



Deutsche Bank Secure E-Mail Portal

General

Deutsche Bank Secure E-Mail Portal

Secure emails are electronic messages which cannot be manipulated or read by unauthorized people. As a rule, the technical standards S/MIME and PGP are used for this purpose. For communication partners who do not have encryption certificates, Deutsche Bank AG offer a secure alternative in the form of the Deutsche Bank Secure E-Mail Portal.

Security check

In their own interest, the users should ensure that they always use the correct web pages of the Bank and do not inadvertently access what are known as phishing pages. In the standard browsers, e.g. Internet Explorer and Firefox, this can be checked by the fact that (1.) the browser's address line display is partially or completely green, and (2.) when the lock icon in the address line is clicked, the Bank's identity is confirmed.

Retention period and mailbox access

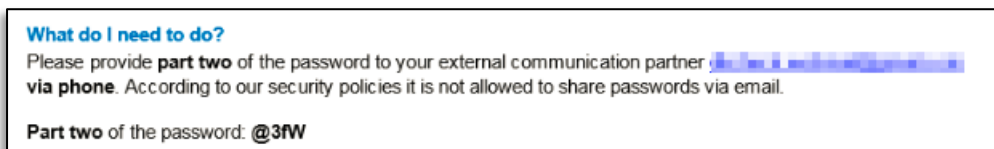
The retention period for messages in the mailbox is 90 days from the date they are received. After the retention period has ended, emails are automatically deleted irrespective of whether they have already been read. A download function is provided for the user to store emails permanently on their hard disk.

If a user's mailbox remains unused for 90 days, and if the user has not changed their access password during this time, access to the user mailbox will be disabled.

Chapter 1: How to use the Deutsche Bank Secure E-Mail Portal (External User)

Step 1 The Deutsche Bank communication partner will start the process by sending an encrypted email to the you.

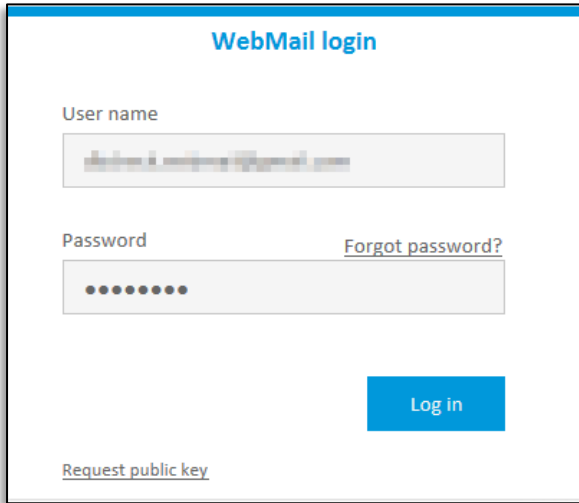
Step 2 You will receive first half of the password for Deutsche Bank Secure E-Mail Portal login.



Step 3 The internal Deutsche Bank Communication Partner will provide the second part of password via phone

Step 4 You can now access the Web mailer portal by combining the two password halves. The user name is your email address.

Step 5 You will be immediately required to create a new password after the first login.



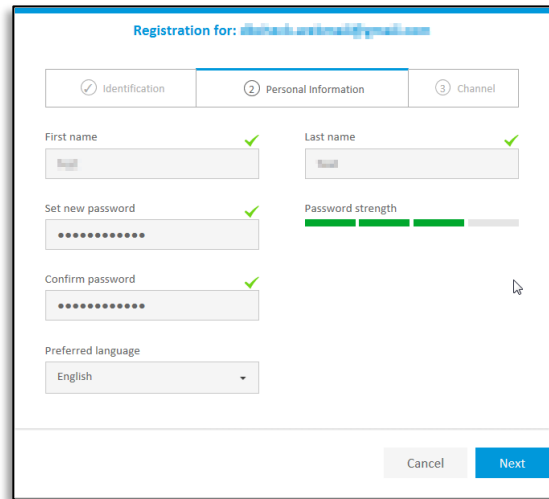
WebMail login

User name

Password [Forgot password?](#)

Log in

[Request public key](#)



