EMAIL ENCRYPTION CUSTOMER'S GUIDE

h Bank of Hawaii

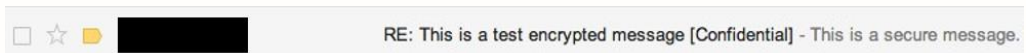# Bank of Hawaii Protecting Confidential Email

- Email is commonly used to transmit confidential information such as operational data, legal documents, and financial information. By default, emails are sent unencrypted and travel through a number of intermediate systems before reaching their final destination. This makes it relatively easy for others to intercept and read them. Confidential emails need to be kept from the prying eyes of unauthorized readers. This is accomplished through a process called email encryption which uses encryption and authentication technologies to protect confidential email.

- Bank of Hawaii's email encryption service makes accessing encrypted email simple and easy. The following guide will walk you through step by step procedures for accessing encrypted emails that you receive from Bank of Hawaii. Please take a few minutes to familiarize yourself with our email encryption process to minimize any unexpected issues that you may encounter.

What's in this User Guide

- Accessing Encrypted Emails
- Stored Authentication Process
- Replying to Encrypted Emails
- Sending Encrypted Emails
- Supported Email Clients
- Email Encryption Support

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Accessing Encrypted Emails

- First, you will receive an email notification coming from the sender of the email. Note: [Confidential] be will displayed at the end of the email subject line.

RE: This is a test encrypted message [Confidential] - This is a secure message.

- When the message is opened, "Click here" to login to Bank of Hawaii's secure email service and retrieve your encrypted message within 5 days of receiving the encrypted message.

- For more detailed information click "More Information".

Priority: Normal **Date:** Tuesday, December 29, 2015 2:40 PM

Attachments: SecureMessageAtt.html (94.6 KB)
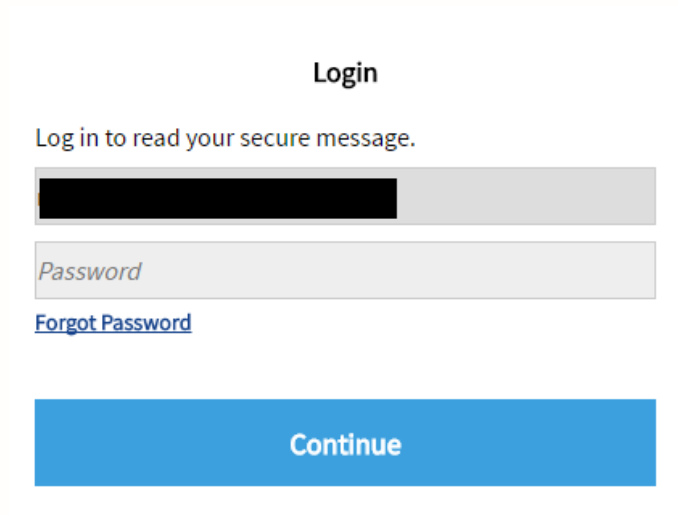
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This is a secure message.

Click here or open the included attachment by 2016-01-03 14:42 HST to read your message. Questions regarding the authenticity of this message should be verbally addressed to the sender of the email.

More Information

Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

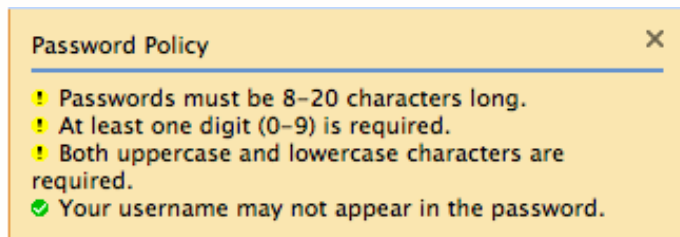Secured by Proofpoint Encryption, Copyright © 2009-2014 Proofpoint, Inc. All rights reserved.

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- Your email address should be prefilled. Enter your encrypted email password and press **Continue**.

Login

Log in to read your secure message.

| ██████████████████ |

| Password |

Forgot Password

| Continue |

- If you have forgotten your password:
  1. Click on Forgot Password
  2. An email will be sent to you with a link to the reset page
  3. Select your new password

Password Policy ✕

❗ Passwords must be 8-20 characters long.
❗ At least one digit (0-9) is required.
❗ Both uppercase and lowercase characters are required.
✅ Your username may not appear in the password.

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• The email will now display:

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Stored Authentication Process

- The password authentication process uses a stored signature process that requires recipients of encrypted emails to only have to authenticate once every 4 hours. This feature allows recipients of multiple encrypted emails to open them up consecutively without having to repeat the authentication process for each encrypted message.

Replying or Forwarding Encrypted Emails

- Like a typical phone conversation, email conversations go through a series of "Reply" messages before conversation about a given topic is complete. With encrypted emails, it is important that any reply messages to the original encrypted message are also encrypted to maintain the integrity of the confidential email. With Bank of Hawaii's email encryption service, all replies to an encrypted email message are automatically encrypted.

Sending Encrypted Email to Bank of Hawaii

- If you wish to send an email to a Bank of Hawaii staff member containing confidential information and would like to encrypt it, please contact your Bank of Hawaii representative and request for a "blank" encrypted email. Once received, you can reply to the encrypted email and send any attachments that you would like to send along with it and be assured that it is secured.

Supported Email Clients

- Bank of Hawaii's encrypted email system has been certified to operate properly with the following web browsers: Internet Explorer 11, Edge 38, Firefox 45, Chrome 49, and Safari 8. ** Versions are current as of March 2017. Newer versions will likely work.

Email Encryption Support

- If you are having trouble retrieving encrypted emails from Bank of Hawaii, please contact our Bank of Hawaii Channel E-Services Team at 1-888-643-3888 and press options 8, 6 to connect to an E-Services representative. For Guam customers, please contact us at 1-877-553-2424 and press options 8, 6.

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