



Information Security

Legal & General Secure Email User Guidance
(2021-04 / v1.1)

Non-Confidential



Legal & General Secure Email User Guidance

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Legal & General Secure Email User Guidance

Overview

At Legal & General we take our obligations for data security and confidentiality very seriously. We continually review our processes and are making some small changes to ensure improved security of our shared information. As part of these changes you may receive secure emails requiring extra steps to gain access to the content.

This guide explains the steps required to access secure emails sent by Legal & General through the Legal & General Secure Email Portal using the secure mailbox delivery method.

Key Points

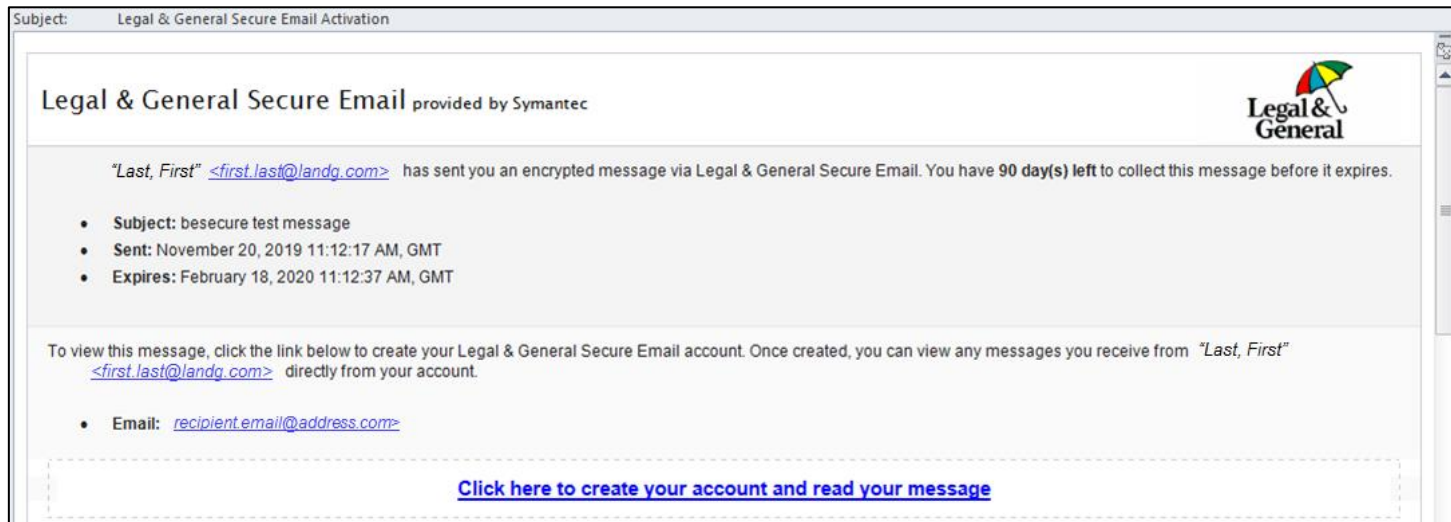
- All accounts can reply and compose new secure emails.
- Unlimited mailbox size is provided for all accounts.
- All messages can be downloaded and printed.
- All emails will automatically expire after 90 days and will not be recoverable.
- Information on advanced delivery methods can be found within the Advanced User Guide.

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Creating an account and accessing your first secure email

When you receive your first secure email from Legal & General you will need to create a Legal & General Secure Email account.

- 1 Open the email received from Legal & General which contains the subject header:
Legal & General Secure Email Activation

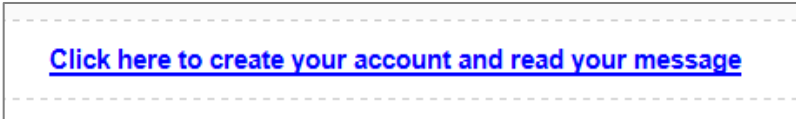


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Creating an account and accessing your first secure email

