



Northern Trust Secure Email

Symantec Web Email Protection

PDF Email Protection

(iOS Users)

Version 1.1

Date: 12th February 2019



NORTHERN TRUST SECURE E-MAIL

The Basics of PGP Encryption

At Northern Trust, we're committed to protecting your privacy and financial wellbeing, so much so that privacy & security are principle tenets of the design and operation of our Secure E-mail.

Sending and Receiving Secure E-mail

Northern Trust offers a secure method to facilitate e-mail communication, called Secure E-mail. The secured approach is supported by PGP Universal Encryption software. Encryption converts an email message and contents into an unreadable format. The message is then decrypted using a private key, converting the message to clear text so that it can be read.

The use of encrypted e-mail enables the secure transmission of messages across insecure networks (like the internet) so the message cannot be read in transit by unauthorized parties.

Why should you use Secure E-mail?

Protecting client information is required by current privacy laws and banking regulations and is considered a good business practice. Electronic communication presents a unique set of trust issues, which business must address at the outset to minimize risk.

The solution for business reliant upon electronic communication is to implement a complete e-commerce trust infrastructure based on encryption technology

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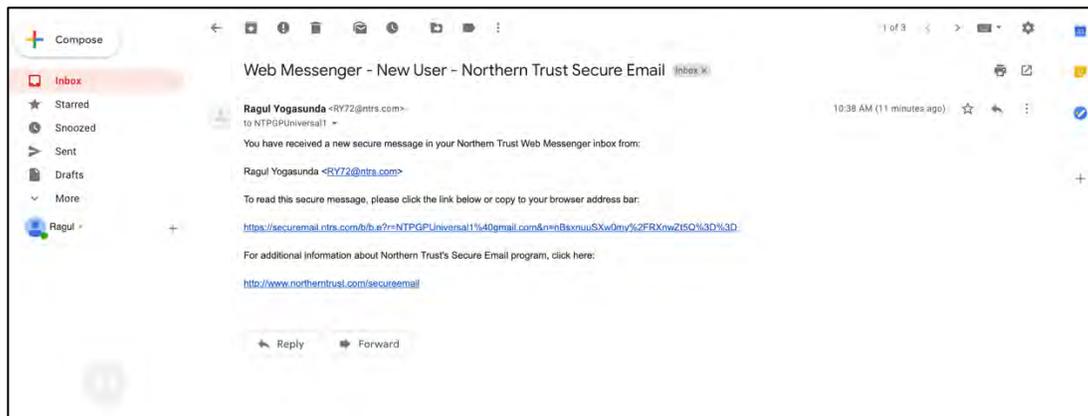
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How does encryption work?

Receiving your encrypted e-mail

The initial encrypted communication you receive from Northern Trust on behalf of **the client**, will be notified to you via an e-mail notification to your own e-mail address, which includes in the subject line in the wording NORTHERN TRUST SECURE EMAIL.

This e-mail will provide you with a link, for you to click on it or to copy and paste it into your preferred internet browser's address bar. The following steps required will be:

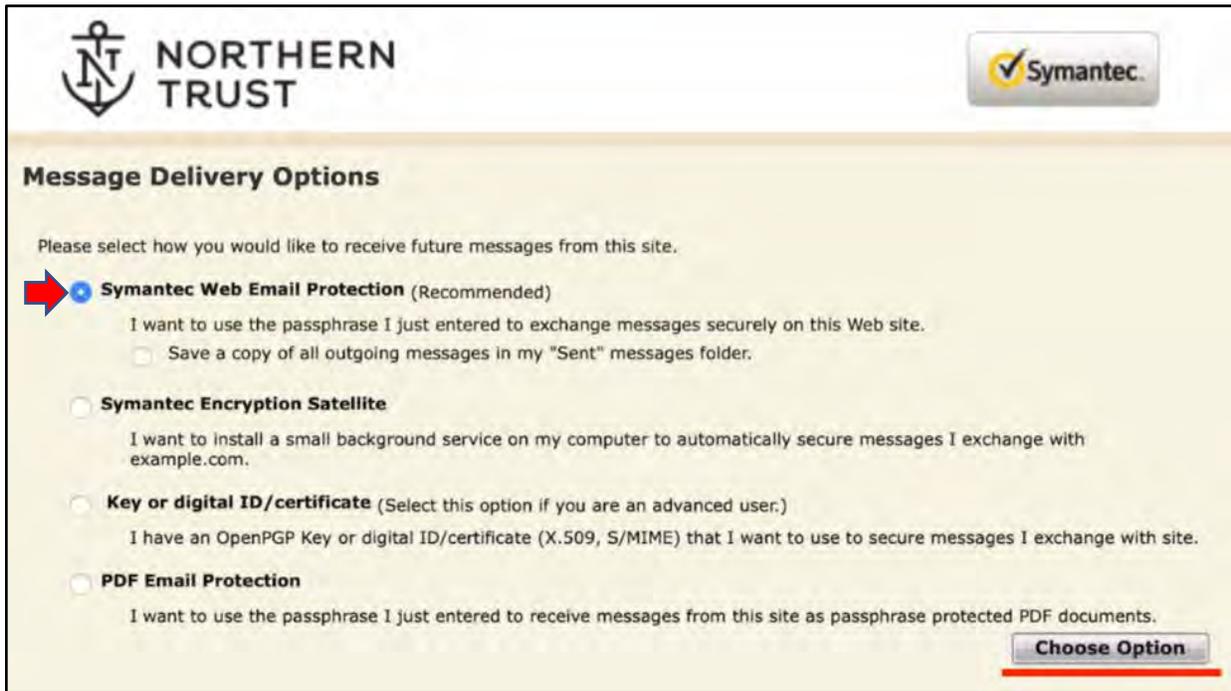


- To set up a passphrase/password (using the guidelines provided)

A screenshot of a web-based passphrase setup screen. At the top left is the Northern Trust logo, and at the top right is the Symantec logo. The main heading is "You have received an encrypted message". Below this, the text reads: "Please create a passphrase to secure future messages delivered to you. This server requires your passphrase to meet the following requirements: • They must be at least 10 characters long. • It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark. For example, 'kittycat' is not a valid passphrase, but 'k1ttYc@!' is a valid passphrase. Here are some recommendations for protecting your passphrase: • Use an easy to remember passphrase that you don't need to write down. • Don't use obvious passphrases that can be easily guessed. • Don't make your passphrase a single word. • Don't use famous quotations." At the bottom, there are two input fields: "Passphrase:" and "Confirm Passphrase:". A "Continue" button is located at the bottom right.

