

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

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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 ecommerce trust infrastructure based on encryption technology

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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 <u>includes</u> 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:

+ Compose	+		1 of 3 🚽	> 8	•	\$	107
Lupox		Web Messenger - New User - Northern Trust Secure Email Index &			ø	2	ø
 Starred Snoozed 	e	Ragul Yogasunda <rv72@ntrs.com> to NTP6PUniversal1 = You have received a new secure message in your Northern Trust Web Messenger inbox from:</rv72@ntrs.com>	10:38 AM (11 minutes ago)	☆	*	Ŧ	0
Drafts		Ragul Yogasunda « <u>RY72@htts.com</u> >					+
Ragul -	+	In reacting secure inessage, preservacy of an exercise of copy to you hower access our, https://securemail.nts.com/bib.e?r=NTPGPUniversal15/40gmail.com&n=h8xnus(SXvdmy%2F8XvwZISO%3D%3D).					
		For additional information about Northern Trust's Secure Email program, click here: http://www.northerntrust.com/secureemail					
		K Reply Forward					

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

NORTHERN TRUST		Symantec.
You have received an encrypted m	essage	
Please create a passphrase to secure future messages	delivered to you.	
This server requires your passphrase to meet the follo	wing requirements:	
 They must be at least 10 characters long. It must include an uppercase letter, a lowercase 	e letter, a digit and a punctuation mark.	
For example, "kittycat" is not a valid passphrase, but "	'k1ttYc@t" is a valid passphrase.	
Here are some recommendations for protecting your p	assphrase:	
 Use an easy to remember passphrase that you Don't use obvious passphrases that can be easi Don't make your passphrase a single word. Don't use famous quotations. 	don't need to write down. ily guessed.	
Passphrase:	۴×	
Confirm Passphrase:		
		Continue

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



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

NT NORTH	HERN Sumanter	
TRUST	Symance.	
ompose	Reply Reply To All Olete Print	Message 1 of 2 First Previous Next Las
box	From: Ragul Yogasunda <ry72@ntrs.com></ry72@ntrs.com>	02/13/2019 12:35 PM
ent	To: "NTPGPUniversail@gmail.com" <ntpgpuniversail@gmail.com> Subject: Web Messanget - with attachment</ntpgpuniversail@gmail.com>	
	Test Case for mail with attachment	NTAC:3N5-20
	Planned Leave: 3/11 to 03/15	
	Planned WFH: 03/18 to 03/22	
	NORTHERN TRUST	
	Ragui Yogasundaram,	
	231 South La Sale Street, LQ-19, Chicago, IL 60604 USA	
	+1 (312) 444 - 3007 O +1 (862) 452 - 4275 M RY72@ntrs.com	
1	Please consider the environment before printing this e-mail.	
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erh er	Test Document.docx	
Atta	Reply Reply To All ODelete Print	Message 1 of 2 First Previous Next Las
		Copyright 😄 2014 Symantec Corporation All Rights Rese

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.

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Keilboxes Inbox Edit	
Mailboxes Inbox Edit Search Search Search Second Heat - Northern Trust Secure Email You have received a PGC Universal PGP Test - Northern Trust Secure Email You have received a PGC Universal Messanger Message from factur(@ntrs Pgg-universal-admin@ntrs 14:57 Symantec Encryption Server Passphra More accessfully set. You can acc Secirl@ntrs.com PGP Test - Northern Trust Secure Email Secure Feat - Northern Trust Secure Email	Image: Commentation of the second
	To read this message securely, please click this link or copy it to your browser address bar: https://securemail.ntrs.com/b/b.e? r=TesteripadNT%40gmail.com&n=y88kwyl4zNMh50UgNG27Uw%3D%3D For additional information about Northern Trust's Secure E-Mail program, you may click on the following links: http://www.northerntrust.com/secureemail

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

NORTHERN TRUST		Symantec.
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 message you must first enter the passphrase associated with this account.	Please ente Passphrase:	r your passphrase: I lost my passphrase Login

	Neb Messanger - New User - Northern Trust Secure Email - ntpgpuniversal1@gmail	.com - Gmail	Symantec Encryption Server: Web Email Protection - Inbox +
	THERN ST	∛ Symantec.	🖶 Settings 设 Help 🛛 Logout
Compose	NTPGPUniversal1@gmail.com's Secure Inbo	ox	0% of 50 MB Message 1-1 of 1 First Previous Next Last
Sent Sent	Prom Ragul Yogasunda Delete	Subject Web Messanger - New User	Received T Size Today 8:38 AM 20 KB Message 1-1 of 1 First Previous Next Last
			Copyright © 2014 Symandec Corporation. All Rights Reserved.

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.