2

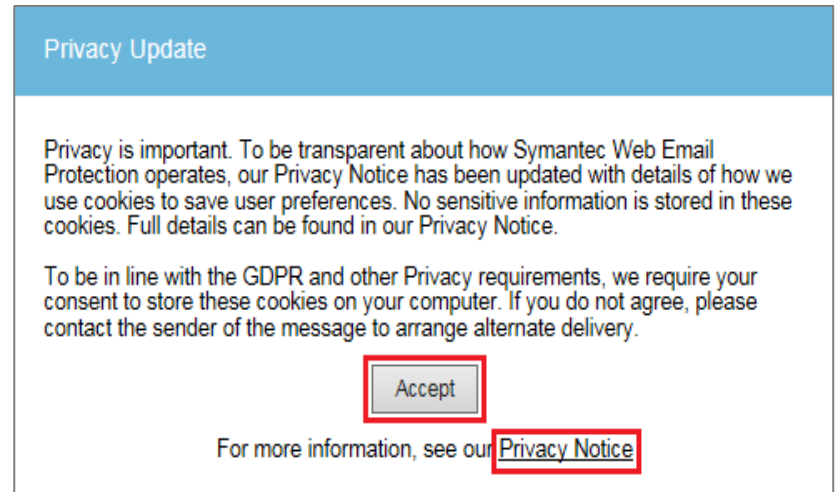
Click on the **Activation Link** within the email



3

Click **Accept**

You can view more information by clicking on the **Privacy Notice** link.



4

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Creating an account and accessing your first secure email

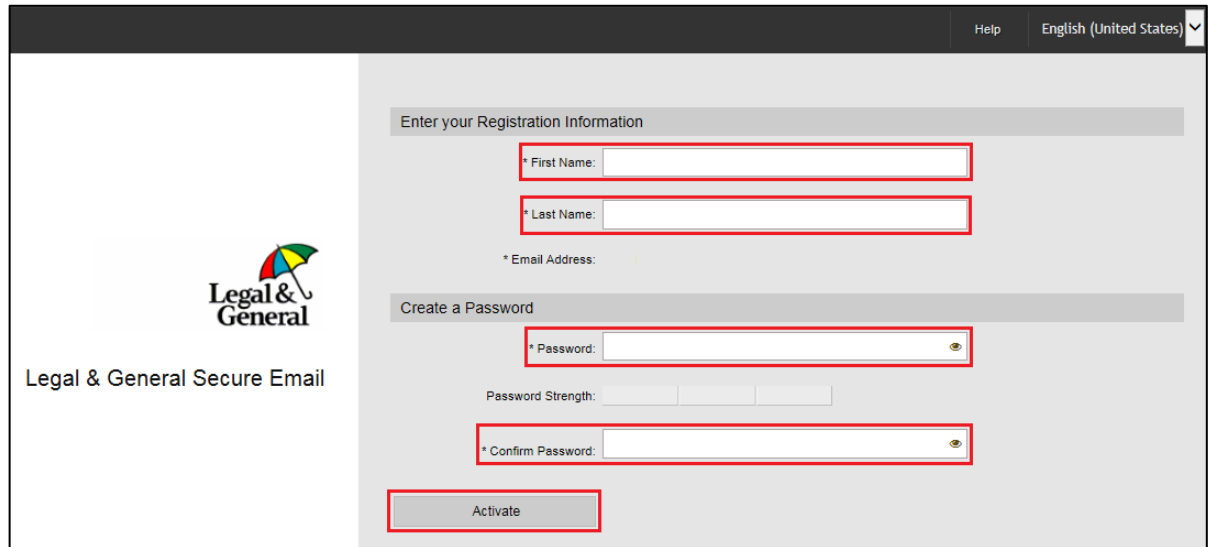
4

Enter in the required information to create your account:

- **First Name** and **Last Name**
- **Password**

All passwords must be at least 12 characters and a mix of 4 of the following:

- Upper case letters
- Lower case letters
- Special Characters / symbols (e.g. ! @ \$ £ %)
- Numbers



The screenshot shows a web registration form for Legal & General Secure Email. The form is titled "Enter your Registration Information" and includes the following fields:

- * First Name: [Text Input Field]
- * Last Name: [Text Input Field]
- * Email Address: [Text Input Field]
- Create a Password section:
 - * Password: [Text Input Field with eye icon]
 - Password Strength: [Progress Bar]
 - * Confirm Password: [Text Input Field with eye icon]

At the bottom of the form is an "Activate" button. The Legal & General logo and "Legal & General Secure Email" text are visible on the left side of the form.