Registration for: dbsecure@deutschebank.com

1 Identification | **2 Personal Information** | 3 Channel

First name ✓ Last name ✓

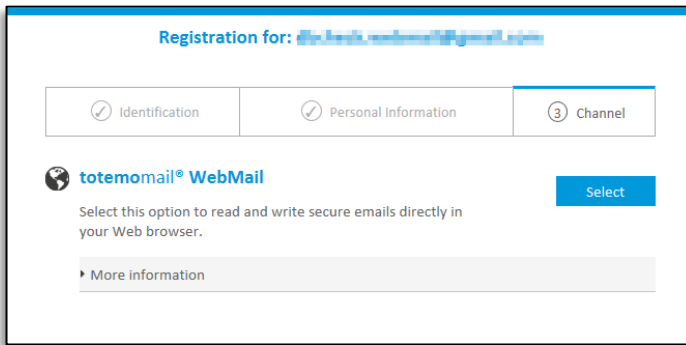
Set new password ✓ Password strength

Confirm password ✓

Preferred language

Next | Cancel

Step 6 Set the security channel and confirm with Select



Registration for: dbsecure@deutschebank.com

1 Identification | 2 Personal Information | **3 Channel**

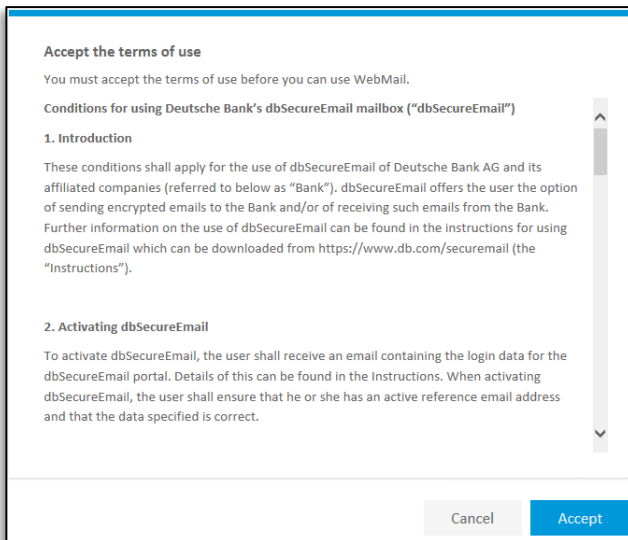
totemomail® WebMail **Select**

Select this option to read and write secure emails directly in your Web browser.

[More information](#)

Note: After enrolment only **totemomail Webmail** is available to choose

Step 7 Terms of Use has to be read and accepted in order to proceed.



Accept the terms of use

You must accept the terms of use before you can use WebMail.

Conditions for using Deutsche Bank's dbSecureEmail mailbox ("dbSecureEmail")

1. Introduction

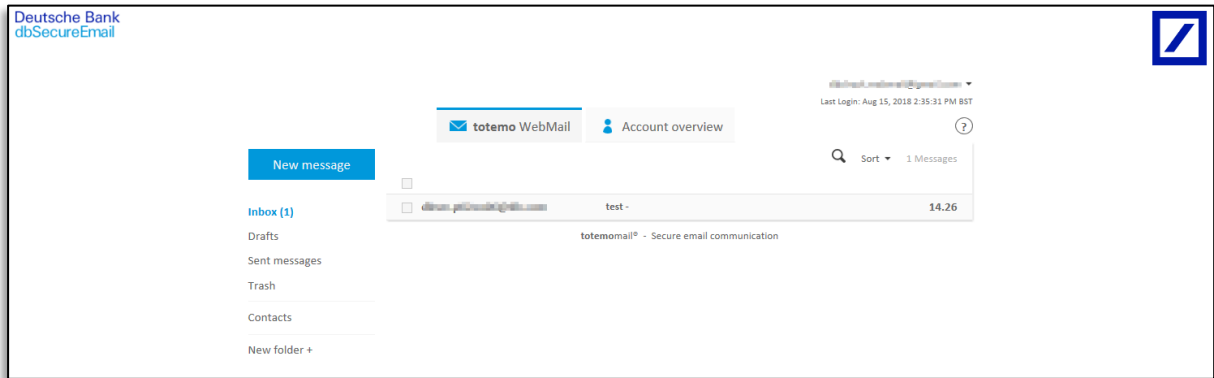
These conditions shall apply for the use of dbSecureEmail of Deutsche Bank AG and its affiliated companies (referred to below as "Bank"). dbSecureEmail offers the user the option of sending encrypted emails to the Bank and/or of receiving such emails from the Bank. Further information on the use of dbSecureEmail can be found in the instructions for using dbSecureEmail which can be downloaded from <https://www.db.com/securemail> (the "Instructions").

2. Activating dbSecureEmail

To activate dbSecureEmail, the user shall receive an email containing the login data for the dbSecureEmail portal. Details of this can be found in the Instructions. When activating dbSecureEmail, the user shall ensure that he or she has an active reference email address and that the data specified is correct.

