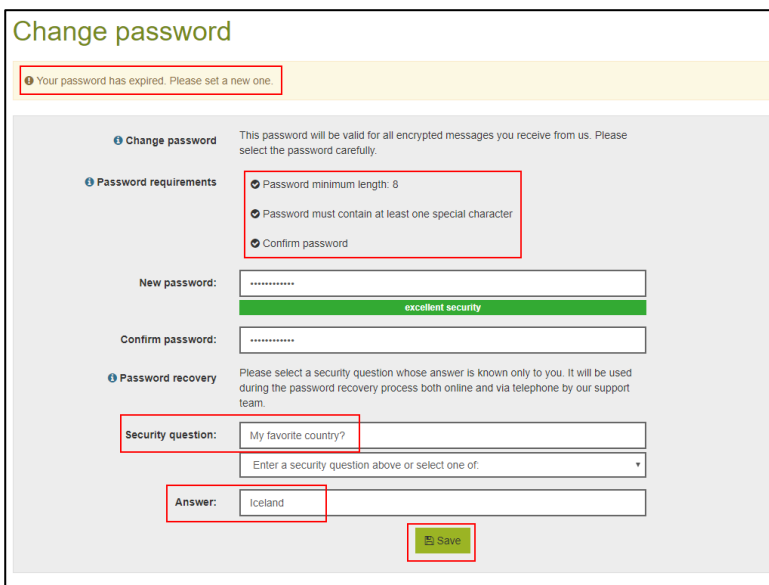
✔ Your password was successfully reset. Please allow some time for SMS delivery.

E-mail:

Password:

[Forgot your password?](#)

Choose a new, secure password that is known only by you and that complies with the password criteria. Change your security question and the corresponding answer if necessary.



**Change password**

ⓘ Your password has expired. Please set a new one.

**Change password** This password will be valid for all encrypted messages you receive from us. Please select the password carefully.

**Password requirements**

- ✔ Password minimum length: 8
- ✔ Password must contain at least one special character
- ✔ Confirm password

New password:   
**excellent security**

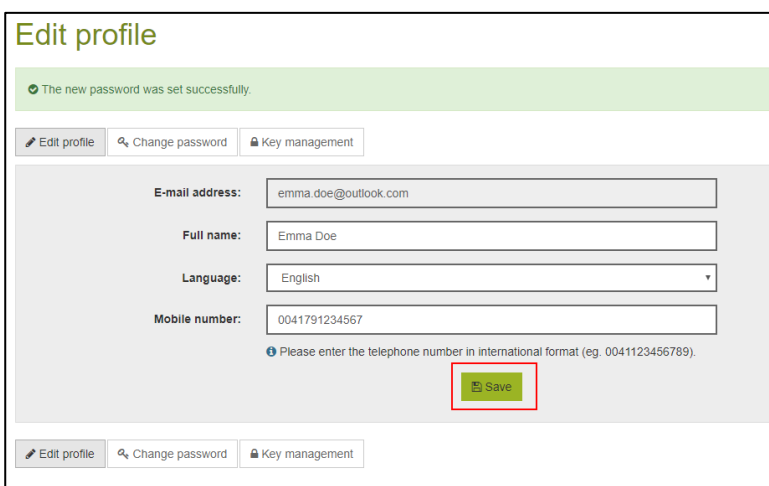
Confirm password:

**Password recovery** Please select a security question whose answer is known only to you. It will be used during the password recovery process both online and via telephone by our support team.

Security question:

Enter a security question above or select one of:

Answer:



**Edit profile**

✔ The new password was set successfully.

E-mail address:

Full name:

Language:

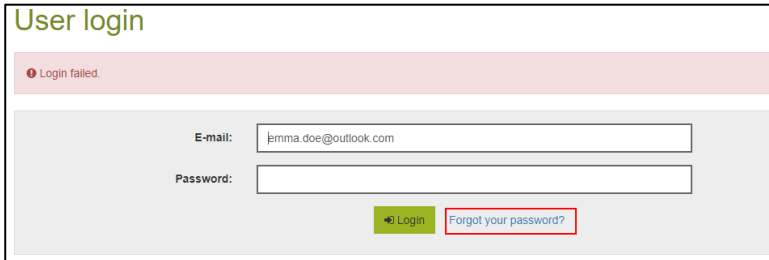
Mobile number:

ⓘ Please enter the telephone number in international format (eg. 0041123456789).

