

I. Introduction

To allow Lombard Odier Relationship Managers (RM) and to External Asset Managers (EAM) to exchange sensitive messages or attachments with sensitive content with external contacts, a solution called « SecureMail DataMotion » is now in place.

Direct link to the platform: <https://dtmmail.lombardodier.com/>

The screenshot shows the 'SecureMail Portal' login interface. At the top, the 'LOMBARD ODIER' logo is on the left, and 'SecureMail Portal' is on the right. Below the logo, it says 'LOMBARD ODIER DARIER HENTSCH'. Navigation links 'Home' and 'Help' are at the bottom of the header. The main section is titled 'Login' and includes the text: 'Upon successful login, you can access your account to send and track your messages.' Below this is a 'Secure Member Login' box with the instruction: 'Please enter your UserID or Email Address and Password.' It contains two input fields: 'UserID or Email Address:' and 'Password:'. An 'Enter' button is next to the password field. There is a checkbox labeled 'Remember UserID'. Below the login box, a link says: 'Not sure what your password is? Click [HERE](#) to reset your password.' At the bottom, a security status message reads: 'Security Status: Login is secured by an encrypted link (SSL) to our server.' The footer includes 'Powered By Lombard Odier' and 'Copyright'.

II. Use cases

- An EAM wants to send a secure mail to his dedicated team at Lombard Odier
- A RM wants to securely receive emails from an EAM

III. The EAM interface

1. On first use

When first using the « SecureMail » portal, the EAM creates his password and selects the security questions. These security questions will be useful in case of forgotten password.

1. The EAM connects to the « SecureMail » portal from LO Gate. At this point, he will be able to create his password as well as making the choice of security questions.

The EAM will be prompted to select and answer security questions. The question is selected from the drop down list "Security question" and the answer must be entered twice in "Your Answer" and "Re-Enter your answer".

Selected security questions and answers chosen are visible to allow a final verification before clicking the « Save » button.

LOMBARD ODIER
LOMBARD ODIER DARIER HENTSCH

SecureMail Portal

Compose Member Center Inbox Track Sent Logout

Select and Answer 2 Security Questions

Please choose questions and enter answers that are easy to remember. Use one-word answers when possible.
All fields are required.

Security question: What is your mother's maiden name?

Your Answer:

Re-Enter your answer:

Security question: What year was your mother born?

Your Answer:

Re-Enter your answer:

Powered By Lombard Odier

- The EAM sees all of his emails from the portal (sent, received, forwarded messages). Each user benefits from 700 Mb storage space – see « Member Center ».

The user can download a message and save it on his desktop. To do so, open the message, click on “Download message”. A pdf file will be automatically downloaded on the user’s desktop.


LOMBARD ODIER
LOMBARD ODIER DARIER HENTSCH

SecureMail Portal

Compose Member Center Inbox Track Sent Logout

Member Center

Full User:



You have 2 unread messages waiting in your Inbox.

▼Messages & Files
[Compose](#)
[Track Sent](#)
[Inbox](#)
[Drafts](#)
[Folders](#)

▼My Account
[Address Book](#)
[User Information](#)
[Preferences](#)

▼Account Details

Sent Messages Being Tracked: 35	Total Messages Sent: 23
Messages in your Inbox: 7	Total Messages Received: 9
Account Disk Space Limit: 700 Mb	Disk Space Available: 697.7 Mb
Number of Visits: 31	
Your Last Visit: 2.23.2018 11:17:00 (UTC-05:00)	
Member Since: 8.28.2017	

Powered By Lombard Odier

3. He can start a message and send it to one of the Lombard Odier EAM teams.

- | | |
|----------------------|---------------------|
| 1) LO EAM Geneva 1 | 6) LO EAM Nassau |
| 2) LO EAM Geneva 2 | 7) LO EAM Singapore |
| 3) LO EAM Lausanne | 8) LO EAM Zurich 1 |
| 4) LO EAM London | 9) LO EAM Zurich 2 |
| 5) LO EAM Luxembourg | |

