

Welcome to Voltage SecureMail

Accessing emails sent to you from BOV

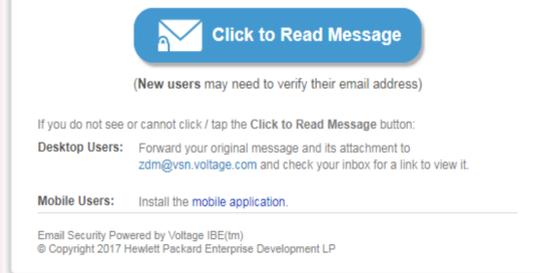
Emails sent from Bank of Valletta are sent securely using the Voltage SecureMail system. When you receive an email from the Bank, you will be presented with the following message:

If you are a desktop user, you will be presented with this screen on your web browser when you open the link on your email.



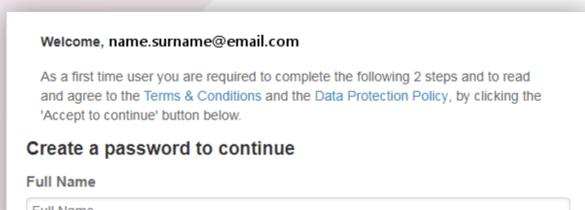
If you are accessing your email on your mobile device, you can download the mobile app which will enable you to read the email.

If you are a desktop user, you will be presented with this screen on your web browser when you open the link on your email.



The first time that you use the Voltage Securemail system, you will be asked to create your account. The details you enter here will be used to access secured email from the bank.

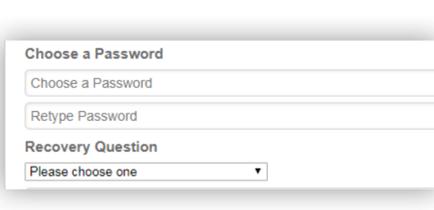
Insert your full name and surname



Your email address will be shown here.

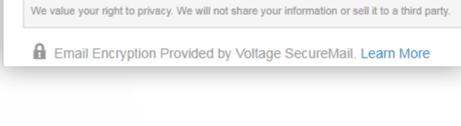


Enter the password which you intend using here, and retype it below to confirm the password.

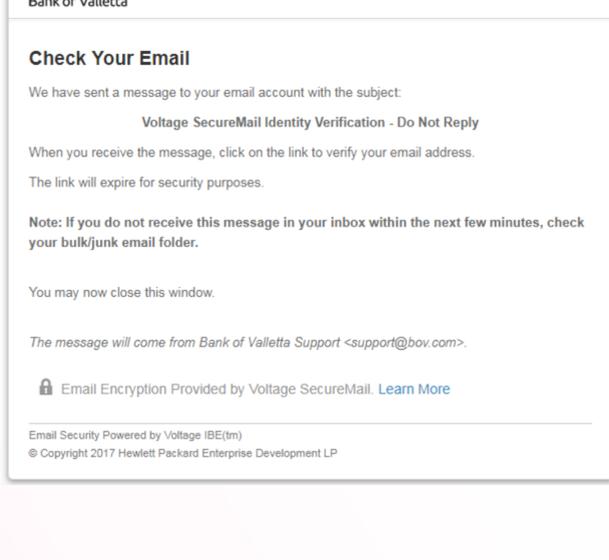


You also need to choose a Recovery Question which will be used in the eventuality that you forget your password.

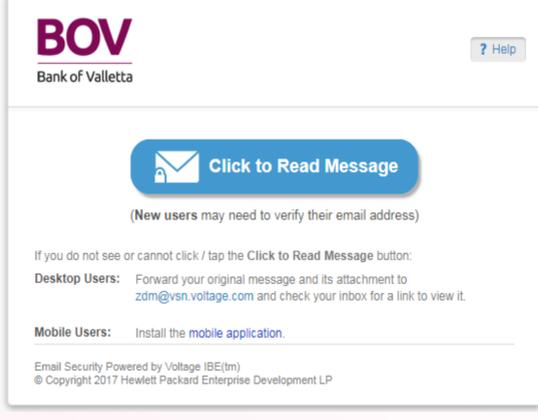
Click on **Accept to continue** to confirm the information which you have provided us and to accept the terms and conditions of use.



