



Unipass Mailock Encryption Service

Adviser Guide

abrdn.com

Why Unipass Mailock Encryption?

Unipass Mailock is a secure email industry solution which uses advanced encryption to make sure both the sender and recipient can precisely authenticate each other's identity, enabling safe and secure communication between providers, advisers and end clients. Importantly, the service is easy to use on desktop and mobile devices.

The Unipass Mailock solution is the combination of two experts in the field of online security, Origo and Beyond Encryption. The solution is provided by Origo and utilises their Unipass identity authentication technology and is driven by cyber-security technology designed by Beyond Encryption.

Since the beginning of the COVID pandemic, cybercriminals have increased their efforts and fine-tuned their methods to obtain personal data for their benefit. Email is one of the main channels in which they operate. As millions have had to decome more digitally minded during the pandemic, this has resulted in a greater threat of falling victim to convincing scams. It is imperative to ensure the security of our customer data and by adopting this solution we are helping to protect our customers and their data.

A key feature in the Unipass Mailock solution is that recipients of sensitive emails from abrdn do not need to have Unipass Mailock to enable the solution to work. The solution works for everyone and everyone falls under one of the following three groups:

- Someone that has Unipass Mailock
- Someone that has a Unipass Certificate
- Someone that has no Unipass products



Overview of how the process works

abrdn compose email which includes customer data and sends the **secure** email Email is then encrypted in the Unipass Mailock server. Email is stored on the Unipass Mailock cloud whilst you receive a notification

You then open the notification and once you have verified your email address, the email will now appear on your outlook from the cloud as normal This journey is slightly different depending on which group you fall into as outlined above. Everyone will receive the notification regardless if you have Unipass Mailock, Unipass Certificate or don't have anything; the notification (below) will appear in your mailbox.



This message has been secured using Unipass Mailock by Beyond Encryption. Click below to read your email.

Read my message

If you are using our add-in for Outlook, double click this message in your inbox.

Message security is set by the sender so you may have to:

- Verify your email address.
- Meet a challenge set by the sender.
- Enter a code that has been sent to your mobile
- Sign in if you already have an account

This email has been sent to you by Abrdn

Powered by Beyond Encryption

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Unipass Mailock Users

If you have Unipass Mailock outlook add-in, you will see the above notification in your mailbox and to open, you only need to double click the email. If you do not have the outlook add-in then you will need to click "Read my message" from the notification as seen above, this will then open the email. You will be able to reply or forward the email securely as you are a Unipass Mailock user.

You don't have to have a certificate to use mailock – you just need to be a Unipass Identity Provider user (certificate or username/password).

If you do not have Unipass Mailock in your firm but you are a Unipass Certificate user (same authentication used to **login** to our **Wrap** platform) then your journey is different. You will need to press "Read my message" from the above notification, you will then be presented with the following screen:



Press "Sign in with **Unipass Identity**", you will be presented with your Unipass Certificate and can **sign in to read your secure message**. If it is your first time using the Unipass Mailock service then you will need to register with Beyond Encryption for free and as such, be presented with the following screen:



0	Unipass MAILOCK	Ø
To create yo	powered by B our Unipass Mailock a	iccount
please revie	w the details below.	
Your accour	nt will be linked to you future access.	r Unipass
unipass-p	remium@outlook.cor	n
Unipass		
Premium		
I accept	the Privacy Policy	
I accept	the Acceptable Use F	Policy
I accept	the End User Licence	Agreement
I opt-in ti	o receive Marketing	
commun	lications	
	Register	

Upon registering, the email will appear in your mailbox opened and you will now have the ability to reply back directly to the sender securely using the service without charge. However, you will not be able to copy in anyone else to the email or forward onto anyone as the solution only allows you to reply to the sender.

After you have registered with Beyond Encryption, you can link your Unipass Identity with your Mailock account. This will allow you to open any subsequent Mailock emails from abrdn using just your Unipass Identity; for more information please visit **beyondencryption.com/how-doi-use-my-unipass-identity-with-mailock**. You can sign up to Unipass Mailock if you want to have these capabilities to send secure emails or reply/forward to whomever you wish but it is a charged service, for more information please go to **unipassmailock.com** or **unipassmailock.com/ advisers-with-unipass**

User without any Unipass credentials

If someone does not have any Unipass credentials they can still use the service and receive and reply back to a secured email using Unipass Mailock.

As with the previous example, you will receive a notification as above with the abrdn logo on it, click "Read my message".

You will be presented with a page which will ask you to verify your email address (see below), press send code to proceed.



After clicking "Send code" you will receive a further email with your verification code (See below). **Please note, the** code is only valid for five minutes, if it expires you will need to request another code.



The page that displayed "send code" will now have changed to allow you to enter the verification code (see below).

W/e have sent an emai	it to you containing a verification code which is valid for a
minutes. Please return	to your email client to recover this code and then enter it in
the field below.	,
Verification Code:	
Enter your verification	on code here
	Submit

After you have verified your email address, your email will now appear in your outlook mailbox as opened. You will be able to reply directly back to the sender securely using Unipass Mailock but you cannot copy in anyone else into the email or forward it. You will be able to read/open any attachments.

Upon receiving your first secure email from abrdn, you will need to register with Beyond Encryption. You will need to fill out your forename, surname, email address and create a password.

	Register
If you work a Unipass a	in the Financial Services sector and hold dentity, you can use it now to register for free Unipass Mallock account.
	egister with Unipass Identity
	or
If you don't i below t	hold a Unipass Identity, complete the form to register for a free Mallock account.
Email Ad	ldress
Forenan	ne
Surnam	•
Passwor	rd
Passwo	rd
🛛 Lagree t	o the Licence Agreement, Privace
Policy an	nd Acceptable Use Policy
Please s	end me your regular Newsletter
Please s	end me your Offers & Promotions
We guarant	ee your privacy. Your data will never be shared.
	Register

When you have registered with Beyond Encryption and receive subsequent secure emails from abrdn, you will be required to sign in via the pop-up below using the credentials you created when registering. Note the "Remember me?" tickbox to facilitate the process for future secure emails.

If you	Sign in work in the Financial Services sector and hold
C) Sign in with Unipass Identity
	or
Sign	in with your Beyond Encryption credentials.
4	Usemame
•	Password
	Sign in
Re If you t	member me? Forgot Password? select "Remember me" your username will be

Mobile phone or tablet users

Your journey will be the same as above but if you are a Unipass user and you do not have your identity saved on your mobile, you will need to login with your Unipass credentials to verify your email address.

Final Notes

If you receive a secured email from us which has the notification we've shown you in this guide you should be reassured that this email is from a trusted source, we will only send email through this secure method for emails that contain customer sensitive data from our Distribution teams or Customer operations teams. If you want further information or need support, please use the following URL **unipassmailock.com/knowledge-base/**

For more information visit abrdn.com/adviser

Issued by a member of abrdn group, which comprises abrdn plc and its subsidiaries.

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