

Secure Email Guide

M&G Secure Email Service

Secure Email Guide
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Introduction

This guide provides an overview of the M&G Secure Email service.

The purpose of the secure email is to enable M&G plc to process sensitive information securely when communicating with our customers.

This guide has been provided to help answer any common questions you have around the use and features within the secure email system.

Video guides

In addition to the helpful steps outlined within this PDF guide, we have also produced a series of video guides to help customers transition to the new CSEES system:

- **How to register with CSEES**
- **How to access a secure email in CSEES**
- **How to retain (BCC) and view your sent secure items in CSEES**
- **Link expiry guide – Windows users**
- **Link expiry guide – Mac users**
- **Link expiry guide – Mobile users**

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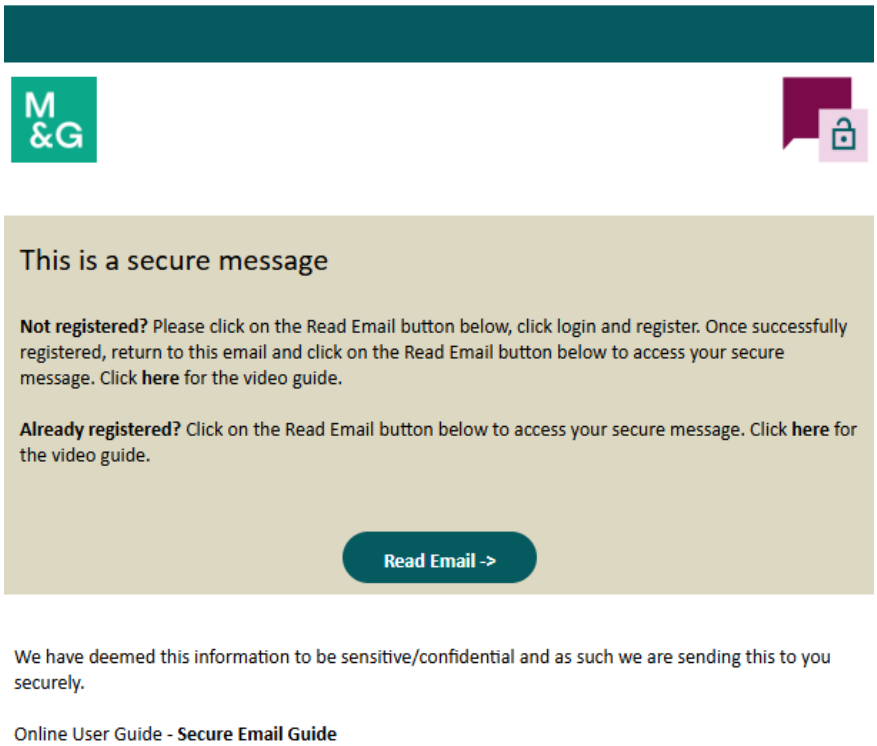
Receiving a Secure Email notification

When you receive a secure email from M&G, the notification will look like:



The subject line shown will be taken from the sent message.

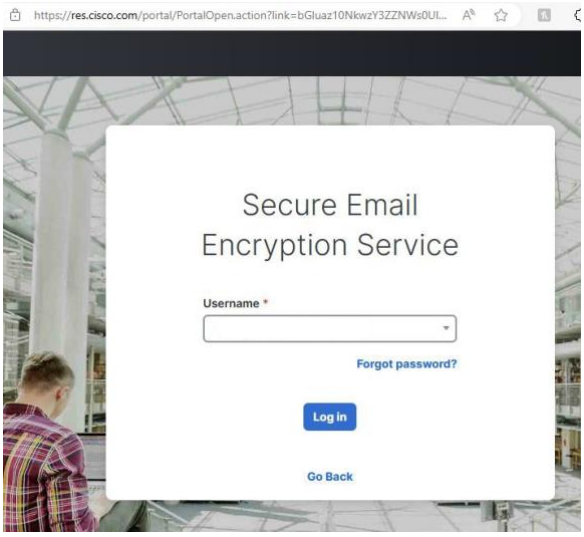
To open the message simply click the ‘Read Email’ button.



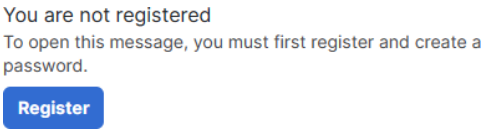
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First-time registration

The first time you receive a secure email from M&G plc you must register to use the service. After clicking ‘Read Email’ you will be taken to the browser and presented with the login box below.



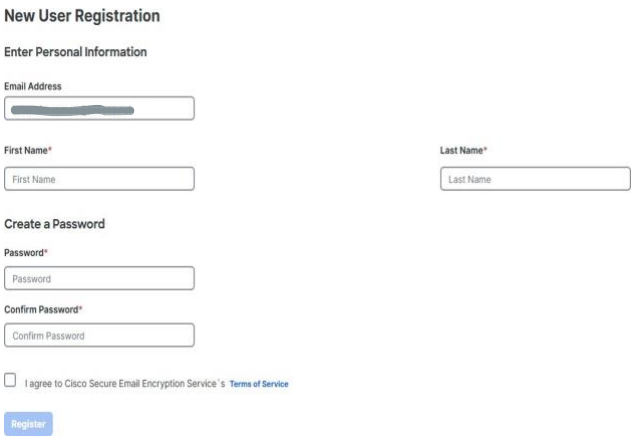
Check your email address is shown correctly and then click ‘Log in’. You will then be prompted to register.



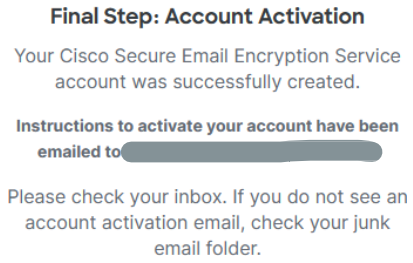
Click ‘Register’ and you will be prompted to complete a simple form to register your email address and set a password*.

Add your First Name, Surname and create a password. You will also need to accept the Terms of Service by ticking the box and then click ‘Register’.

