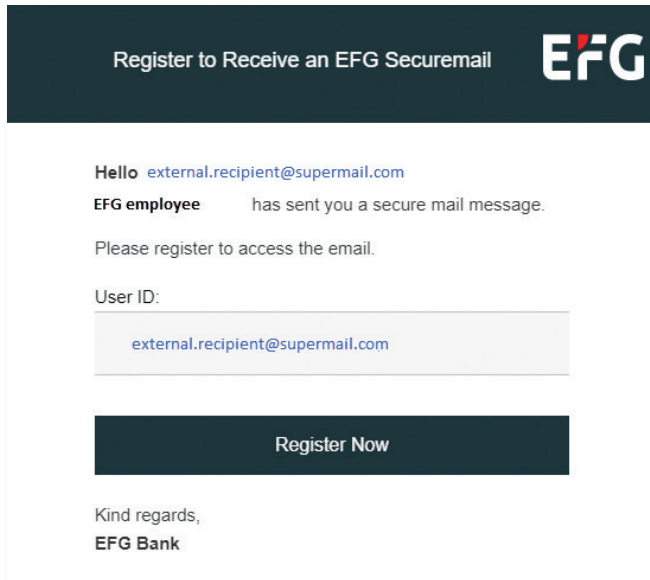# EFG Securemail client registration

Registration

First contact

When an EFG employee sends you a Securemail message, you will receive the following message, inviting you to register and receive the message:

1. Enter the one-time password

You will receive a one-time password, either by SMS or from the EFG employee in person. You will receive the following invitation and should enter the one-time password as requested.
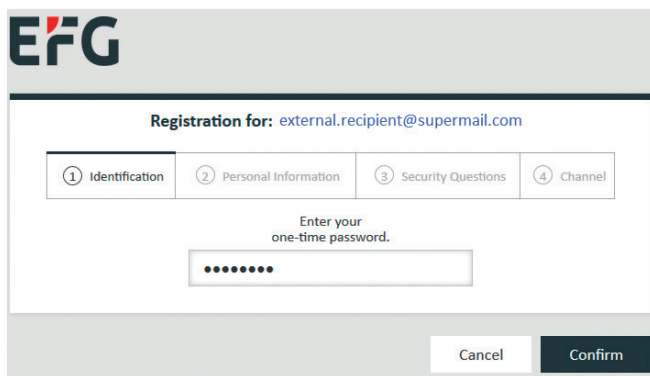
2. Enter your personal information

You are then asked to provide personal information and to set a password. The password strength is checked against a list of requirements, which is provided below the form.

3. Security questions for resetting the password

If you should need to reset the Securemail password for any reason, you will be asked to answer three security questions. During registration, you will be asked to choose and answer three questions from a drop-down list (The capture below shows an example with the associated answer. Each answer can only be used once).
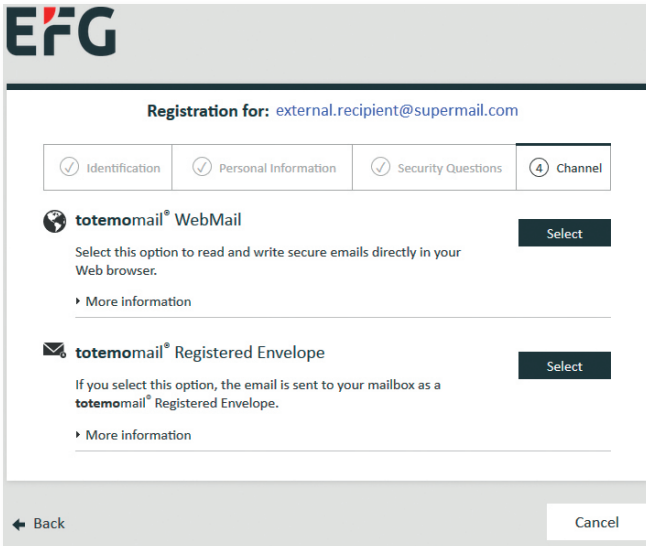
4. Channel preference