- Select a Delivery option: either the default option of **Symantec Web Email Protection** (a web based access with an ad-hoc email account linked to your own one) or **PDF Email Protection** (all e-mails following the initial one, will be delivered to your own e-mail address in the shape of a password protected PDF files).

Option 1 - Symantec Web Email Protection



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Message Delivery Options

Please select how you would like to receive future messages from this site.

Symantec Web Email Protection (Recommended)

I want to use the passphrase I just entered to exchange messages securely on this Web site.

Save a copy of all outgoing messages in my "Sent" messages folder.

Symantec Encryption Satellite

I want to install a small background service on my computer to automatically secure messages I exchange with example.com.

Key or digital ID/certificate (Select this option if you are an advanced user.)

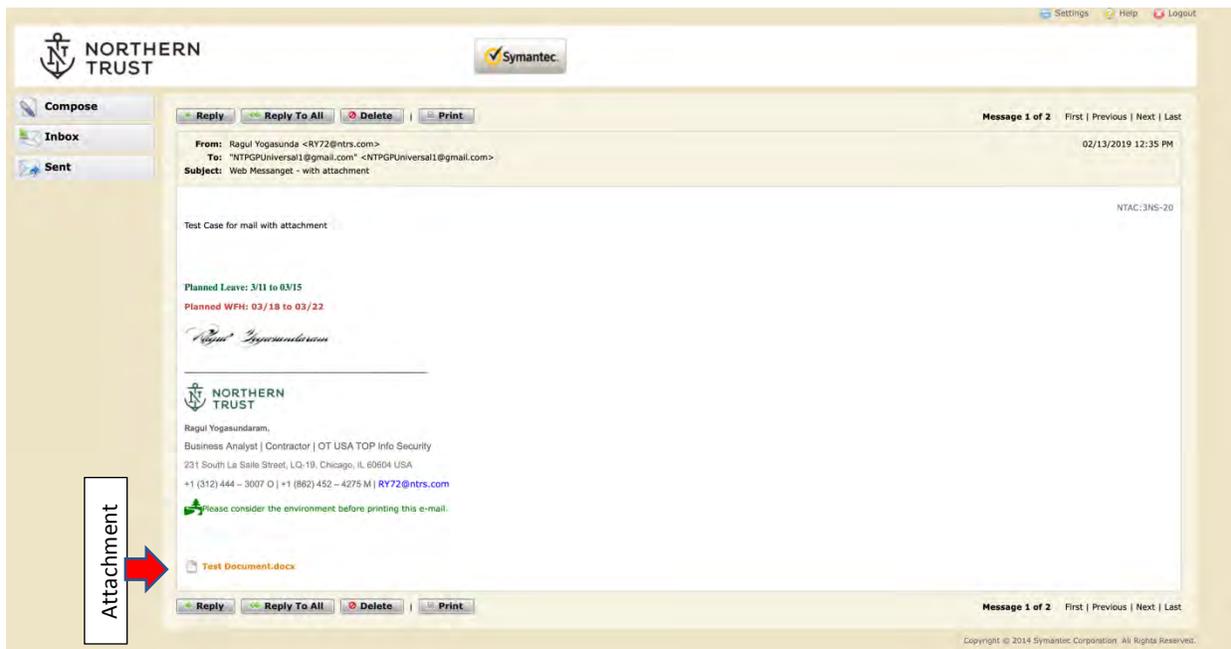
I have an OpenPGP Key or digital ID/certificate (X.509, S/MIME) that I want to use to secure messages I exchange with site.

PDF Email Protection

I want to use the passphrase I just entered to receive messages from this site as passphrase protected PDF documents.

[Choose Option](#)

If you choose **Symantec Web Email Protection** and press Choose Option, you will be taken to your initial first message to read.



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Compose | Reply | Reply To All | Delete | Print

Message 1 of 2 | First | Previous | Next | Last

02/13/2019 12:35 PM

From: Ragul Yogasundaram <RY72@ntrs.com>
To: "NTPGUniversal1@gmail.com" <NTPGUniversal1@gmail.com>
Subject: Web Message - with attachment

NTAC:3NS-20

Test Case for mail with attachment

Planned Leave: 3/11 to 03/15
Planned WFH: 03/18 to 03/22

Ragul Yogasundaram

NORTHERN TRUST
Ragul Yogasundaram,
Business Analyst | Contractor | OT USA TOP Info Security
231 South La Salle Street, LQ-19, Chicago, IL 60604 USA
+1 (312) 444 - 3007 O | +1 (862) 452 - 4275 M | RY72@ntrs.com

Please consider the environment before printing this e-mail.

