

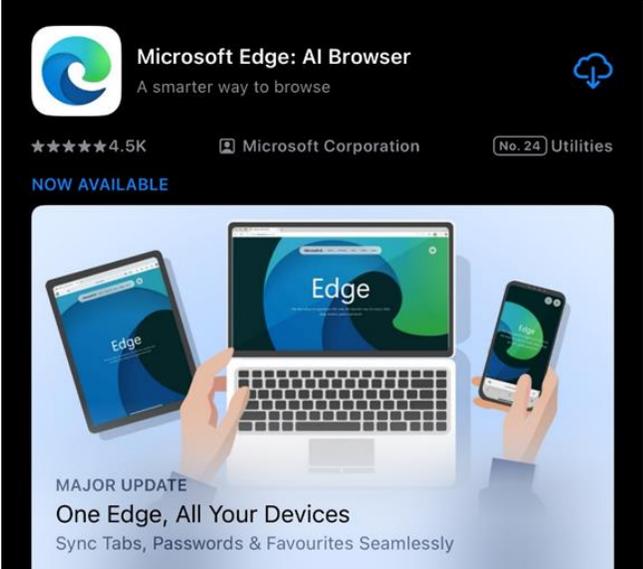
Secure Mail Step by Step Guide

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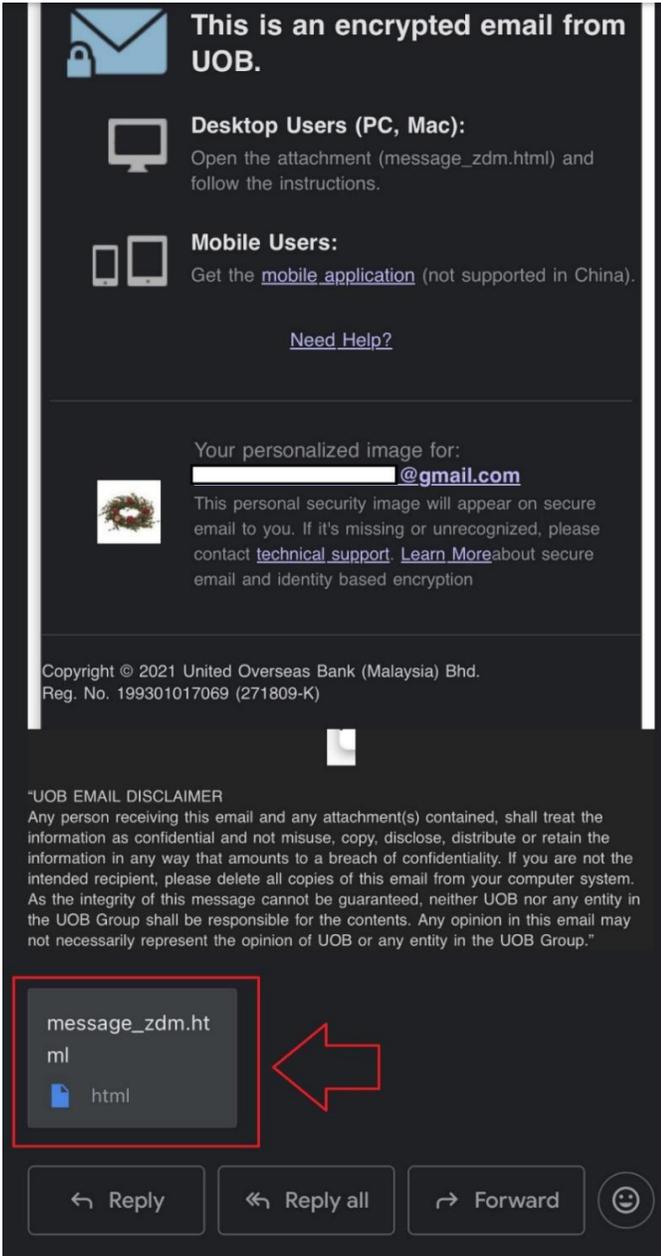
1.0 iOS

Pre-requisite: To securely access encrypted emails on iOS devices, follow the detailed steps below. Please ensure the **Voltage Mail** or **Microsoft Edge** mobile application is installed on your iOS device. You can download it from the Apple App Store by searching for “Voltage Mail” or “Microsoft Edge”. You may download **either one** of the applications to view the encrypted email.



1.1 Open encrypted email using Voltage Mail

- 1. You will receive the encrypted email in your inbox. Locate the encrypted email in your inbox and click on the email to view. The email will contain an attachment in HTML format (e.g., message_zdm.html) at the bottom of the email body. This file is required to access the encrypted message. Click the HTML file (e.g., message_zdm.html) attachment to open it.



2. **DO NOT** click the “Click here to read message” button directly within the email body. Once the HTML file attachment (e.g., message_zdm.html) is open, tap the **share** icon located at the bottom left corner of the screen. This icon typically appears as a square with an upward arrow, as shown in the screenshot below.

