



Nationwide For Intermediaries

Secure Email System

Set-up Guide

Nationwide Secure Email System

Nationwide Secure email is an internet based system designed to let employees of Nationwide and The Mortgage Works communicate with external recipients in a confidential manner. This means that we can email you details about your clients and their cases completely securely.

Secure email is easy to set up and use. This guide will enable you to setup your account to be able to receive secure emails sent by a Nationwide employee. It also provides details for how to quickly reset forgotten passphrases.

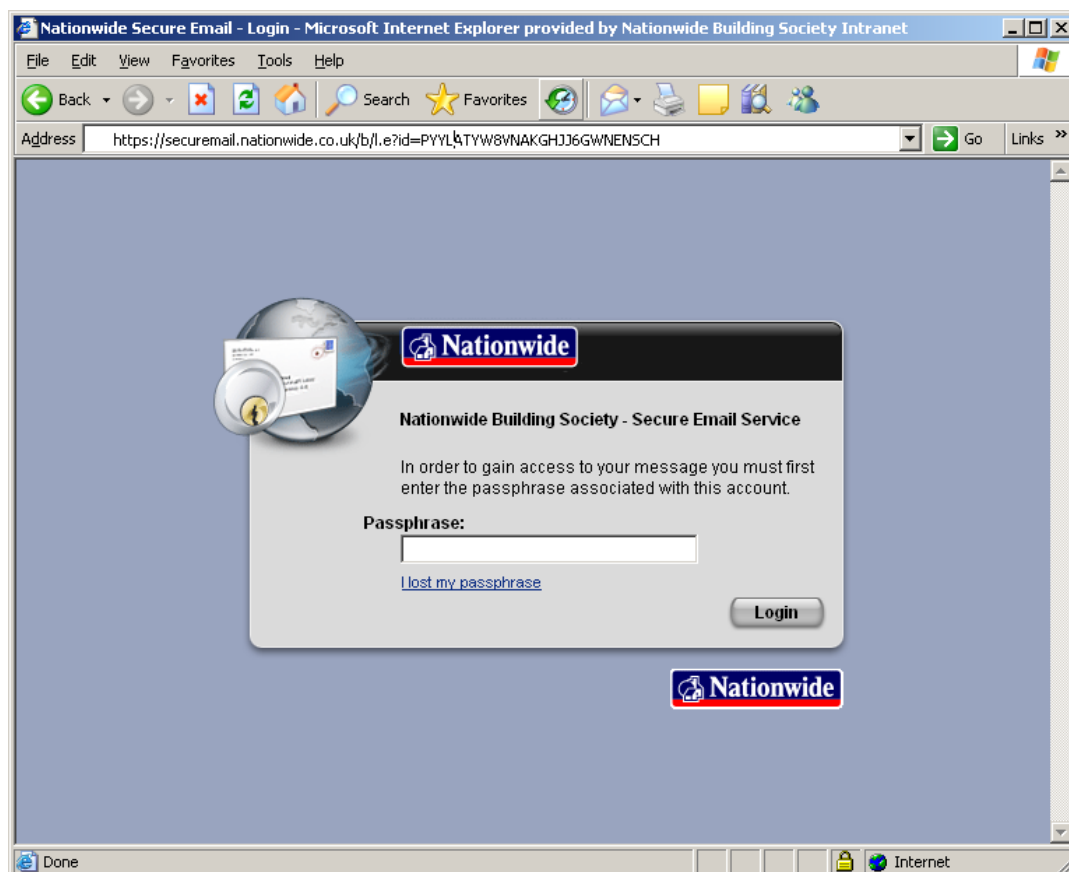
If you have any problems or queries regarding the system please contact the person who sent you the email or alternatively your BDM who will be able to guide you through the process.

First time receiving an email?