An email will be sent from the Bank to confirm that your account has been created, and you can now start using the Voltage Securemail.

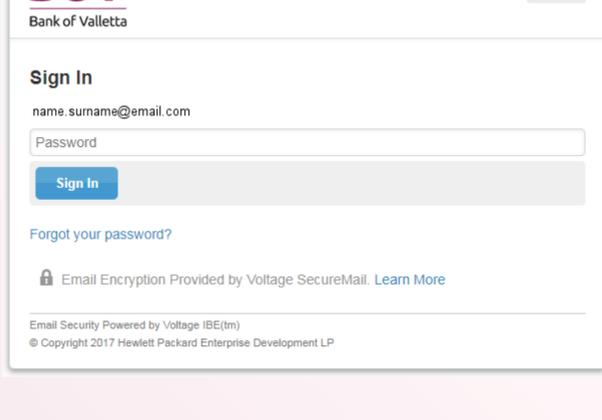


Upon opening your email and clicking on the link provided in the email as described above, you will be presented with this screen.



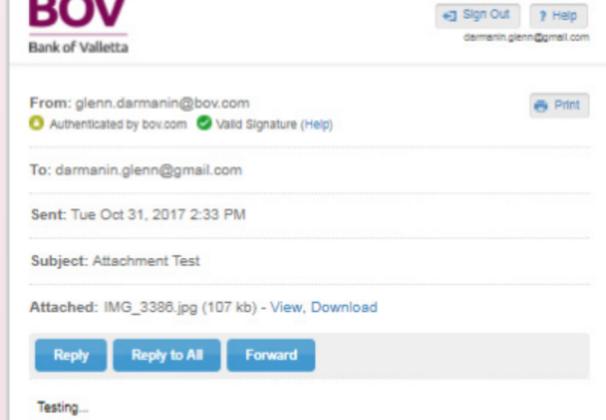
Click on **Click to Read Message**.

You will now be presented with the Sign In screen.

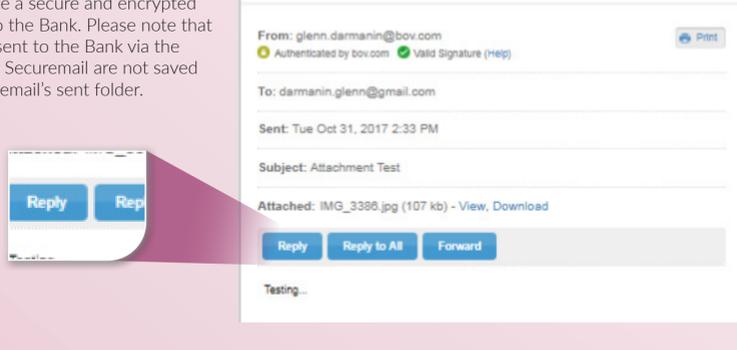


Insert your password and click on **Sign In**.

You will now be presented with the test email which has been sent to you from the Bank.



In order to reply to emails sent from the Bank all you need to do is to click on **Reply**. This will generate a secure and encrypted email to the Bank. Please note that emails sent to the Bank via the Voltage Securemail are not saved in your email's sent folder.



Insert the BOV contact email address to who you wish to contact



Insert the Subject of the email. If you require to include an attachment, click on **Choose File**.



Should you need to format the text in the email, use the format bar present



The tick box **Copy Me** is automatically ticked. This will send a copy of the email to yourself for future reference.



Once you have composed your email, click on **Send Secure** to send the email. If you included any non BOV email addresses in To: or Cc/Bcc, they will need to install the Voltage Secure mail in order to read the email.



When you are ready from your emails, click on **Sign Out** to terminate your session.

