DataMotion - SecureMail
User guide

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/

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.

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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:

Continue

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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.

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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

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3. 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 Geneva 3
4) LO EAM Gibraltar
5) LO EAM Lausanne
6) LO EAM London

7) LO EAM Luxembourg
8) LO EAM Nassau
9) LO EAM Singapore
10) LO EAM Zurich 1
11) LO EAM Zurich 2
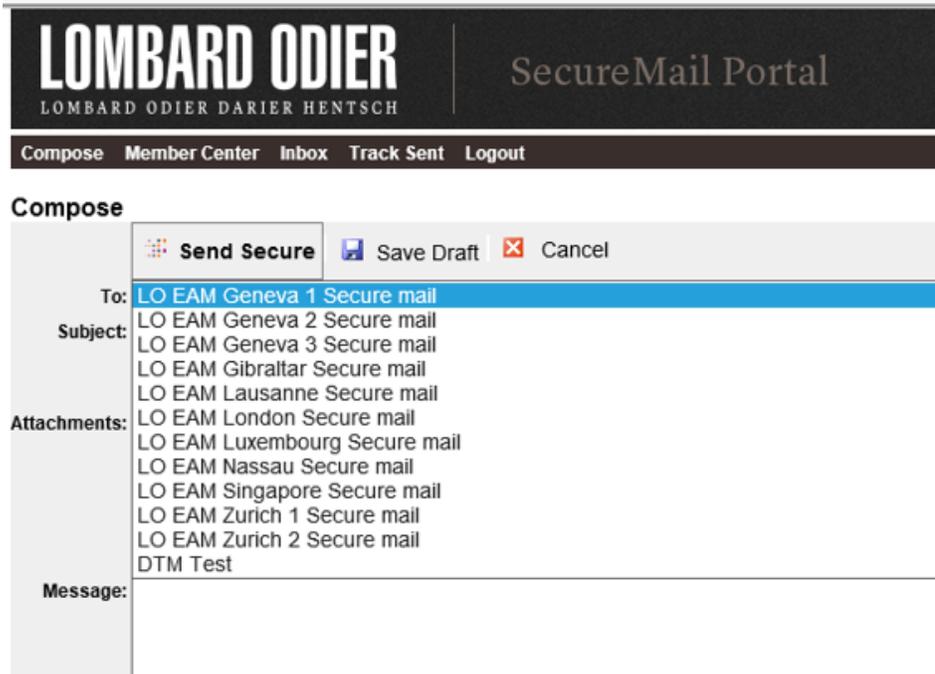
4. The EAM can answer his emails or download attachments.
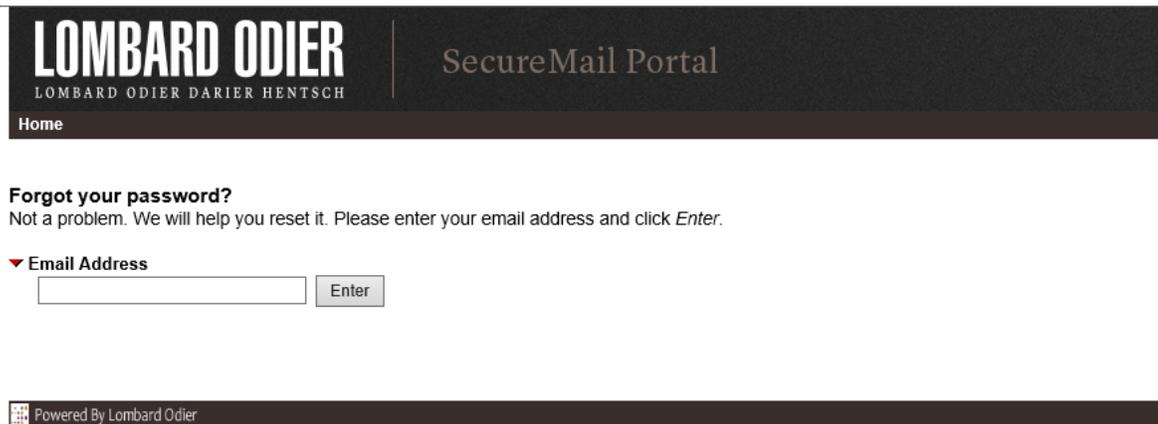
2. *Forgotten password*

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.