Click here to read the message

(**New users** may need to verify their email address)

[Need Help?](#)



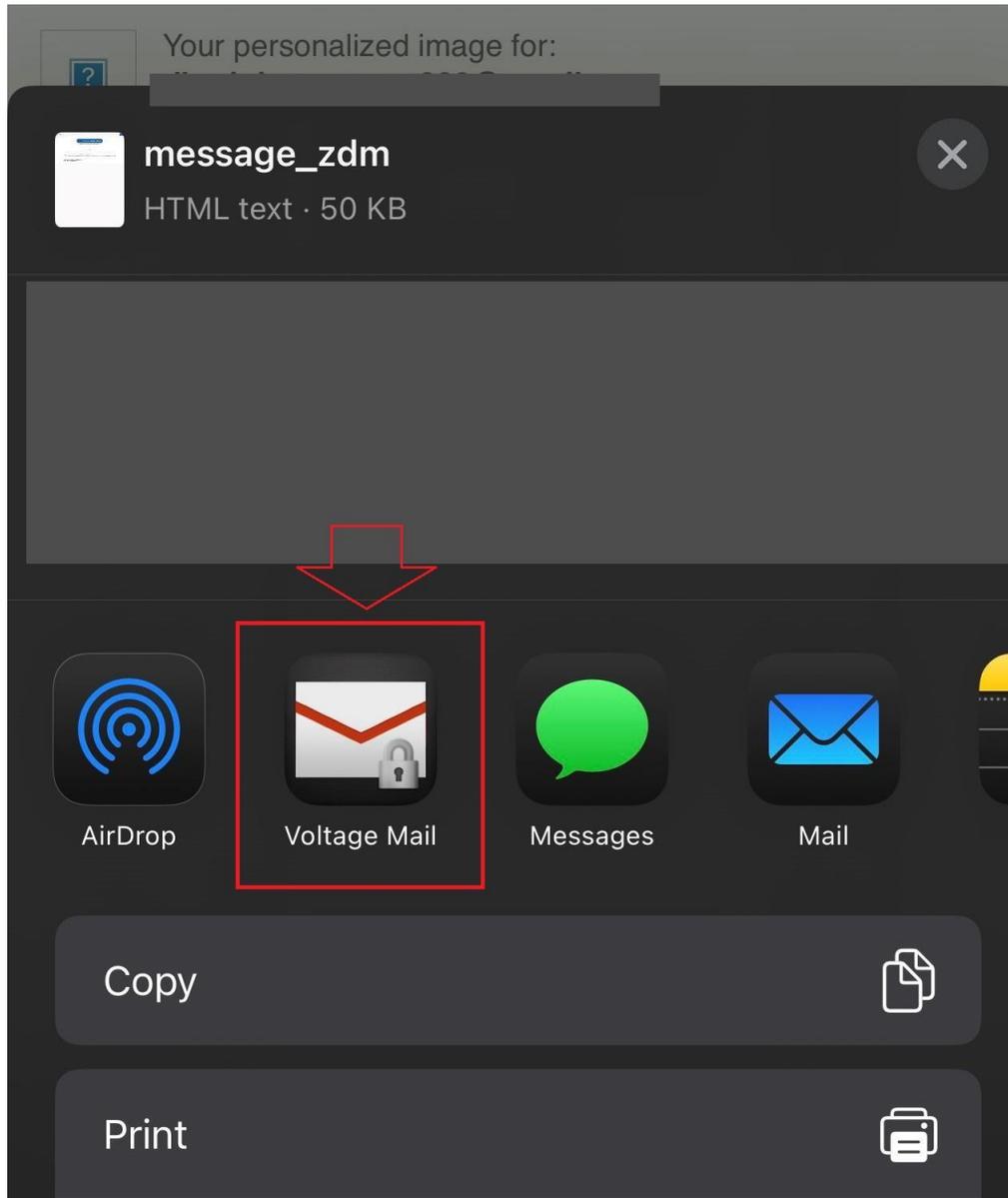
Your personalized image for:
@gmail.com

This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact [technical support](#). [Learn More](#)