If you want to create a new encrypted message, click [here](#) for the next steps.  
If you want to open an encrypted message you received, click [here](#) for the next steps.

### 3.1.2 Receiving a new password by phone

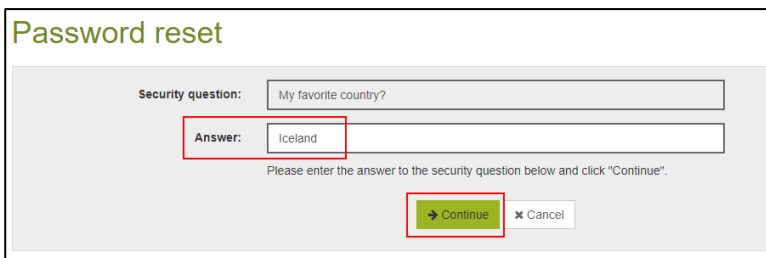
You've forgotten your password and want to reset it.  
Click "**Forgot your password?**"



The screenshot shows a 'User login' interface. At the top, there is a red banner with a message: 'Login failed.' Below this, there are two input fields: 'E-mail:' with the value 'emma.doe@outlook.com' and 'Password:'. At the bottom, there are two buttons: a green 'Login' button and a red-bordered 'Forgot your password?' button.

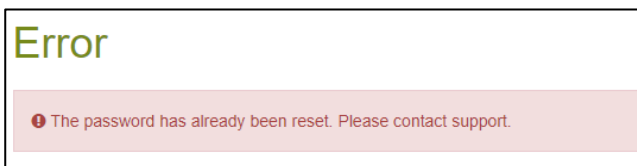
Answer the security question.

**i** If you cannot answer the security question, please get in touch with your Raiffeisen contact.



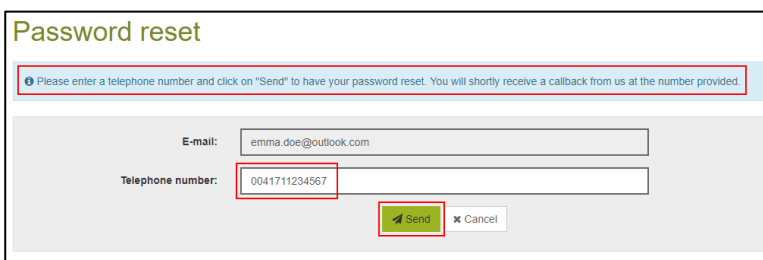
The screenshot shows a 'Password reset' interface. It features a 'Security question:' field with the text 'My favorite country?' and an 'Answer:' field with the text 'Iceland'. Below the answer field, there is a small instruction: 'Please enter the answer to the security question below and click "Continue".' At the bottom, there are two buttons: a green 'Continue' button and a grey 'Cancel' button.

**i** If you see the error message below rather than the screen as shown above, it means that you have already requested a password reset but have not yet used the new password. In this case, please get in touch with your Raiffeisen contact.

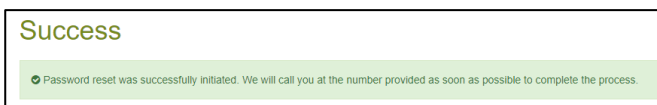


The screenshot shows an 'Error' screen with a red banner containing the message: 'The password has already been reset. Please contact support.'

You did not add your mobile number when setting up your Secure Webmail account, or you want to be contacted on a different number. Choose the "**Telephone number:**" option.



