TECTA invest

Secure Mailbox

Customer Guide

Secure Mailbox – what is it all about?

E-mails are becoming ever more ubiquitous in our everyday lives. This medium has been used as a quick and uncomplicated form of communication for many years. However, things that most people deem to be uncritical in their private surroundings are subject to risks when it comes to business correspondence.

In this context, there are three problem fields which are tackled by the safe mailbox of the Tecta Invest:

Confidentiality

Every e-mail can be compared with a postcard which can be read by everyone on its way from the sender to the recipient. It is important to be conscious of the fact that "eavesdropping" on the global data stream is nowadays possible by means of simple software programs that can be downloaded from the Internet. Thus, information in unprotected e-mails can be read without any problems, and that is how sensitive information might fall into the wrong hands. It is nowadays accepted as certain that various organizations are "eavesdropping" and evaluating on professional e-mail traffic.

Authenticity

The e-mail program shows you the sender. However, do you know that the sender information can very easily be falsified? Even amateurs can do so with few technical resources.

Integrity

E-mails can be manipulated on their way from the sender to the recipient. This, too, can be done with comparatively little technical effort.

Secure Mailbox – what do I need?

The Tecta Invest makes the Secure E-Mail solution available to you free of charge. To use it, you require Internet access, a normal e-mail account with any provider and Acrobat Reader in order to open attached documents.

Secure Mailbox – how does it work?

For participation in the service you must register once. We have endeavored to make the registration process as comfortable and easy as possible for you.

Step 1 – Registration

The first secured e-mail is initially withheld by our Secure E-Mail System. Instead, you receive a registration e-mail. Upon receipt of this e-mail it may happen that your e-mail program identifies the message as spam and you will therefore not find it in your usual inbox. In this case, please check your spam folder and add our address to the list of known senders.

The registration mail contains a link to the registration page. There, you merely must store two pieces of information about your personal account:

- The password serves to authenticate you even when you call your secure mailbox later. Please select any password with at least 8 characters, consisting of numbers and letters and at least one upper case letter.
- When answering the security question, you can choose among several options. Please answer any of the questions using your data.

Step 2 – Delivery

Upon successful registration please change to your personal mailbox directly by clicking the "**Login**" button.

The message(s) stored for you are listed chronologically. As you are accustomed to from your standard mailbox, you can open the individual messages – including their attachments - by clicking on their titles.

Attachments are made available in PDF format in principle. You will find the links for the free Acrobat Reader at

http://get.adobe.com/de/reader/

Any further secure e-mail is stored automatically in your mailbox. To this end, you receive a notification e-mail to your private e-mail address. The notification e-mail contains a link to your secure mailbox. Please use your previously assigned data (private e-mail address + password) to log yourself in.

Should you happen to forget your password, you can assign a new one by means of the security question. For this purpose, please click on the corresponding link on the login screen. After the security question has been answered correctly, you can create a new password yourself.

Step 3 – Reply

If you would like to answer us directly by this means, you will find the "**Reply**" function above the message overview. That is how your message can be transmitted to us safely.

You can use this function as in your usual e-mail program. The recipient is predefined and cannot be changed. In addition, you can add attachments (images, documents). Using the "**Browse**" button, you can change to the local directories of your PC. Select the required file and confirm the operation at the end by clicking the "**Upload**" button. Only then will the attachment be transmitted to our server. Conclude the operation by clicking the "**Send**" button.

Advice

Please note the following additional information

- The secure e-mail box is not a permanent archive. Please save the PDF documents or messages on your computer.
  In the event of inactivity, the accounts are regularly deleted. For your security, you will receive some notification e-mail thirty days prior to the expiry of your account.

Using the "**Export**" function, you can save your messages and the attached documents on your computer at any time.

- If you wish an overview of your user account, please click on the "**Settings**" button. You can change both your password and your security question there. In addition, you can view your memory usage.
  Please note that your account has a maximum storage capacity of 30 MB.

Secure Mailbox – FAQ

Q: I cannot find the registration e-mail.
A: Please check your "Unknown" or "Spam" Folder.

Q: What is the user name?
A: The user name is your personal e-mail address.

Q: What is the password to be composed of?
A: The password length is at least 8 characters, upper and lower-case letters and number.

Q: I would like to log in to the mailbox, but I do not have the e-mail with the link anymore.
A: Under **https://sicherespostfach.tecta-invest.de** you will be directed to the login screen. You have to enter your e-mail address and password to log yourself in.

Q: What is the purpose of the security question?
A: If you do not know your password anymore, you can reset the password in the Self Service by answering your security question correctly. Then you will receive another e-mail with a link and can assign a new password to yourself.

Q: What happens if I give the wrong answer to the security question as well?
A: In this case please contact the sender of the e-mail, who will contact the responsible administrators of the Secure Mailbox. Then, you will receive another registration e-mail with a link through which you can register again within 24 hours.

Q: Where do I see the actual sender of the e-mail?
A: The sender always appears in the text of the registration e-mail and/or in every notification e-mail.

Q: Can I also send answers via the mailbox?
A: Yes, you can. The mailbox includes a reply function which can be handled easily. The answer is then safely redirected to the sender, who does not have to be entered.

Q: Can I also send attachments from the mailbox?
A: Yes, you can. As with usual e-mail program, you can browse your drives and upload the relevant files to send them in your reply.

Q: What is the validity period of the mailbox?
A: After 30 days of inactivity, you will receive a notification informing you that your account, including all messages, will be deleted in 30 days. Please save the messages or PDF documents on your computer.