

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 Representative. This email service encrypts your personal, financial or confidential information, then transmits and stores it for 90 days.

The first time your BMO 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 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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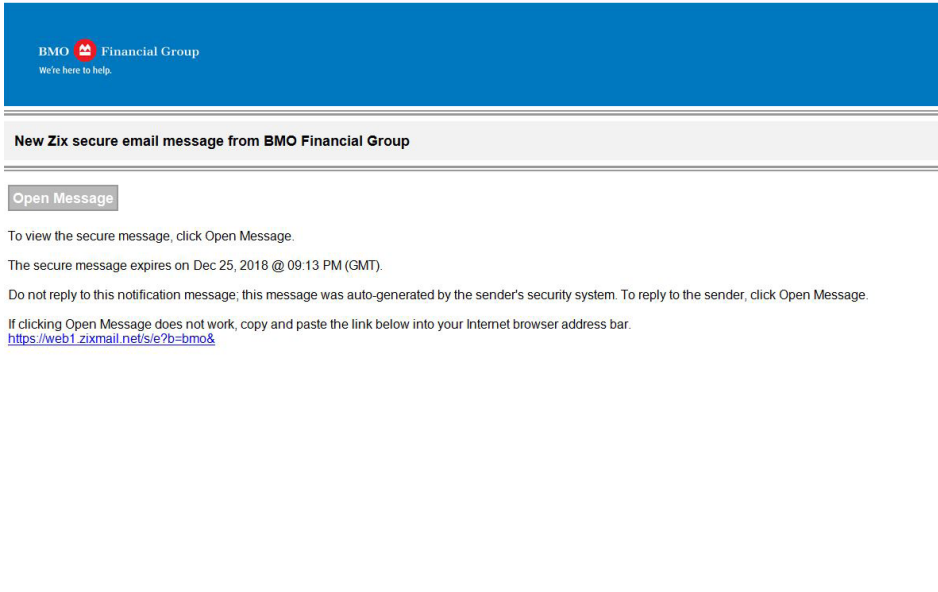
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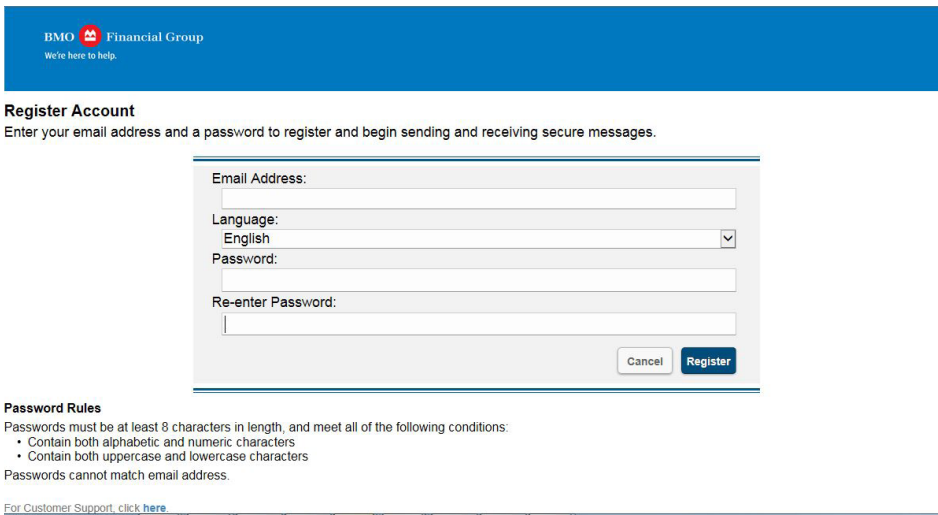
1.1 Receiving a secure email from BMO

You will receive this notification email from BMO 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.

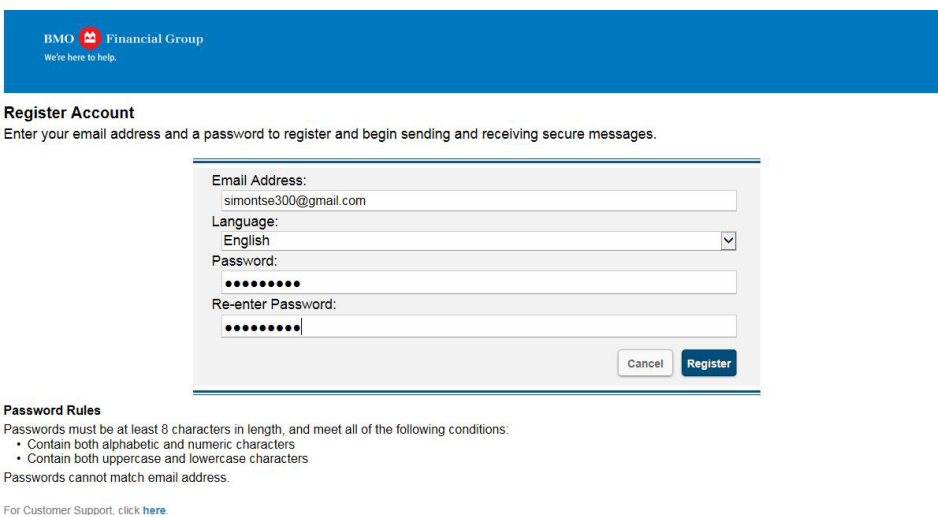
To register, select **Open Message**.

