

Guidance for recipients of Voltage SecureMail Messages from Lloyds TSB

Introduction

You have been sent this document as your Lloyds TSB contact is sending confidential information to you via email and our policy is to ensure that confidential information is kept private at all times.

This document provides an overview of the secure mail service used by Lloyds TSB. Whilst email provides a quick and convenient way of sending and receiving information, messages transmitted over the internet are not secure. Sending a message using email can be likened to sending a postcard in the post – anyone handling the postcard whilst it is being delivered can read what's on it.

In order to ensure that confidential information contained in emails remains private, Lloyds TSB uses a secure mail service from Voltage. This service encrypts email messages and their attachments preventing the contents from being seen by anyone other than the receiving email account. The recipient does not need to be a Voltage user as the message can be displayed from a web browser connected to the internet.

You will receive encrypted messages in your normal email client and you will be able to display them using your default browser. When you have received an encrypted message, you can reply to it or forward it, attaching files if necessary, and this message and any attachments will be encrypted as well.

Pre-requisites

In order to use this service you will need:

- an email client that will display HTML formatted emails;
- a web browser with connection to the internet;
- emails from lloydtsb.co.uk to be white-listed on any spam filters, either within your email/webmail client or by your ISP.

You also need to be able to contact the Voltage Key server to obtain certificates used to encrypt and decrypt the messages. To ensure you can contact the Voltage Key server please click here <https://voltage-pp-0000.lloydtsb.co.uk/v2/clientPolicy.xml>

You should see a screen similar to the following displayed in your browser.

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- <clientPolicy version="2">
  <localDomains>lloydstsb.co.uk</localDomains>
  <userWhitelist />
  <defaultDistrict value="0" />
  <sendUniversalReader value="1" />
  <messageFooterGlobal>Secured by the Voltage Security Network</messageFooterGlobal>
  <parameterAggressiveDistricts>lloydstsb.co.uk</parameterAggressiveDistricts>
  <localPolicyLocked value="0" />
  <trustedDistricts>voltage.com vsn.voltage.com secure.frontbridge.com</trustedDistricts>
  <fallThroughDistrict>lloydstsb.co.uk</fallThroughDistrict>
  <provisionedUserDistrict />
  <provisionedUserList />
  <messageHeaderInternal>This is a secure message sent to you using Voltage SecureMail. To read and reply to this message,
  please open the attachment or install the Voltage SecureMail Client software.</messageHeaderInternal>
  <messageHeaderProvisioned>This is a secure message sent to you using Voltage SecureMail. To read and reply to this
  message, please open the attachment.</messageHeaderProvisioned>
  <messageHeaderInternalAndProvisioned>This is a secure message sent to you using Voltage SecureMail. To read and reply to
  this message, please open the attachment.</messageHeaderInternalAndProvisioned>
  <messageFooter>Secured by the Voltage Security Network</messageFooter>
  <parameterRefreshRate negative="604800" positive="86400" />
  <strictParameterChecking value="0" />
  <keyPurgeTime value="1" />
  <passwordCaching value="1" />
  <decryptionSettings value="0" />
  <sendZDR value="1" />
  <defaultZDM>lloydstsb.co.uk</defaultZDM>
</drTemplate><!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd"><!-- Copyright (c) 2002-2006 Voltage Security. All
Rights Reserved. --><html><head><title>Voltage SecureMail - Zero Download Messenger</title><link
href="/brand/resources/common/favicon.ico" rel="SHORTCUT ICON" type="image/x-icon"/><meta http-
equiv="Content-Type" content="text/html; charset=UTF-8"/><META %$(SCRIPT) %</head><body
style="margin:0;padding:0;background-color : #FFFFFF;font-family : verdana,arial,tahoma,helvetica;font-size :
12px;text-align : center;"><div id="container" style="width : 775px;margin : 30px auto;padding : 30px 25px 0px
25px;background: #EDF0F5;border : 1px solid #D3D3D3;text-align: center;"><div id="content" style="width :

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If you cannot connect to this site you will need to contact your local desktop support or ISP helpdesk.