***Passwords must be a minimum of eight characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must not contain symbols.**

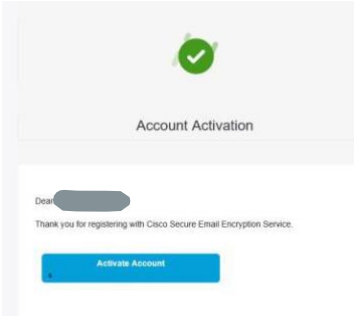


Final step, after clicking ‘Register’ you will receive the prompt below indicating an activation message has been emailed to the email address you are registering.



The activation message will appear in your inbox as follows:

Open the message and click the ‘Activate Account’ button to complete the registration process.



Self-registration enrolment

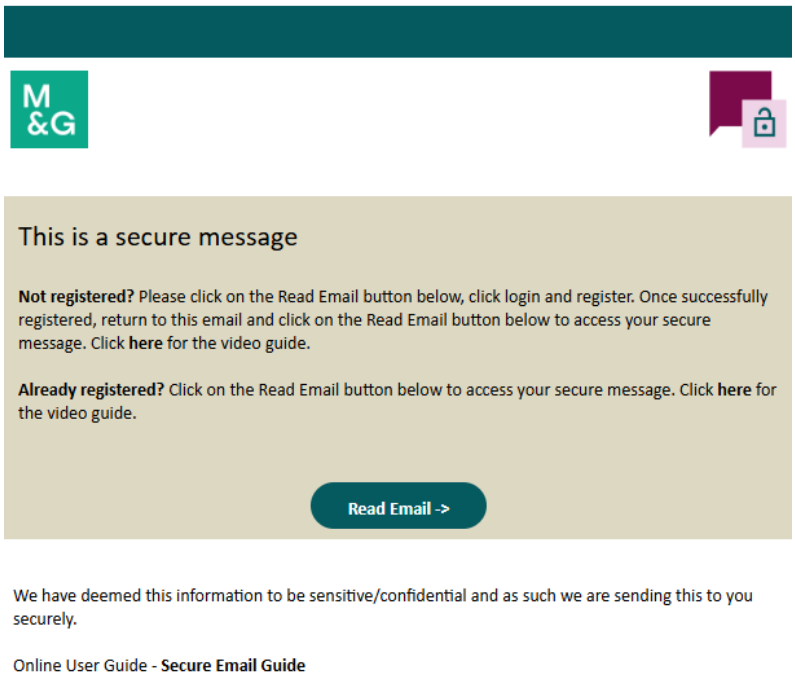
If you have not yet received a secure message from M&G to prompt the registration process for CSEES.

You can send a blank email to the following registration email address: **secureregistration@mandg.com** within a few minutes you will receive an automated secure message to your inbox which will prompt you to register with CSEES. Upon registering with CSEES the automated secure registration email will contain a URL link which will allow you to compose a new secure message to M&G.

Helpful tip: if you have sent an email to **secureregistration@mandg.com** and are unable to locate the automated secure email, please ensure that you check all of your spam folders and filters within your personal inbox.

Opening, reading and replying to Secure Email

After registration, open the new message from M&G and again click the ‘Read Email’ button:



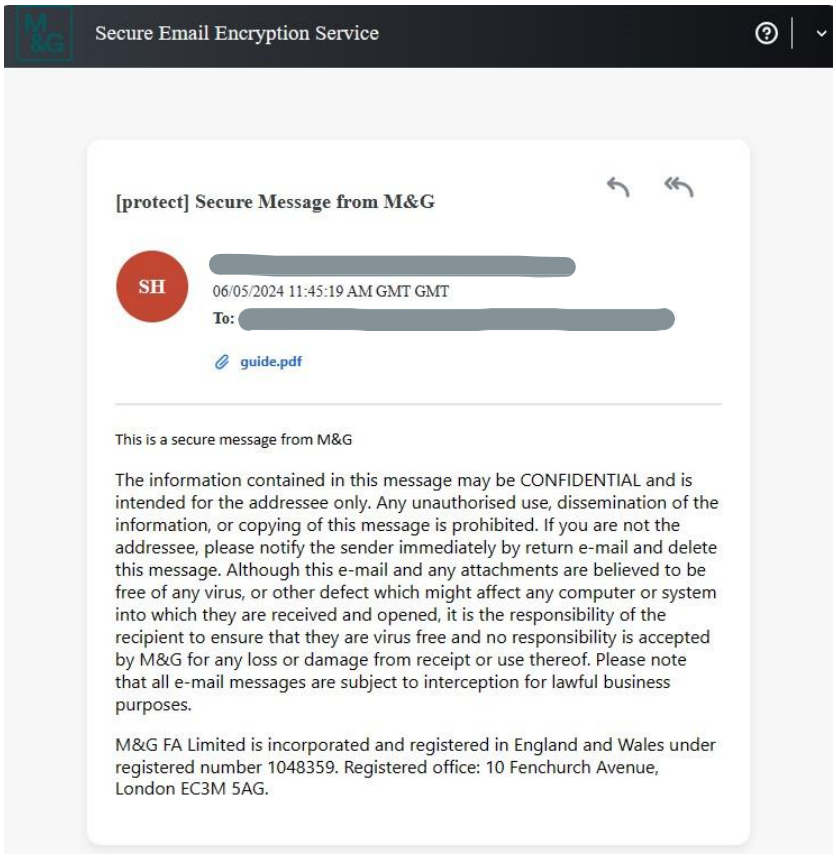
With your email address registered, you will now receive the prompt below, ensure your email address is shown in the username box and click the Log in button, on the next screen you will be prompted for the password you set during registration, click ‘Log in’:



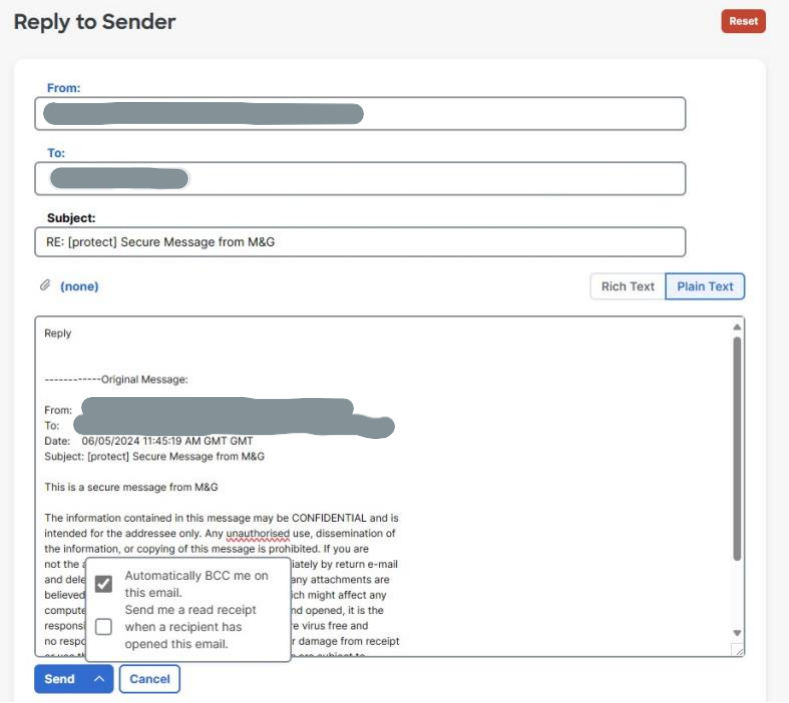


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Once logged in, the secure message you have received from M&G will open in the browser. You have the option to click and download attachments. To reply or reply all simply click the curly arrows in the top right-hand corner of the message:



Once you click ‘Reply’ you can compose your response. You have options to select Rich Text for changing font styles; click the paperclip icon to upload any attachments (**attachment size limited to 20Mb**). Finally, before sending your reply, click the up arrow on the right of the ‘Send’ button and check the box next to ‘Automatically BCC me on this email’ this ensures you also receive a copy of your sent message. Finally click ‘Send’ to send your reply:

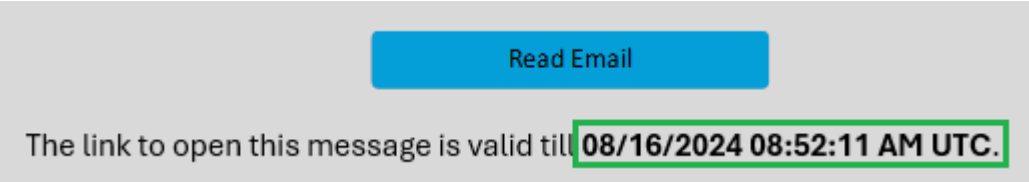


When presented with the notification below, you can safely close your browser:



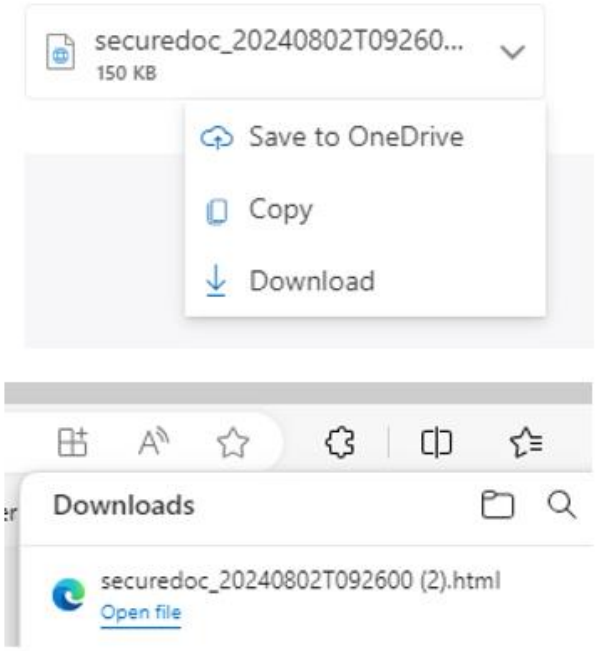
Opening your Secure Email after expiry on a desktop

After the secure link within your message expires, you can still open your secure message by opening the attached HTML file directly instead of clicking the ‘Read Email’ button.

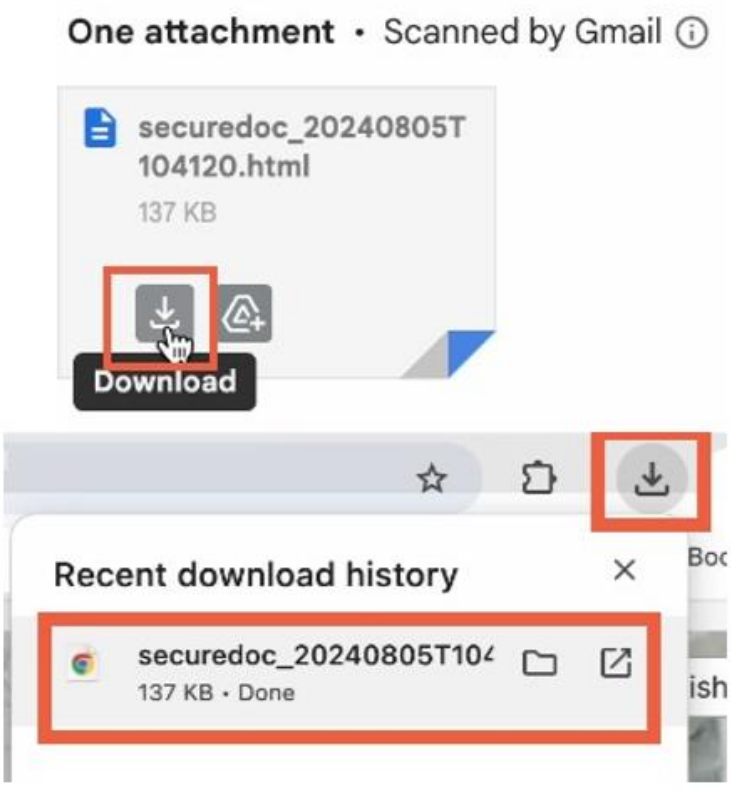


Open the message and then open the secure html attachment directly which will be in a format of **securedoc_#########.html**
If using a web-based email program, please ensure you download the attachment before opening.

