B2B mortgage email instruction guide

From time to time, you may receive an encrypted email from us. We'll usually encrypt an email when it contains confidential information and we want to make sure you receive it securely. We aren't planning to replace our regular forms of communication (post, telephone and fax) with emails, and you may not receive secure emails from us at all. However, if you do receive an encrypted email from us, you may need to take a few additional steps in order to view it. We've included a guide on how to do this below.
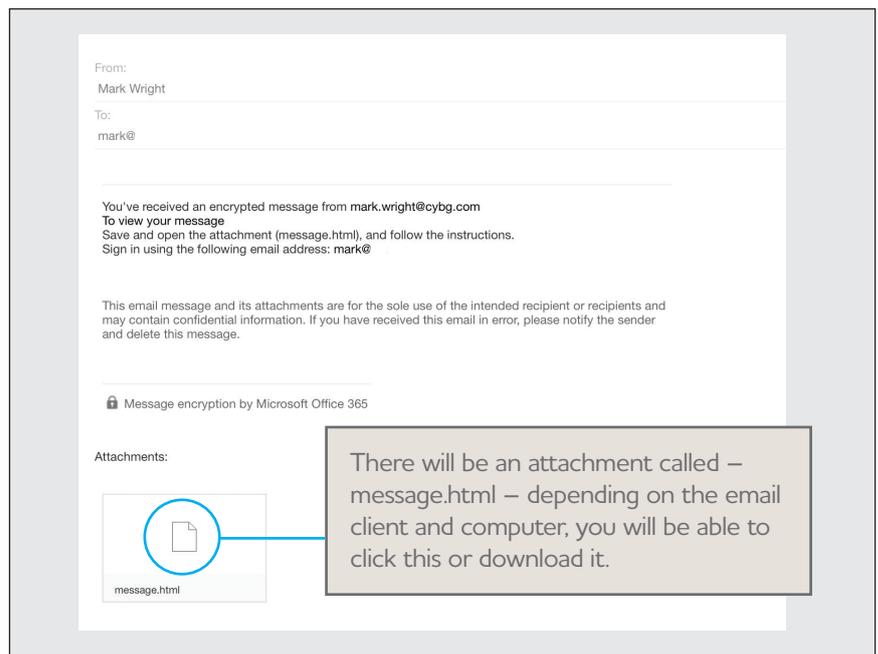
If for any reason you can't open the email, please call our case update team on 0800 678 3066, Monday to Friday, 9.00am to 5.30pm.

Alternatively, please contact your relationship manager directly.
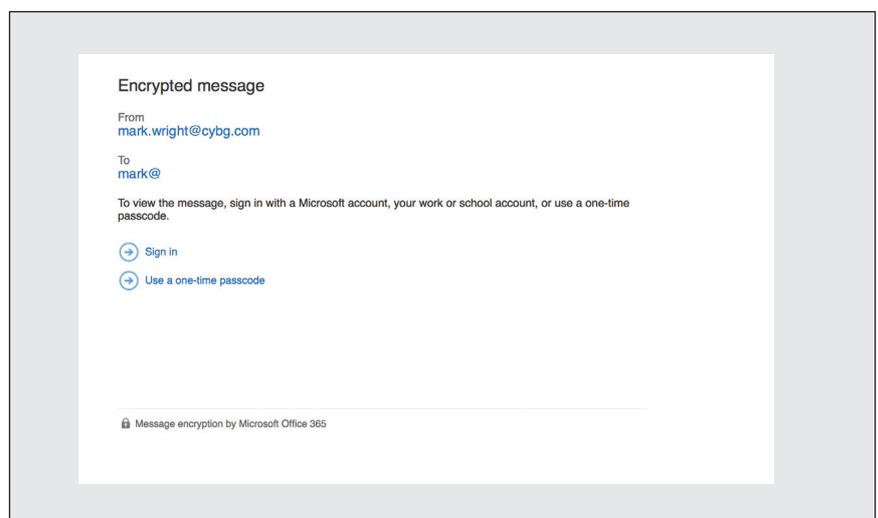
Receiving an encrypted email

When you receive an encrypted email from us, there will be an attachment (a .html file) that you need to open or download, depending on your email client and computer system.

Your encrypted message is on an attachment.

From:
Mark Wright

To:
mark@

You've received an encrypted message from mark.wright@cybg.com
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: mark@

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

🔒 Message encryption by Microsoft Office 365

Attachments:

message.html

There will be an attachment called – message.html – depending on the email client and computer, you will be able to click this or download it.

When you have opened the .html file, you will see the following message, inviting you to sign in (if you have a Microsoft account) or request a one-time passcode.

For the rest of this tutorial, we'll assume you don't have a Microsoft account and need to request a one-time passcode.

Encrypted message

From
mark.wright@cybg.com

To
mark@

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

→ Sign in
→ Use a one-time passcode

🔒 Message encryption by Microsoft Office 365

One Time Pass Codes

This simply means that you request a passcode for each email we send to you. It does not mean that you can only request one pass code, or that one code will work every time you want to view an email. Every time you want to view a secure email we send to you, you need to follow this process. Each passcode is valid for 15 minutes. Once you have selected 'request one time pass code', you will be taken to the screen below.

Important: You can only use the pass code that matches the reference code. If you have requested the pass code twice, the email you should use for the pass code is the one where the reference code matches the reference code on screen has the reference showing on screen. Remember, each pass code is valid for 15 minutes only.

The email will then show, along with any attachments, for you to use as normal. You may also see a files that start with 'ATT'. These are part of the email signature and can be ignored.

We sent a passcode to mark@

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

Reference code: 0213

Passcode

☐ This is a private computer. Keep me signed in for 12 hours.

This code will be included in the corresponding email.

→ Continue

Didn't receive the passcode? Check your spam folder or get another passcode.

Office 365

Use the passcode to sign in
80570614

To view your message, type the passcode into the web page where you requested it. This passcode matches reference code 0213.

NOTE: This passcode expires 15 minutes after it was requested.

This message is automatically generated. Please don't reply to it.