

# BMO Financial Group Message Center

## BMO's Secure Email Service Customer User Guide

Through our Message Center you can send and receive secure emails with your BMO Harris Representative. This email service encrypts your personal, financial or confidential information, then transmits and stores it for 90 days.

The first time your BMO Harris Representative sends a secure email, you'll receive a notification at the email address you provided to BMO with a link to register for the Message Center. After you've registered you'll go straight to our Message Center where you can view the email.

Any future secure emails from your BMO Harris Representative will also be directed to the Message Center and again accompanied with a notification to your designated email address. You'll simply follow the sign in procedure to enter the Message Center.

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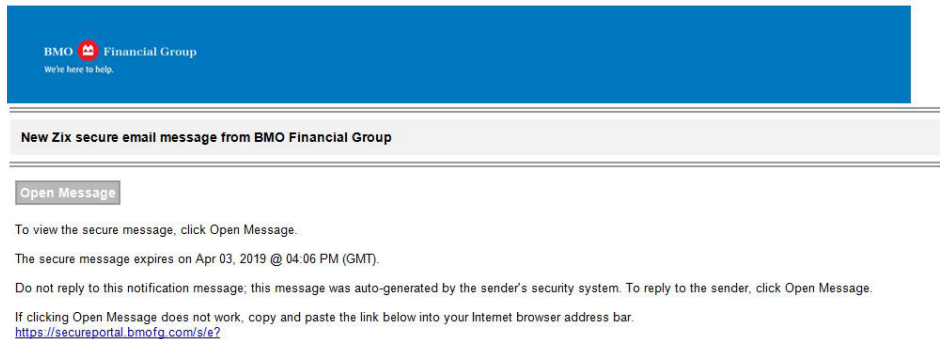
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# 1. Registration and activation

From: Tse, Simon <[notification@secureportal.bmofg.com](mailto:notification@secureportal.bmofg.com)>  
Sent: Thursday, January 3, 2019 12:06:45 PM  
To: [simontse297@hotmail.com](mailto:simontse297@hotmail.com)  
Subject: [PROTECT] This is a sample email



## 1.1 Receiving a secure email from BMO

You will receive this notification email from BMO (**notification@secureportal.bmofg.com**) inviting you to register for the Message Center.

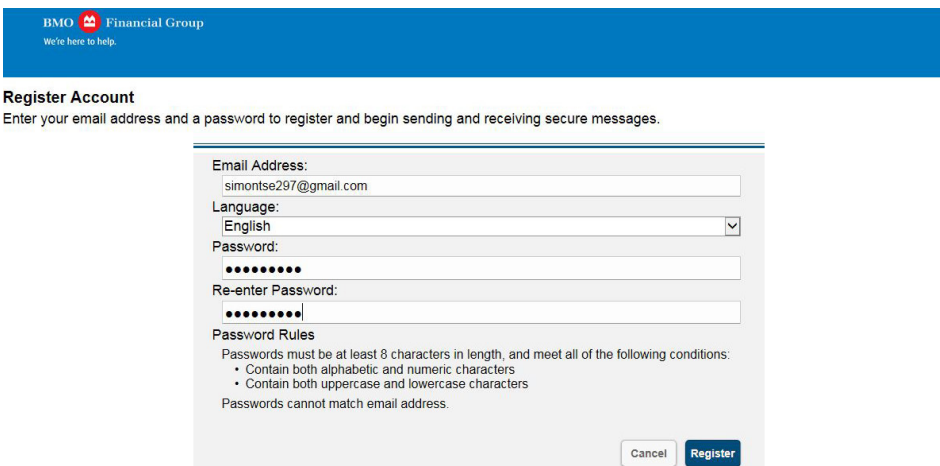
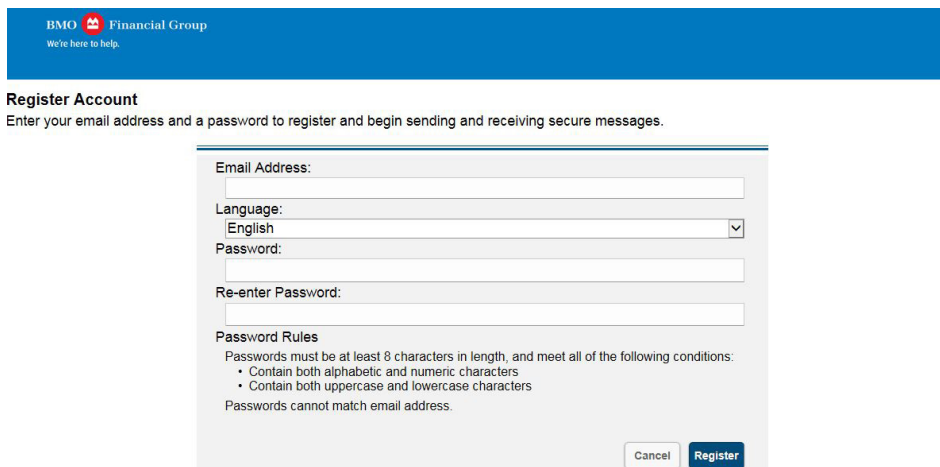
**Do not reply to this notification email.** To ensure your data is properly protected, you will need to first register and then view the secure email via our online Message Center.

