



# Mailock Encryption Service

Adviser Guide

abrdn.com

## Why Mailock Encryption?

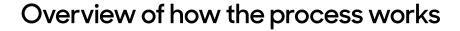
Mailock is a secure email industry solution which uses advanced encryption to make sure both the sender and recipient can precisely authenticate each other's identity, enabling safe and secure communication between providers, advisers and end clients. Importantly, the service is easy to use on desktop and mobile devices.

The Mailock solution is the combination of two experts in the field of online security, Origo and Beyond Encryption. The solution is provided by Origo and utilises their Unipass identity authentication technology and is driven by cybersecurity technology designed by Beyond Encryption.

Since the beginning of the COVID pandemic, cybercriminals have increased their efforts and fine-tuned their methods to obtain personal data for their benefit. Email is one of the main channels in which they operate. As millions have had to decome more digitally minded during the pandemic, this has resulted in a greater threat of falling victim to convincing scams. It is imperative to ensure the security of our customer data and by adopting this solution we are helping to protect our customers and their data.

A key feature in the Mailock solution is that recipients of sensitive emails from abrdn do not need to have Mailock to enable the solution to work. The solution works for everyone and everyone falls under one of the following three groups:

- Someone that has Mailock
- Someone that has a Unipass Certificate
- Someone that has **no** Unipass products



abrdn compose email which includes customer data and sends the **secure** email Email is then encrypted in the Mailock server. Email is stored on the Mailock cloud whilst you receive a notification

You then open the notification and once you have verified your email address, the email will now appear on your outlook from the cloud as normal This journey is slightly different depending on which group you fall into as outlined above. Everyone will receive the notification regardless if you have Mailock, Unipass Certificate or don't have anything; the notification (below) will appear in your mailbox.



This message has been secured using **Unipass Mailock** by **Beyond Encryption**. Click below to read your email.

#### Read my message

If you are using our add-in for Outlook, double click this message in your inbox.

Message security is set by the sender so you may have to:

- Verify your email address.
- Meet a challenge set by the sender.
- Enter a code that has been sent to your mobile
- Sign in if you already have an account

This email has been sent to you by Abrdn

Powered by Beyond Encryption

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## Mailock Users

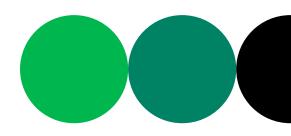
If you have Mailock outlook add-in, you will see the above notification in your mailbox and to open, you only need to double click the email. If you do not have the outlook addin then you will need to click "Read my message" from the notification as seen above, this will then open the email. You will be able to reply or forward the email securely as you are a Mailock user.

### You don't have to have a certificate to use mailock – you just need to be a Unipass Identity Provider user (certificate or username/password).

If you do not have Mailock in your firm but you are a Unipass Certificate user (same authentication used to **login** to our **Wrap** platform) then your journey is different. You will need to press "Read my message" from the above notification, you will then be presented with the following screen:



Press "Sign in with **Unipass Identity**", you will be presented with your Unipass Certificate and can **sign in to read your secure message**. If it is your first time using the Mailock service then you will need to register with Beyond Encryption for free and as such, be presented with the following screen:



0	Unipass MAILOCK	
	our Unipass Mailoci	k account
please revie	ew the details below	ν.
	nt will be linked to y	our Unipass
identity for	future access.	
unipass-p	premium@outlook.c	om
Unipass		
Premium		
I accept	the Privacy Policy	
I accept	the Acceptable Use	Policy
I accept	the End User Licer	ice Agreement
I opt-in t	to receive Marketing	,
commun	nications	
	Register	

Upon registering, the email will appear in your mailbox opened and you will now have the ability to reply back directly to the sender securely using the service without charge. However, you will not be able to copy in anyone else to the email or forward onto anyone as the solution only allows you to reply to the sender.

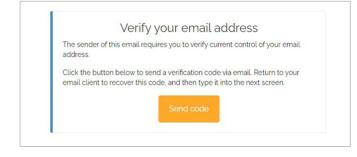
After you have registered with Beyond Encryption, you can link your Unipass Identity with your Mailock account. This will allow you to open any subsequent Mailock emails from abrdn using just your Unipass Identity; for more information please visit **beyondencryption.com/how-doi-use-my-unipass-identity-with-mailock**. You can sign up to Mailock if you want to have these capabilities to send secure emails or reply/forward to whomever you wish but it is a charged service.

### User without any Unipass credentials

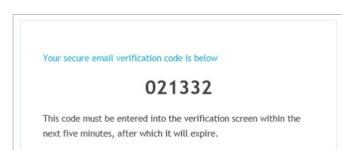
If someone does not have any Unipass credentials they can still use the service and receive and reply back to a secured email using Mailock.

As with the previous example, you will receive a notification as above with the abrdn logo on it, click "Read my message".

You will be presented with a page which will ask you to verify your email address (see below), press send code to proceed.



After clicking "Send code" you will receive a further email with your verification code (See below). **Please note, the** code is only valid for five minutes, if it expires you will need to request another code.



The page that displayed "send code" will now have changed to allow you to enter the verification code (see below).

	It an email to you containing a verification code which is valid for 5 ase return to your email client to recover this code and then enter it in
the field belo	JW.
Verification	Code:
Enter your	verification code here
2	
	Submit

After you have verified your email address, your email will now appear in your outlook mailbox as opened. You will be able to reply directly back to the sender securely using Mailock but you cannot copy in anyone else into the email or forward it. You will be able to read/open any attachments.

Upon receiving your first secure email from abrdn, you will need to register with Beyond Encryption. You will need to fill out your forename, surname, email address and create a password.

Re	egister
	ncial Services sector and hold
	a can use it now to register for ss Mallock account.
U register w	th Unipass Identity
	or
If you don't hold a Unip	ass identity, complete the form
	or a free Mallock account.
Email Address	
Forename	
Surname	
Password	
Password	
I agree to the Lice	nce Agreement, Privacy
Policy and Access	
Please send me y	our regular <u>Newsletter</u>
Please send me y	our Offers & Promotions
	ivecy. Your data will never be shared.
R	egister

When you have registered with Beyond Encryption and receive subsequent secure emails from abrdn, you will be required to sign in via the pop-up below using the credentials you created when registering. Note the "Remember me?" tickbox to facilitate the process for future secure emails.

If you	Sign in work in the Financial Services sector and hold
a Ur	ipass Identity, you can use it now to sign in.
Œ	Sign in with Unipass Identity
	or
Sign	in with your Beyond Encryption credentials.
4	Usemame
	Password
	Sign in
Re	member me? Forgot Password?
	elect "Remember me" your username will be to a cooke

### Mobile phone or tablet users

Your journey will be the same as above but if you are a Unipass user and you do not have your identity saved on your mobile, you will need to login with your Unipass credentials to verify your email address.

### **Final Notes**

If you receive a secured email from us which has the notification we've shown you in this guide you should be reassured that this email is from a trusted source, we will only send email through this secure method for emails that contain customer sensitive data from our Distribution teams or Customer operations teams.

For more information visit abrdn.com/adviser

Issued by a member of abrdn group, which comprises abrdn plc and its subsidiaries.

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