Windows Desktop

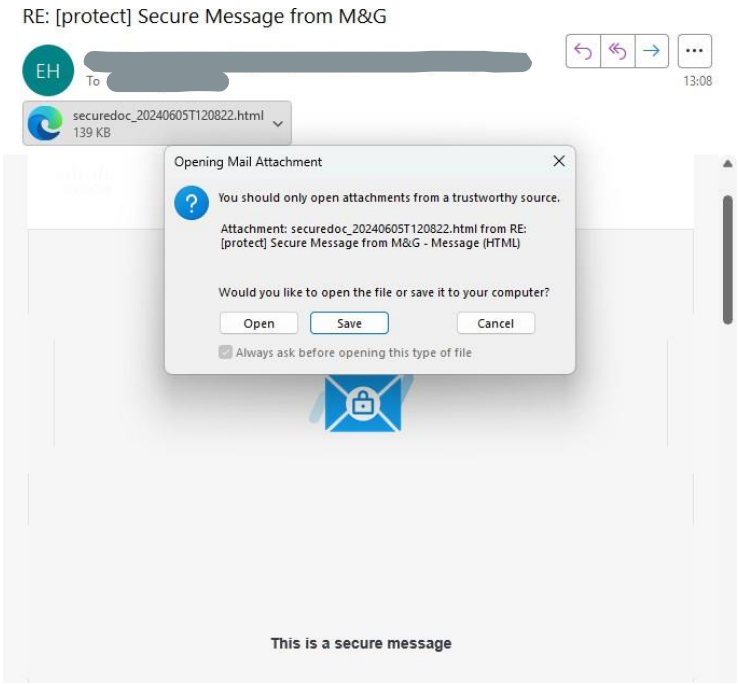


Apple MAC Desktop

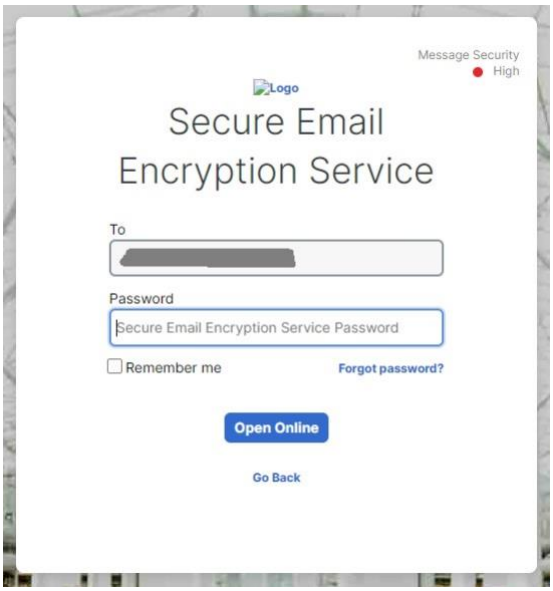


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The attachment will open in your browser, ensure your email address is correct and enter your password and click ‘Open Online’ and you will be able to access your email.



Opening your Secure Email after expiry on a mobile device

If opening an expired secure message on mobile, the link will no longer work. Simply forward the original email to the address **mobile@res.cisco.com** and ensure you include the attachment from the original message.

You will shortly receive an auto response from **mobile@res.cisco.com** with an alternative link to open your secure message, click the link and follow the next steps.



Login as normal in the browser to review your message.



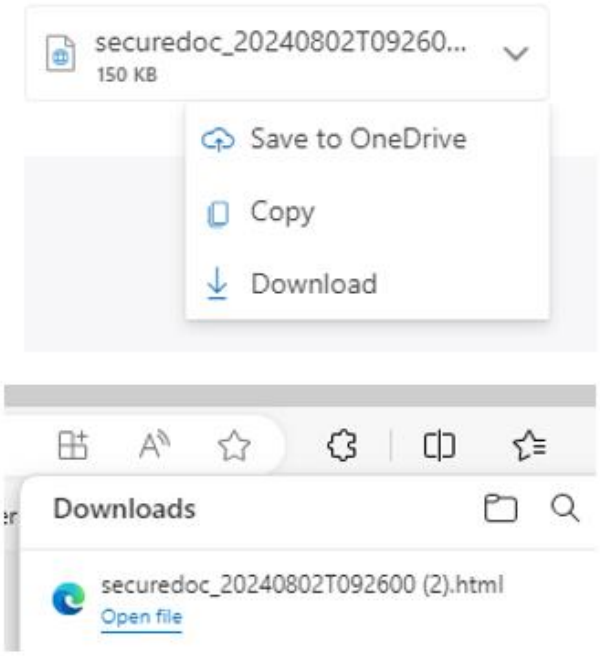


Opening your Secure Email sent item on a desktop

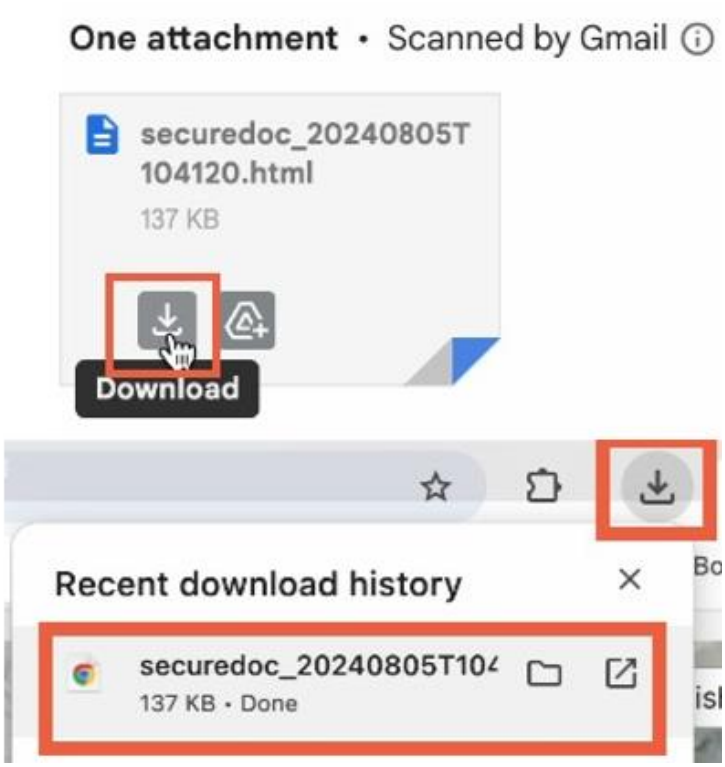
After checking the box next to 'Automatically BCC me on this email' on your reply, you will receive a copy of your secure sent item appearing in your inbox with your email address as the sender.