5

Click **Activate**

5

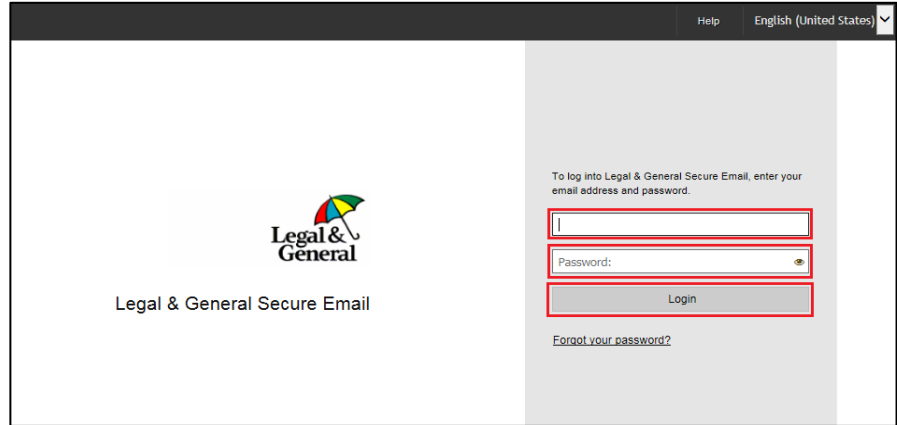


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Creating an account and accessing your first secure email

6

Enter in your **Email Address** and **Password**

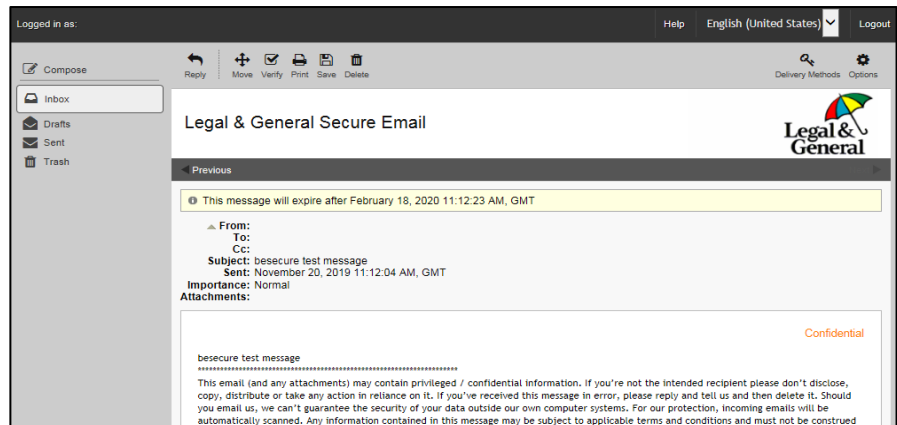


7

Click **Login**

8

You will then be automatically directed to the secure email



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Accessing the Web Portal

Once you have created a Legal & General Secure Email account you will be able to log directly into the web portal and access all your secure Legal & General emails.

1

Navigate to:

<https://eu.pbe.encryption.symantec.com/login.html?enterprise=legalandgeneral>


2

Enter in your **Email Address** and **Password**


3

Click **Login**

Help English (United States) ▼


Legal & General Secure Email

To log into Legal & General Secure Email, enter your email address and password.

Password: 

Login

[Forgot your password?](#)

7

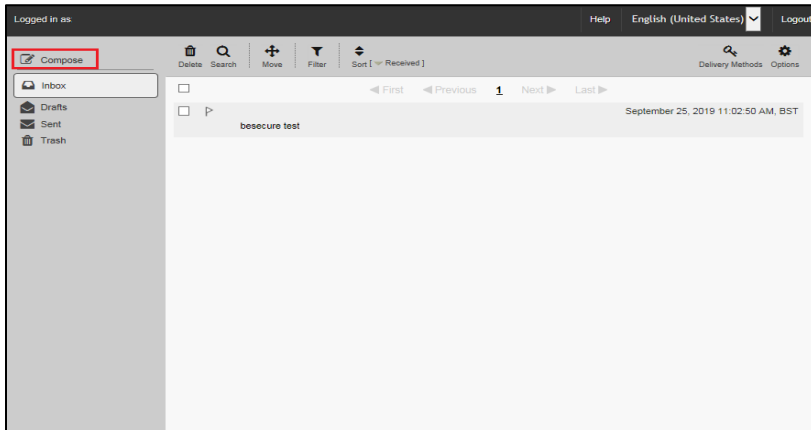
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Composing an Email

The web portal allows you to compose new secure emails directly to your Legal & General contacts.