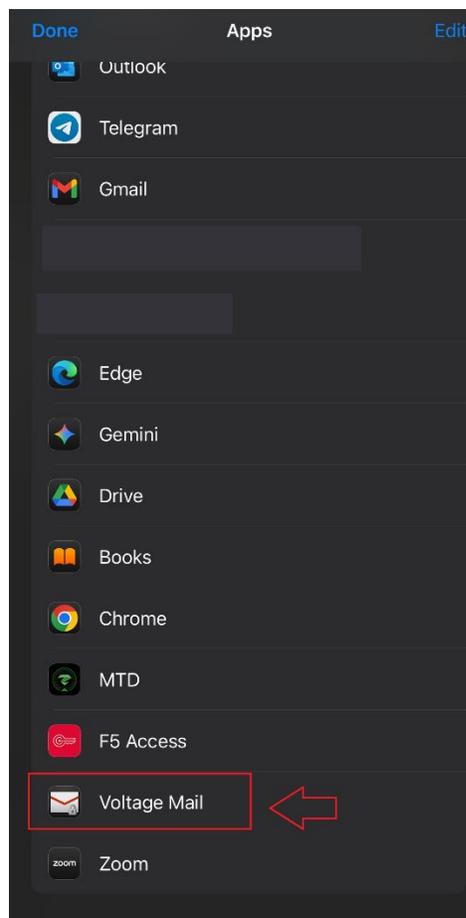
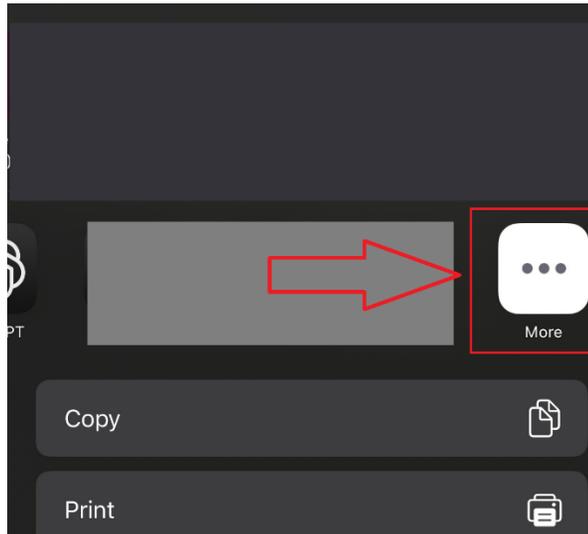
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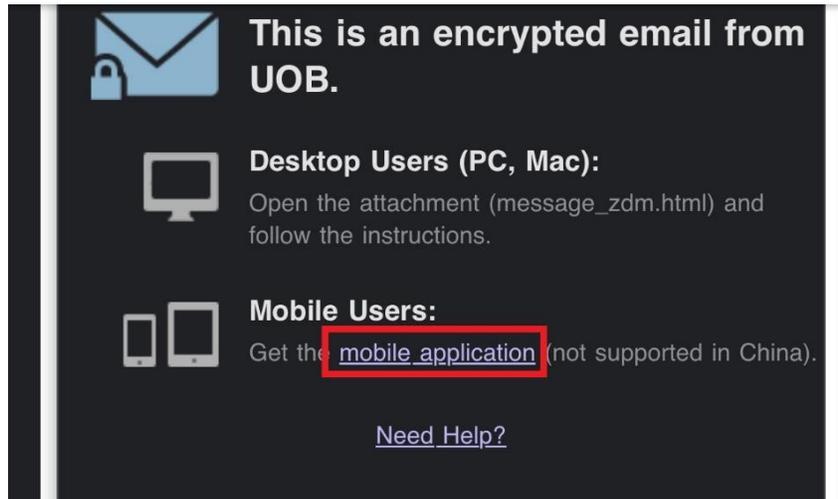
3. Upon tapping the share icon, a share menu appears as shown in the screenshot. In the share menu, scroll through the available options and locate the Voltage Mail icon. Tap the Voltage Mail icon. Kindly ensure that you have already downloaded the Voltage Mail mobile application, otherwise the icon may not be visible.



4. If the Voltage Mail icon is not immediately visible on the share menu, scroll to the right until you see the "More" button. Click on "More" and look for the Voltage Mail option. If the icon still does not appear, please verify that the Voltage Mail application has been successfully downloaded and installed on your device.



5. To download the Voltage Mail application, click the “mobile application” hyperlink in the email as shown below. Click the button “Available on the App Store”. You will be immediately directed to the “App Store”. Click the download button.
6. If the hyperlink (mobile application) does not work, open “App Store”, search Voltage Mail and click download.



7. If this is your first time using Secure Mail, you will be prompted to review the license agreement. Click "Agree" to proceed.

