



Bank of Finland's and FIN-FSA's 29.5.2020
secure email system: instructions
for external users

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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 (FIN-FSA) 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 using 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 secure 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 determined 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". 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 SMS 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 an 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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CONFIDENTIAL MESSAGE
- Read Message
Security level: 256-bit encryption

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: [Continue](#)

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.

[Order PIN code](#) [Send notification](#)

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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.

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 the message you have sent and the attachments on your computer.



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The screenshot displays a secure email interface. At the top, the header includes the Suomen Pankki logo, the text 'SUOMEN PANKKI FINLANDS BANK | BANK OF FINLAND', a 'CONFIDENTIAL MESSAGE - Reply' status with 'Security level: 256-bit encryption', and a 'Help' link. Below the header, a 'Confirmation' bar states 'Message sent successfully.' with an 'Exit' button. The main content area shows a message from 'peter@bof.fi' to 'sarah@company.com' dated 'Fri 14.03.2014 11:52:38'. The message body reads: 'Hello Peter, Thank you for your message. I agree with the terms with the following changes you'll find in the attachment. Best regards, Sarah'. Below this is a quoted 'Original Message' from 'peter@bof.fi' to 'sarah@company.com' with the same date and subject 'Sales contract'. The quoted message body reads: '> Hello Sarah, > Here is the confidential sales contract we discussed on the phone. Do you agree with the terms? > Best regards, > Peter'. At the bottom, an 'Attachments' section lists 'sales_contract.doc [731.6 KB]'. A footer bar contains a dropdown menu set to 'Message and attachments (zip)' and a 'Save' button. The very bottom of the page has a small copyright notice: '© 1999 - 2014 Delagoo Group Oy. All rights reserved.'

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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8 External parties can send a secure message to the Bank of Finland and/or FIN-FSA

You can send SSL-secured email to the Bank of Finland and the Financial Supervisory Authority on a browser at <https://securemail.bof.fi>. The link is available also on the websites of the Bank of Finland and Financial Supervisory Authority. A link to a secure email can be sent to a recipient who is not a staff member also by email.

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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CONFIDENTIAL MESSAGE
Security level: 256-bit encryption

Help

Send message - Sender identification

From (your e-mail address)

Verification 

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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 senders' email address must be registered in the email service. The registration is valid for 90 days.

If a user has registered their email address and the registration is still valid, they can write an email message by using the link received in connection with the registration. If no email address has been registered or the registration is not valid, the email address must be registered.

Send message - Registration

The use of this service requires registration. The e-mail address `username@gmail.com` has not been registered yet.

During the registration process, an e-mail containing a personal link will be sent to your e-mail address. You can access the secured message service with this link. The link is valid for 90 days.

If your link is lost or no longer valid, you can request a new link by identifying yourself to the service again.

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When a user clicks “Register”, the system registers the user with the email address given at the previous phase and displays the following notification:



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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.

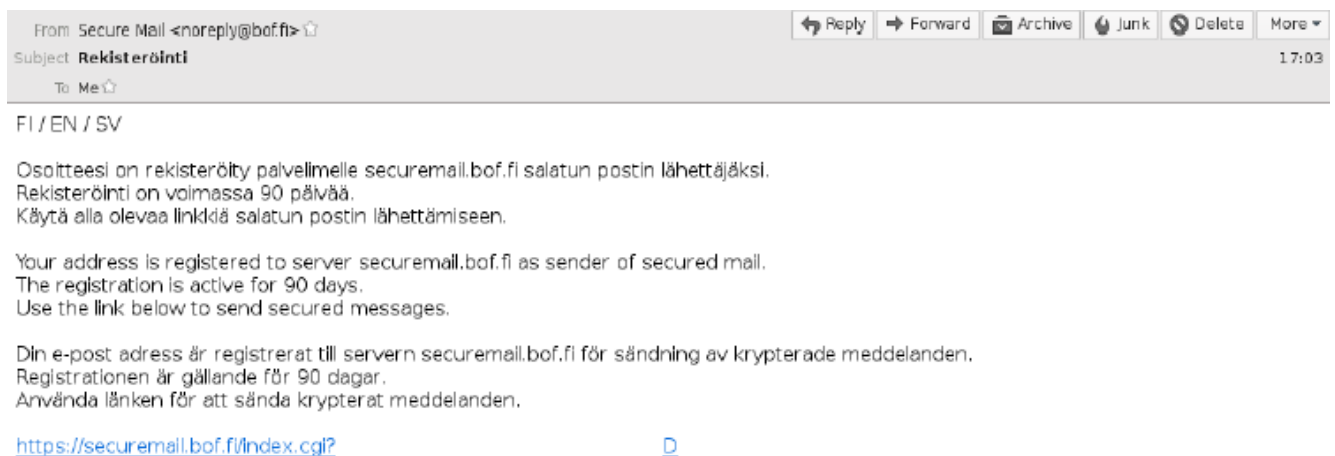
You can now close your browser.

NOTICE

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

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Subsequently, a confirmation message of the registration of the address is sent to the email address given by the user:



By using the link in the email message, the user is able to send encrypted email for a period of 90 days (see section 10 "Functions related to messages written by external parties"). Registration must be renewed after 90 days.

If a user loses the registration email (and therefore cannot use the link contained therein), registration must be renewed.



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9 Functions related to messages written by external parties

The picture below shows an email written in a browser by a non-staff member:

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 securely
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.

Appendices Write here

Distribution

For information Write here