1

On the home page, Click **Compose**



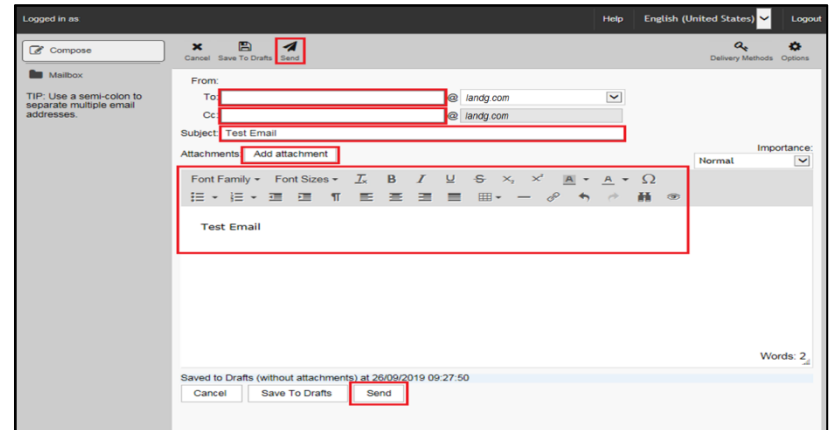
2

Fill in the following as required:

- **To / Cc**
- **Subject**
- **Attachments**
- **Your Message**

3

Click **Send**



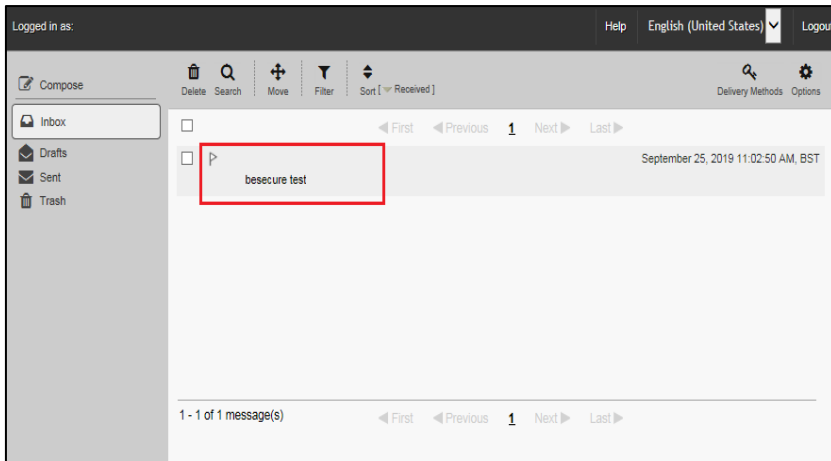
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Replying to an Email

The web portal provides the ability to reply to all of your received Legal & General emails. This enables a secure two-way communication channel with your Legal & General contact.