Attachment: Test Document.docx

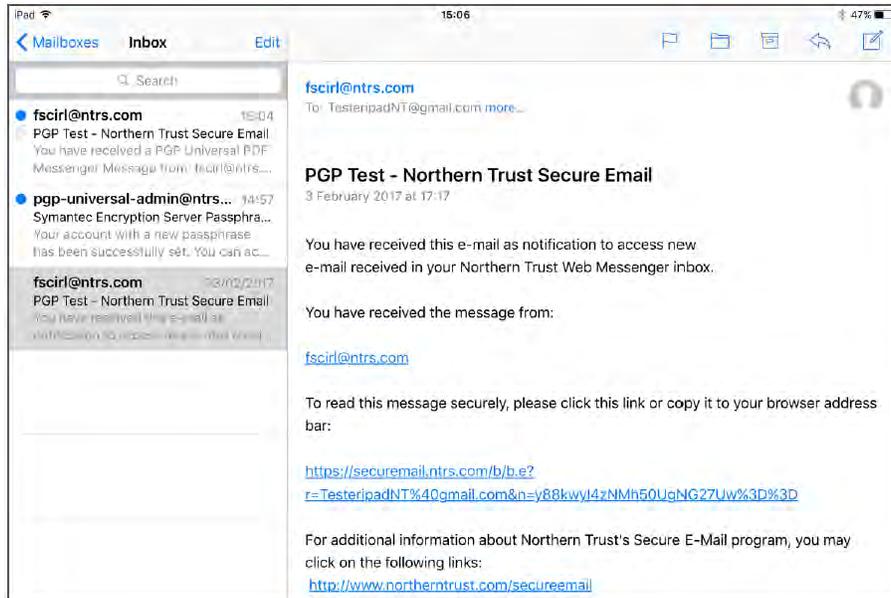
Reply | Reply To All | Delete | Print

Message 1 of 2 | First | Previous | Next | Last

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NOTE: If your email has any attachments it will be displayed as shown above.

If you have selected the option of Symantec Web Email Protection, for every succeeding web encrypted e-mail we send you will receive an e-mail notification with a link for you to click on it or to copy and paste it into your preferred internet browser's address bar.



After inputting your passphrase, you will access your **Symantec Web Email Protection** Inbox and read the e-mails we have sent you.



Option 2 - PDF Email Protection

Alternatively, if you select **PDF Email Protection**, further to pressing **Choose Option**, a screen will confirm your option and you will be subsequently directed to your Inbox where you can still see the initial e-mail.



NORTHERN TRUST Symantec

Message Delivery Options

Please select how you would like to receive future messages from this site.

- Symantec Web Email Protection** (Recommended)
I want to use the passphrase I just entered to exchange messages securely on this Web site.
 Save a copy of all outgoing messages in my "Sent" messages folder.
- Symantec Encryption Satellite**
I want to install a small background service on my computer to automatically secure messages I exchange with example.com.
- Key or digital ID/certificate** (Select this option if you are an advanced user.)
I have an OpenPGP Key or digital ID/certificate (X.509, S/MIME) that I want to use to secure messages I exchange with site.
- PDF Email Protection**
I want to use the passphrase I just entered to receive messages from this site as passphrase protected PDF documents.

Choose Option



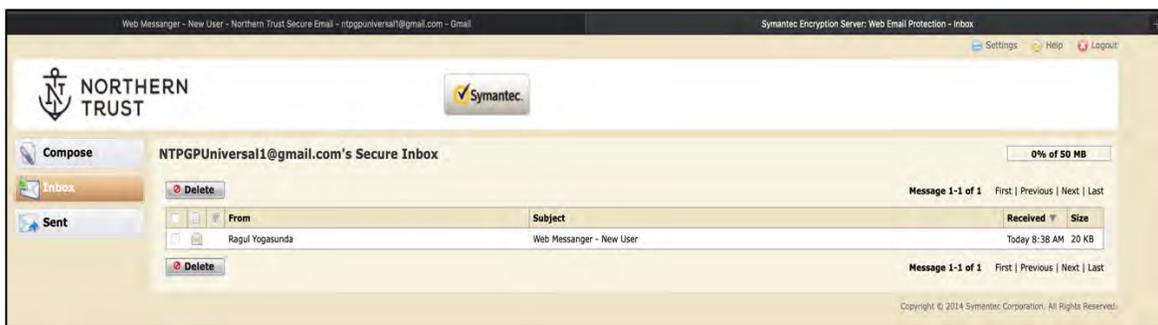
NORTHERN TRUST Symantec

Configuration Confirmation

Thank you. Your delivery preference has now been set.

OK

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Web Messenger - New User - Northern Trust Secure Email - ntpguuniversal1@gmail.com - Gmail

NORTHERN TRUST Symantec

Compose NTPGUUniversal1@gmail.com's Secure Inbox 0% of 50 MB

Inbox Delete

Sent Delete

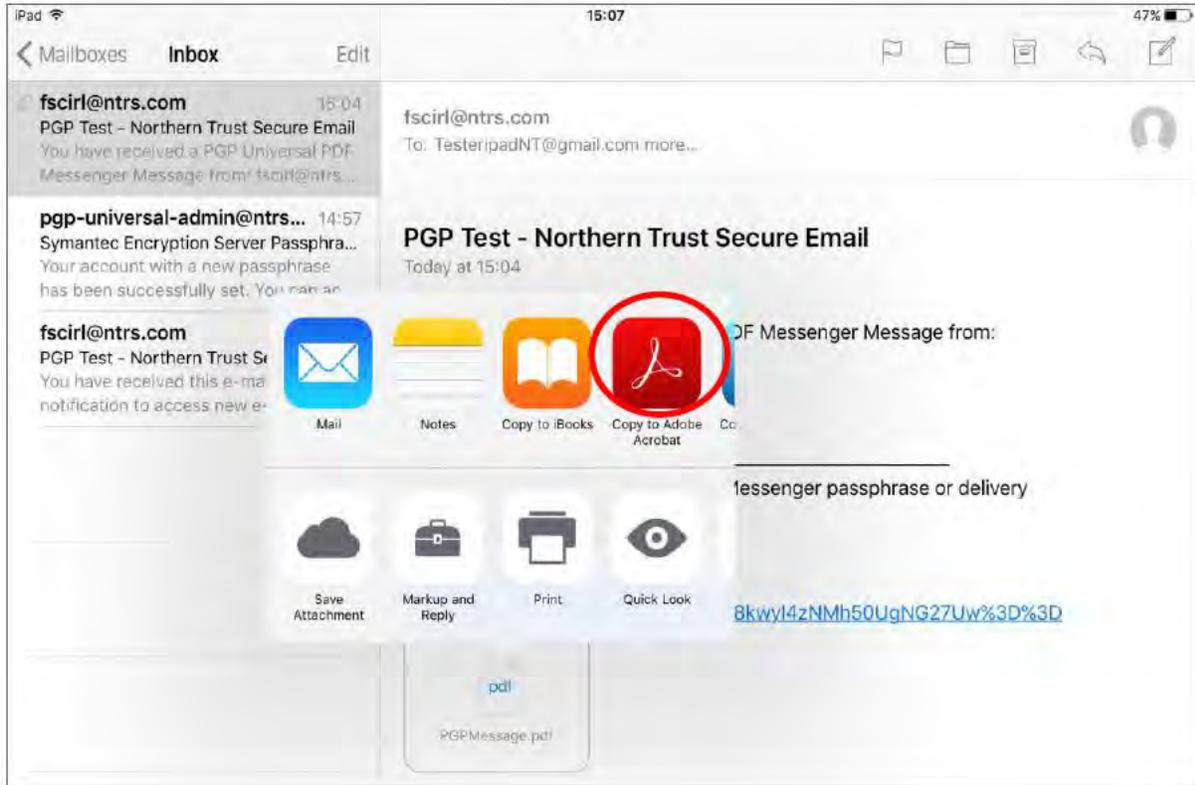
From	Subject	Received	Size
Ragul Yogasunda	Web Messenger - New User	Today 8:38 AM	20 KB