The screenshot shows a 'Password reset' interface. At the top, there is a blue banner with a message: 'Please enter a telephone number and click on "Send" to have your password reset. You will shortly receive a callback from us at the number provided.' Below this, there are two input fields: 'E-mail:' with the value 'emma.doe@outlook.com' and 'Telephone number:' with the value '0041711234567'. At the bottom, there are two buttons: a green 'Send' button and a grey 'Cancel' button.

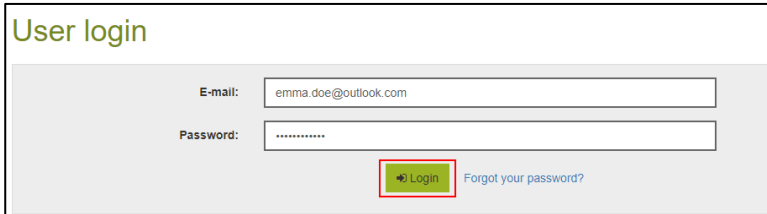


The screenshot shows a 'Success' screen with a green banner containing the message: 'Password reset was successfully initiated. We will call you at the number provided as soon as possible to complete the process.'

The Raiffeisen employee who sent you the most recent message will receive an e-mail containing your new initial password and the phone number you specified. This person will call you on that number to tell you the new password.

**i** If you do not receive a call, it is possible that the person is absent or no longer works at Raiffeisen. In this case, please contact your Raiffeisen bank. You can find the phone number on the Raiffeisen homepage <https://www.raiffeisen.ch>.

Log in with your new initial password.



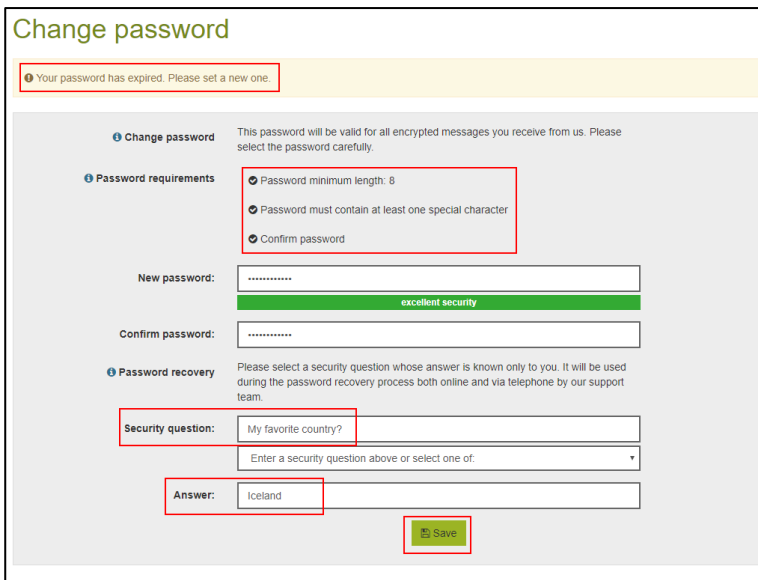
**User login**

E-mail:

Password:

[Forgot your password?](#)

Choose a new, secure password that is known only by you and that complies with the password criteria. Change your security question and the corresponding answer if necessary.



**Change password**

**Your password has expired. Please set a new one.**

**Change password** This password will be valid for all encrypted messages you receive from us. Please select the password carefully.

**Password requirements**

- Password minimum length: 8
- Password must contain at least one special character
- Confirm password

New password:   
**excellent security**

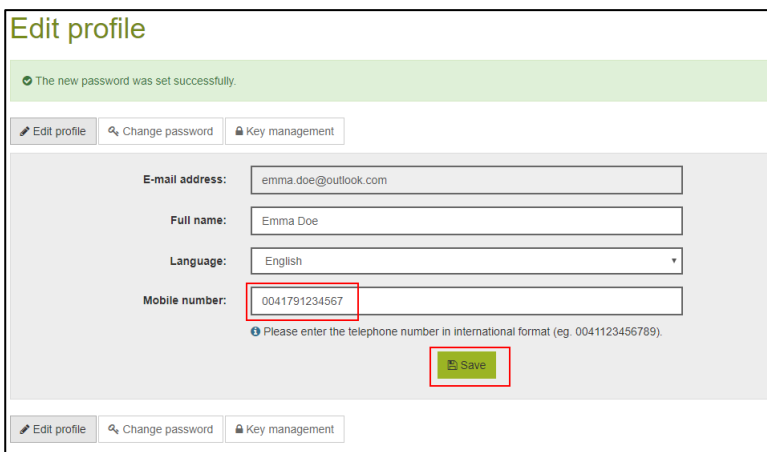
Confirm password:

**Password recovery** Please select a security question whose answer is known only to you. It will be used during the password recovery process both online and via telephone by our support team.

Security question:   
Enter a security question above or select one of:

Answer:

Add your mobile number if necessary.



**Edit profile**

**The new password was set successfully.**

[Edit profile](#) [Change password](#) [Key management](#)

E-mail address:

Full name:

Language:

Mobile number:   
Please enter the telephone number in international format (eg. 0041123456789).

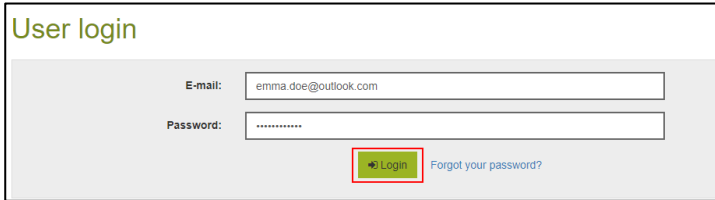
[Edit profile](#) [Change password](#) [Key management](#)

If you want to create a new encrypted message, click [here](#) for the next steps.  
If you want to open an encrypted message you received, click [here](#) for the next steps.

### 3.2 Editing your profile

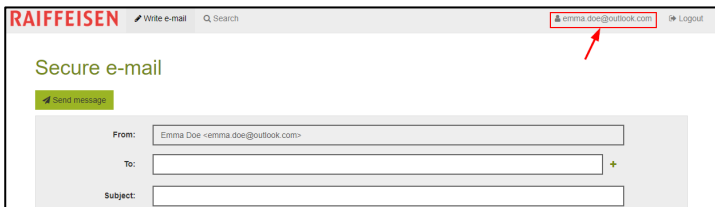
You want to make changes to your profile, e.g. your mobile number.

Log in to the Secure Webmail portal at <https://secmail.raiffeisen.ch> using your current login information.



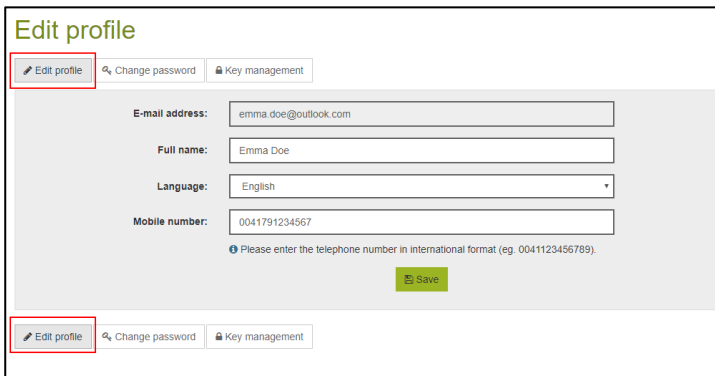
The 'User login' form contains two input fields: 'E-mail:' with the value 'emma.doe@outlook.com' and 'Password:' with a masked password '.....'. Below the fields is a green 'Login' button with a right-pointing arrow, and a blue link 'Forgot your password?'.

Click your e-mail address in the top right of the screen.



