



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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

Contents

1 Introduction	1
2 Receiving a secure message	1
3 Reading a secure message	2
4 Received message functions	3
5 SMS authentication	4
6 Message reply functions	5
7 Log off	6
8 External parties can send a secure message to the Bank of Finland and/or FIN-FSA	7
9 Functions related to messages written by external parties	10

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:



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential



SUOMEN PANKKI
FINLANDS BANK | BANK OF FINLAND

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



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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. |



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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”.

The screenshot shows a secure email interface. At the top left is the Suomen Pankki logo. To its right is the text "SUOMEN PANKKI" and "FINLANDS BANK | BANK OF FINLAND". Further right is an envelope icon with a keyhole, labeled "CONFIDENTIAL MESSAGE - Read Message" and "Security level: 256-bit encryption". A "Help" link is in the top right. Below this is a header bar with "Authentication" on the left and an "Exit" button on the right. The main content area contains the text: "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." Below this is a form with "Enter PIN code:" followed by a text input field and a "Continue" button. Further down, it says "If you do not receive a SMS message, please check if the above phone number is correct." followed by two bullet points: "• If the phone number is correct, please wait a few minutes and order a new PIN code." and "• If the phone number is incorrect, notify the sender." At the bottom are two buttons: "Order PIN code" and "Send notification".

© 1999 - 2014 Deltaport Group Oy. All rights reserved.

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”.



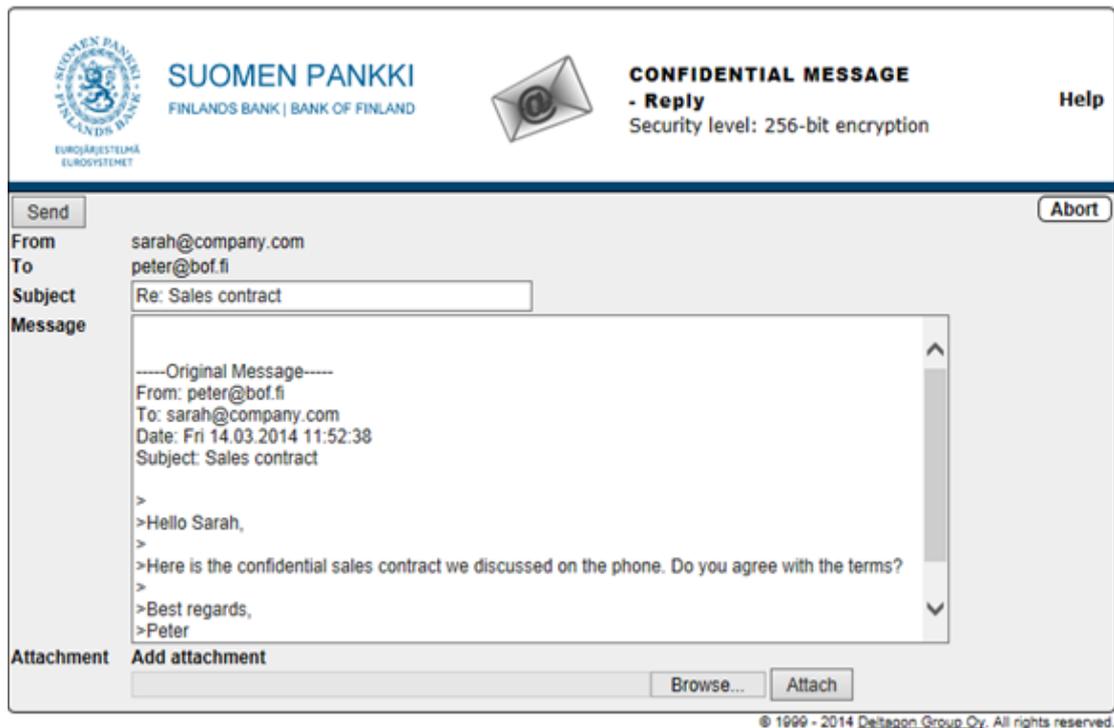
ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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.



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

The screenshot shows a secure email interface. At the top left is the Suomen Pankki logo. The header includes 'SUOMEN PANKKI' and 'FINLANDS BANK | BANK OF FINLAND'. A 'CONFIDENTIAL MESSAGE - Reply' banner indicates a security level of 256-bit encryption. The main content area shows a 'Confirmation' message: 'Message sent successfully.' Below this is a 'Reply' message with the following details: Subject: Re: Sales contract; From: sarah@company.com; To: peter@bof.fi; Date: Fri 14.03.2014 11:52:38. The body of the reply says: '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 the reply is the 'Original Message' from peter@bof.fi to sarah@company.com on Fri 14.03.2014 11:52:38, with subject 'Sales contract'. The original message body says: '> 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, there is an attachment 'sales_contract.doc [731.6 KB]' and a 'Save' button. A footer at the very bottom reads '© 1999 - 2014 Deltason 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).



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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

© 1999 - 2014 Deltagon Group Oy. All rights reserved.

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.



ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL Confidential

© 1998 - 2014 Dellson Group Oy. All rights reserved.

- | | |
|--------------|--------------------------------------|
| 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.

© 1998 - 2020 Dellson Group Oy. All rights reserved.

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



ICT and Information Management Department

Memorandum

9 (10)

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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.

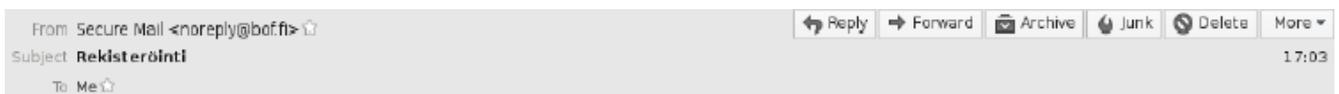
You can now close your browser.

NOTICE

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

© 1999 - 2016 Deltagon Group Oy. All rights reserved.

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



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 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.



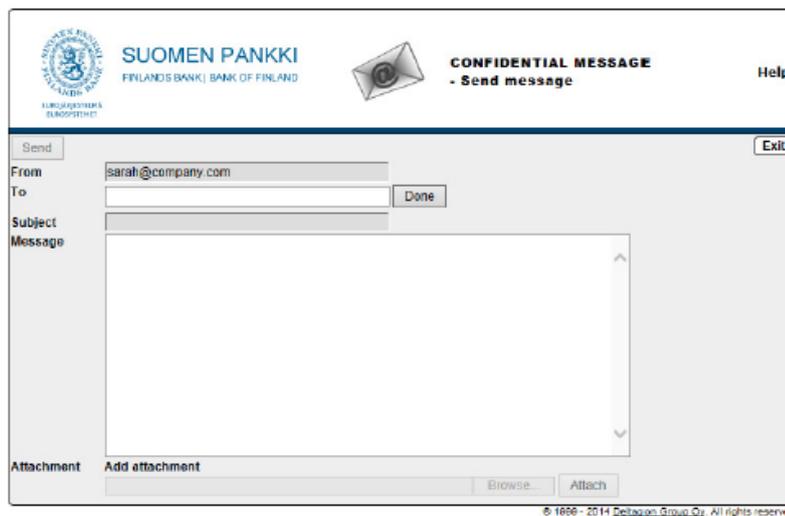
ICT and Information Management Department

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

BOF/FIN-FSA – CONFIDENTIAL
Confidential

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