Message 1-1 of 1 First | Previous | Next | Last

Message 1-1 of 1 First | Previous | Next | Last

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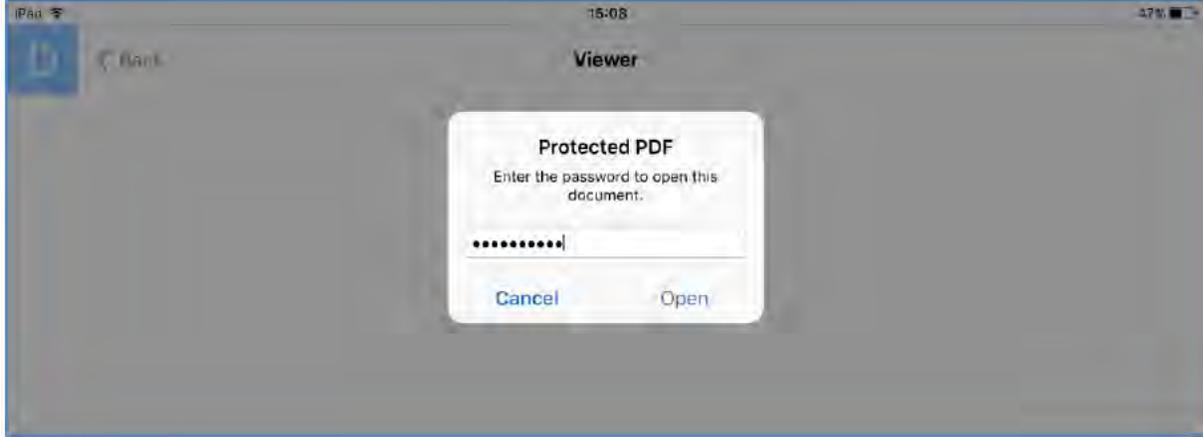
NOTE: All e-mails, following the initial communication, will be delivered to your own e-mail address in the shape of a password protected PDF file (as per image below).



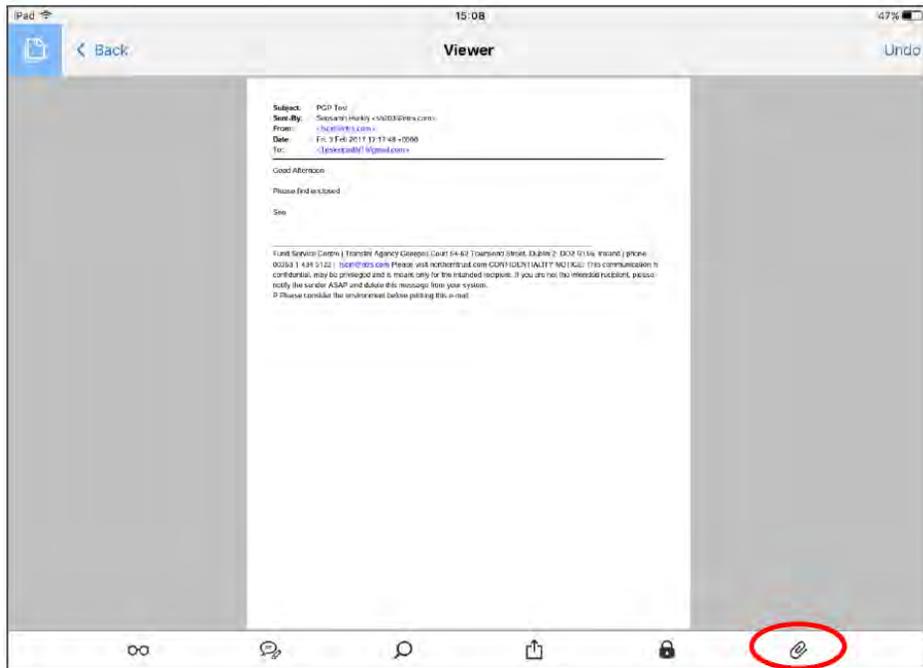
For an optimal use (and to effectively view any attachments we may have sent, such as statements, contract notes, etc.), you should tap and hold the file icon and further select the Copy to **Adobe Acrobat**.

You could use another PDF reader application further to Adobe, but it is important that you do not open the document with the Apple built-in viewer or via iBook, as these applications will prevent you from viewing the additional attachments.

Once you open the file (**PGPMessage.pdf**), you will be prompted to input your password upon which you will view the content of the message.