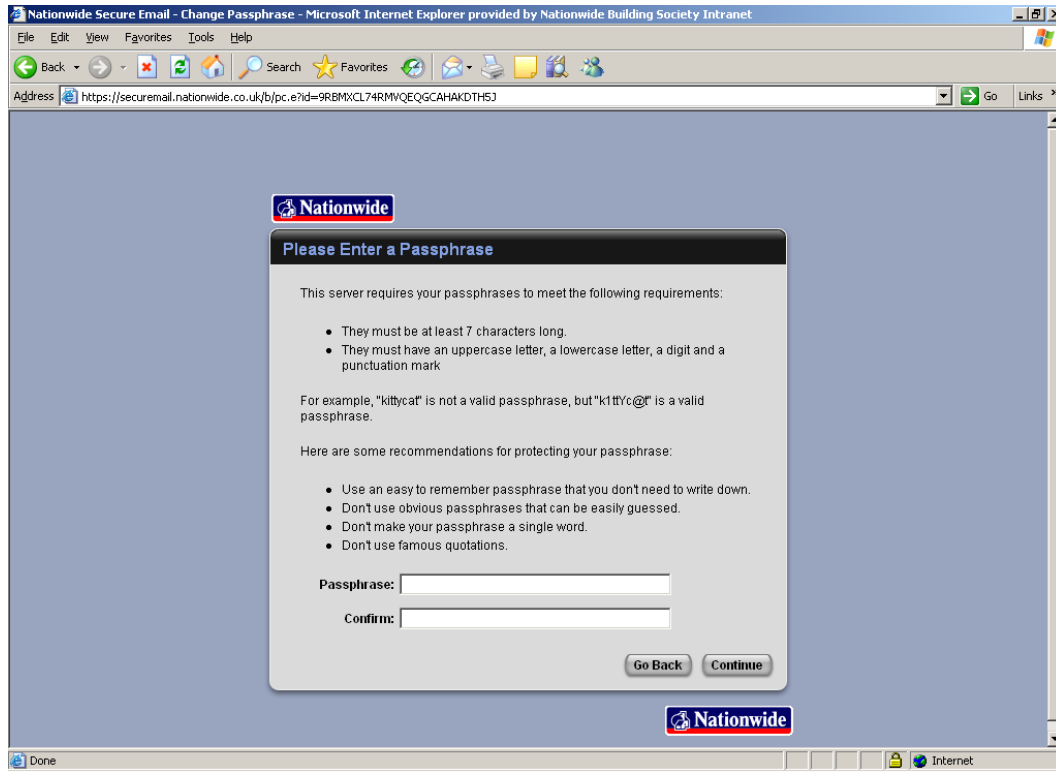
1. You will receive an email in your normal Inbox notifying you that you have a secure email from a Nationwide employee.

Click on the link contained in the email and this will take you to the login screen for the secure email system, PGP Universal.

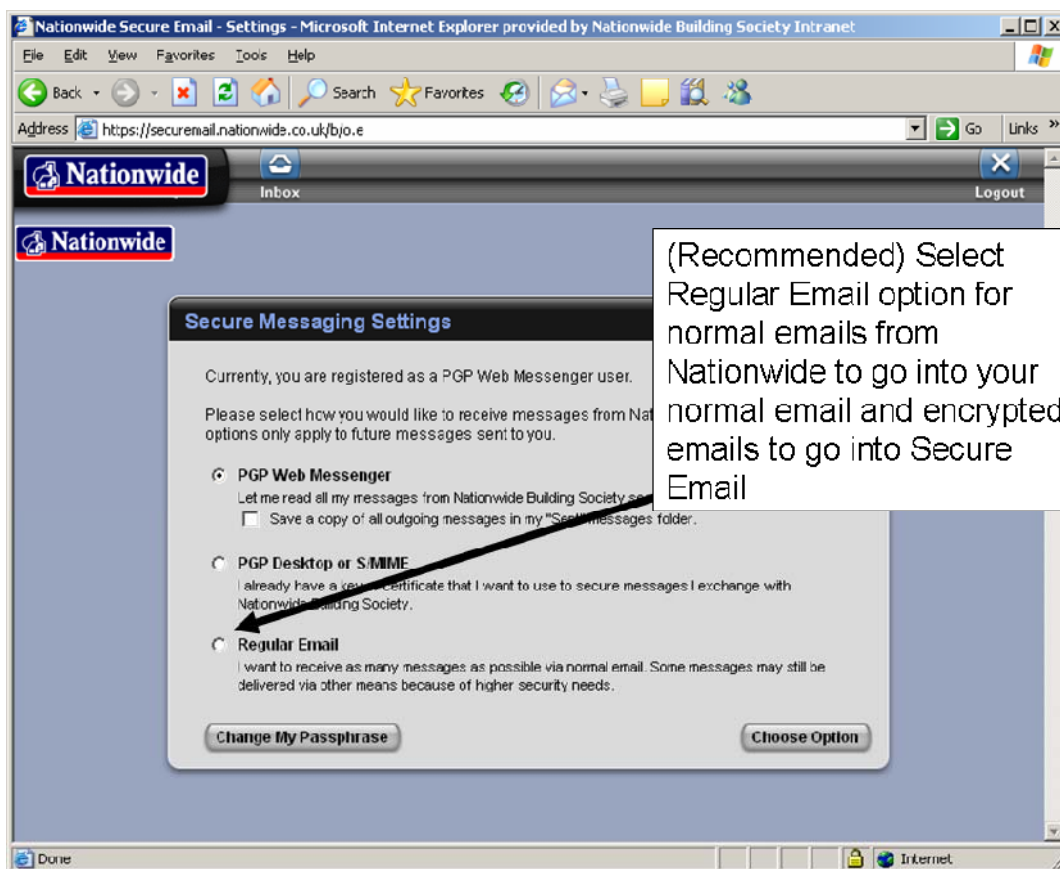
It will ask you to enter a 'Passphrase'. This passphrase will be given to you by the Nationwide employee over the phone, the passphrase cannot be emailed to you.