Open the message and then open the secure html attachment directly which will be in a format of **securedoc_#########.html**
If using a web-based email program, please ensure you download the attachment before opening.

Windows Desktop



Apple MAC Desktop



The attachment will open in your browser, you will see the 'To' box is prepopulated with the M&G recipient you sent the message to. To open your sent item, you need to change this to your own registered email address. Click the drop down and select Address not listed:



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Below **Your address** type in your registered email address and click the ‘Submit’ button:



You can now enter your registered password and click ‘Open’ to review your sent item.





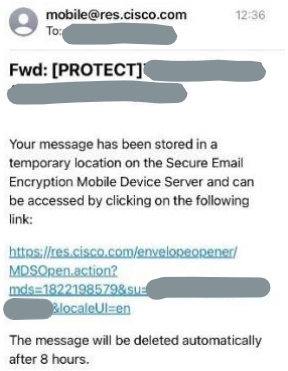
Simply close the browser when you have finished reviewing your sent item.

Opening your Secure Email sent item on a mobile device

After checking the box next to ‘Automatically BCC me on this email’ on your reply, you will receive a copy of your secure sent item appearing in your inbox with your email address as the sender.

Forward the original email to the address **mobile@res.cisco.com** Ensure you include the attachment from the original message.

You will shortly receive an auto response from **mobile@res.cisco.com** with an alternative link to open your secure message. Click the link and follow the next steps.



Within the browser, you will see the ‘To’ box is prepopulated with the M&G recipient you sent the message to. To open your sent item, you need to change this to your own registered email address. Click the drop down and select ‘Address not listed’:



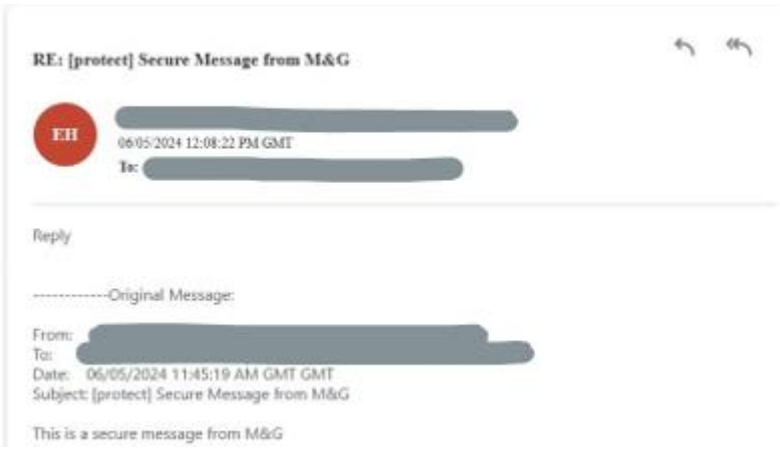
Below ‘Your address’ type in your registered email address and click the ‘Submit’ button:



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You can now enter your registered password and click ‘Open’ to review your sent item.





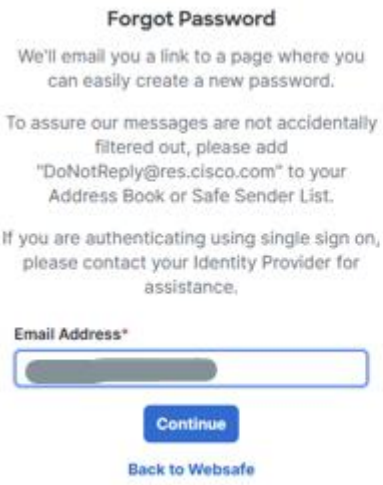
Resetting your password

It is good practice to regularly change the password for your registered email address. The steps below can also be followed in the event you have forgotten your password and/or your registered email address is locked.

At the login prompt click ‘Forgot password?’:



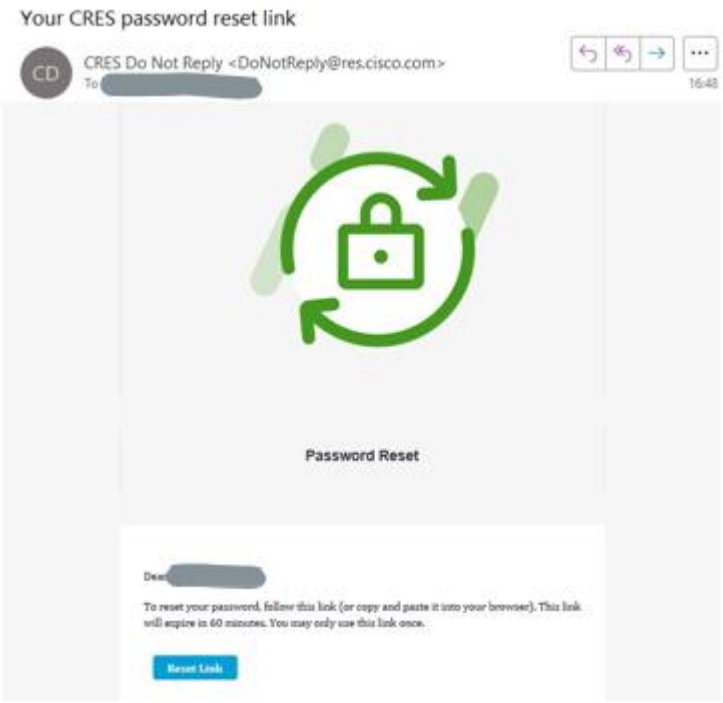
Enter your registered email address and click ‘Continue’:





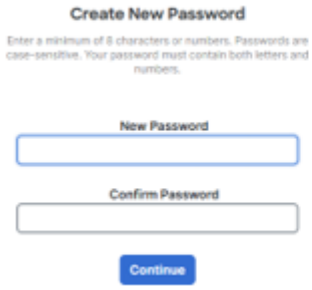
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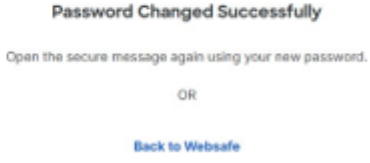
As indicated, you will receive an email from **DoNotReply@res.cisco.com** with instructions and a password reset link (**if not received within 5-10 minutes, you may need to check your Junk folder**). Open the message and click the 'Reset Link' button:



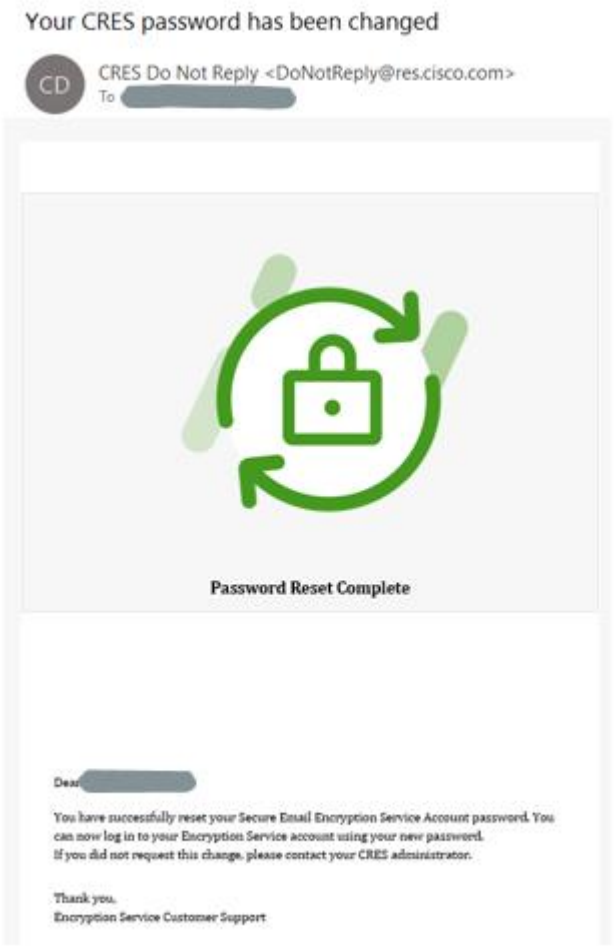
Within the browser you will be prompted to 'Create New Password'. Enter your new password* into the 'New Password' and 'Confirm Password' boxes respectively and click 'Continue'. Finally, you will receive confirmation your password changed successfully. You can now close the browser, disregard the 'Back to Websafe' button:

***Passwords must be a minimum of eight characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must not contain symbols.**





Finally, you will receive a notification email confirming your password has changed.

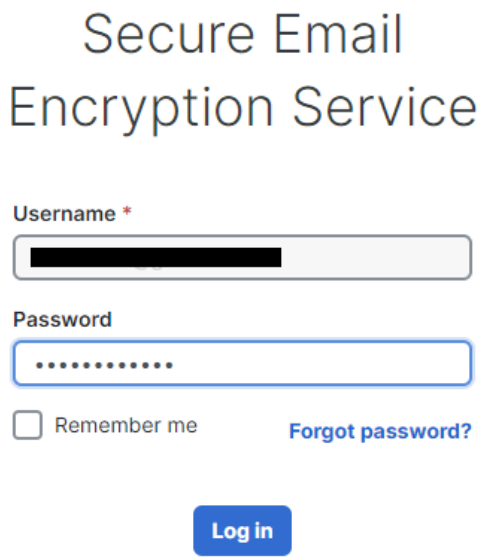


Composing a new secure message

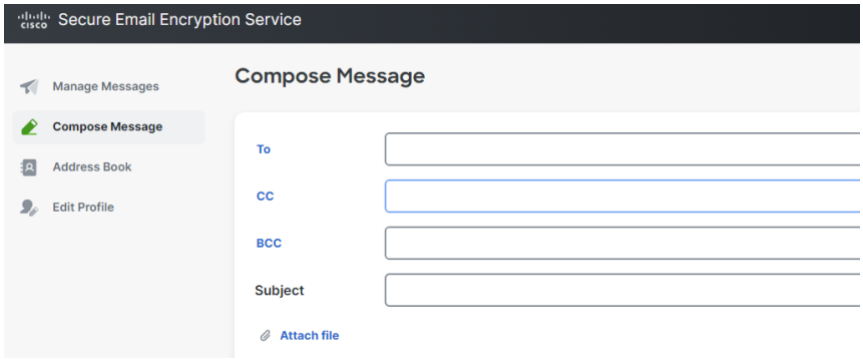
To initiate a new secure message to M&G you will first need to be registered with CSEES. Registration can only occur when you receive your first secure message from M&G. Please reach out to your usual M&G contact direct and request they send you a secure message to initiate the registration process.

Once you are registered with CSEES, in your web browser navigate to the following URL: **https://res.cisco.com/websafe/login.action**

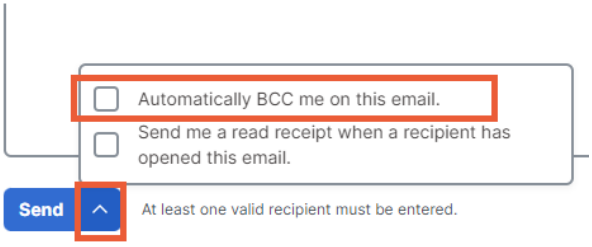
Enter the email address and password you used when registering with CSEES:



Once you are logged in you, will be able to see the **Compose Message** screen here:



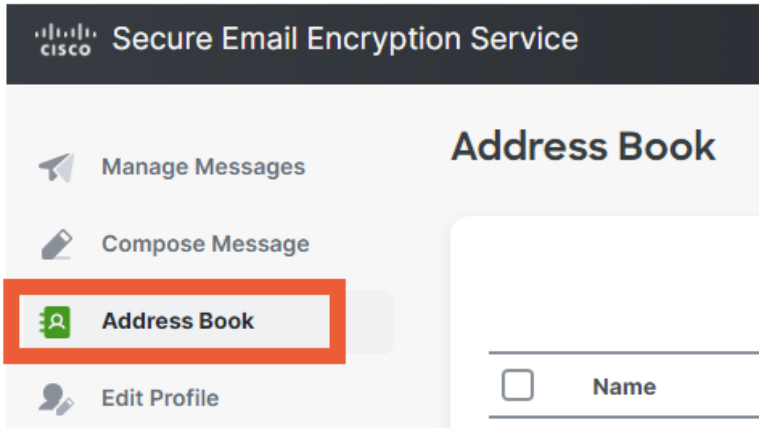
If you would like to retain a copy of your secure sent message ensure you check the BCC option, which is available on the drop-down option next to the **send button** at the bottom of the Compose Message screen:



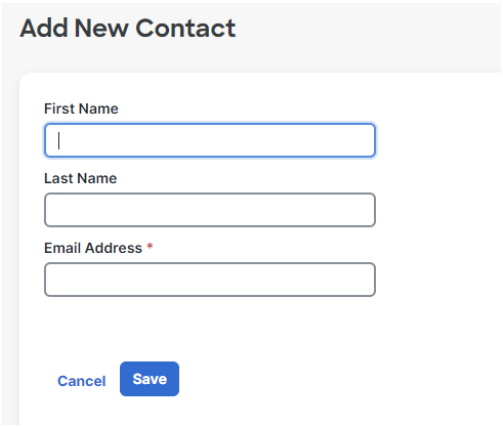
Address book – frequently used contacts

If you have frequent contacts at M&G that you need to send secure emails often to, you can add them to your address book within the CSEES system.

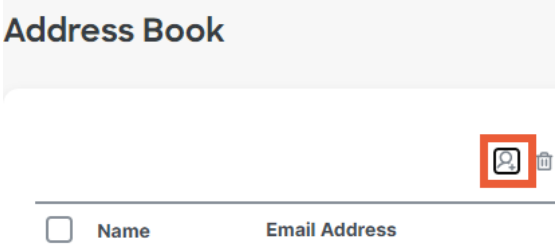
Firstly, click on the following URL: **https://res.cisco.com/websafe/login.action** and enter your usual CSEES credentials. Once you are logged in select the **Address Book** on the left-hand side:



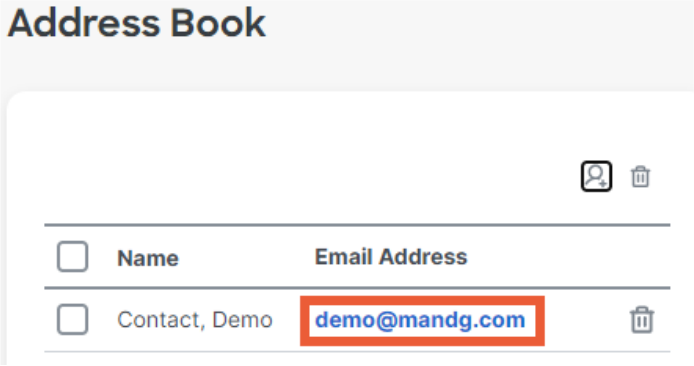
You will now be able to add a new contact select ‘Save’ once complete:

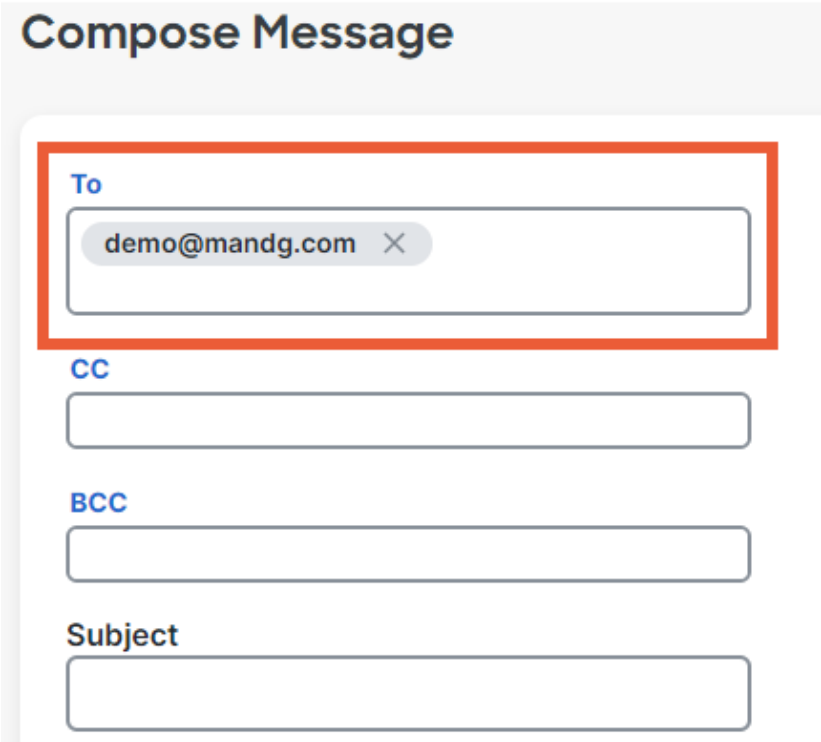


If you need to add further contacts just select this icon here:



To send a secure message to your saved contact just click on their **email address** within the **Address Book**, and this will then prepopulate their email address within the **To** field of the CSEES secure new **Compose Message** screen:

