



For customers

How to use secure email

The screens shown are for demonstration purposes only.



How to use secure email

This guide shows how to access a secure email sent to you by us.

You'll need to set up an account with Unipass before you can access the secure email and this guide will take you through the process.

If you're having trouble accessing your email or registering with Unipass, please [contact us](#).



Identifying a secure email from us

A secure email from us will be titled **Sent Securely by Aegon** at the end.

It should look like the example we show to the right. It will also have an encrypted attachment.

The email may look slightly different if you open it on a computer, tablet or a phone.

Open the attachment.



Private and confidential

You've received an email encrypted using the Unipass Securemail service.

Outlook users

- If you're registered with Unipass Securemail, open the Encrypted_Message.htm attachment to access your secure message.
- If you're not registered with Unipass Securemail, go to www.unipass.co.uk/securemail to register and download the secure email software.

If you'd like to view the secure email through your web browser follow the instructions below.

Non-Outlook users

Open the Encrypted_Message.htm attachment to register or log in, and then view the secure email through your web browser.

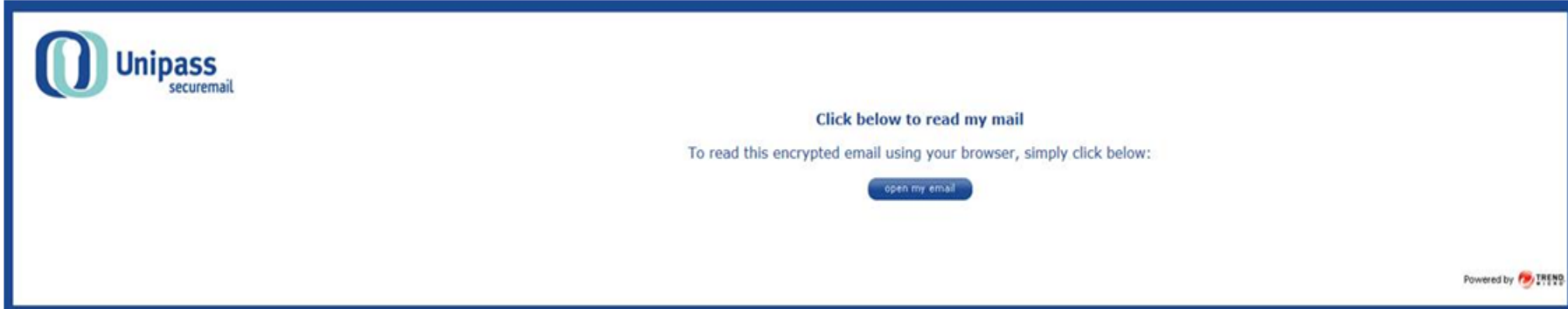
Need technical support?

- Call the eService helpdesk on [03456 10 00 01](tel:0345610001).

Powered by  TREND MICRO

Opening the email

Once you open the attachment, you'll see this screen, select **open my mail**.



Registering for Unipass

Enter your email address and select **Continue**.

Check your email address it shows is correct and select **I am a policy holder or consumer**, then **Register**.

Your Email Address

Please type or select your email address from the box below

Registration

Complete your details to view this secure e-mail

Your email: [\(Not your email?\)](#)

Why do you want to register for Securemail?

- I am a Financial Adviser/Unipass user working within the Financial Services industry.
- I am a policy holder or consumer.

Registering for Unipass

Set up your account with Unipass by completing the form.