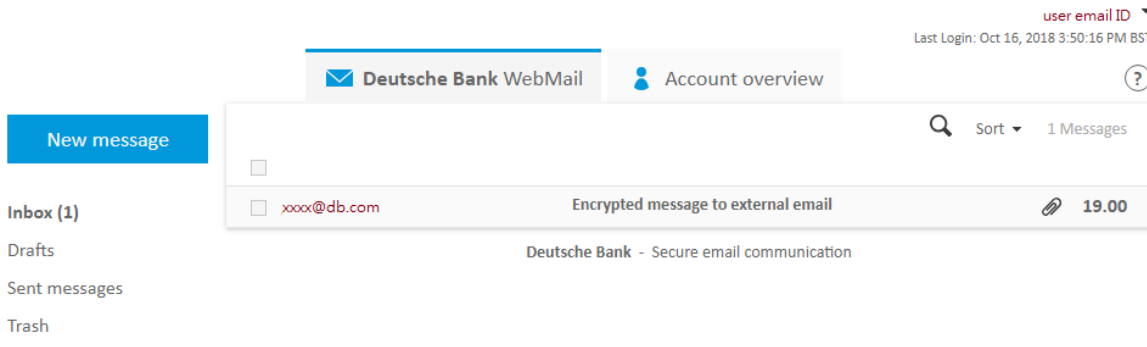
Accept | Cancel

Step 8: Now you can access to the dbSecureEmail Deutsche Bank Secure E-Mail Portal and can communicate securely.

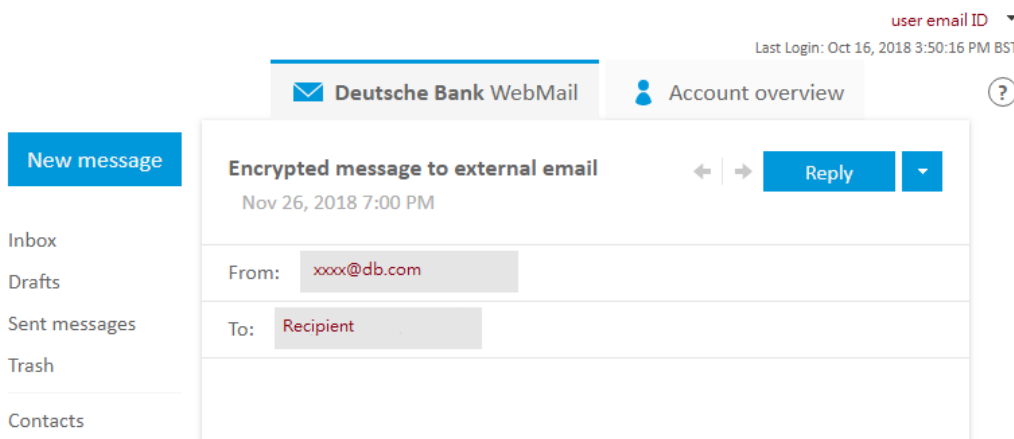


Chapter 2: How to read and send encrypted messages using Webmail Portal

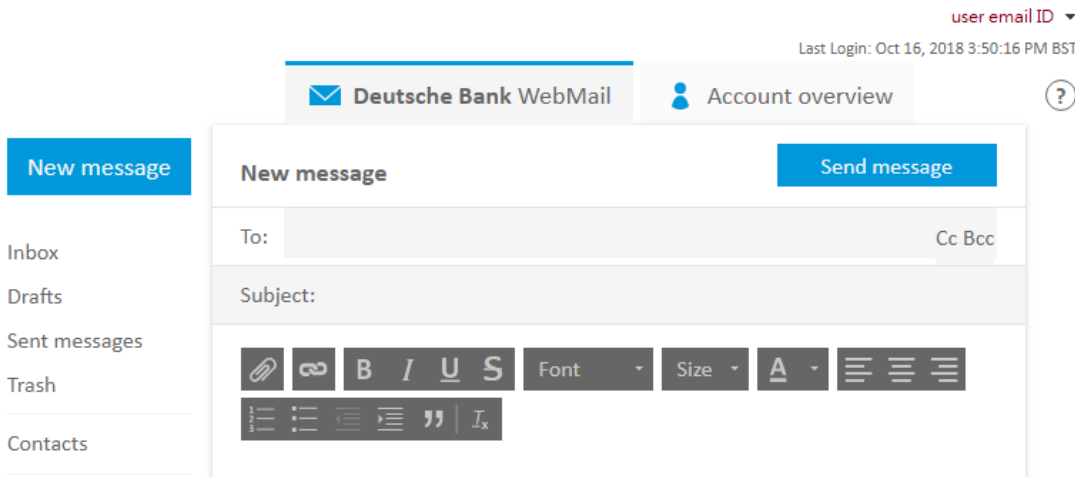
Once the account setup is complete, the recipient will be able to see encrypted email from Deutsche Bank contact in his/her mailbox.



