



8 November 2016

**Bank of Finland's and Financial Supervisory Authority's secure email system:  
instructions for external users**

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**1 Introduction**

The Bank of Finland's and Financial Supervisory Authority's secure email is to be used for communicating confidential information in the form of individual emails between the Bank of Finland and/or Financial Supervisory Authority and an external party. The Bank of Finland and the Financial Supervisory Authority use the Deltagon Sec@GW solution, in which messages are secured automatically via SSL encryption and locked using Deltagon MessageLock technology.

This instruction describes the use of secure email by external parties.

**2 Receiving a secure message**

- The recipient will receive an email message containing a secure link for opening the message:



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**Luottamuksellinen / Konfidentiell / Confidential**

Aihe / Ämne / Subject  
Message subject

**Avaa viesti / Öppna meddelandet / Open message**

Olet saanut luottamuksellisen viestin. Viesti avataan ja siihen voidaan vastata yläpuolella olevasta linkistä. Yhteys on suojattu SSL-salauksella. Turvallisuussyistä viestin lukemista on rajoitettu ja se voidaan lukea korkeintaan 30 päivän ajan.

Du har fått ett konfidentiellt meddelande. Meddelandet kan öppnas och svaras på från länken ovanför. Förbindelsen är skyddad med SSL-kryptering. Av säkerhetsskäl är läsningen begränsad och meddelandet kan läsas i högst 30 dagar.

You have received a confidential message. Message can be opened and replied to from the link above. Connection is protected with SSL encryption. Due to security reasons reading of the message is limited and can be read for 30 days at most.

- “Open message” link opens the email into a browser
- The message can be given a higher security level by SMS, in which case the email has the status of “Registered envelope”. When opening the message, the recipient receives an SMS containing a message-specific PIN code. The PIN code is entered into the system when the message is opened.

### 3 Reading a secure message

- A secured message can be opened using the attached link. The message shows that it has been sent in encrypted form.
- Recipient’s options:
  - Open and save attachment
  - Save a secure message [txt/html/zip/encrypted zip/S/Mime]
  - Delete or save a message
  - In sending a reply, the same secure link is used. The reply is directed to the mailbox of the Bank of Finland or Financial Supervisory Authority employee who originally sent the message.
- The user interface languages are Finnish, Swedish and English
  - The language is defined automatically based on the recipient's browser settings



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#### 4 Received message functions

The picture below shows a message that has been read and received on a browser.



It includes the following options:


- |               |  |
|---------------|--|
| Reply         | Reply to a message in protected mode   |
| Reply All     | Reply to all the recipients in protected mode  |
| Forward       | Forward a message in protected mode  |
| Question Mark | Show instruction   |
| Print         | Print message  |
| Save          | Save message on computer (txt, html, zip, encrypted zip or S/MIME encrypted eml). To save the message as an encrypted zip-file, enter the password of your choice in the field "Password"<br>You can save a message as S/MIME encrypted only if you have a S/MIME certificate. |
| Delete        | Delete message from the server   |
| Logout        | Keeps the message on the server for a restricted period of time. The message can be reopened using the same link.  |




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## 5 Email authentication

If the message has been sent with the security level “Registered envelope”, you need a PIN code to open the message. The PIN code is sent automatically to your mobile phone as a SMS message when you click the link included in the notification message. When you have received a PIN code, enter it in the field and click “Continue”.

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FINLANDS BANK | BANK OF FINLAND

 **CONFIDENTIAL MESSAGE**  
- Read Message  
Security level: 256-bit encryption

[Help](#)

---

**Authentication** [Exit](#)

To open this secure message you must have a PIN code that is automatically sent to your mobile phone (123 456 7891). It can take a moment for the SMS message to arrive.

Enter PIN code:

If you do not receive a SMS message, please check if the above phone number is correct.

- If the phone number is correct, please wait a few minutes and order a new PIN code.
- If the phone number is incorrect, notify the sender.