For a demonstration on how this service will work click here:

<https://voltage-ps-0000.lloydstsb.co.uk/defgerror/client/lloyds-zdm-demo.htm>.

Full instructions on using the service are contained below.

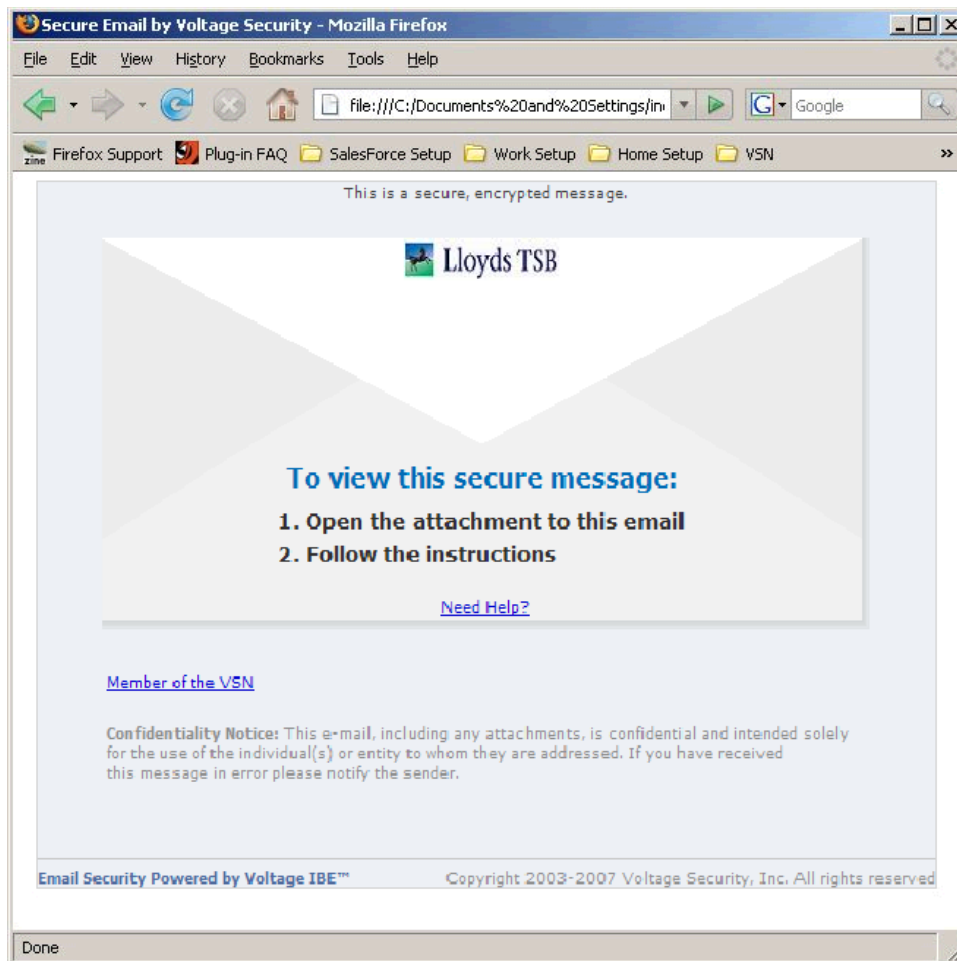
Using Voltage SecureMail

The Zero Download Messenger allows you to receive, reply and initiate secure email without the need to download any software. This option provides the assurance to recipients that their secure email can always be read no matter what the email or desktop environment is.