The recipient will be able to read the encrypted email in clear text. By clicking the 'Reply' button, the recipient can reply back to the sender an encrypted email.



If the external communication partner wishes to send a new message to **any** Deutsche Bank contact, he/she can click 'New message' button on the top left corner. By composing and sending the message through Webmail Portal, the message will be delivered to Deutsche Bank contact encrypted.



Chapter 3: How to reset the Deutsche Bank Secure E-Mail Portal password?

Step 1 Click the Deutsche Bank Deutsche Bank Secure E-Mail Portal link (Notification Email -> Login Page) and click 'Forgot password'.

The screenshot shows the 'WebMail login' page. It features a 'User name' label above a text input field. Below that is a 'Password' label above another text input field, with a 'Forgot password?' link to the right. A blue 'Log in' button is positioned at the bottom right. At the bottom left, there is a link for 'Request public key'.

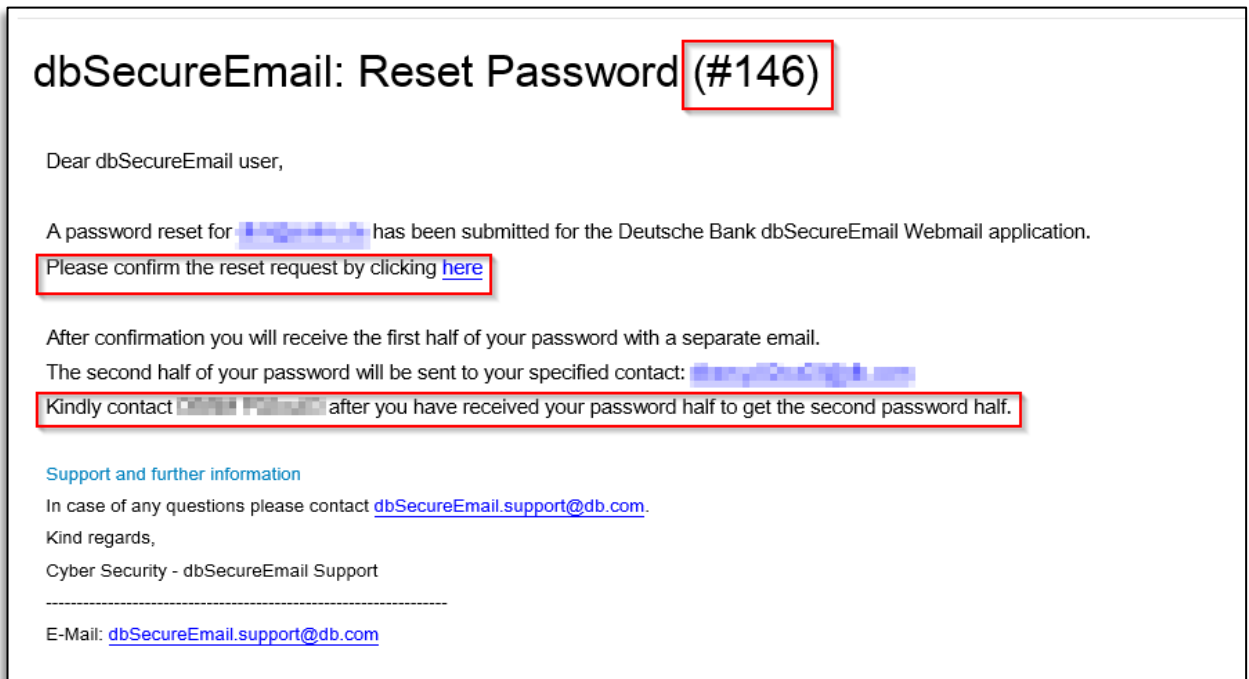
Step 2 Type in your User ID (your email address) and your Deutsche Bank contact details. Click 'reset password'.

You will receive a confirmation email.



The screenshot shows a web form for Deutsche Bank dbSecureEmail. At the top left is the logo 'Deutsche Bank dbSecureEmail' and at the top right is a blue square icon with a white diagonal line. Below the header are two input fields: 'Your User ID:' and 'Email of your contact at Deutsche Bank:'. A 'reset password' button is located at the bottom right of the form.