To register, select **Open Message**.

Any future secure emails from your BMO Representative will be accompanied with a notification sent to your designated email address.

## 1.2 Registering for the Message Center

Registration can be done from a desktop, laptop, smartphone and tablet.<sup>1</sup>



The registration process is simple and easy to follow.

- Select your language preference from the drop down menu.
- Then create a password, which must have a minimum of 8 characters consisting of at least one uppercase character, one lowercase character and one number.
- Next, re-enter your password and select **Register**.

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#### Account Change Confirmation

A confirmation email has been sent to your email address. Follow the instructions within the email to activate your new password. If you do not receive the confirmation email, make sure you are a registered user for this portal. You should also check your spam email folder for the confirmation email.

You'll see this message indicating a confirmation email has been sent to the email address being registered.

#### Change Password

Your BMO Financial Group password is pending.

To activate your new password, select the button below:

Activate

To decline your new password, select the button below:

Decline

For Customer Support, click [here](#).

### 1.3. Activating your account

Select **Activate** to complete the registration.

#### Activation Successful

You have successfully activated your new password. Click Continue to return to the Sign In page.

Continue

Note: Your password is important. Please store it in a safe place.

You'll be directed back to the Sign In page after selecting **Continue**.

You're now ready to sign in and view your secure email.

## 2. Using the Message Center

From: Tse, Simon <notification@secureportal.bmofg.com>  
Sent: Thursday, January 3, 2019 12:06:45 PM  
To: simontse297@hotmail.com  
Subject: [PROTECT] This is a sample email

BMO Financial Group  
We're here to help.

**New Zix secure email message from BMO Financial Group**

[Open Message](#)

To view the secure message, click Open Message.

The secure message expires on Apr 03, 2019 @ 04:06 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.  
<https://secureportal.bmofg.com/s/e?>

### 2.1. Opening a secure email

A notification that you've received a secure email will be sent to the email address you provided to BMO. Select **Open Message**.

You'll be directed to the Message Center Sign In page. Enter your email address, password and select **Sign In**.

BMO Financial Group  
We're here to help.

Inbox | Contacts | Compose | Sent Mail | Drafts

Refresh | Delete | simontse297@gmail.com | Sign Out

You have one new message. Last Sign In: Oct 29, 2018 8:39 AM

| Select                   | From              | Subject                  | Date                  |
|--------------------------|-------------------|--------------------------|-----------------------|
| <input type="checkbox"/> | simon.tse@bmo.com | [PROTECT] this is a test | Jan 23, 2019 10:51 AM |

You'll then be taken to your Message Center inbox where you can view your emails.

BMO Financial Group  
We're here to help.

Inbox | Contacts | Compose | Sent Mail | Drafts

Reply | Reply All | Forward | Delete | More Actions | simontse297@gmail.com | Sign Out

Last Sign In: Oct 29, 2018 8:39 AM

**Received:** Jan 23, 2019 10:51 AM  
**Expires:** Apr 23, 2019 9:51 AM  
**From:** simon.tse@bmo.com  
**To:** simontse297@gmail.com  
**Cc:**  
**Subject:** [PROTECT] this is a test

**Attachments:** Group Banner.PNG.PNG

This message was sent securely using Zix®

### 2.2. Opening and saving attachments

If your email has an attachment, select it once and a pop-up box will prompt you with two options:

- Open
- Save

Select **Open** to view the document or **Save** to view it later.