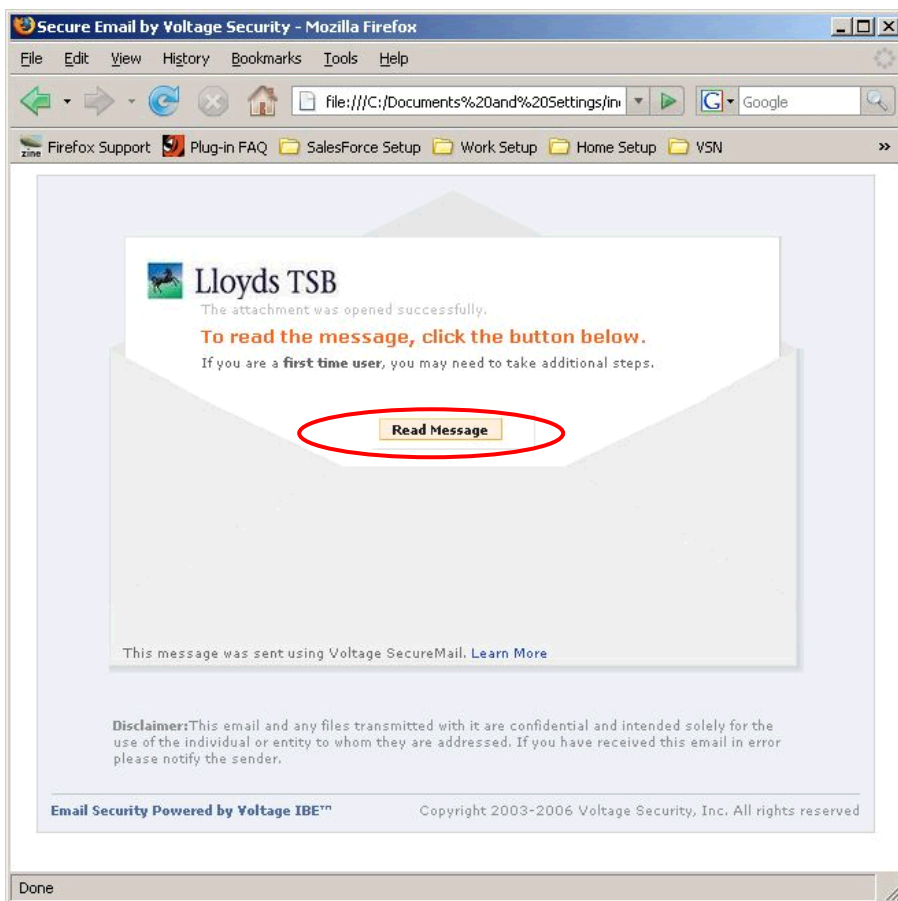
With each secure email, there is an HTML attachment titled “message_zdm.html” that provides access to the Zero Download Messenger. The encrypted body of the original message as well as any attachments to the original email is contained in this HTML attachment. By opening the HTML attachment and authenticating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

Receiving Secure Email

You will receive a message from Lloyds TSB that will include an attachment called **message_zdm.html**. Opening this attachment will launch web browser and you will be able to access the encrypted message contents and reply to the message. Depending on your email or webmail client the contents of the email will look similar to:



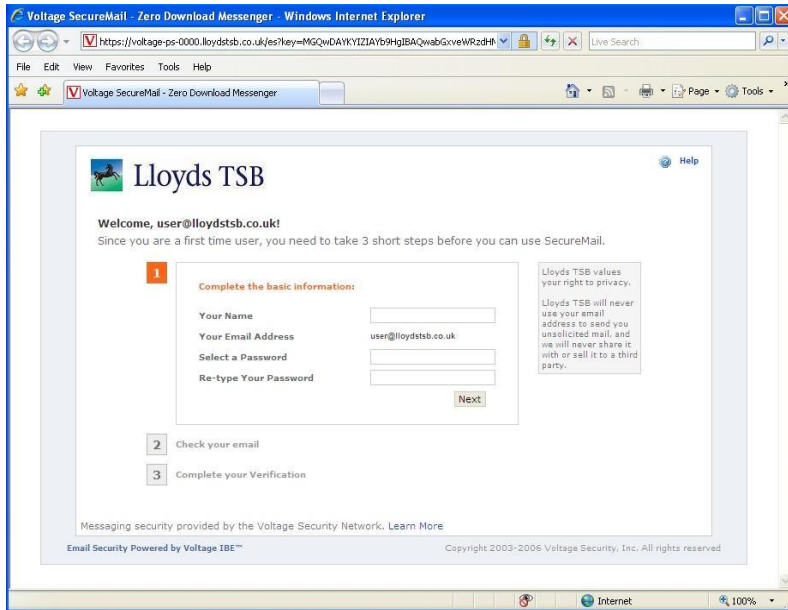
Open the attachment titled “**message_zdm.html**” to access your secure email.