License Agreement

Agree

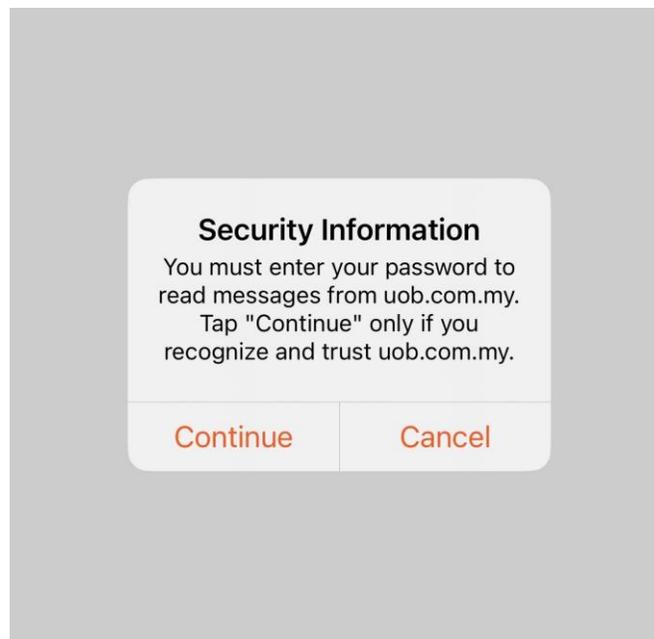
MICRO FOCUS END USER LICENSE AGREEMENT



IMPORTANT: LICENSOR PROVIDES LICENSED SOFTWARE TO LICENSEE (HEREINAFTER "CUSTOMER") UNDER THIS END USER LICENSE AGREEMENT (THE "AGREEMENT"). THIS AGREEMENT GOVERNS CUSTOMER'S INSTALLATION AND USE OF THE VERSION OF THE LICENSED SOFTWARE IDENTIFIED IN THE APPLICABLE PRODUCT ORDER, OR IF NOT ACQUIRED VIA A PRODUCT ORDER CUSTOMER'S DOWNLOAD AND INSTALLATION OR USE OF THE LICENSED SOFTWARE CONSTITUTES ACCEPTANCE OF THIS AGREEMENT. **PLEASE READ THIS AGREEMENT CAREFULLY, AS IT CONTAINS RESTRICTIONS ON CUSTOMER USE OF THE SOFTWARE. THIS AGREEMENT SUPERSEDES AND CONTROLS OVER ANY OTHER TERMS PROVIDED TO CUSTOMER REGARDING CUSTOMER'S USE OF THE LICENSED SOFTWARE, WHETHER WRITTEN OR ORAL, UNLESS A DIFFERENT WRITTEN AGREEMENT IS EXPRESSLY REFERENCED IN A PRODUCT ORDER OR EXECUTED BY LICENSOR AND CUSTOMER THAT SUPPLEMENTS OR SUPERSEDES ALL OR PORTIONS OF THIS AGREEMENT.** ENTERING INTO THIS AGREEMENT DOES NOT CONSTITUTE A SALES TRANSACTION.

1. **DEFINITIONS.** Capitalized terms in this Agreement are defined as follows:

8. Click "Continue" for Security Information.



9. If you are able to locate Voltage Mail in the share menu, tap to open the application. You will then be directed to one of the following screens:

- Registration: If you are a first-time user, follow the prompts to register your account ([Account Registration](#)).
- Sign In: If you have previously created an account, enter your registered credentials to sign in.

Cancel uob.com.my

UOB ? Help

Sign In

@gmail.com

Password

Password

Sign In

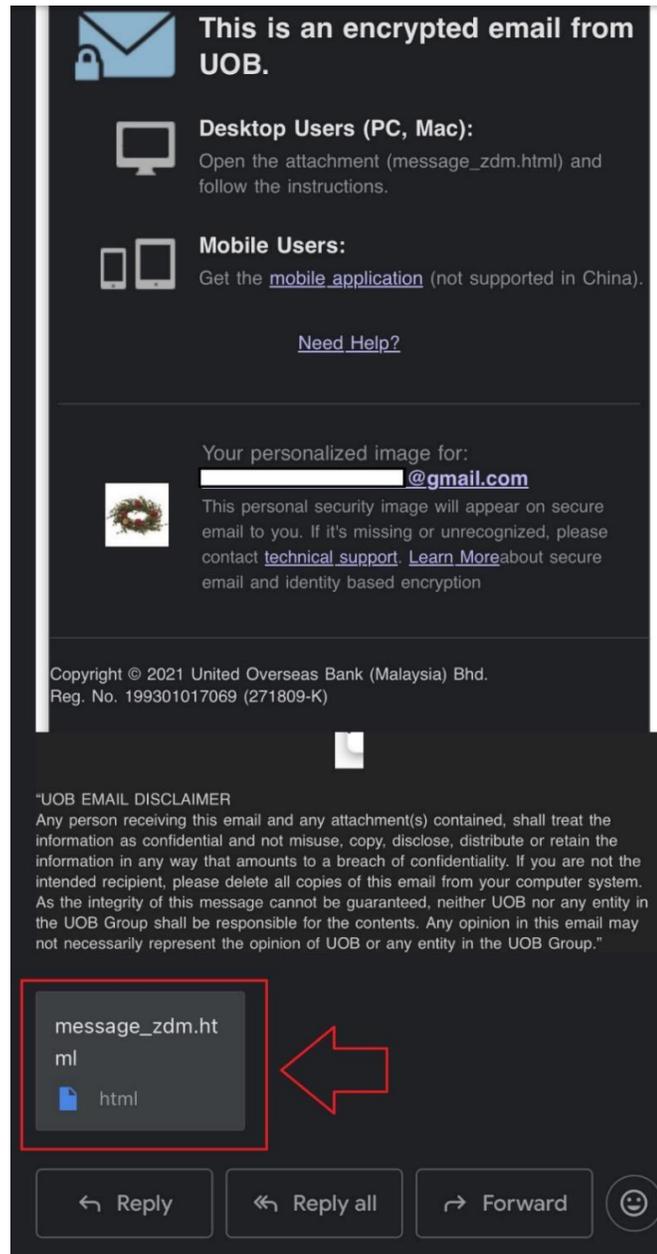
[Forgot your password?](#) [Update Secondary Email Address](#)

🔒 Email Encryption Provided by UOB. [Learn More](#)

10. Please note that registering a new account is **REQUIRED** to view the encrypted email. Kindly refer to the steps here – [Account Registration](#).

1.2 Open encrypted email with Microsoft Edge

1. You will receive the encrypted email in your inbox. Locate the encrypted email in your inbox and click on the email to view. The email will contain an attachment in HTML format (e.g., message_zdm.html) at the bottom of the email body. This file is required to access the encrypted message. Click the HTML file (e.g., message_zdm.html) attachment to open it.