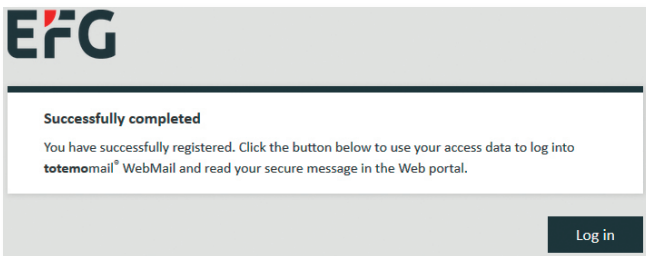You can receive your EFG Securemail messages either via Totemo WebMail or by Registered Envelope.
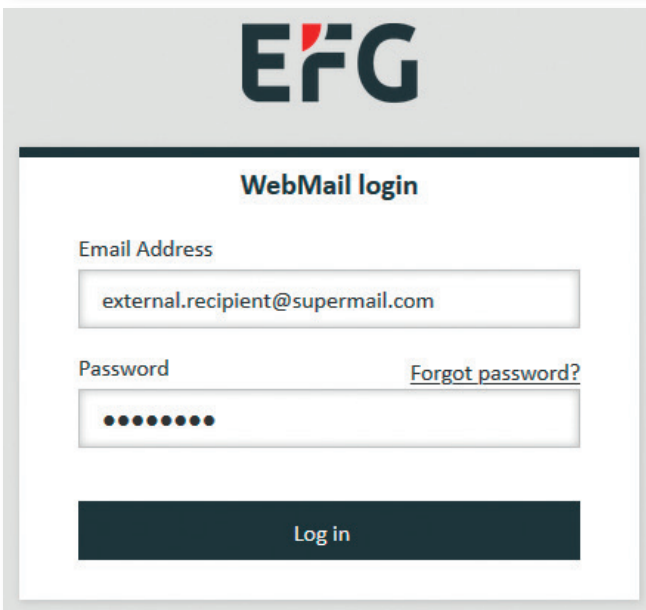**(NB: WebMail is highly recommended)**

Totemomail WebMail

If you choose to receive the Securemail by WebMail, the following screens will appear:

When you have logged in, you will be redirected to your EFG Securemail inbox where you will be able to access your secure e-mails and reply etc.
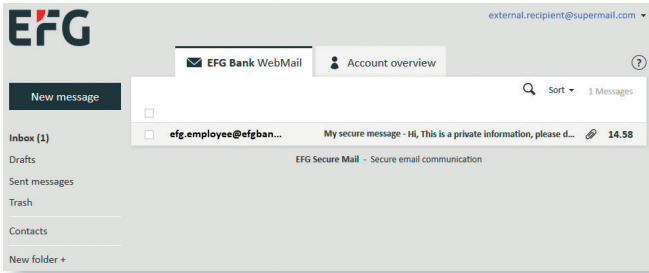
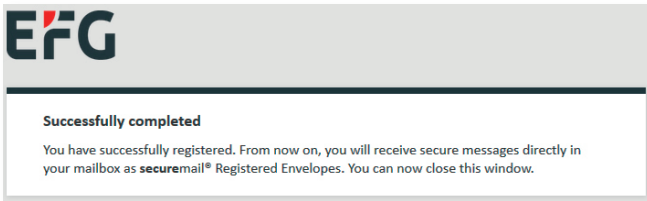If you click on the **Account overview tab**, you will be able to change your account settings:
1. Change the chosen communication channel (Registered Envelope or WebMail)
2. Change other settings eg. surname and/or first name
3. Reset your password and/or security questions
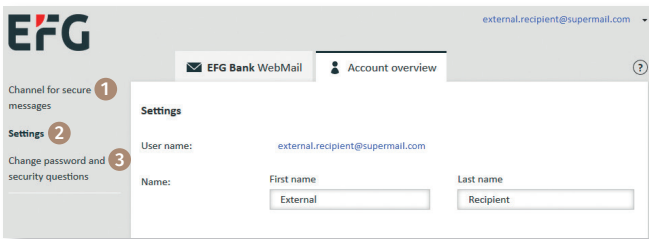
Totemomail Registered Envelope

After closing the above window, you will receive the encrypted e-mail in your inbox. You should double click on the e-mail in the attachment **(NB: the attachment may be at the bottom of the e-mail, depending the e-mail client you use).**

A login form will appear inviting you to enter your credentials and open the encrypted e-mail.
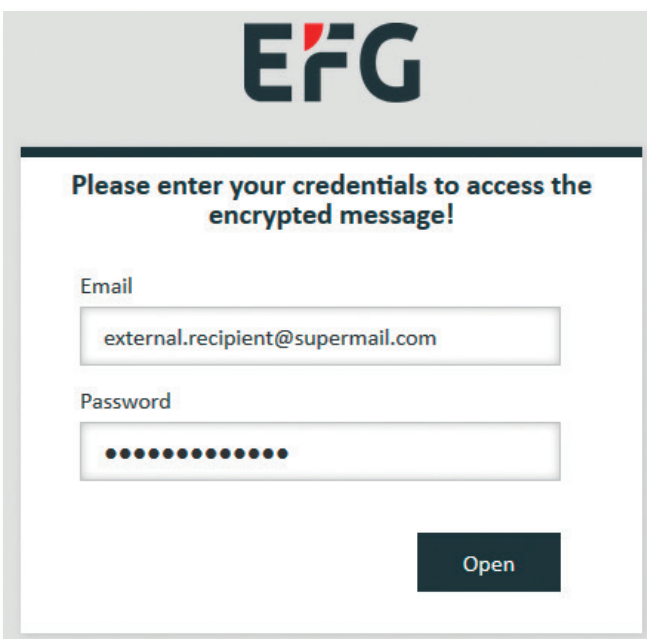
You will then be able to access the e-mail and reply if necessary.