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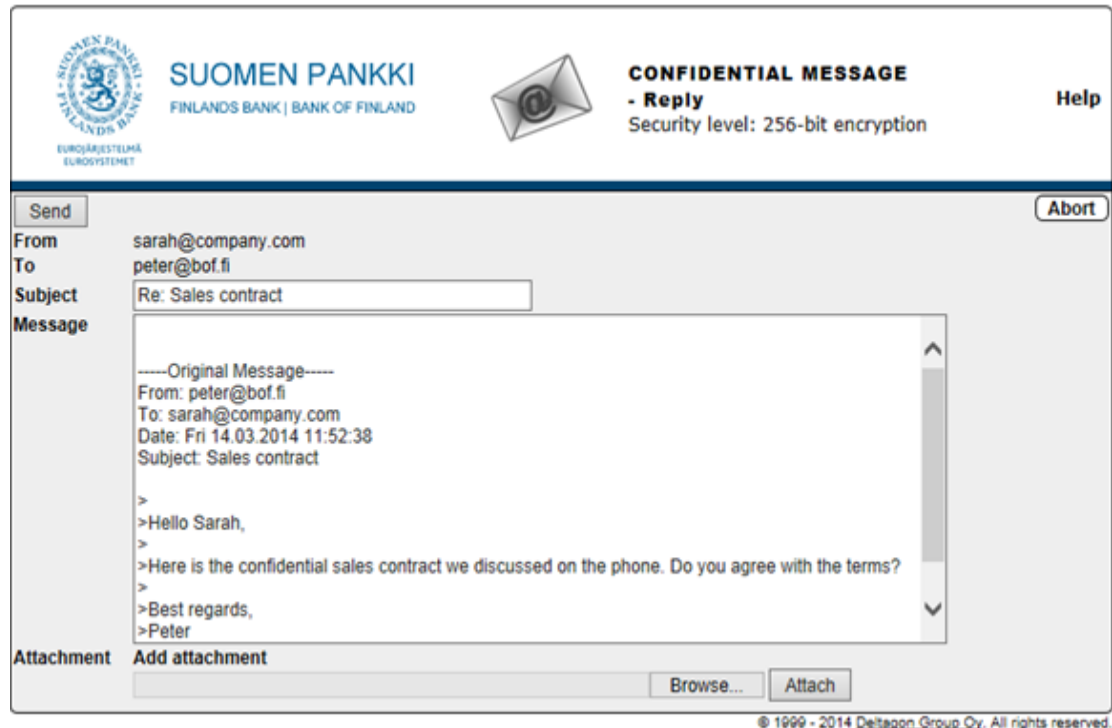
If you do not receive the PIN code in your mobile phone within a reasonable time, you can reorder the PIN code by selecting “Order PIN code”. If your phone number is incorrect or authentication is unsuccessful, please inform the sender of the message by clicking “Send notification”.



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## 6 Message reply functions

The picture below shows how to reply to a message on a browser.



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It includes the following options:

To	Select message recipient(s)
Subject	Title of the message
Message	Contents of the message
Abort	Abort reply without sending a message
Attach	Add files to the message; browse for file and click “Attach”
Send	Send message
Question Mark	Show instruction

The forwarding of a sent message is confirmed and you can save on your computer the message that you have sent and the attachments.



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The screenshot displays a secure email interface. At the top left is the Suomen Pankki logo. The header includes the bank's name in Finnish and English, a 'CONFIDENTIAL MESSAGE - Reply' warning with a security level of 256-bit encryption, and a 'Help' link. The main content area is titled 'Confirmation' and shows a 'Message sent successfully' notification. Below this, the email details are listed: Subject: Re: Sales contract, From: sarah@company.com, To: peter@bof.fi, Date: Fri 14.03.2014 11:52:38. The body of the message contains a greeting to Peter, a thank you for his message, and an agreement to terms with changes in an attachment. It also includes a 'Best regards, Sarah' and a quoted 'Original Message' from Peter to Sarah, which contains a greeting, a reference to a confidential sales contract, and another 'Best regards, Peter'. At the bottom, an attachment 'sales\_contract.doc [731.6 KB]' is listed. The interface includes an 'Exit' button, a 'Save' button, and a dropdown menu for 'Message and attachments (zip)'. A copyright notice for Deltason Group Oy is visible at the very bottom.

