### 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: <a href="https://dtmmail.lombardodier.com/">https://dtmmail.lombardodier.com/</a>

LOMBARD ODIER SecureMail Portal	
Home	Help
<b>Login</b> Upon successful login, you can access your account to send and track your messages.	
Secure Member Login Please enter your UserID or Email Address and Password.	
UserID or Email Address:  Password:  Enter	
Not sure what your password is? Click HERE to reset your password.	
Security Status: Login is secured by an encrypted link (SSL) to our server.	
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### 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

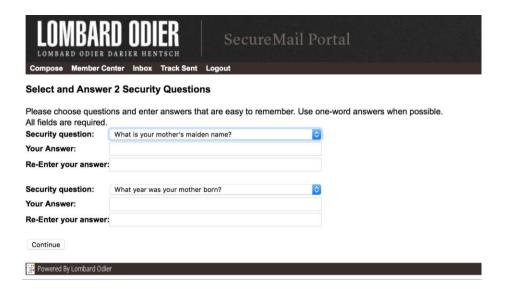
#### 1. On first use

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.

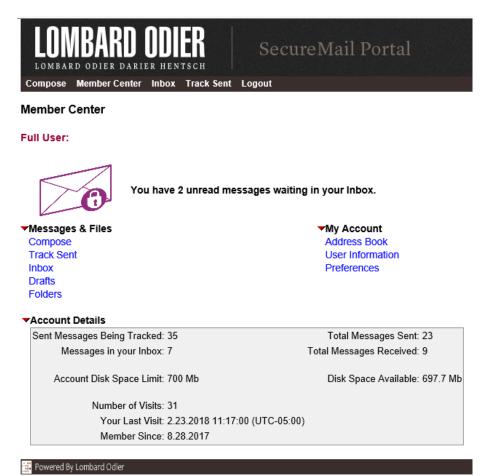
The EAM will be prompted to select and answer security questions. The question is selected from the drop down list "Security question" and the answer must be entered twice in "Your Answer" and "Re-Enter your answer".

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



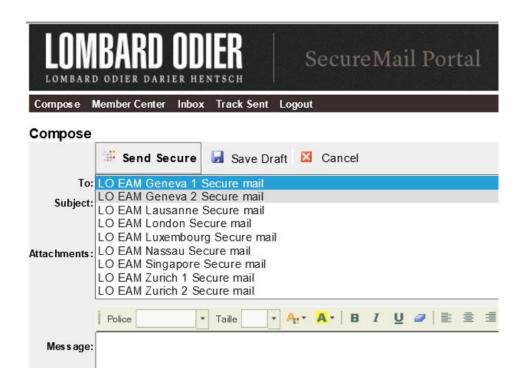
2. The EAM sees all of his emails from the portal (sent, received, forwarded messages). Each user benefits from 700 Mb storage space – see « Member Center ».

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.



- 3. He can start a message and send it to one of the Lombard Odier EAM teams.
  - 1) LO EAM Geneva 1
  - 2) LO EAM Geneva 2
  - 3) LO EAM Lausanne
  - 4) LO EAM London
  - 5) LO EAM Luxembourg

- 6) LO EAM Nassau
- 7) LO EAM Singapore
- 8) LO EAM Zurich 1
- 9) LO EAM Zurich 2



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

## 2. Forgotten password

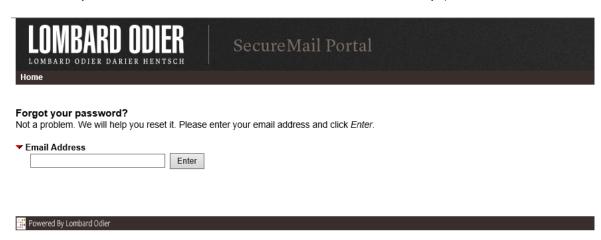
In case of forgotten password, the EAM will be able to reset his password following the steps proposed at the screen. If however he is unable to complete the procedure, he will need to communicate with his RM at Lombard Odier.

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.



- 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



## **Change Account Password**

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

New Password:	Passy
Verify New Password:	• Mir
Score: 0% Complexity: Too Short	- U - L - N - S

### ord Requirements

- num 8 characters in length.
- contain 3 of the following items:
- ercase Letters
- ercase Letters
- nbers
- nbols

LOMBARD ODIER LOMBARD ODIER DARIER HENTSCH	SecureMail Portal
Home	

## **Change Account Password**

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

▼ Change Password	
New Password:	••••••
Verify New Password:	••••••
Score:	100%
Complexity:	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



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