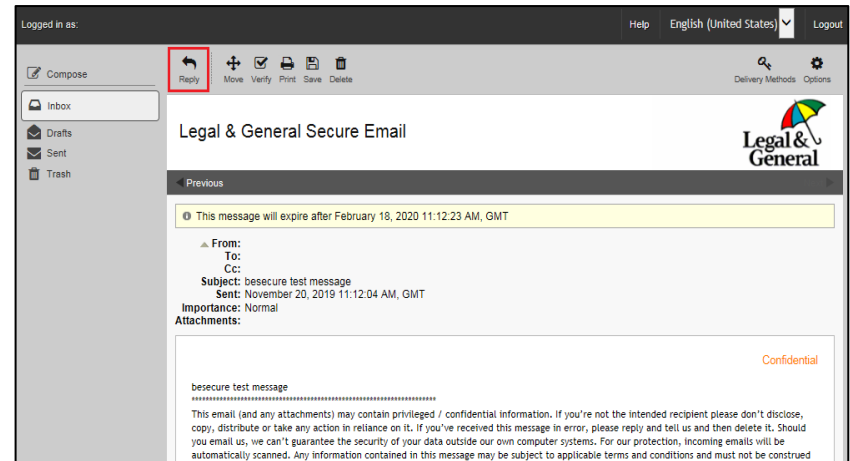
1

Click on the email that you would like to reply to



2

Click **Reply**



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Replying to an Email

3

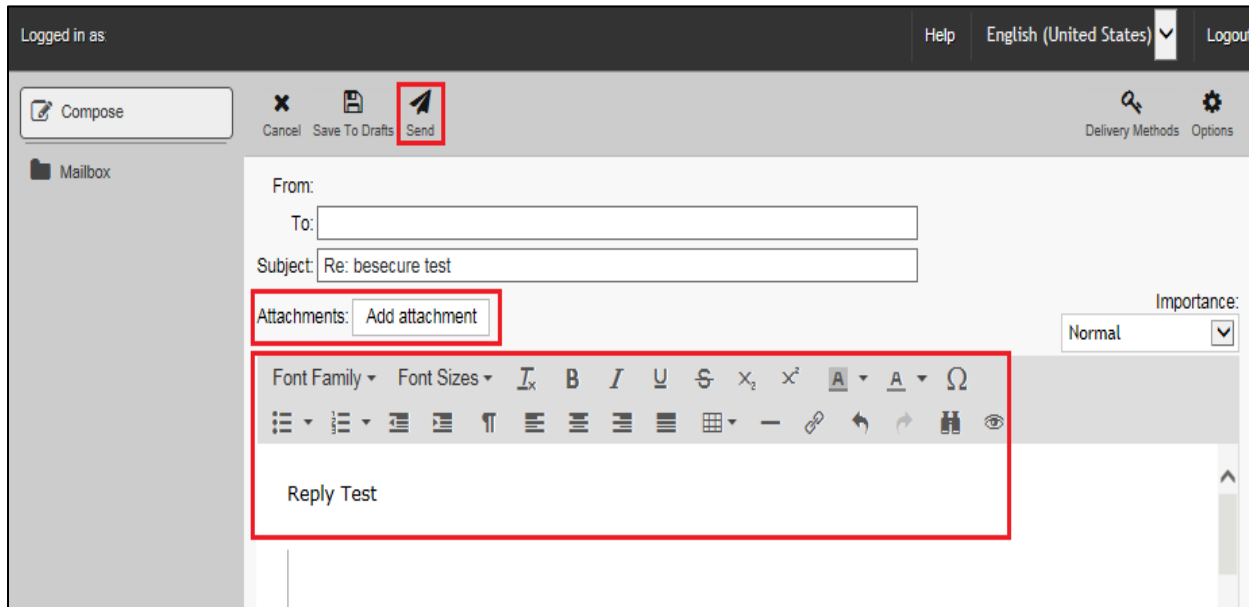
Type in your response within the body of the email

4

If required, you can also add attachments to your response by clicking **Add attachment**

5

Click **Send**



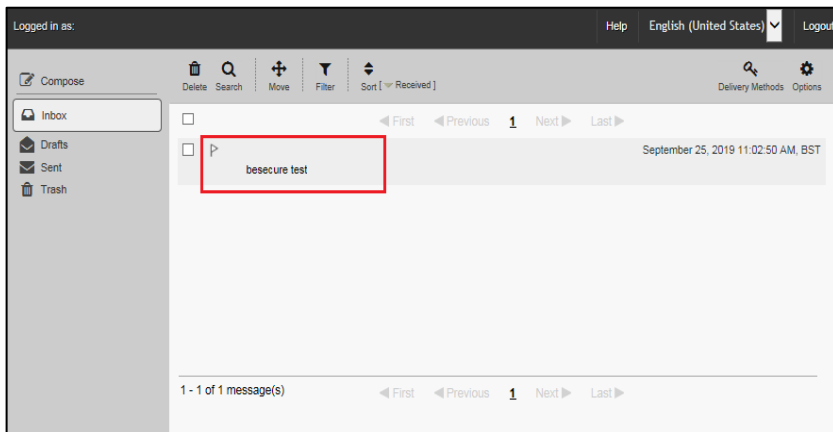
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Saving and Printing an Email

Whenever you need to save a copy of an email, especially if you will still need a copy after the 90 day expiry period, you are provided with two options. The web portal allows you to print a hard copy and also to save an email in multiple formats.

1

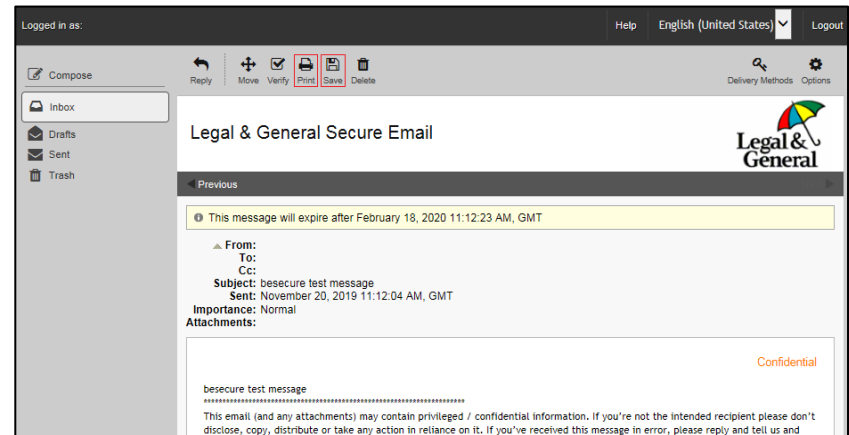
Within your web portal Inbox, click on the email you would like to save