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 message Save a copy of all outgoing messages in my "Sent" message	es securely on this Web site. s folder.
Symantec Encryption Satellite	
I want to install a small background service on my computer to a example.com.	utomatically secure messages I exchange with
Key or digital ID/certificate (Select this option if you are an adva	anced 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.
O PDF Email Protection	
	Choose Option
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NORTHERN TRUST	E Settings & Help & Lo
TRUST	Settings Symantec.
Thank you. Your delivery preference has now been set.	E Settings i Help i Lo
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Configuration Confirmation Thank you. Your delivery preference has now been set.	E Settings Pelp C Lo Symantec.
Thank you. Your delivery preference has now been set.	E Settings Pelp C Lo Symantec.

TRUS	THERN ST	Symantec.	
Compose	NTPGPUniversal1@gmail.com's Secure Inb	ox	0% of 50 MB
Index	O Delete	Subject	Message 1-1 of 1 First Previous Next Last
Sent	Ragul Yogasunda	Web Messanger - New User	Today 8:38 AM 20 KB
	0 Delete		Message 1-1 of 1 First Previous Next Last
			Copyright © 2014 Symantec Corporation. All Rights Reserved

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).

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K Mailboxes Inbox	Edit					P		P	\$	
Fscirl@ntrs.com PGP Test - Northern Trust Sect You have received a PGP Unive Messenger Message from fact	15:04 ure Email usal PDF d@ntrs	fscirl@ntr To: Testeric	rs.com padNT@gma	il.com more						n
pgp-universal-admin@ntrs Symantec Encryption Server Pa Your account with a new passp has been successfully set. You	14:57 assphra hrase nan an	PGP Tes Today at 15	st - Nortl	hern Trust	Secure Ema	ail				
fscirl@ntrs.com PGP Test - Northern Trust Se You have received this e-ma notification to access new e-	Mail	Notes	Copy to iBooks	Copy to Adobe Acrobat	DF Messenge	r Messa	ige from	d		
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	Save Attachment	Markup and Reply	Print	Quick Look	8kwyl4zNMh	50UgN(<u> 327Uw?</u>	63D%3D	2	
		PODMAN								
		PGPMes	ssage.pd/							

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.

15:08	47%
Viewer	
Protected PDF Enter the password to open this document.	
Cancel Open	
	15:08 Viewer Protected PDF Enter the password to open this document. Cancel Open

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.

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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:

+ Compose	÷		1 of 4 <	× 1	-	٥	ä
Inbox		Web Messenger New Email Notification - Northern Trust Secure Email Index #			ø	ß	
 Starred Snoozed Sent 	8	Ragul Yogasunda «RY72@ntrs.com» to NTPGPUniversal1 ~ You have received a new secure message in your Northern Trust Web Messenger Inbox from:	10:57 AM (0 minutes ago)	☆	*	i	0
Drafts		Ragul Yogasunda < <u>RY72@ntrs.com</u> > To read this secure message, please click the link below or copy to your browser address bar:					+
Ragul -	+	https://securemail.ntrs.com/b/b.e?r=NTPGPUniversal1%40gmail.com&n=nBsxnuuSXw0my%2FRXnw2t5Q%3D%3D For additional information about Northern Trust's Secure Email program, click here: http://www.northerntrust.com/securesemail					
		🔦 Reply 📫 Forward					

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

PDF EMail Protec	ction - Attac	tment - Northern Trust Secure Email - ntpgpuniversal2@gmail.com - Gmail	Symantec Encryption Server: Web Email Protection - Inbox	ŧ
= M Gmail	Q	Search mail	II 0	R
+ Compose	÷	00000	1 of 2 🔇 3 📷 ~ 🏚	1
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Starred Snoozed Sent	18	Ragul Yogasunda -RY72@mtrs.com> to NTPGPUniversal2 ≁ You have received a secure PDF message.	@2 8:51 AM∮ (0 minutes ago) ☆ 🔦 🗄	0
Drafts		Please double-click the attached file and enter your passphrase to view the content.		+
ImportantChats		Ragul Yogasunda < <u>RY72@ntrs.com</u> >		
All Mail Spam		To change your Secure Email Web Messenger passphrase or delivery options, please click this link:		
Ragul - +		Inspansed email mission of en-exit-of-officersal zeroliginal company overgendinality (inservice on laim:) encrypted attachment warning – 8/2 parelial with this attachment. This message containt:) encrypted attachment and are confident that this email is legitimate.	schment that part les permit for gradicious content. Avoid downloading it lovers you know	
		POPMessage.pdf		
No recent chats Start a new one		K Reply Forward		

Forgotten / Reset your Passphrase

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

	Symantec.
Please login to Email Address: Passphrase:	access your secure inbox: r~ i lost my passphrase Login
	Please login to Email Address: Passphrase:

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 EMsil Protection - Attachment - Northern Tru	st Secure Email - ntpgpuniversal2@gmail.com - Gmail	Symantec Encryption Server: Web Email Protection - Reset Passphrase
		Symantec.
	Reset Passphrase Please enter your email address to receive a link where you can safely reset until you enter a new one. Email Address: INTPGPUniversal2@gmail.com	your passphrase. Your current passphrase will remain active
		Choynight @ 2014 Symantes Corporation. All Rupts Reserved.
		Send Conyright © 2014 Symantes Corporation, All Rights Reserved.