2. Once you have entered the passphrase you will be taken to a new screen where you will have to enter a new passphrase. This will be your password for gaining access to all future secure emails from Nationwide employees.



3. Choose what option is to be used for the delivery of future emails from Nationwide Building Society.
 - Regular email is the recommended choice
 - Select PGP Web Messenger only if you want all emails from Nationwide to go via the secure email system.



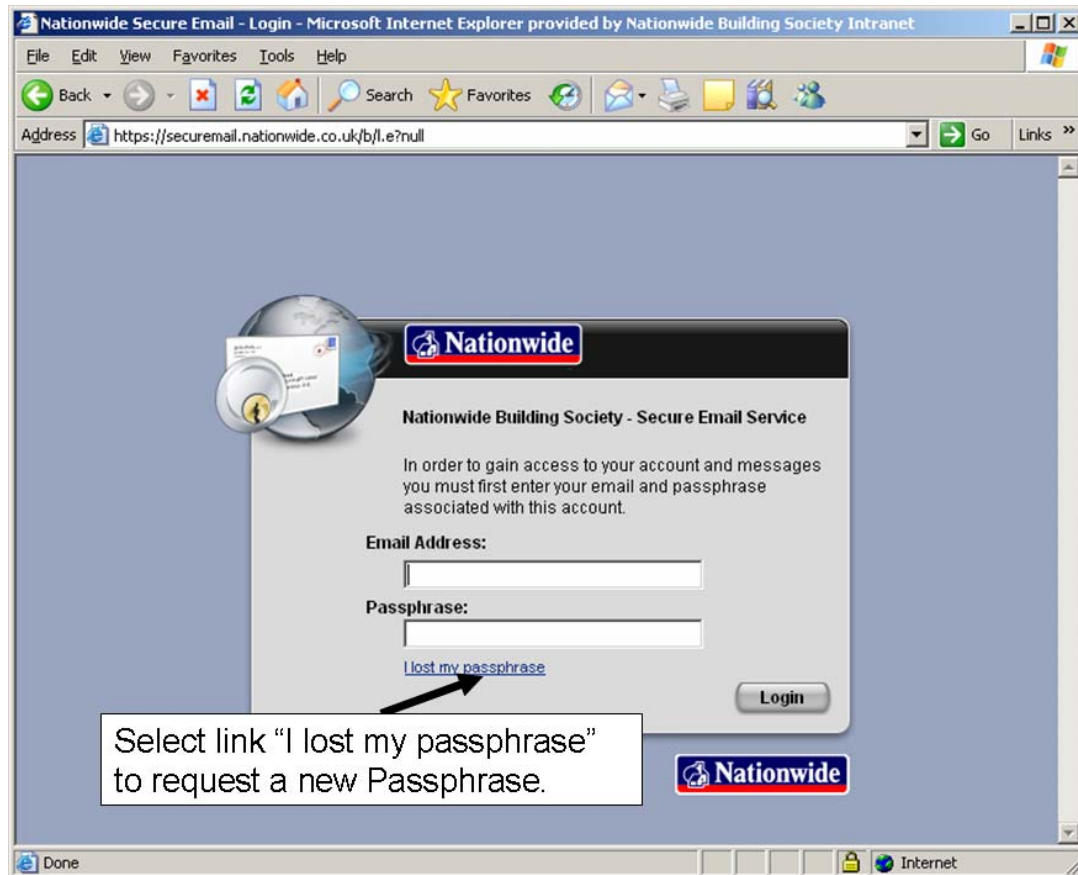
Once decided and 'Choose Option' button pressed you will receive a confirmation message.

