



BankUnited has emailed existing Business Online Banking users their passwords via Secure Email. With the Secure Email process, users may accidentally delete this email as it does not look like most other messages, and does not show their password.

What needs to occur with the Secure Email process involves a registration. This registration allows the receiver of the email to be authenticated each time they receive a secure email from BankUnited. This registration process only needs to occur once, and allows the receiver to continue to receive secure messages by only supplying a password that was chosen at registration.

***The screen shots within this document will help you to identify these secure messages as well as walk you through the registration process.***

### **Secure Email Sent to BankUnited clients**

**From:** ebusinessbanking@bankunited.com [mailto:ebusinessbanking@bankunited.com]  
**Sent:** Monday, February 28, 2011 8:08 AM  
**To:** callcenter@bankunited.com  
**Subject:** Secure Web Delivery Notification

Click the link to view the secure e-mail from [ebusinessbanking@bankunited.com](mailto:ebusinessbanking@bankunited.com).

[View Message](#)

You will be prompted for your email id and password to protect your account.

Click on the link below if you have forgotten your password

[Forgot Your Password?](#)

If you are unable to reset your password using the provided link, please contact the sender to submit a reset request on your behalf.

### **First Time using Secure Email (Registration Process)**

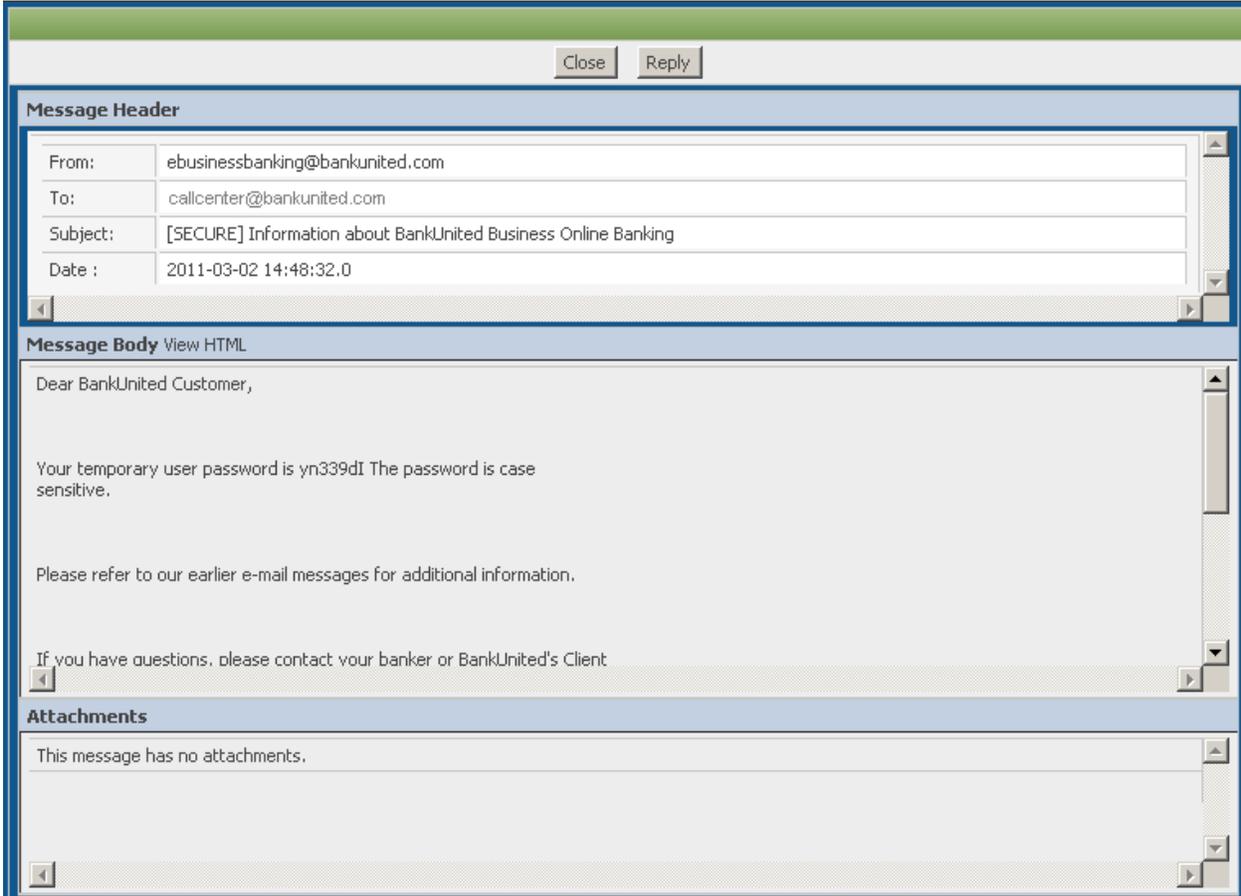
1. Recipient clicks on [View Message](#)
2. Recipient will be brought to Secure Email login page and will view their email address (User Name)
3. Recipient will be prompted to set up a Password and Confirm Password (*this is unique to Secure Email*)
  - a. Recipients should make up their own password
  - b. Recipients should not confuse this password with the password to be used to access the Business Online Banking system.

Please login to access Secure Mail.	
User Name	<input type="text" value="callcenter@bankunited.com"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

4. Recipient must input answers to 3 security questions

Please provide the answer(s) for the question(s).	
Question(s)	Answer(s)
What city were you born in?	<input type="text"/>
What is your mother's maiden name?	<input type="text"/>
What month were you born in?	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

5. Once the recipient of the secure message successfully inputs the required information they will be logged in and will see the secure email.



The screenshot displays an email client window with a green header bar. At the top, there are "Close" and "Reply" buttons. The main content is divided into three sections:

- Message Header:** A table with the following details:

From:	ebusinessbanking@bankunited.com
To:	callcenter@bankunited.com
Subject:	[SECURE] Information about BankUnited Business Online Banking
Date :	2011-03-02 14:48:32.0
- Message Body View HTML:** A text area containing the following message:

Dear BankUnited Customer,

Your temporary user password is yn339dI The password is case sensitive.

Please refer to our earlier e-mail messages for additional information.

If you have questions, please contact your banker or BankUnited's Client
- Attachments:** A section stating "This message has no attachments."

## Recipient has previously set up Secure Email

1. Recipient clicks on [View Message](#)
2. Recipient will be brought to the Secure Email login page and will be asked for their Secure Email Password
3. Once the password is keyed and submitted, the recipient is then brought into the Secure Email Inbox where the secure email can be viewed.

**Please login to access Secure Mail.**

User Name	<input type="text" value="callcenter@bankunited.com"/>
Password	<input type="password"/>

**Message Header**

From:	ebusinessbanking@bankunited.com
To:	callcenter@bankunited.com
Subject:	[SECURE] Information about BankUnited Business Online Banking
Date :	2011-03-02 14:48:32.0

**Message Body** [View HTML](#)

Dear BankUnited Customer,

Your temporary user password is yn339dI The password is case sensitive.

Please refer to our earlier e-mail messages for additional information.

If you have questions, please contact your banker or BankUnited's Client

**Attachments**

This message has no attachments.

### Recipient has forgotten their Secure Email Password

1. Recipient clicks on [Forgot Your Password?](#)
2. 3-security questions will be presented and need to be answered.
3. Recipient will be prompted to choose a new Password.
4. Once the new password is set up, the recipient will be brought into the Secure Inbox where the secure email can be viewed.

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