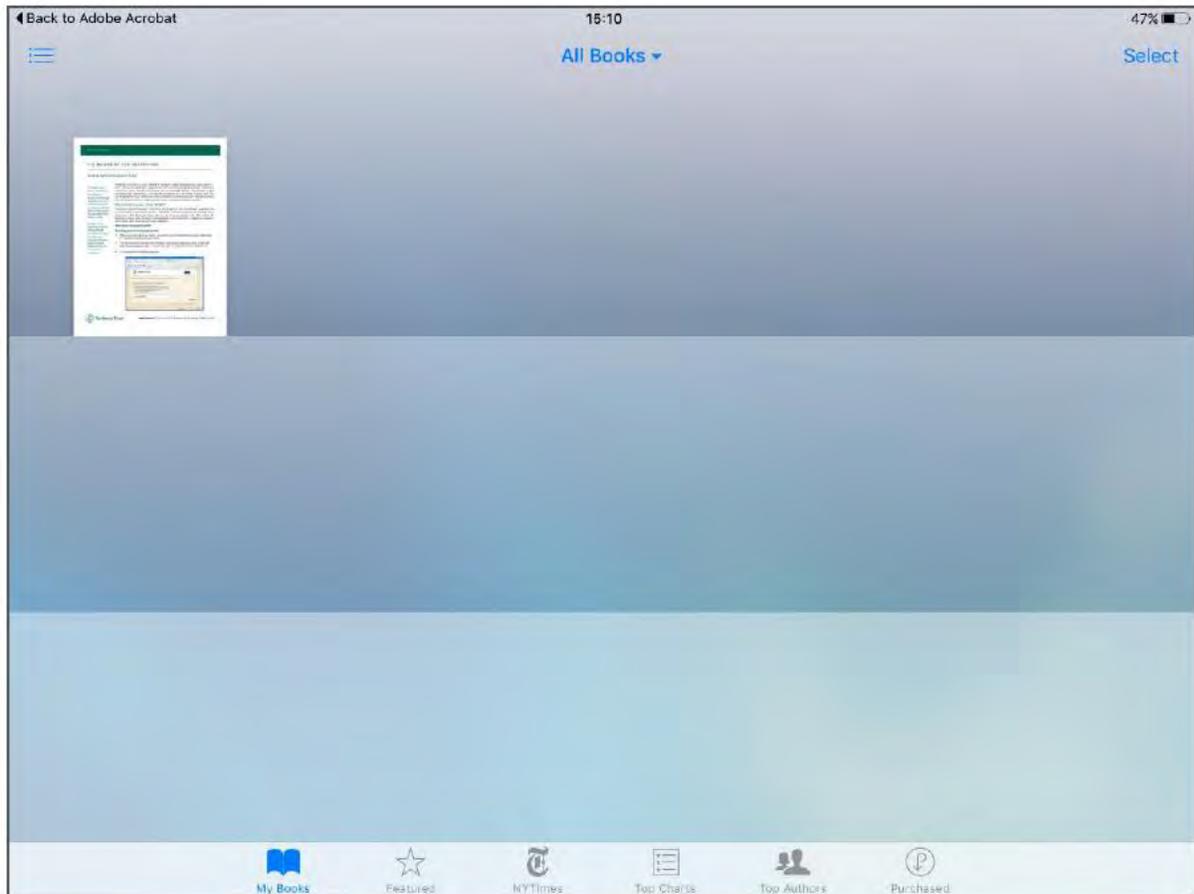


On the panel at the bottom of the page and by clicking on the Paperclip icon (in the bottom right), you will find any attachments that we may have sent you. Double click on any of them to open.



It is recommended to save these to your own Adobe library or iBook's library for ease of access in the future.