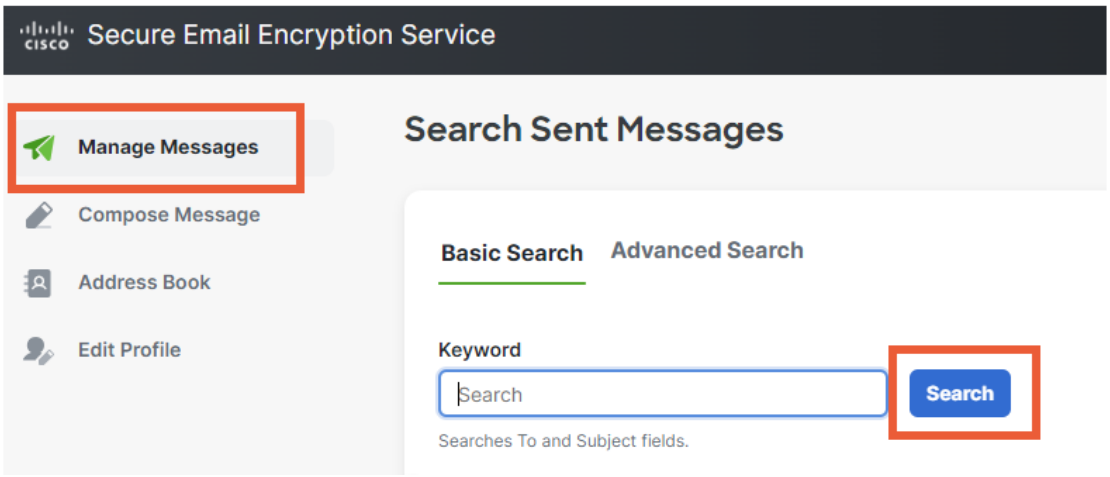




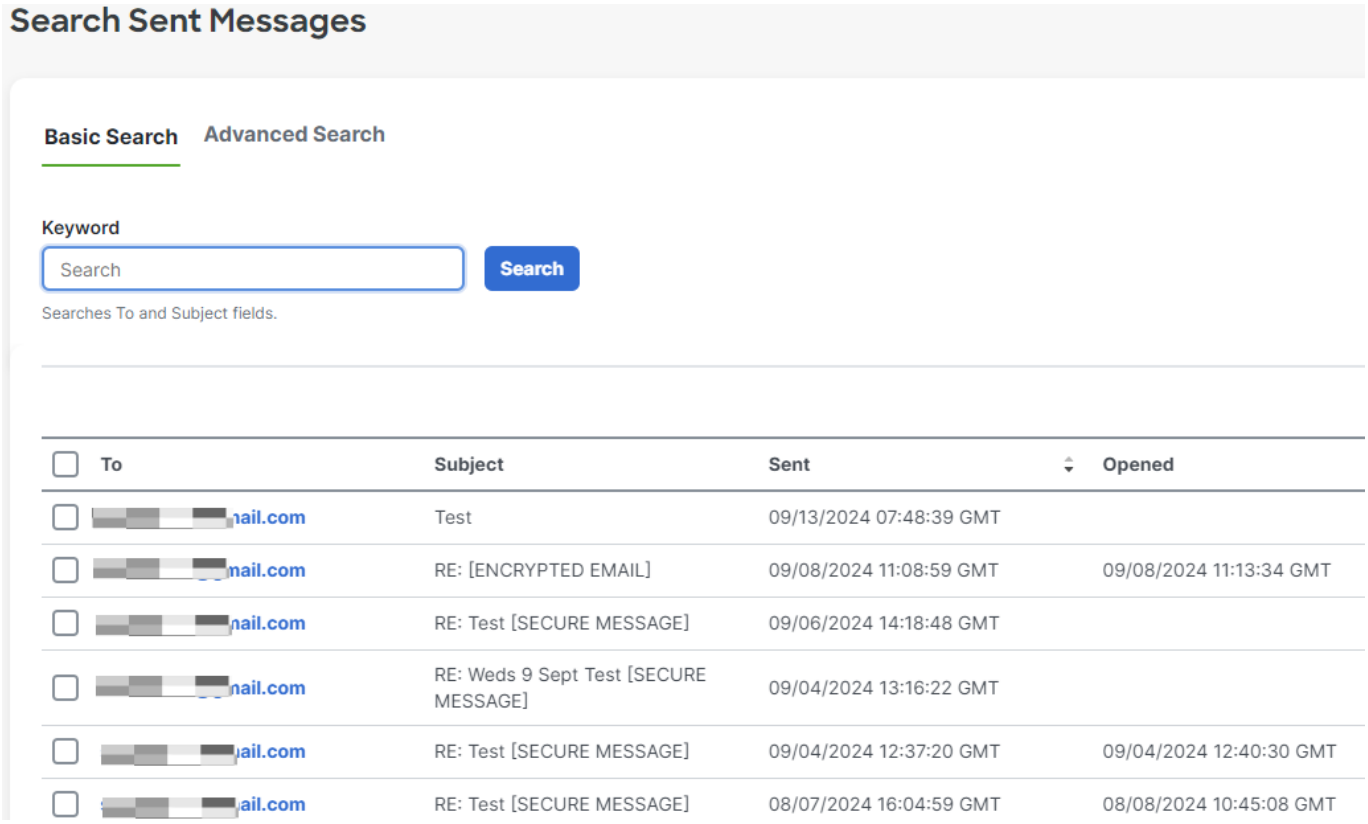
Using search function to locate sent items

If you would like to view your secure sent items, you can do via the **Manage Messages** option within the CSEES system.

Please note: you **must** ensure you **Bcc** yourself when sending secure items from the CSEES system, these will be the only visible messages shown within the **Manage Messages** option.



As highlighted above the **Manage Messages** option in CSEES will only show copies of your sent items that you have **Bcc'd** yourself within, it will provide you an audit trail of when you sent your secure message:



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Frequently asked questions (FAQs)

Question

I am locked out of my account and/or I have forgotten my password.

Answer

This will have been created during registration and is case sensitive. If you need to reset the password for your registered email address, please follow the instructions in **Resetting your password**
If you require further assistance, please contact the M&G sender for guidance.

Question

How do I open a secure email after expiry?

Answer

Please follow the guidance in **Opening your Secure Email after expiry on a desktop**

Question

I haven't received an email from M&G plc in my personal inbox.

Answer

Please check your junk/spam folder in case the email has been blocked by your email software. If it has been delivered here, select the **Not Spam** or **Not Junk** button, the email will now be displayed in your inbox.

Question

Is secure email service compatible with all browser versions?

Answer

Please ensure you are using an up-to-date version of your web browser. Unsupported browser versions will not be able to use this service.

Question

How do I open my secure sent item I Bcc'd myself on mobile?

Answer

Please follow the guidance in **Opening your Secure Email sent item on a Mobile Device**

If you require further assistance

If you have any problems with the content of this user guide or with the secure email system, please contact our Technical team on **0808 234 5200** (or **+44 1786 448844** if you are calling from outside the UK). We are open from 09:00 to 17:00, Monday to Friday. Calls may be recorded for training and quality purposes.

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M&G plc is a holding company, some of whose subsidiaries are authorised and regulated, as applicable, by the Prudential Regulation Authority and the Financial Conduct Authority.
AUG 25 / W1550901