

Regions Secure Webmail

Instructions



REGIONS SECURE WEBMAIL

Regions has established privacy guidelines to protect customers, vendors, and associates of Regions Bank. Secure Webmail provides a secure communication channel to share sensitive customer information between associates and their customers or vendors.

On the pages that follow, you will find sample messages and instructions to navigate the Regions Secure Webmail system. The screens are shown in the order that you most likely will encounter or need them. For instance, you have to set your password before you can open the first message, so the Setting Secure Password section is listed before the Reading Secure Message section.

Note: Some external email systems are able to provide dedicated email encryption with Regions Bank. With dedicated email encryption, secure emails are delivered to the intended recipient(s) without an email link and a password requirement.

The following topics are covered in this order:

- 1 - *Receiving a Secure Message***
- 2 - *Opening View Message Link***
- 3 - *Activate Your Personal Account***
- 4 - *Reading Secure Message***
- 5 - *Saving Attachments***
- 6 - *Replying to Secure Message***
- 7 - *Resetting Secure Password***
- 8 - *Managing Secure Messages***

In the following illustrations, tiphantest@regions.com is the sender of the secure webmail message and emailtest1976@inbox.com is the recipient of the message.

1 - Receiving a Secure Message

When you have a message on the Regions Secure Webmail server, you will receive a message from a Regions employee with the following Subject:

Secure Web Delivery Notification



If you do not receive the above message, please contact your IT Support group or ISP. To enable the receipt of the regions.com secure webmail links, the following addresses may need to be white listed:

upsecapp03.regions.com
205.255.241.53

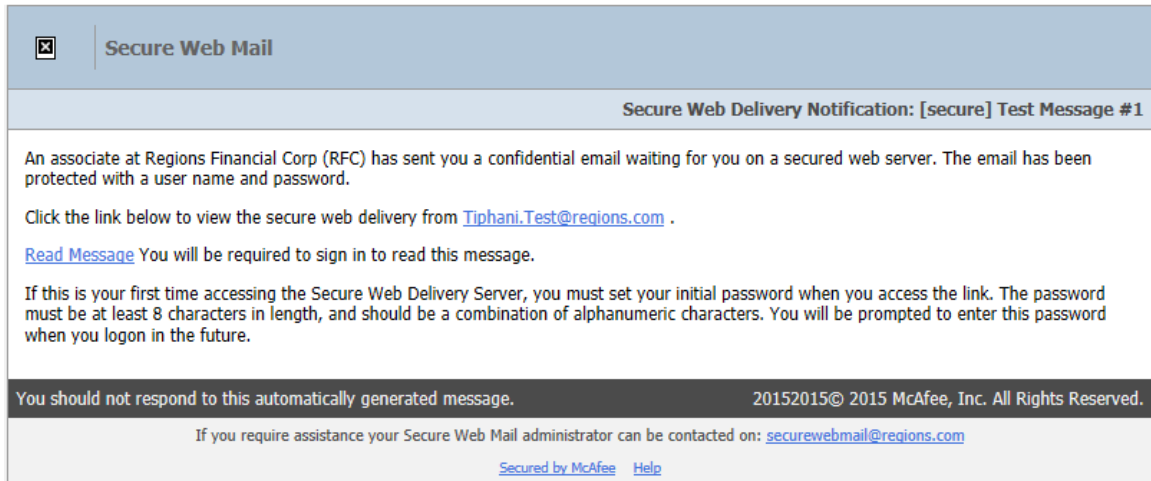
upsecapp04.regions.com
205.255.241.54

upsecapp07.regions.com
205.255.177.53

Upsecapp08.regions.com
205.255.177.54

2 - Opening View Message Link

When you receive the Secure Web Delivery Notification message, open the message and click on the **Read Message** link.