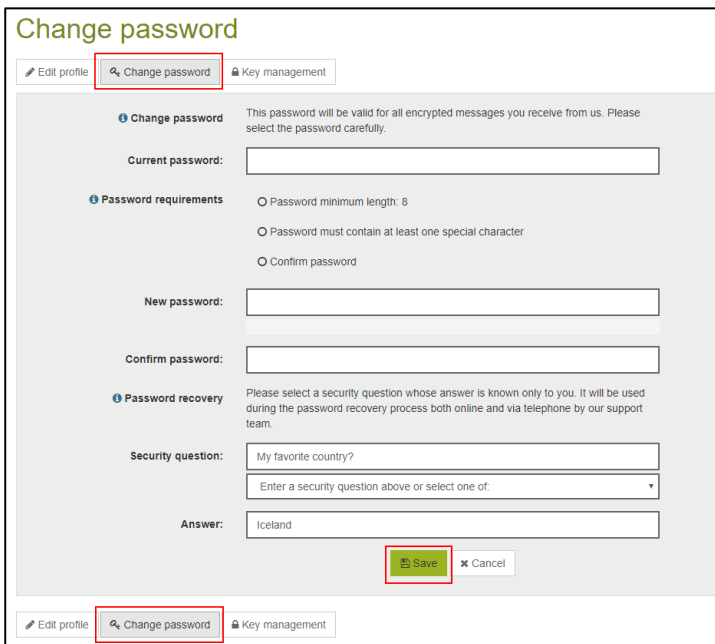
The 'Secure e-mail' interface shows a header with 'RAIFFEISEN', 'Write e-mail', and a search icon. The user's email 'emma.doe@outlook.com' is displayed in the top right, with a red arrow pointing to it. Below the header is a 'Send message' button and a form with 'From:' (Emma Doe <emma.doe@outlook.com>), 'To:', and 'Subject:' fields.

Click "Edit profile" and make the necessary changes.



The 'Edit profile' form has a navigation bar with 'Edit profile', 'Change password', and 'Key management' buttons. The form fields are: 'E-mail address:' (emma.doe@outlook.com), 'Full name:' (Emma Doe), 'Language:' (English), and 'Mobile number:' (0041791234567). A note below the mobile number field says 'Please enter the telephone number in international format (eg. 0041123456789)'. A green 'Save' button is at the bottom. The navigation bar is repeated at the bottom of the form.

Click "Change password" if you want to change your password or security question.



The 'Change password' form has a navigation bar with 'Edit profile', 'Change password', and 'Key management' buttons. It contains sections for: 'Change password' (with a warning: 'This password will be valid for all encrypted messages you receive from us. Please select the password carefully.'), 'Password requirements' (with radio buttons for 'Password minimum length: 8', 'Password must contain at least one special character', and 'Confirm password'), 'New password:', 'Confirm password:', 'Password recovery' (with a note: 'Please select a security question whose answer is known only to you. It will be used during the password recovery process both online and via telephone by our support team.'), 'Security question:' (with a dropdown menu), and 'Answer:' (with the value 'Iceland'). A green 'Save' button and a grey 'Cancel' button are at the bottom. The navigation bar is repeated at the bottom of the form.

## 4. Using your own S/MIME certificates and PGP keys in Secure Webmail

### 4.1 Encrypting e-mails with an (CA) issued S/MIME certificate

If you already have an S/MIME certificate issued by a certificate authority (CA) and have integrated it correctly into your e-mail application, all you need to do is send a signed e-mail to your Raiffeisen contact once. The public key for your certificate will be automatically imported at Raiffeisen. From that point on, all of your messages from and to Raiffeisen will be sent in encrypted form, as long as they are explicitly flagged with the "Encrypt" option. In certain circumstances you will no longer have to enter a password and you can close these instructions.

