



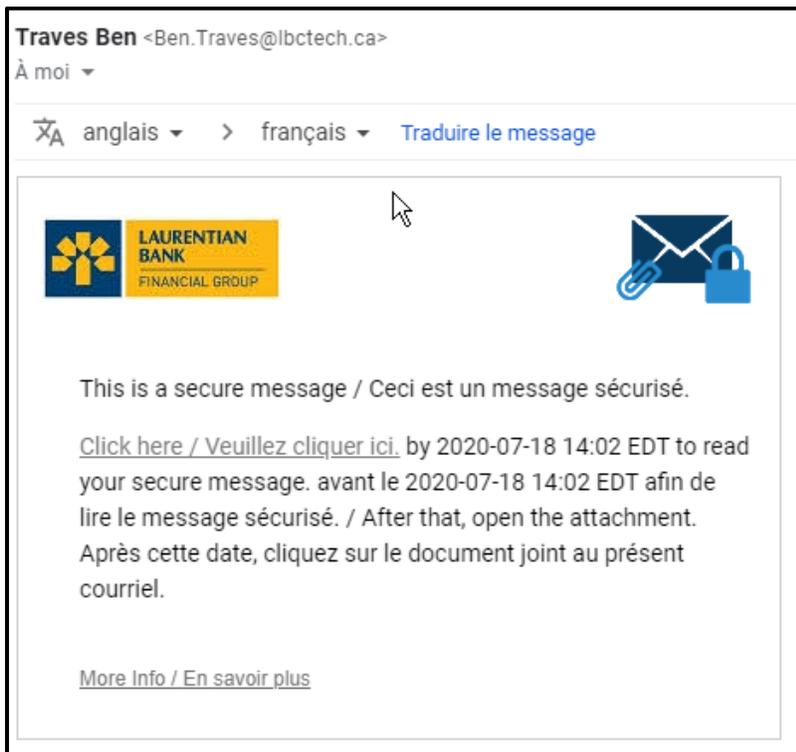
# USER GUIDE

## B2B Bank Secure Messaging

Do you have confidential documents to share with B2B Bank? Use secure messaging to ensure that your personal information is transmitted securely. This tool helps you save on time and allows you to send documents from anywhere, any time.

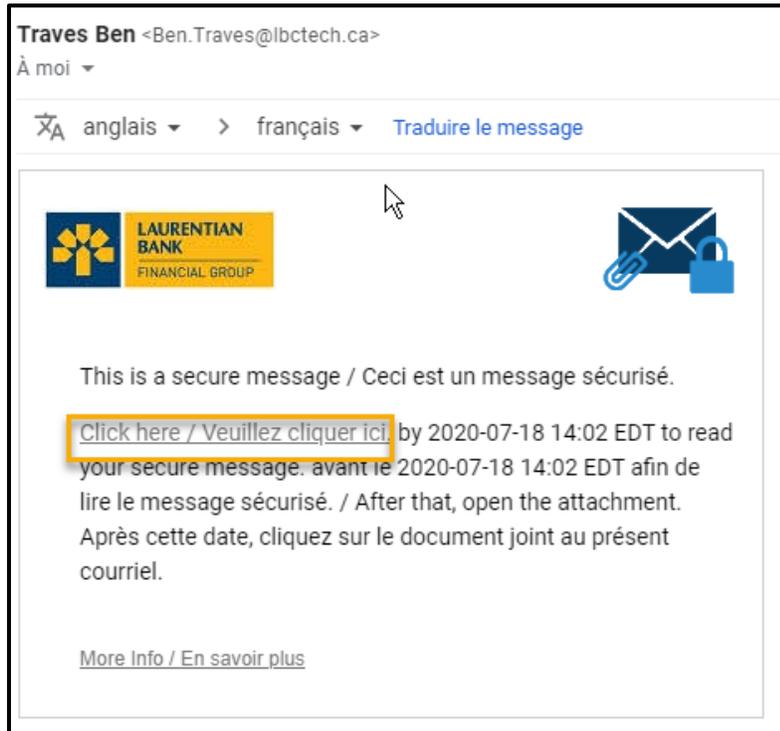
### HOW TO READ A SECURE MESSAGE AND RETRIEVE YOUR DOCUMENTS?