2

Click **Save**

You can also print a copy of the email at this point by clicking on the **Print** button



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Saving and Printing an Email

3

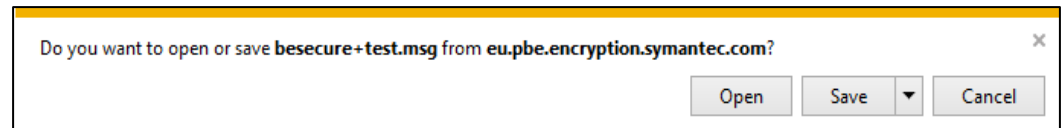
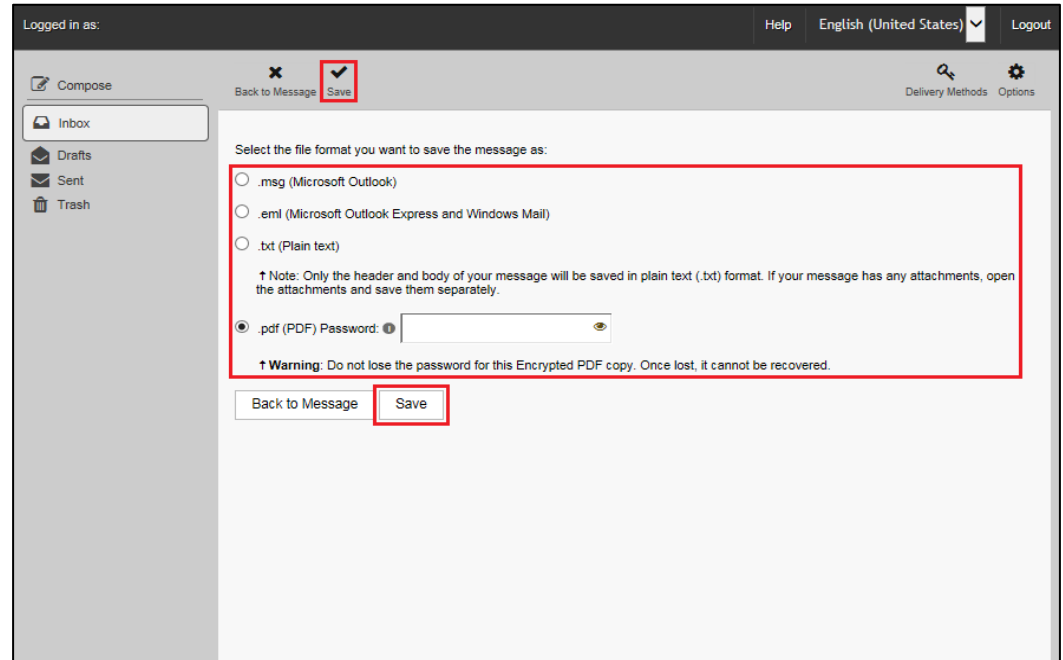
Select the file format of your choice

4

Click **Save**

5

You will then be prompted to save the file to your preferred location



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Frequently Asked Questions

| Question | Answer |
|---|--|
| When replying to emails, can I add in additional email addresses? | You can reply to original recipients including non Legal & General addresses, however you will not be able to add any new recipients. |
| Who can I send an email to when composing or replying? | This service is restricted to sending emails only to Legal & General and cannot be used for communications with any other parties unless you are replying to an email where there are external parties already on the communication initiated by an L&G party. (See above) |
| I have forgotten my password, how can I reset it? | Navigate to the portal and click Forgot your Password? . This will take you through a few steps in resetting your password. |
| I am having issues with using the service, who can I speak to? | If you have any further questions please contact Legal & General Secure Email Technical Helpdesk on 0345 076 3009. Alternatively you can speak to your usual Legal & General contact who will be able to provide additional advice. |