### 4.2 Encrypting e-mails with a self-signed S/MIME certificate or PGP key

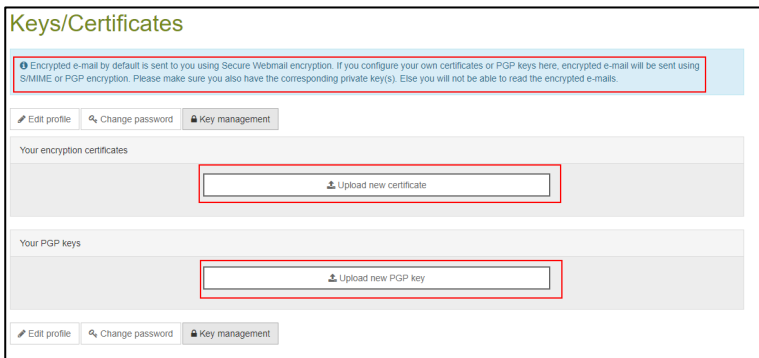
- ❗ You have a self-signed S/MIME certificate or PGP key and want to use this for encrypted e-mail correspondence between Raiffeisen and your e-mail address.

Log in to the Secure Webmail portal at <https://secmail.raiffeisen.ch> using your current login information.

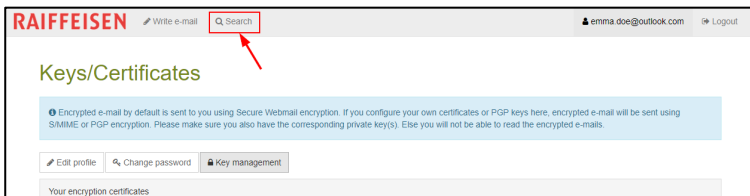
Click on your e-mail address in the top right of the screen.

Click the "Key management" button.

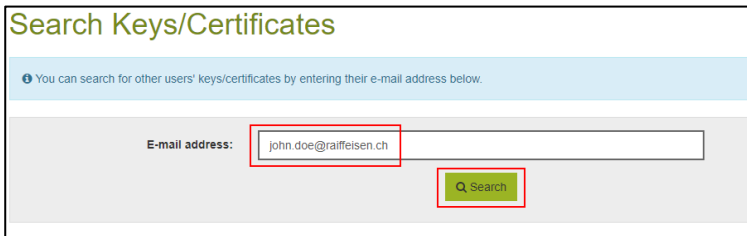
Click the **"Upload new certificate"** button for S/MIME certificates, or the **"Upload new PGP key"** button for PGP keys, to upload your public encryption material that is linked to your e-mail address. Where possible, always use an S/MIME certificate.



Now download the certificate for your Raiffeisen contact and install it in your e-mail application. To do this, click **"Search"**.

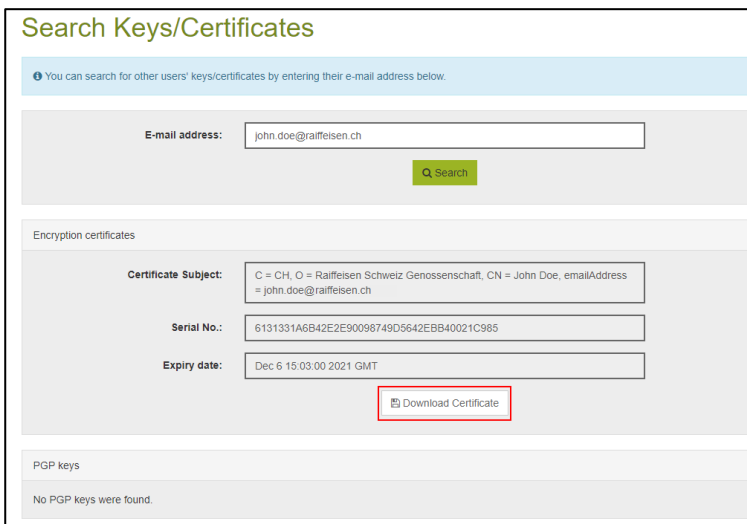


Enter the e-mail address for your Raiffeisen contact.



Click on **"Download Certificate"** and install the certificate for use in your e-mail application.

- ① You will have to repeat this step for all Raiffeisen users with whom you want to communicate using encrypted messages and without entering a password.



From that point on, all of your messages from and to those Raiffeisen contacts whose certificates you have imported will be sent in encrypted form, as long as they are explicitly flagged with the "Encrypt" option. In this case you will no longer need to enter a password.