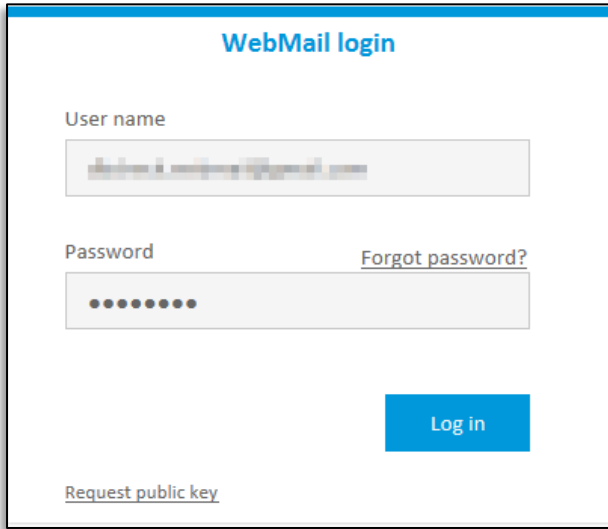
Step 3 The external user receives a confirmation email in his external inbox. Confirm the request.



Step 4 You will receive an email with part one of your password.

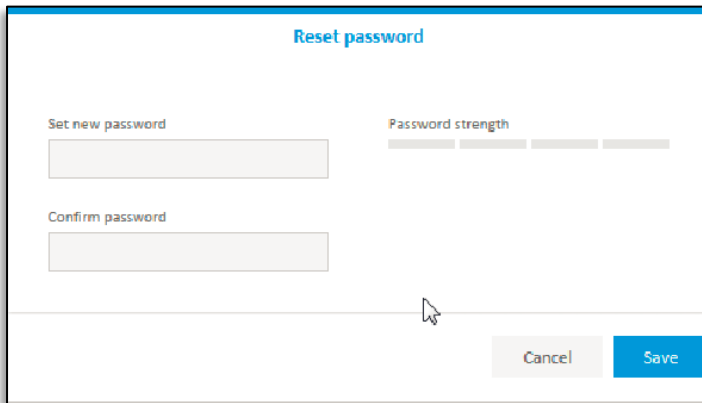
Step 5 Your internal communication partner will receive part two of the password. Contact your Deutsche Bank communication partner (via phone) to receive the second half of your password.

Step 6 Type in part one and part two of your password and log in.



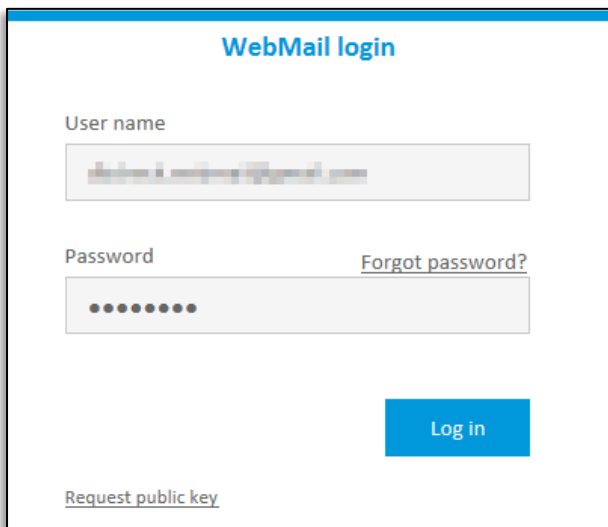
The image shows a 'WebMail login' form. At the top, the title 'WebMail login' is displayed in blue. Below the title, there are two input fields: 'User name' and 'Password'. The 'User name' field contains a blurred email address. The 'Password' field contains eight black dots. To the right of the password field is a link labeled 'Forgot password?'. Below the input fields is a blue button labeled 'Log in'. At the bottom left of the form, there is a link labeled 'Request public key'.

Step 7 Create a new password and click on Save.



The image shows a 'Reset password' form. At the top, the title 'Reset password' is displayed in blue. Below the title, there are two input fields: 'Set new password' and 'Confirm password'. To the right of the 'Set new password' field is a 'Password strength' indicator, which consists of four horizontal bars of varying lengths. Below the input fields is a horizontal line. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.

Step 8 Click on 'Login'



The image shows a 'WebMail login' form, identical to the one in Step 6. It features the title 'WebMail login', 'User name' and 'Password' input fields, a 'Forgot password?' link, a 'Log in' button, and a 'Request public key' link at the bottom left.

Step 9 Now you have access to the dbSecure Deutsche Bank Secure E-Mail Portal.