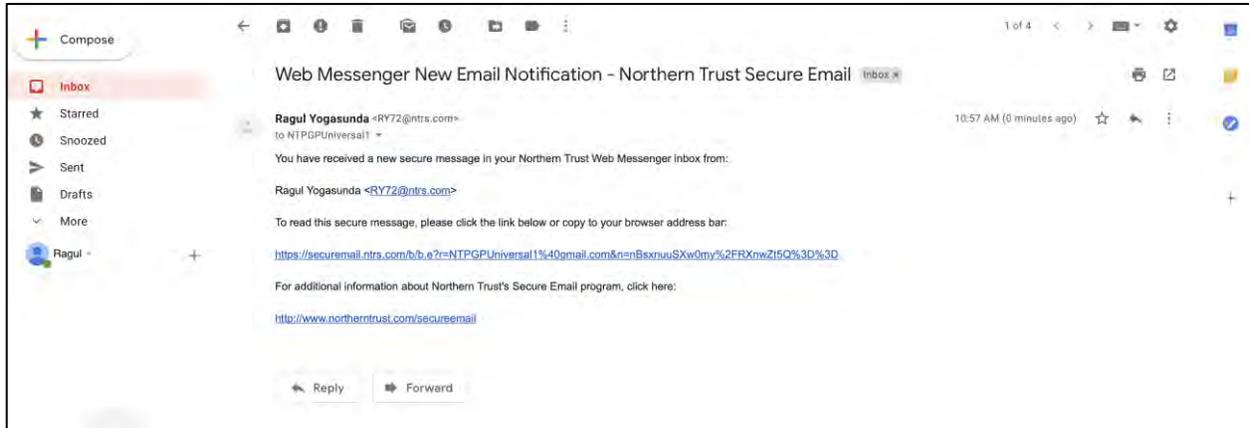




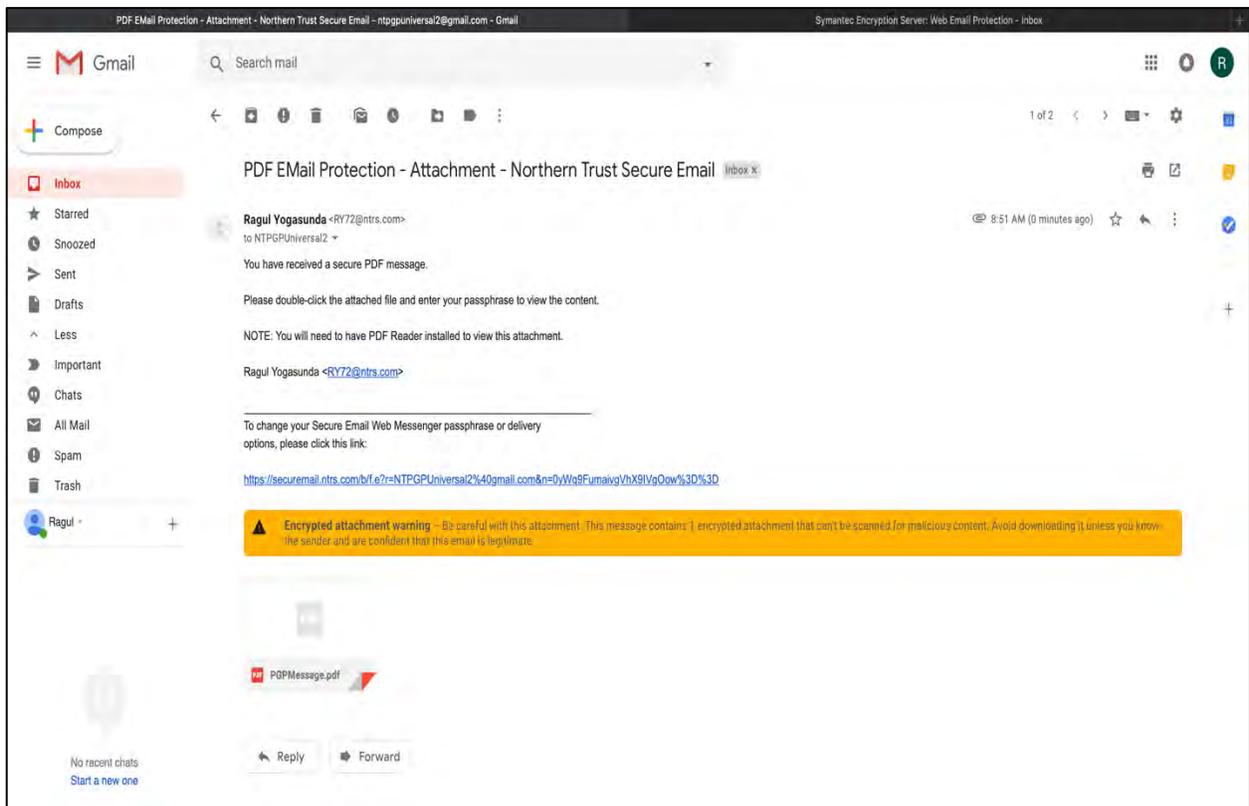
NOTE: Please refrain from using “Symantec Encryption Satellite” and “Key or Digital ID/Certificate”, because either support is not available for that option or its for advanced users.

New email notifications

If using **Symantec Web Email Protection** the notification e-mail will be as below:



If using **PDF Email Protection** the notification e-mail will be as below:



Forgotten / Reset your Passphrase

To reset your passphrase without accessing your account, you should go to mail screen (<https://securemail.ntrs.com>) and from there click on the link [I lost my passphrase](#).

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Welcome to Northern Trust Secure Email

Attention Secure Email Users: This is the new LOGIN page (<https://securemail.ntrs.com>) for PGP Universal Web Messenger. Please make a note and update any bookmarks. The old links will be discontinued in the future.

In order to gain access to your account and messages you must first enter your email and passphrase associated with this account.

Please login to access your secure inbox:

Email Address:

Passphrase:

[I lost my passphrase](#)

Login

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Further to that you will be asked to enter the e-mail address linked to the PGP account for which you want to reset access.

PDF Email Protection - Attachment - Northern Trust Secure Email - ntpgpuniversal2@gmail.com - Gmail

Symantec Encryption Server: Web Email Protection - Reset Passphrase

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Reset Passphrase

Please enter your email address to receive a link where you can safely reset your passphrase. Your current passphrase will remain active until you enter a new one.

Email Address:

Send

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Passphrase Reset Message Sent

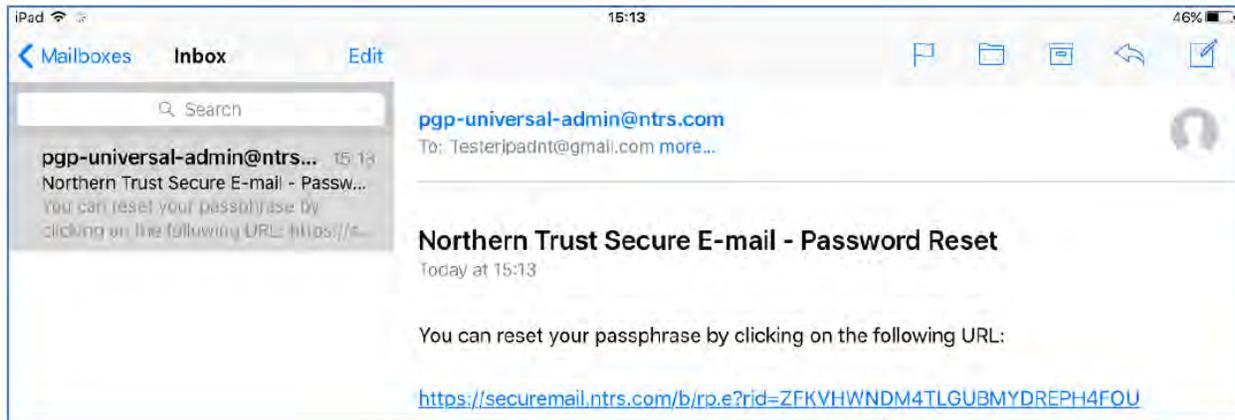
You will receive an email with a link to reset your passphrase. If your account is in the "Locked" state, check your mailbox for the "Symantec Encryption Server Account Unlock" email from Symantec Encryption Server, and follow the instructions in the email to unlock your account. Or please contact your administrator, if you do not receive the email.

OK

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Once that's done, an e-mail with a link will be delivered to that e-mail account for you to click and follow to a screen where you will be allowed to reset and confirm a new passphrase, and accessing your inbox.