## 7 Log off

You can save the message on the server for a restricted period of time. Reopening a message requires identification by means of a cookie or password. We recommend that you save the message using a password; enter your password of choice into the required fields. Click “OK” to confirm (by clicking “Back”, you return to the message without saving it).



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**SUOMEN PANKKI**  
FINLANDS BANK | BANK OF FINLAND

**CONFIDENTIAL MESSAGE**  
- Logout  
Security level: 256-bit encryption

Help

**Confirm logout**

Reopening of message requires identification.  
Choose a method of identification of the following:

Cookie: A cookie is saved to your browser and while opening the message you will be automatically identified with it. Message can be opened with the same browser.

Password: Define your own password that is required to reopen the message. Message can also be opened with another browser.

Password

Confirm password

Password must include:

- at least 6 characters
- lower-case letters
- upper-case letters
- numbers

OK Back

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## 8 External parties can send a secure message to the Bank of Finland and/or Financial Supervisory Authority

You can send SSL-secured email to the Bank of Finland and the Financial Supervisory Authority via a browser at <https://securemail.bof.fi>  
The link is also available on the websites of the Bank of Finland and Financial Supervisory Authority.

A link to a secure email can also be sent by email to a recipient who is not a staff member.

The permitted recipient addresses are: @bof.fi, @suomenpankki.fi, @fiva.fi, @finanssivalvonta.fi

- Click the link <https://securemail.bof.fi>
- Type your email address in the field “From”
- retype in the verification field the characters shown in the verification symbol
- Click “Continue” to open a window for writing a confidential email message



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- From Type your email address
- Verification Type the figure shown in the picture
- Continue Move to writing the email message
- Help Show instruction

The sender’s email address must have been registered with a secured email service. Registration is valid for 90 days.

If you have registered your email address and your registration is still valid, you can write email messages using the link sent to you during the registration process. If you have not registered your email address or your registration is no longer valid, you must first register your email address.

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Once you click “Register”, the system will register you with the email address given by you in the previous phase and the following screen will appear:





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**Send message - Registration**

Registration of the e-mail address @gmail.com was successful.

You can access the service by using the personal link that was sent to you during the registration process.  
The link is valid for 90 days.

Session closed.

You can now close your browser.

**NOTICE**  
Remember to clear the browser cache, especially if you are using a public computer.

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After this, a message will be sent to your email address confirming that your registration was successful:

From Secure Mail <noreply@bof.fi> ☆

Subject **Rekisteröinti** 17:03

To Me ☆

FI / EN / SV

Osoitteesi on rekisteröity palvelimelle securemail.bof.fi salatun postin lähettäjäksi.  
Rekisteröinti on voimassa 90 päivää.  
Käytä alla olevaa linkkiä salatun postin lähettämiseen.

Your address is registered to server securemail.bof.fi as sender of secured mail.  
The registration is active for 90 days.  
Use the link below to send secured messages.

Din e-post adress är registrerat till servern securemail.bof.fi för sändning av krypterade meddelanden.  
Registreringen är gällande för 90 dagar.  
Använda länken för att sända krypterat meddelanden.

<https://securemail.bof.fi/index.cgi?>

By using the link provided in the message, you can send secured email messages for 90 days (see Section 9, Functions related to messages written by external parties). After 90 days, you must register again.

If you lose the email confirming registration (i.e. you cannot use the link to send secured messages), you must register again.

## 9 Functions related to messages written by external parties

The picture below shows an email written by a person who is not a member of staff:



## Instruction

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It includes the following options:

To	Add recipient's email address
Edit	Edit recipient's email address
Done	Confirm address
Subject	Write title of the message
Message	Write message
Exit	Abort sending message in a secure manner
Send	Send message
Attach	Add files to the message Browse for a file by clicking "Add attachment" and click "Attach" to append it to the message.
Help	Show instruction

When you have sent the message, you can save it on your computer or print it.