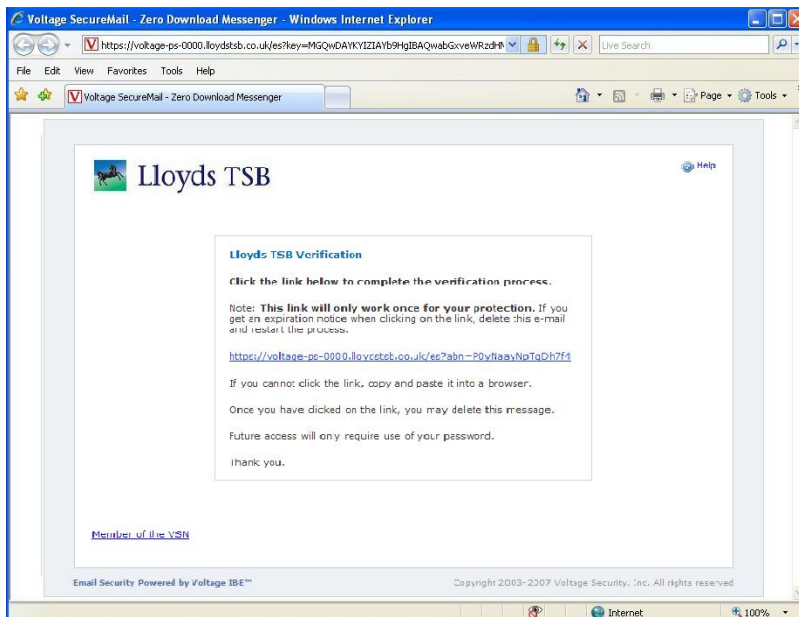
Click the **Read Message** button.

Authenticating to the service

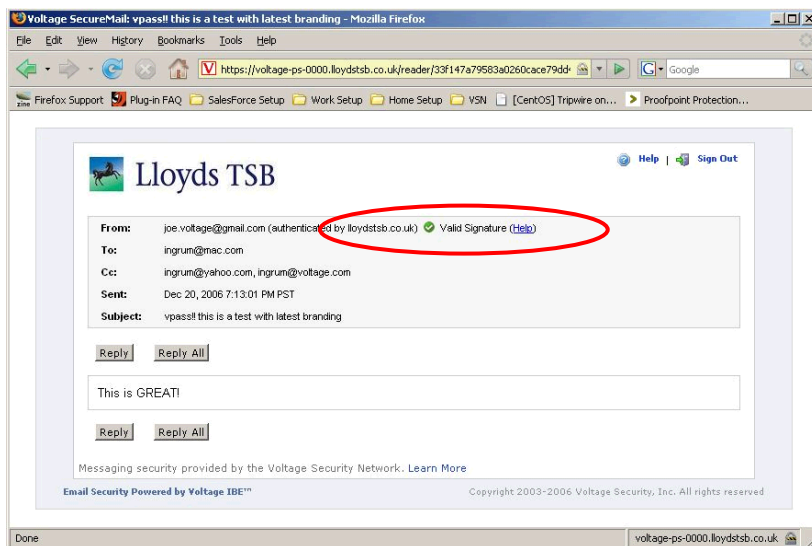
After opening the message, you will be prompted to authenticate yourself. First time users will be asked to supply a password then a separate email will be sent in order to verify your email address.



This second email will require you to click on a link to complete registration. This email should be deleted once the link has been used.