1. Open the notification e-mail you received from B2B Bank  
Preview of the message:



**NOTE:** Please check your spam folder if you haven't received a message in your inbox.

2. Click “Click here” to read the secure message



3. Sign up or log on to access your secure messaging

### **NOT REGISTERED YET?**

- ❖ Create a user account by filling in all the fields on the form
- ❖ Read the Terms of Use and then give your consent by checking the box provided
- ❖ Press “Continue” to confirm your registration



**Registration**

Password Policy

- Passwords must be 8-20 characters long.
- At least one digit (0-9) is required.
- At least one symbol character is required.
- Your username may not appear in the password.

Create your account to read secure email.

Email Address: valp316@gmail.com

First Name: V

Last Name: Ped

Password: .....

Confirm Password: ..... 

You must accept the following terms and conditions before continuing:  
 [I agree to the linked terms and conditions.](#) 

**Continue**

## ALREADY REGISTERED?

- ❖ The “email” field will be pre-filled.
- ❖ Please enter your password and press “Continue” to access your secure messaging



**Connexion**

Se connecter à Email Encryption

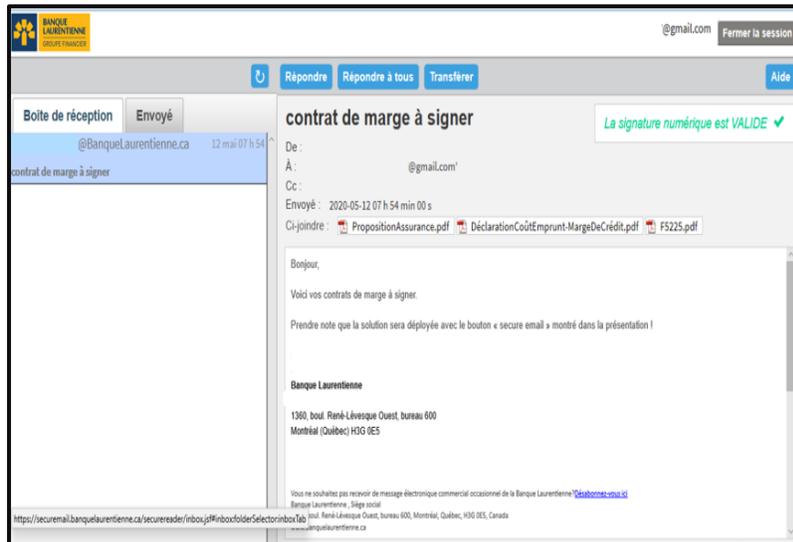
@gmail.com

Mot de passe

[Oublier le mot de passe](#)

**Continuer**

- Once logged on, you can access your secure messaging to read your messages and view documents.



**NOTE:** The “Digital signature is VALID” window in the upper right-hand corner confirms that you are logged on and can now send confidential documents securely.

## HANDY TIP

### For security reasons:

- ❖ Always reply using your secure messaging and not your personal messaging to ensure that the exchange of documents with B2B Bank is completely secure;
- ❖ The messages you send are not saved;
- ❖ New recipients to your reply cannot be added, unless they are B2B Bank employees whose email address includes the domain name “@b2bbanque.com”;
- ❖ Your messages are kept in your secure messaging for a period of 30 days. Messages will then be deleted, and no notice will be sent to you to this effect;
- ❖ Your password is valid for 90 days. A reminder email will be sent to you 15 days before it expires inviting you to choose a new password.

### How can I change the language of the Secure Messaging Tool?

The language of the Secure Messaging Tool depends on the language of your web browser (Internet explorer, Chrome, Safari, Firefox, etc.). If your web browser is in English, the language of the Secure Messaging Tool will be in English. So, if you want to change the language of the Secure Messaging Tool from English to French or vice versa, please change the language settings of your browser.