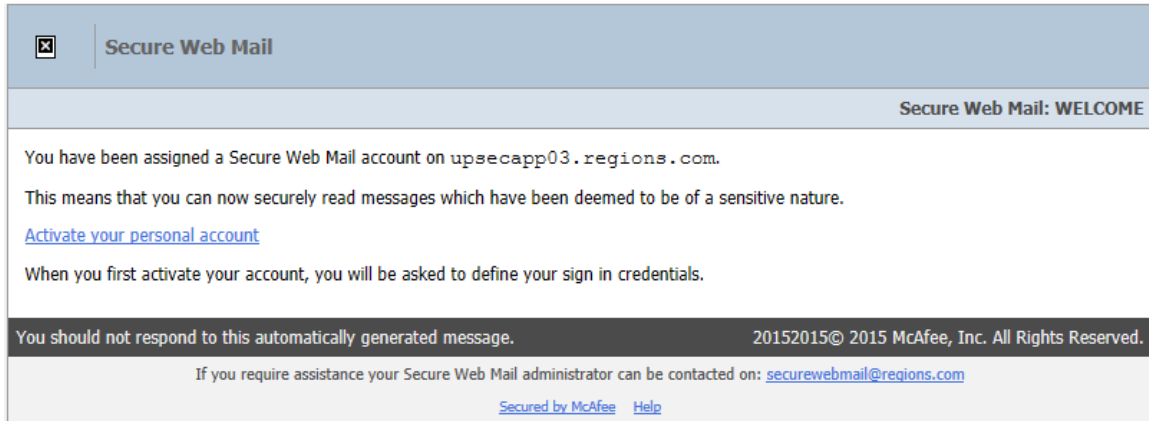


The screenshot shows an email interface for 'Secure Web Mail'. The header bar is light blue with a small icon on the left and the text 'Secure Web Mail'. Below the header, a dark blue bar contains the subject line: 'Secure Web Delivery Notification: [secure] Test Message #1'. The main body of the email is white and contains the following text: 'An associate at Regions Financial Corp (RFC) has sent you a confidential email waiting for you on a secured web server. The email has been protected with a user name and password. Click the link below to view the secure web delivery from Tiphani.Test@regions.com . [Read Message](#) You will be required to sign in to read this message. If this is your first time accessing the Secure Web Delivery Server, you must set your initial password when you access the link. The password must be at least 8 characters in length, and should be a combination of alphanumeric characters. You will be prompted to enter this password when you logon in the future.' At the bottom of the email body, there is a dark grey bar with the text: 'You should not respond to this automatically generated message.' on the left and '20152015© 2015 McAfee, Inc. All Rights Reserved.' on the right. Below this bar, a light grey bar contains the text: 'If you require assistance your Secure Web Mail administrator can be contacted on: securewebmail@regions.com' and two links: '[Secured by McAfee](#)' and '[Help](#)'.

3 – Activate Your Personal Account

When you receive the Secure Web Mail: Welcome message, open the message and click on the **Activate your personal account** link.

Secure Web Mail: Welcome
securewebmail@regions.com Secure Web Mail: WELCOME



Setting Secure Password

Clicking on the **Activate your personal account** link brings up the following password prompt. Your Email address is pre-filled and cannot be changed. Create your desired password by completing both fields and click the Submit button. The password must be at least 8 characters.

Please set up your account

Language: English

Email address: emailtest1976@inbox.com

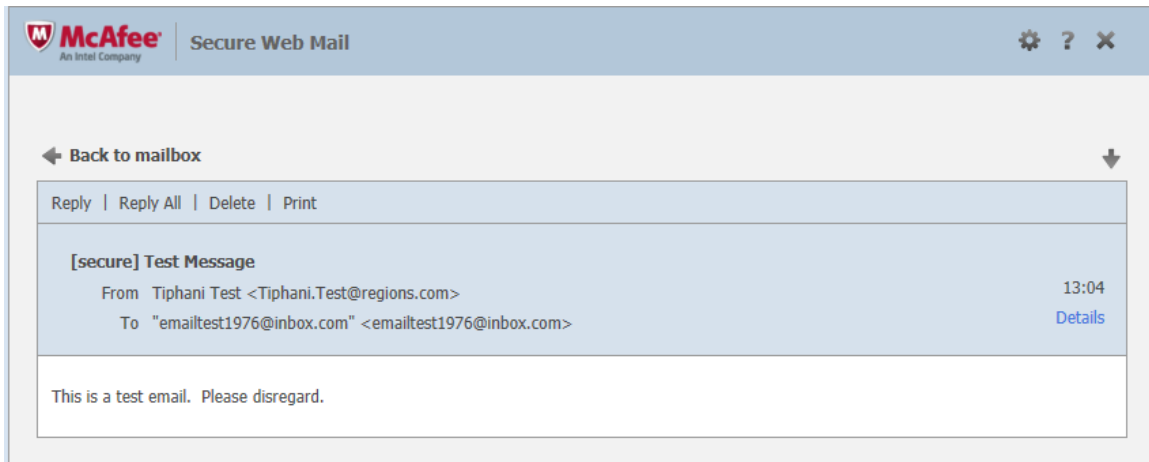
Create password:

Confirm password:

[Disclaimer](#)

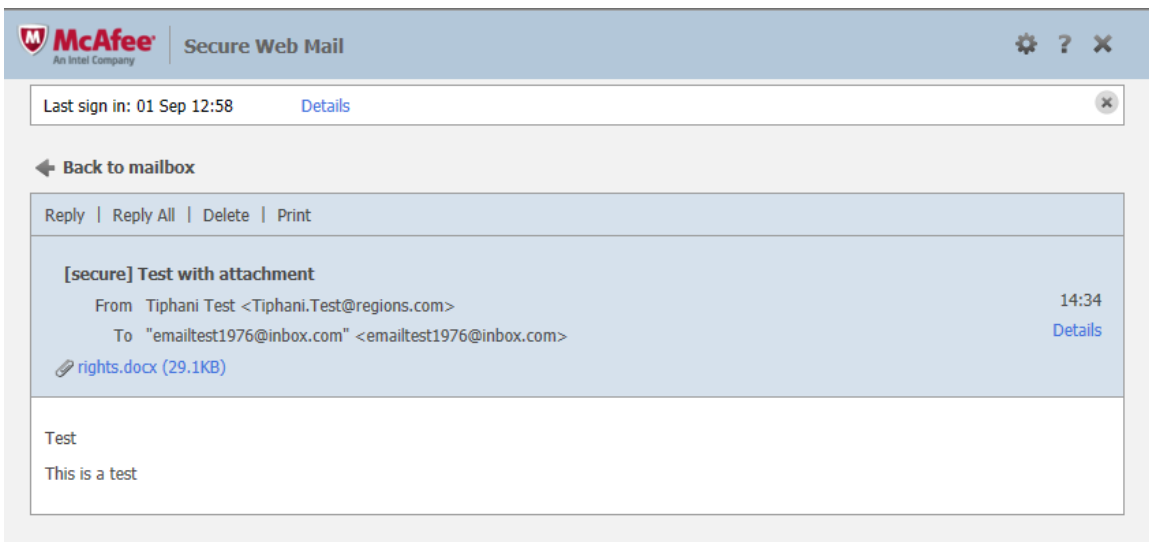
4 - Reading Secure Message

When you enter the correct password, the secure message will open. The message screen is divided into three sections. At the top, the Message Header lists the sender, the recipient, the subject, and the date. The middle section shows the body of the message. The bottom section includes any attached files that were sent. This message was sent without an attachment.