2. **DO NOT** click the “Click here to read message” button directly within the email body. Once the HTML file attachment (e.g., message_zdm.html) is open, tap the **share** icon located at the bottom left corner of the screen. This icon typically appears as a square with an upward arrow, as shown in the screenshot below

Click here to read the message

(**New users** may need to verify their email address)

[Need Help?](#)



Your personalized image for:
@gmail.com

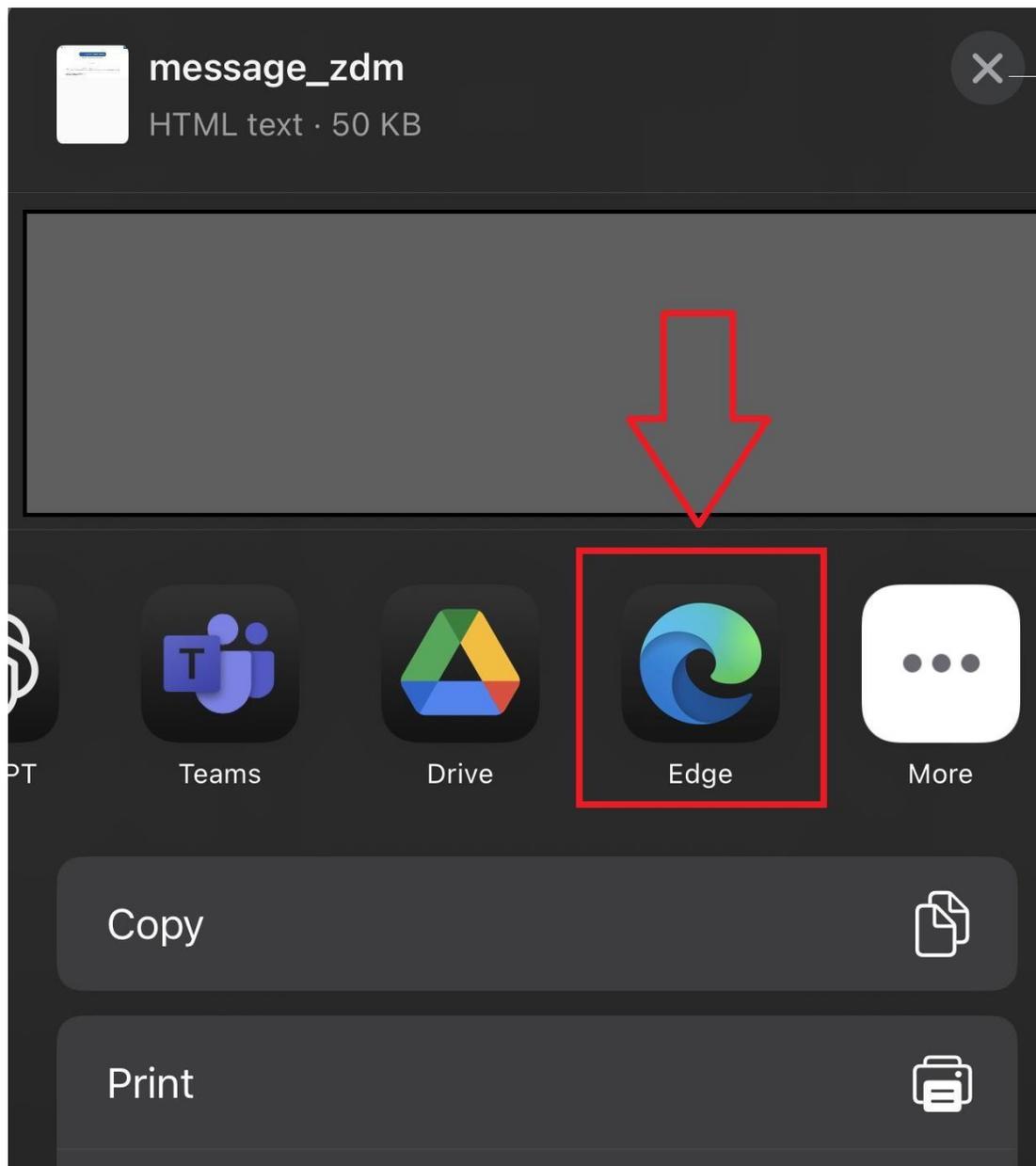
This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact [technical support](#). [Learn More](#)