The screenshot shows the 'Compose' interface of the Lombard Odier SecureMail Portal. At the top, the header includes the 'LOMBARD ODIER' logo and 'SecureMail Portal' text. Below the header is a navigation bar with links: 'Compose', 'Member Center', 'Inbox', 'Track Sent', and 'Logout'. The 'Compose' section has a 'Send Secure' button, a 'Save Draft' button, and a 'Cancel' button. The 'To:' field is populated with 'LO EAM Geneva 1 Secure mail'. The 'Subject:' field is populated with 'LO EAM Geneva 2 Secure mail'. The 'Attachments:' field lists several secure mail attachments: 'LO EAM Lausanne Secure mail', 'LO EAM London Secure mail', 'LO EAM Luxembourg Secure mail', 'LO EAM Nassau Secure mail', 'LO EAM Singapore Secure mail', 'LO EAM Zurich 1 Secure mail', and 'LO EAM Zurich 2 Secure mail'. Below the attachments, there are two dropdown menus labeled 'Police' and 'Taille', followed by a rich text editor toolbar with various formatting options. The 'Message:' field is at the bottom.

4. The EAM can answer his emails or download attachments.

2. *Forgotten password*

In case of forgotten password, the EAM will be able to reset his password following the steps proposed at the screen. If however he is unable to complete the procedure, he will need to communicate with his RM at Lombard Odier.

Find below the two possible scenarios as well as the procedure and required steps.

First scenario: The password is forgotten but the EAM has the answers to the security questions

1. In the connection window (login), there is a link to reset the password. The EAM would be able to click on "Not sure what your password is ? Click HERE to reset your password".

2. The EAM may then enter his email address and click "Enter" to load the security questions.

The screenshot shows the 'SecureMail Portal' login interface. At the top, there is a dark header with the 'LOMBARD ODIER' logo and the text 'LOMBARD ODIER DARIER HENTSCH' on the left, and 'SecureMail Portal' on the right. Below the logo is a 'Home' link. The main content area has the heading 'Forgot your password?' followed by the text 'Not a problem. We will help you reset it. Please enter your email address and click *Enter*.' Below this is a label '▼ Email Address' next to a text input field. To the right of the input field is a button labeled 'Enter'. At the bottom of the page, there is a small icon and the text 'Powered By Lombard Odier'.

3. The EAM must select one of the security questions that he had chosen and enter the corresponding answer. When it is done, he will click "Validate Answers" button to confirm his identity.
4. If the answer is correct, then it will be possible for the external contact to enter a new password and have access to his emails.

Second scenario: Forgot the password as well as the answers to the security questions.

1. The EAM must do the steps 1 to 3 of the previous scenario.
2. If the answers to the security questions are incorrect, a message indicates that instructions will be sent by email.

IV. Change of Account Password

LOMBARD ODIER

LOMBARD ODIER DARIER HENTSCH

SecureMail Portal

Home

Change Account Password

You successfully answered your security questions! Now choose a new password and confirm it.

▼ Change Password

New Password:

Verify New Password:

Score:

Complexity:

0%

Too Short

Password Requirements

- Minimum 8 characters in length.
- Must contain 3 of the following items:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Symbols

Access Your Account

Powered By Lombard Odier

LOMBARD ODIER

LOMBARD ODIER DARIER HENTSCH

SecureMail Portal

Home

Change Account Password

You successfully answered your security questions! Now choose a new password and confirm it.

▼ Change Password

New Password:

Verify New Password:

Score:

Complexity:

100%

Very Strong

Password Requirements

- Minimum 8 characters in length.
- Must contain 3 of the following items:
 - Uppercase Letters
 - Lowercase Letters
 - Numbers
 - Symbols

Access Your Account

Powered By Lombard Odier