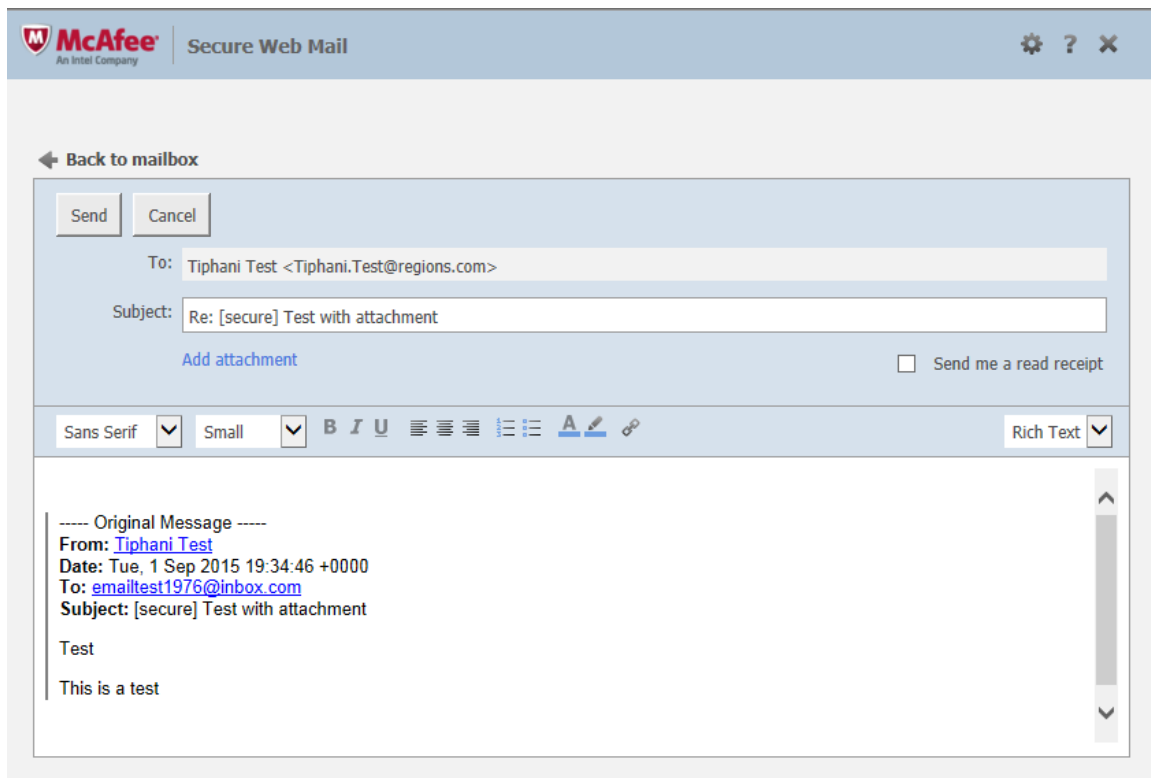
5 - Saving Attachments

If the secure message has attached files, they will be shown at the bottom of the message. To save the attached files, right click on the file name and choose "Save Target As".



6 - Replying to Secure Message

If you would like to respond to the secure message or send an attachment, click on the Reply button. White space will appear at the top of the message above the text of the original message. Edit or insert the text as desired and click on the Send button. If you would like to attach a file, click on Add Attachment and click Browse to find your file. To send additional attachments, click on Add Attachment again and browse for the file. When you have completed the Reply message, click on the Send button.



The screenshot displays the McAfee Secure Web Mail interface. At the top, the McAfee logo and "Secure Web Mail" are visible. Below the header, there is a "Back to mailbox" link. The main area contains a reply form with "Send" and "Cancel" buttons. The "To:" field is populated with "Tiphani Test <Tiphani.Test@regions.com>". The "Subject:" field contains "Re: [secure] Test with attachment". There is an "Add attachment" link and a checkbox for "Send me a read receipt". Below the form is a rich text editor toolbar with options for font face (Sans Serif), size (Small), bold, italic, underline, bulleted list, numbered list, link, and unlink. The editor is set to "Rich Text" mode. The main content area shows the original message with the following details:

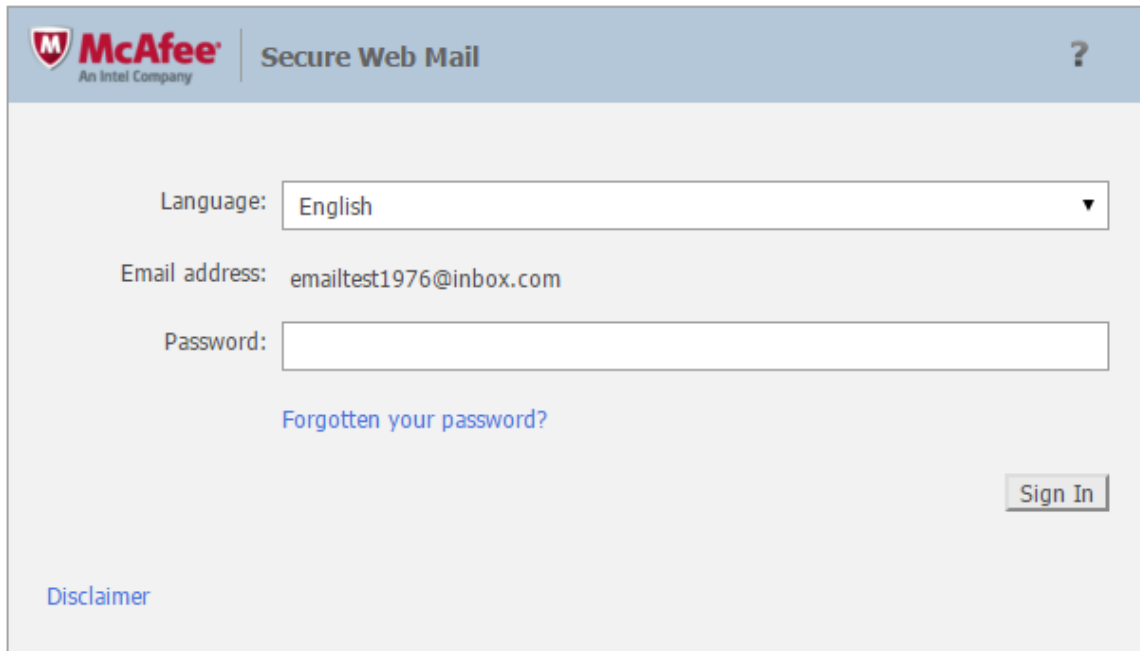
----- Original Message -----
From: [Tiphani Test](#)
Date: Tue, 1 Sep 2015 19:34:46 +0000
To: emailtest1976@inbox.com
Subject: [secure] Test with attachment