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

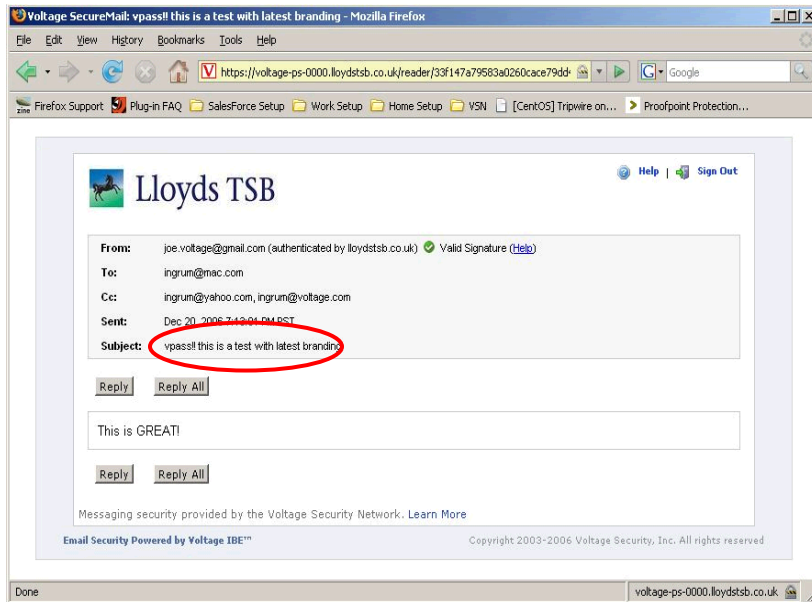


The decrypted secure email will be presented to you with your web browser over a secure SSL connection.

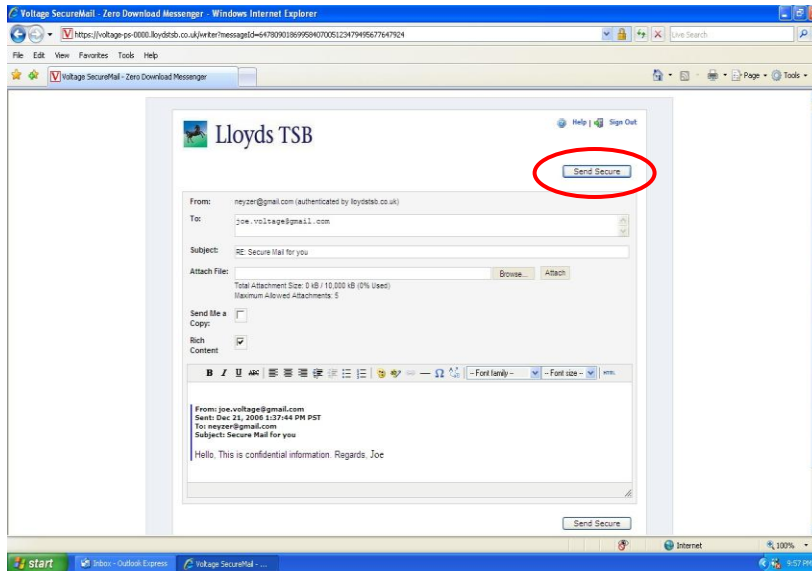
The digital signature identifies the sender of the email and protects the recipient against spoofing. Any message with an invalid signature will bring up an alert to the end user.

Replying to Secure Email

Once you have viewed your secure email, you can reply to the originator, securely. To reply to a secure email via the Zero Download Messenger, click on 'Reply' or 'Reply All' to compose a reply message.



To reply back securely, click on the 'Reply', 'Reply All' or 'Forward' button – a new compose page will be presented.



Compose your message and click on the 'Send Secure' button – Your reply will automatically be secured.

You may also upload attachments to be sent securely to your recipients.

Blackberry and Mobile users

You can read encrypted messages by forwarding your original e-mail to zdmlloyds@vsn.voltage.com. Within a few minutes, you will receive a link to read your secure message.