Your access and passphrase have now been set.

To access your email you will need to close this browser window, go back to your original email and login with your new passphrase.

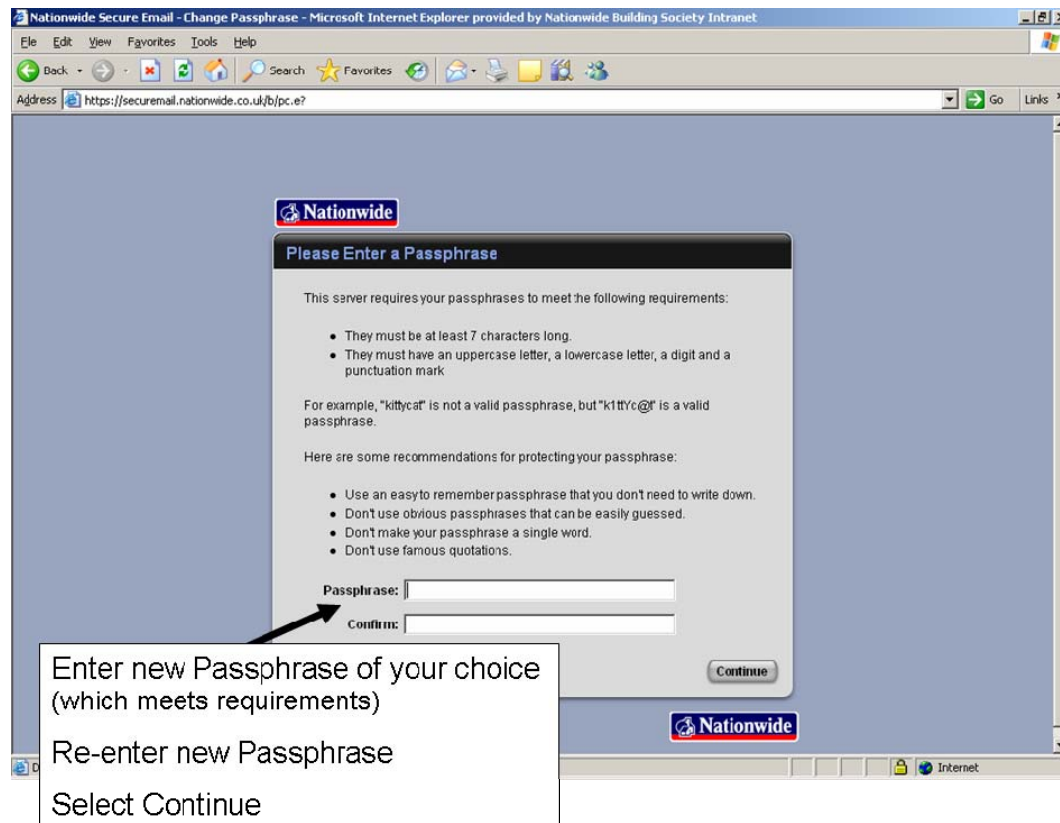
What to do if you have forgotten your passphrase?

On the login page, via an email link or directly via <https://securemail.nationwide.co.uk>, select the link 'I lost my passphrase'.



You will then need to enter your email address and select 'Send'.

You will receive a message confirming that the email has been sent.
An email will be sent to your normal email account from
"PGP Universal <do-not-reply@nationwide.co.uk>".
This email will contain a link which will take you to the following page:



Enter the Passphrase in both boxes and select 'Continue', this will take you to the Settings screen or the Inbox depending on your previous selection.

You will now be able to continue to use the secure email system in the normal way.

If you have any problems or queries regarding the system please contact the person who sent you the email or alternatively your BDM who will be able to guide you through the process.