Test

This is a test

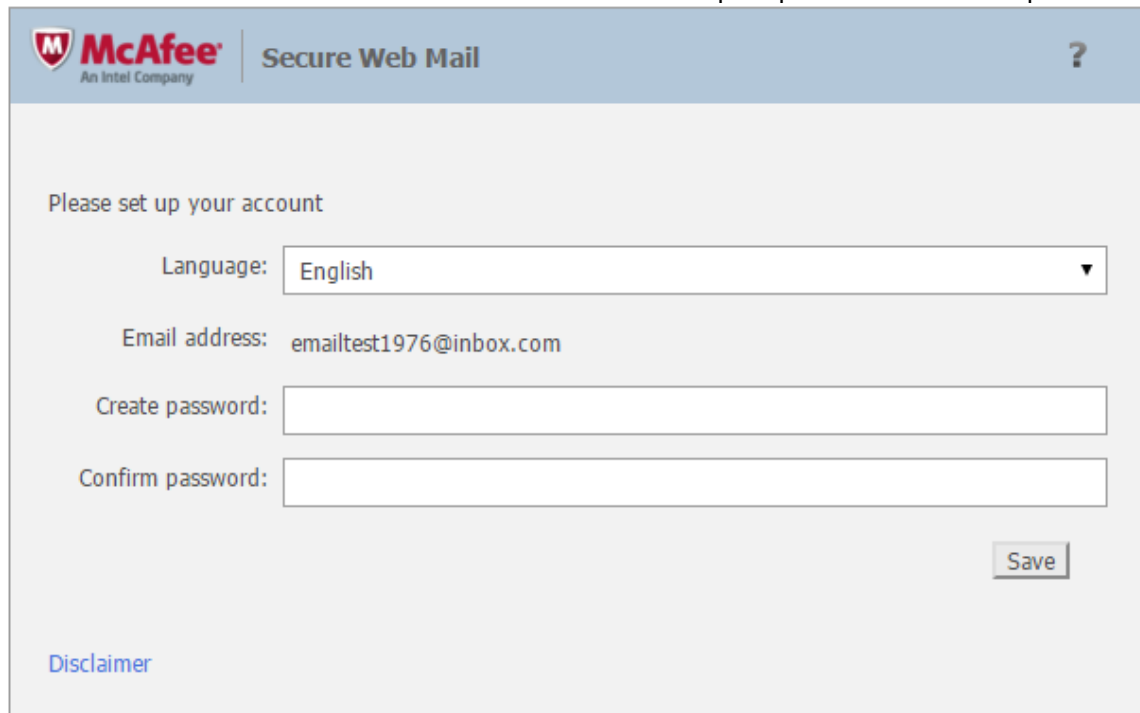
7 - Resetting Secure Password

If you forget or would like to change the secure password, click on the **Forgotten your password?** link. An email will be sent to your email address with the subject: Secure Web Mail: Password Reset Requested.