NOTE: Sometimes the mail will be found in SPAM Folder.

A screenshot of a web page for Northern Trust. The top left features the Northern Trust logo (an anchor with 'NT' inside) and the text 'NORTHERN TRUST'. The top right has a Symantec logo. The main heading is 'You have received an encrypted message'. Below this, the text reads: 'Please create a passphrase to secure future messages delivered to you. This server requires your passphrase to meet the following requirements:'. A bulleted list follows: '• They must be at least 10 characters long.', '• It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.'. An example is given: 'For example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.'. Another section says 'Here are some recommendations for protecting your passphrase:' followed by another bulleted list: '• Use an easy to remember passphrase that you don't need to write down.', '• Don't use obvious passphrases that can be easily guessed.', '• Don't make your passphrase a single word.', '• Don't use famous quotations.'. At the bottom, there are two input fields: 'Passphrase:' and 'Confirm Passphrase:'. A 'Continue' button is located at the bottom right.

You could also reset your passphrase from within the Web-mail account:

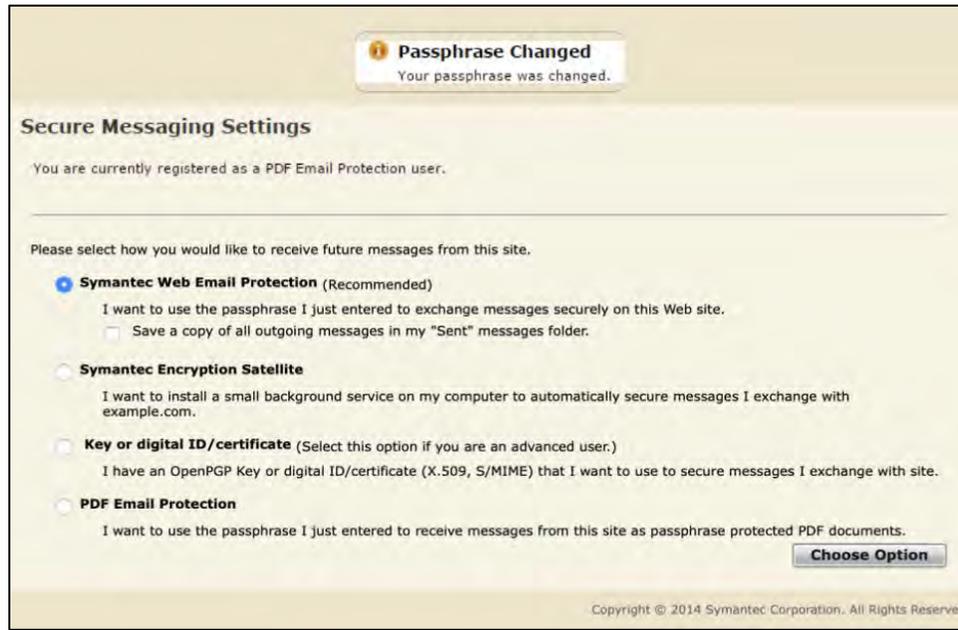
Click on **Settings** (top right hand side), then on the button [Change My Passphrase](#) which will take you to a screen to confirm your current passphrase, enter and confirm a new one.

The screenshot shows the 'Secure Messaging Settings' page. At the top, there are links for 'Settings', 'Help', and 'Logout'. The Northern Trust logo is on the left, and the Symantec logo is on the right. The main heading is 'Secure Messaging Settings'. Below it, a message states: 'You are currently registered as a Symantec Web Email Protection user.' A paragraph explains that although the Symantec Encryption Satellite client is downloaded, the enrollment process is not complete. It instructs the user to reinstall or download the client again by selecting 'Symantec Encryption Satellite' and clicking 'Choose Option'. It also provides instructions on how to cancel the process. A section titled 'Please select how you would like to receive future messages from this site.' contains four radio button options: 'Symantec Web Email Protection (Recommended)' (selected), 'Symantec Encryption Satellite', 'Key or digital ID/certificate (Select this option if you are an advanced user.)', and 'PDF Email Protection'. Each option has a brief description. At the bottom, there are two buttons: 'Change My Passphrase' (highlighted with a red underline) and 'Choose Option'. The footer contains the copyright notice: 'Copyright © 2014 Symantec Corporation. All Rights Reserved.'

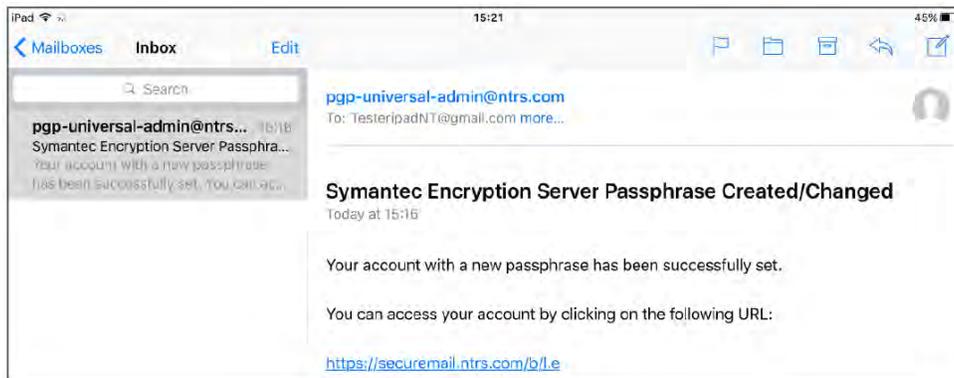
The screenshot shows the 'Change Passphrase' page. At the top, there are links for 'Settings', 'Help', and 'Logout'. The Northern Trust logo is on the left, and the Symantec logo is on the right. The main heading is 'Change Passphrase'. Below it, a message states: 'This server requires your passphrase to meet the following requirements:'. A bulleted list lists the requirements: 'They must be at least 10 characters long.' and 'It must include an uppercase letter, a lowercase letter, a digit and a punctuation mark.' An example is provided: 'For example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.' A section titled 'Here are some recommendations for protecting your passphrase:' contains a bulleted list: 'Use an easy to remember passphrase that you don't need to write down.', 'Don't use obvious passphrases that can be easily guessed.', 'Don't make your passphrase a single word.', and 'Don't use famous quotations.' Below the list are three input fields: 'Current Passphrase:', 'New Passphrase:', and 'Confirm New Passphrase:'. At the bottom right, there are two buttons: 'Go Back' and 'Continue' (highlighted with a red underline). The footer contains the copyright notice: 'Copyright © 2014 Symantec Corporation. All Rights Reserved.'