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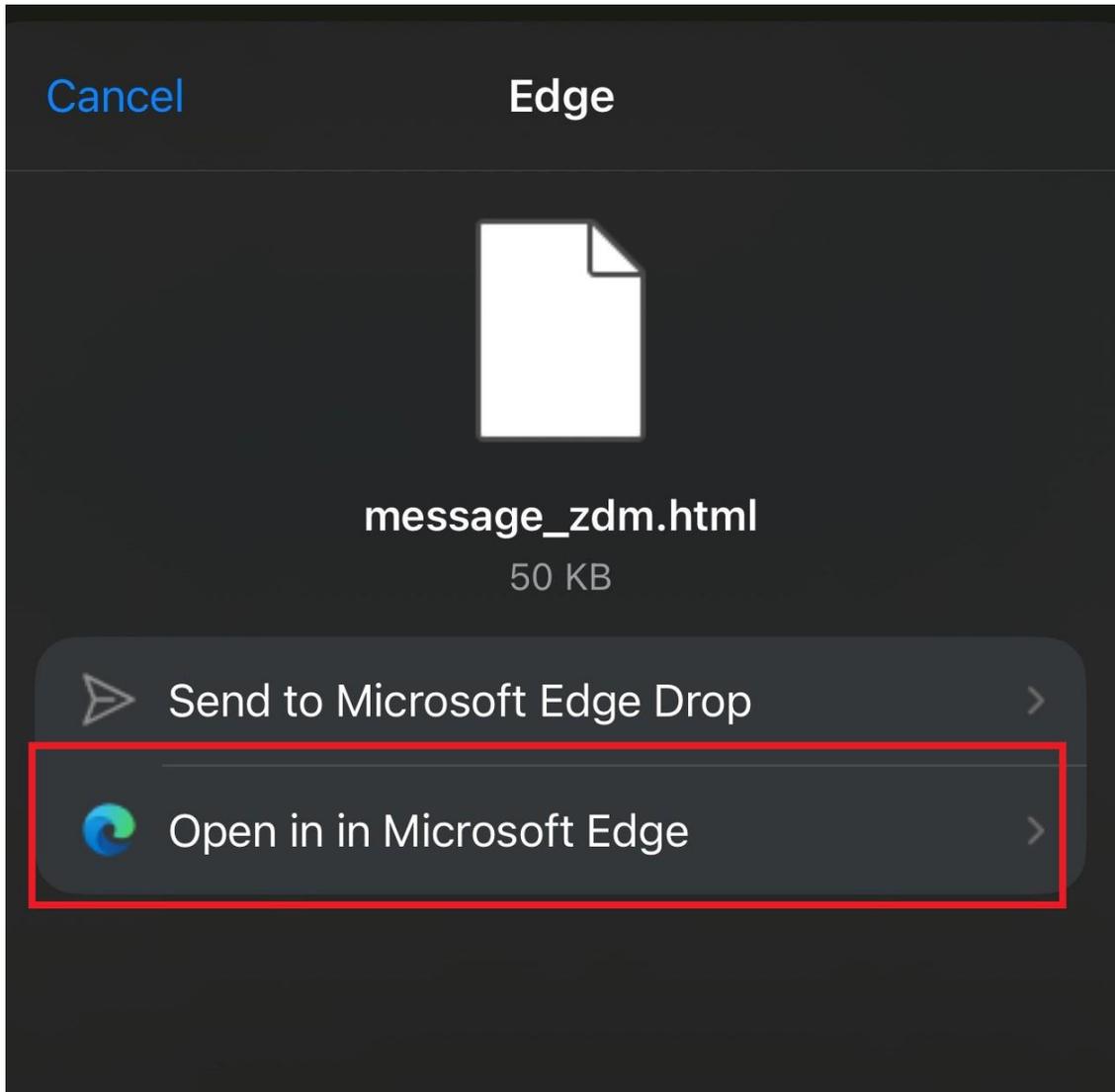


3. Upon tapping the share icon, a share menu appears as shown in the screenshot. In the share menu, scroll through the available options and locate the Microsoft Edge icon. Tap the Microsoft Edge icon to open. Kindly ensure that you have already downloaded the Microsoft Edge mobile application, otherwise the icon may not be visible.

NOTE: For security reasons, encrypted emails can only be accessed using Microsoft Edge web browser on iOS devices. "Safari" or "Google Chrome" cannot be used for this case.



4. Click the "Open in Microsoft Edge" option



5. After clicking “Open in Microsoft Edge, click the “Click here to read the message” button.

UOB [Help](#)

 **Click here to read the message**

(New users may need to verify their email address)

[Need Help?](#)

 Your personalized image for:

This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact [technical support](#). [Learn More](#)

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edge://external-file

6. If you haven't registered an account, you will be redirected to a registration page. Please follow the steps for account registration here – [Account Registration](#). If you already have an account, you will be prompted to sign in using your registered credentials.



[? Help](#)

Sign In

Password

Sign In

[Forgot your password?](#)
[Address](#)

[Update Secondary Email](#)

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7. Upon successfully signing in, you will gain access to view the encrypted email.

 Sign Out ?
@gmail.com

From: Print

 Authenticated by uob.com.my  Valid Signature ([Help](#))

To:

Cc:

Sent: Fri Apr 25, 2025 10:52 AM (3 days ago)

Subject: [ENCRYPT] Secure Email FAQs - External - TESTING

Hi ,

This is an email to test the Secure Mail.

Thanks !

1.3 Account Registration

1. If you don't have a Secure Mail account, upon clicking the encrypted message, you will be redirected to the registration page. Fill in the required fields to create an account. You may re-enter the same email address under the "Secondary Email Address" field.