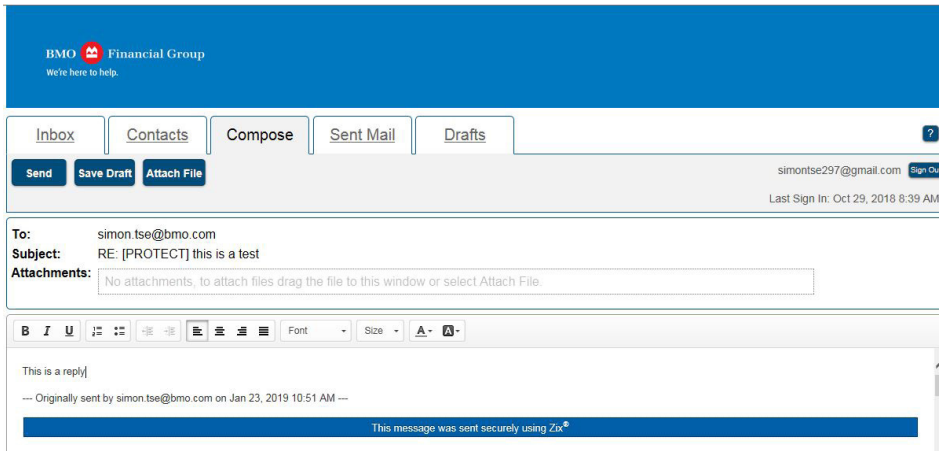
This is a test with attachment

Regards,

Do you want to open or save Group Banner.PNG.PNG from secureportal.bmofg.com?

Open | Save | Cancel

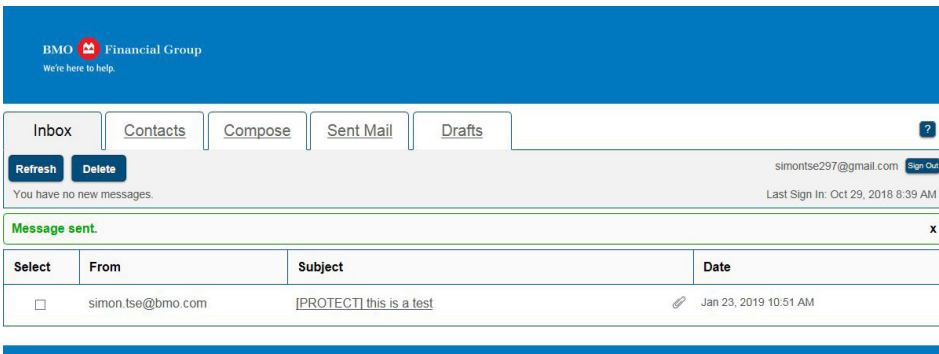
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### 2.3. Replying to and composing new emails

Secure email exchanges are limited to you, your BMO Harris representative and the individuals copied on the email.

You can use **Reply All** to send a secure email within the Message Center that contains a non-BMO email address. However you can't forward or copy to a non-BMO email address that was not on the original email.



After you send an email, a **Message sent** notification appears.

#### NOTE

Please do not reply to notification emails from your regular inbox. In order for an email to remain secure you must reply from within the Message Center.

Any emails you send from that inbox won't be encrypted, which could put your personal information at risk.

Any new emails, including attachments, you send to a BMO email address from the Message Center are automatically encrypted by the bank's security systems. Attachments can be up to 30MB in size.

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### 3. Resetting your password

If you forget your password, select **Reset** at the bottom of the Message Center Sign In page.

You'll be prompted to reset your password. The reset process is simple and easy to follow.

- Enter your email address.
- Create a new password, which must have a minimum of 8 characters consisting of at least one uppercase character, one lowercase character and one number.
- Re-enter your new password and select **Reset**.

The Account Change Confirmation message will be displayed and a confirmation email will be sent to the email address that BMO has on file.

Select the link in the confirmation email to finish changing your password.

#### Need assistance?

If you need additional assistance using the Message Center, visit [Secure Emails at bmoharris.com/security](https://www.bmoharris.com/security) or contact your BMO Harris Representative.