The screenshot shows the McAfee Secure Web Mail login interface. At the top left is the McAfee logo with the tagline "An Intel Company". To its right is the text "Secure Web Mail" and a question mark icon. Below the header, there is a language selection dropdown menu currently set to "English". Underneath is the "Email address:" field containing "emailtest1976@inbox.com". Below that is the "Password:" field, which is currently empty. A blue link labeled "Forgotten your password?" is positioned below the password field. To the right of the password field is a "Sign In" button. At the bottom left of the page is a "Disclaimer" link.

Click the Reset Your Password link in the email. You will be prompted to create a new password.



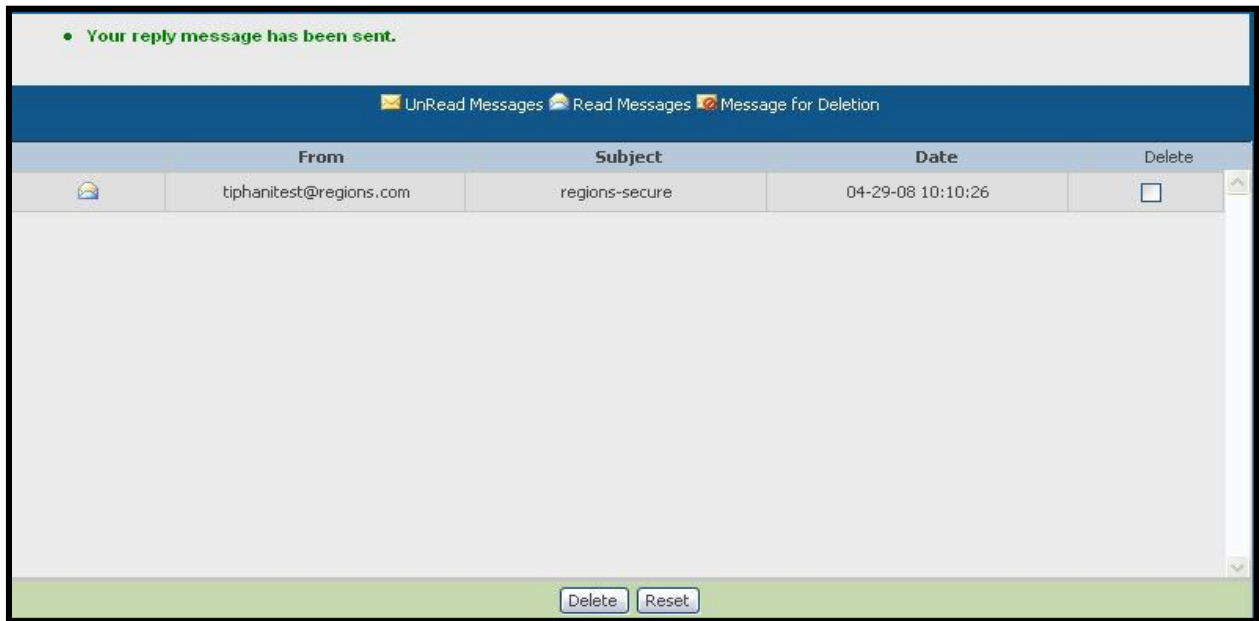
The screenshot shows the McAfee Secure Web Mail account creation interface. At the top left is the McAfee logo with the tagline "An Intel Company". To its right is the text "Secure Web Mail" and a question mark icon. Below the header, the text "Please set up your account" is displayed. There is a language selection dropdown menu currently set to "English". Underneath is the "Email address:" field containing "emailtest1976@inbox.com". Below that are two password fields: "Create password:" and "Confirm password:", both currently empty. To the right of the "Confirm password:" field is a "Save" button. At the bottom left of the page is a "Disclaimer" link.

Note:

If you are unable to reset the password using the **Forgotten your password?** link, please send your email address and phone number to securemailpasswordreset@regions.com . The new password will be sent to the email address that you supply. A phone number will allow us to contact you if there are issues resetting the password.

8- Managing Secure Messages

A list of your current messages is shown any time you click on the Close button after reading a message or the Send button after replying to a message. You can open the messages by clicking on the From address, the Subject, or the Date of the message. The left column identifies the status of the messages. Secure messages are automatically deleted after 14 days. If you would like to schedule the deletion of a message before that time, check the Delete box on the left and click on the Delete button.





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