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.

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You can reset your passibilities by clicking on the following URL: http	Northern Trust Secure E-mai Today at 15:13	il - Password Re	eset					
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	https://securemail.ntrs.com/b/rp.e?rid	ZFKVHWNDM4TL	GUBMY	DREPH	4FOU			

NOTE: Sometimes t	<u>he mail will be</u>	found in SPAM Folder.

NORTHERN TRUST		Symantec.
You have received an encrypted mess	sage	
Please create a passphrase to secure future messages deli	ivered 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 let	ter, a digit and a punctuation mark.	
For example, "kittycat" is not a valid passphrase, but "k1tt	tYc@t" is a valid passphrase.	
Here are some recommendations for protecting your pass	phrase:	
 Use an easy to remember passphrase that you don 	't need to write down.	
 Don't use obvious passphrases that can be easily g 	uessed.	
 Don't use famous quotations. 		
Passphrase:	1~	
Confirm Passphrase:		
		Continue

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

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

	Settings 😥 Help 😜 Logout
NORTHERN TRUST	Symantec.
ecure Messaging Settings	
You are currently registered as a Symantec Web Email Protection user.	
Although you have downloaded the Symantec Encryption Satellite client, you ha ensure that the Symantec Encryption Satellite client is installed and then check The cliental and download the client pacing colors? "Sympactor Encryption Satellite."	ve not completed the enrollment process. To do this, your email through your normal email client.
If you want to cancel this process, select a different delivery preference below a	nd click "Choose Option".
Please select how you would like to receive future messages from this site.	
Symantec Web Email Protection (Recommended)	
Let me read all my messages securely on this Web site.	
Save a copy of all outgoing messages in my "Sent" messages fol	der.
Sumanter Encruntion Satellite	
I want to install a small background service on my computer to autor example.com.	natically secure messages I exchange with
Key or digital ID/certificate (Select this option if you are an advance	ed 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.
Change My Passphrase	Choose Option
	Conversion Conversion Conversion All Dickets Research
	Copyright is 2014 Symantec Corporation. All Rights Reserved.
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 Change Passphrase

 Inserver requires your passphrase to meet the following requirements:

 . 10. must be at least 10 characters long.

 . 10. must be at least 10 characters long.

 . 10. must be at least 10 characters long.

 . Tor example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.

 . Tor example, "kittycat" is not a valid passphrase, but "k1ttYc@t" is a valid passphrase.

 . Ede are some recommendations for protecting your passphrase.

 . Don't use obvious passphrase stat can be easily guessed.

 . 0. Tor use famous quotations.

 . Don't use famous quotations.

 . Current Passphrase:

 . New Passphrase:

 . Confirm New Passphrase:

 . Confirm New Passphrase:

 . Continue

🙆 Logout

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 chang	<u>e the t</u>	type of	⁻ delivery	if needed,	otherwise	choose	the
<u>same option</u>	l <u>.</u>									

	0 Pa You	ssphrase Change	d Iged.		
ecure	Messaging Settings				
You are	currently registered as a PDF Email Protection u	ser.			
Please se	lect how you would like to receive future messag	es from this site.			
0 5	mantec Web Email Protection (Recommende	d)			
	I want to use the passphrase I just entered to	exchange messages sec	urely on this Web si	te.	
	Save a copy of all outgoing messages in m	y "Sent" messages folde	er.		
- 5	mantec Encryption Satellite				
	I want to install a small background service on example.com.	my computer to automa	itically secure mess	ages I exchange	with
01	ey 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 secu	ure messages I ex	change with site
P	DF Email Protection				
	I want to use the passphrase I just entered to	receive messages from t	this site as passphra	ase protected PDF	documents.
	a compare de la construcción de la seconda de la construcción de la		and the set is a set of the set o		

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.

TR	UST		- ajmanee.
	A Passphrase Reset		
	The passphrase cannot be changed before th passphrase can be changed after 0 day(s), 2 your administrator to reset the passphrase in	e minimum passphrase age. The 3 hour(s), and 47 minute(s). Conta nmediately.	t
eset Passphi	ase all address to receive a link where you can safely res	et your passphrase. Your current pa	ssphrase will remain activ
eset Passphi Please enter your en until you enter a new	ase all address to receive a link where you can safely rest one.	et your passphrase. Your current pa	ssphrase will remain activ
eset Passphi Please enter your en until you enter a nev Email Address:	ase all address to receive a link where you can safely reso one.	et your passphrase. Your current pa	ssphrase will remain activ

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 emails 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.

Message 1-1 o	f 1 First Previous N	ext Li
	Received V	Size
	02/03/2017 11:17 AM	1 MB

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.

ompatibility View Settings	
Change Compatibility View Setting	25
Add this website:	-
ntrs.com	Add
Websites you've added to Compatibility Vie	ew:
	Remove
Display intranet sites in Compatibility Vi	ew
Vuse Microsoft compatibility lists	
Learn more by reading the Internet Ex	plorer privacy statement

--0--