Upon clicking on the Continue button, you will be prompted to the Settings screen with a confirmation of the change.

NOTE: Here you have the option to change the type of delivery if needed, otherwise choose the same option.



You will also receive a confirmation email to your own email address on the resetting of the passphrase.



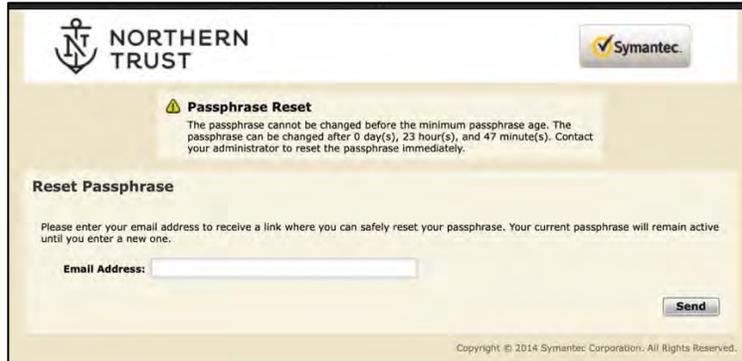
NOTE: if you are using **PDF Email Protection** and you reset your Passphrase, bear in mind that any files you have previously received are locked to your previous password and therefore inaccessible. Should this be the case, please contact us for further assistance on reissuing any particular communication.

Upon resetting, you should contact Northern Trust and request a reissue of the latest communication.

Frequently Asked Questions

Passphrase Reset

The passphrase cannot be changed before the minimum passphrase life which is 24 hours. So you can change the passphrase once every 24 hours. If you try to change it immediately after changing the passphrase it will show the below screen.



Retention Policy

When using **Symantec Web Email Protection**, please note that e-mails will be automatically deleted after 90 days from the day of receipt.

We will recommend downloading any documentation received as an attachment to avoid losing these over time.

Mailbox Size Limit

Symantec Web Email Protection has a total capacity of 50mb. When this limit is reached, new e-mails will not enter the inbox. Therefore, we will advise:

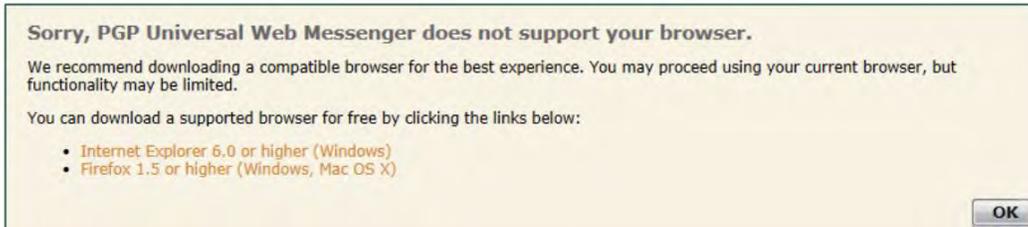
- Deleting old communications to prevent these from using valuable space, and
- Downloading all attachments received to your drive.

You can monitor the available space in your account by checking on the right hand side bar which shows the percentage of the account's capacity that is full.

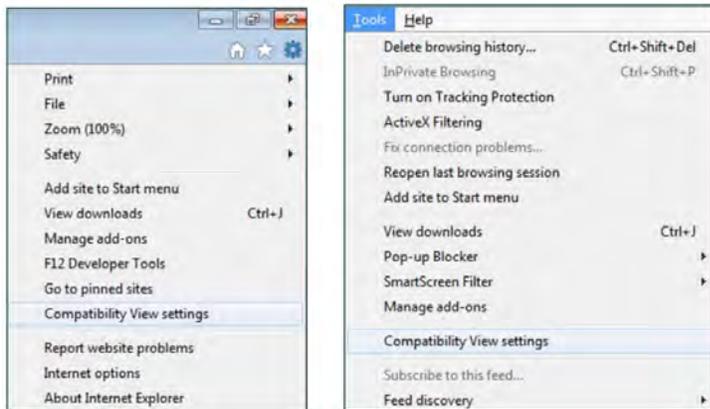


Accessibility issues

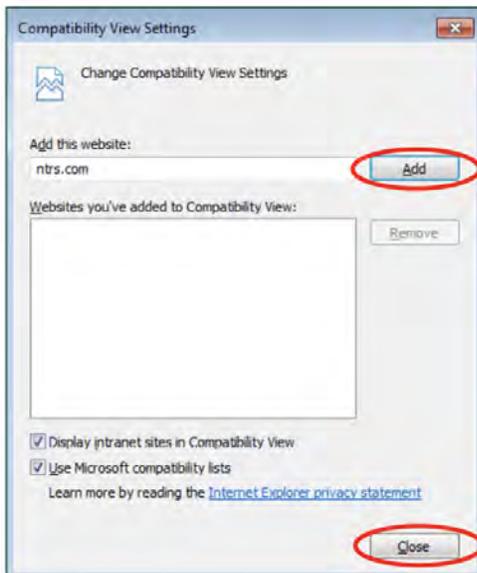
In spite of using the latest version of Internet Explorer (IE 11) you may encounter an error message starting that PGP Universal Messenger does not support your browser.



This can be fixed by changing some settings in regards to Compatibility View (Tools -> Compatibility View Settings or Tools icon  -> Compatibility View Settings).



In the new window please input ntrs.com in the Add website field, click Add and then click Close. The page should automatically reload in the correct way.



--O--



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