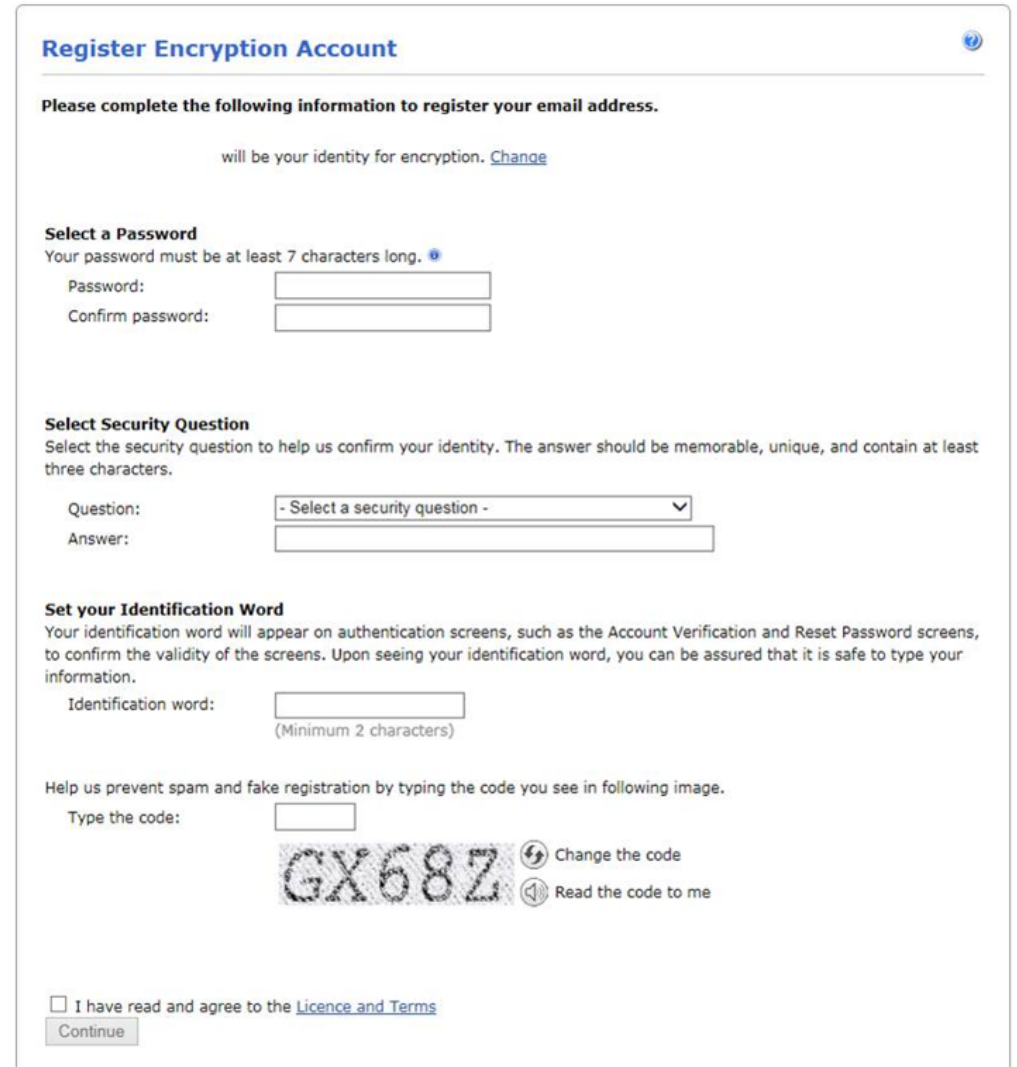
The email address you entered previously will be your username.

Set up a **Password**, **Security Question** and **Identification Word**.

You will see the **Identification Word** on screen when you verify your account or change your password.

Enter the code you see at the bottom of your screen. The code we show here is just an example.

Confirm you have read and agree to the terms and then select **Continue**.



Register Encryption Account

Please complete the following information to register your email address.

will be your identity for encryption. [Change](#)

Select a Password
Your password must be at least 7 characters long.

Password:

Confirm password:

Select Security Question
Select the security question to help us confirm your identity. The answer should be memorable, unique, and contain at least three characters.

Question:


Answer:


Set your Identification Word
Your identification word will appear on authentication screens, such as the Account Verification and Reset Password screens, to confirm the validity of the screens. Upon seeing your identification word, you can be assured that it is safe to type your information.

Identification word:
(Minimum 2 characters)

Help us prevent spam and fake registration by typing the code you see in following image.

Type the code:

 [Change the code](#)

 [Read the code to me](#)

I have read and agree to the [Licence and Terms](#)

Activating your Unipass account

You now need to activate your account.

Check your email inbox.

Look for an email from Trend Micro.

If you can't see the email in your inbox, please check your junk email folder.

Please Check Your Email to Activate Your Account

Check your inbox for a registration confirmation email message and follow instructions in the email message to confirm your encryption account.

From:

To:

Note: If you do not see a registration confirmation email in your Inbox, check your spam folder.

Close Page

Activating your Unipass account

Select the link in the email to activate your account.

Go back to the secure email from us and you'll now be able to open the attachment.



Welcome to Trend Micro Email Encryption.

In order to complete your registration, click the following link to verify your email address.

If you need more information, please visit:
<http://support.privatepost.com/>

Sincerely,
Trend Micro



aegon.co.uk



[@aegonuk](https://twitter.com/aegonuk)



[Aegon UK](https://www.facebook.com/AegonUK)



[Aegon UK](https://www.youtube.com/AegonUK)

Aegon UK plc, registered office: Level 26, The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AB. Registered in England and Wales (No. 03679296). © 2020 Aegon UK plc

DIR387414 5/20