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 or tablet.



The registration process is simple and easy to follow.

- Your email address is pre-populated.
- 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**.

Continued

Account Change Confirmation

A confirmation email has been sent to your email address for this BMO Financial Group mailbox. After you receive the confirmation email, please follow the instructions to activate the changes.

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.

Continued

2. Using the Message Center

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 Dec 25, 2018 @ 09:13 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://web1.zixmail.net/s/e?o=bmo&>

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 | Address | Compose | Sent Mail | Drafts

Refresh | Delete | simontse902@outlook.com | Sign Out

You have no new messages.

Select	From	Subject	Date
No messages			

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 | Address | Compose | Sent Mail | Drafts

Reply | Reply All | Forward | Delete | More Actions | simontse901@hotmail.com | Sign Out

Last Sign In: Sep 29, 2018 10:09 AM

Received: Sep 26, 2018 4:25 PM
Expires: Dec 25, 2018 5:25 PM
From: simon.tse@nesbittburns.com
To: simontse901@hotmail.com
Cc:
Subject: [ZIX] Attachment

Attachments: image001.png

This message was sent securely using Zix®

Email with attachment

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.

Continued

BMO Financial Group
We're here to help.

Inbox Address Compose Sent Mail Drafts

Reply Reply All Forward Delete More Actions

simontse901@hotmail.com Sign Out
Last Sign In: Sep 29, 2018 10:09 AM

Received: Sep 26, 2018 4:13 PM
Expires: Dec 25, 2018 5:13 PM
From: simon.tse@nesbittburns.com
To: simontse901@hotmail.com
Cc:
Subject: [ZIX] testing

This message was sent securely using Zix®

This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal. Unless otherwise stated, opinions expressed in this e-mail are those of the author and are not endorsed by the author's employer. Please be advised we cannot accept trading instructions via Email.

2.3. Replying to and composing new emails

Secure email exchanges are limited to you, your BMO 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.

BMO Financial Group
We're here to help.

Inbox Address Compose Sent Mail Drafts

Refresh Delete

You have 2 new messages.

simontse901@hotmail.com Sign Out
Last Sign In: Sep 29, 2018 10:09 AM

Message sent. x

Select	From	Subject	Date
<input type="checkbox"/>	simon.tse@nesbittburns.com	[ZIX] testing	Sep 27, 2018 4:40 PM
<input type="checkbox"/>	simon.tse@nesbittburns.com	[ZIX] testing	Sep 27, 2018 7:55 AM
<input type="checkbox"/>	simon.tse@nesbittburns.com	[ZIX] testing	Sep 26, 2018 8:14 PM
<input type="checkbox"/>	simon.tse@nesbittburns.c...	[ZIX] testing	Sep 26, 2018 4:28 PM

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 auto-matically encrypted by the bank's security systems. Attachments can be up to 30MB in size.

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3. Resetting your password

BMO Financial Group
We're here to help.

Welcome to the BMO Financial Group Message Center

Email Address:
simontse902@outlook.com

Password:

Language:
English

Sign In

Forgot your password? **Reset**

New to secure email? **Register**

Need more assistance? **Help**

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

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

BMO Financial Group
We're here to help.

Reset Password
Enter the email address you registered with and a new password to receive a reset verification email.

Email Address:
simontse901@hotmail.com

New Password:
●●●●●●

Re-enter New Password:
●●●●●●

Cancel **Reset**

Password Rules
Passwords must be at least 8 characters in length, and meet all of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters

Passwords cannot match email address.

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

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**.

BMO Financial Group
We're here to help.

Account Change Confirmation

A confirmation email has been sent to your email address for this BMO Financial Group mailbox. After you receive the confirmation email, please follow the instructions to activate the changes.

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 bmo.com/security or contact your BMO Representative.