[Cancel](#) **uob.com.my**

 [? Help](#)

Create a password to continue

Full Name

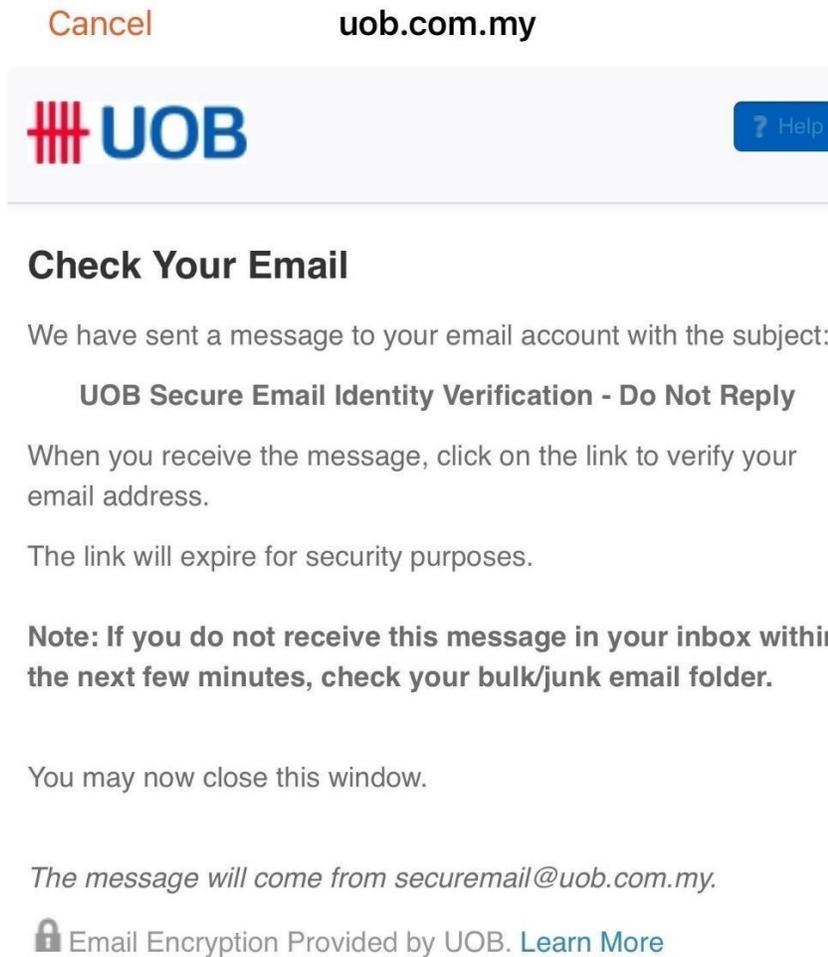
Email Address

Set Password

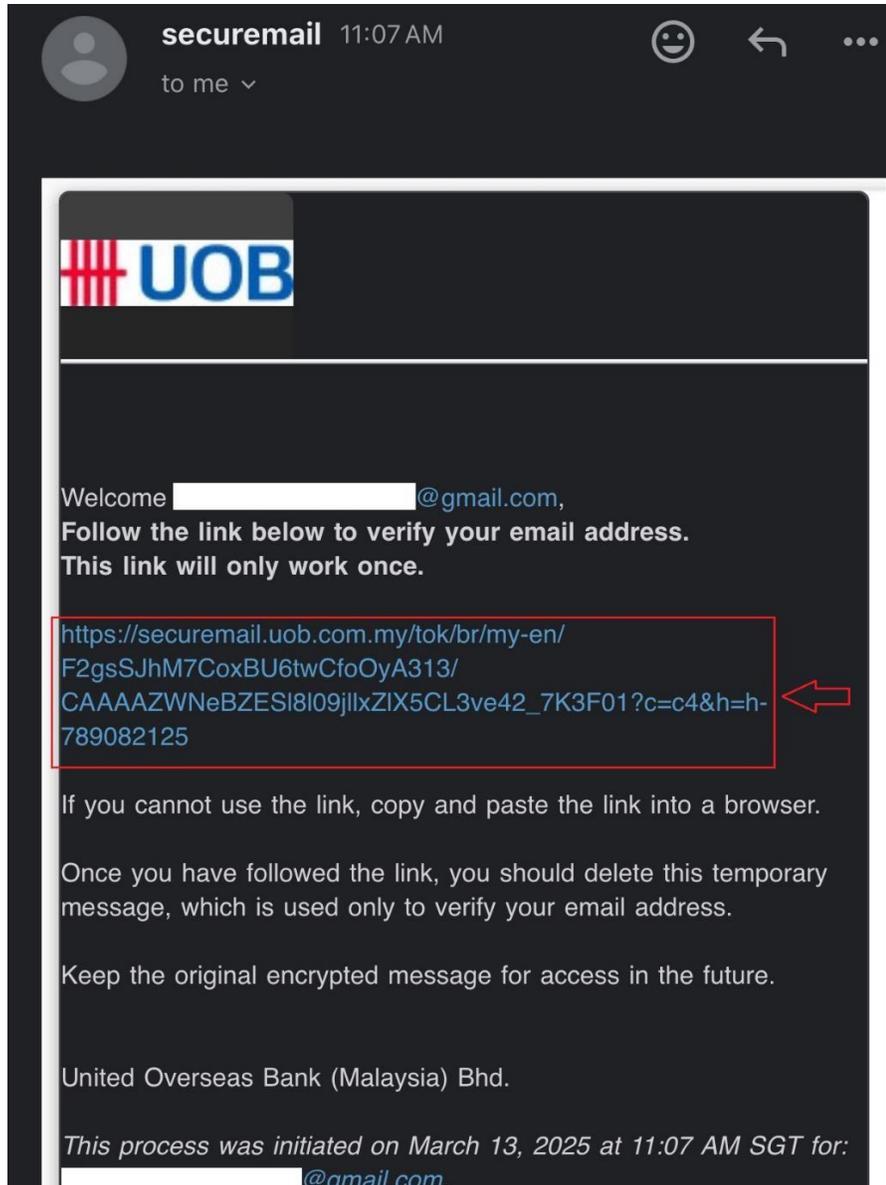
Secondary Email Address

[Continue](#)

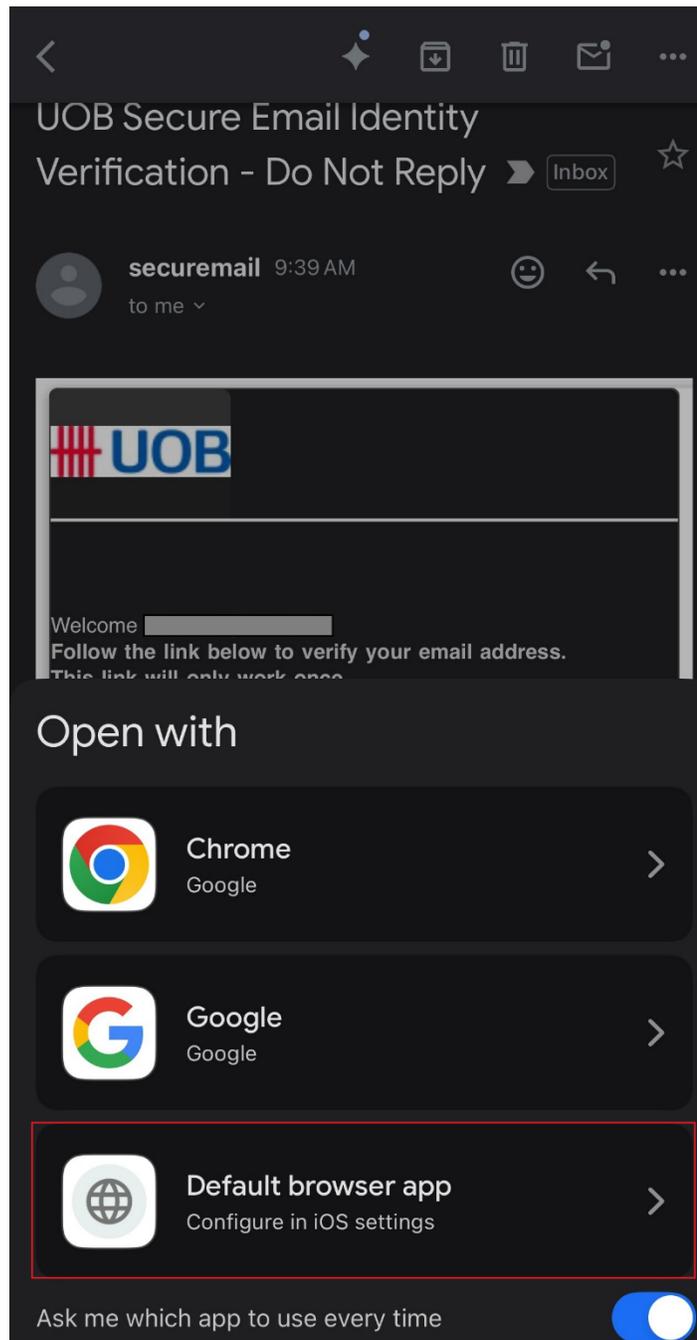
2. After registering, you will receive a message prompting you to check your mailbox for account verification. Navigate to your Gmail app and find the verification email.



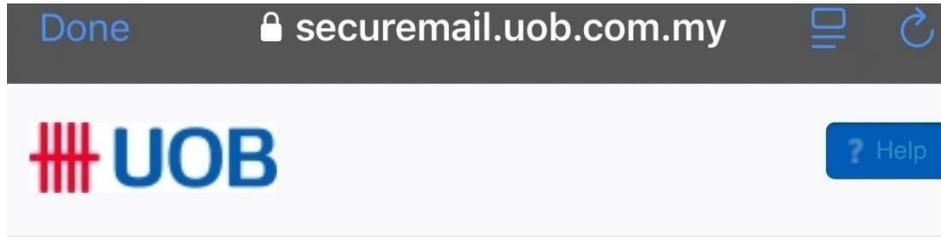
3. To verify your Secure Mail account, open your email inbox and locate the verification email. Click on the verification link provided in the email to complete the verification process.



4. Click "Default browser app"



5. Clicking on the verification link will confirm and activate your Secure Mail account.



Identity Verification Complete

Your identity has been successfully verified.
To access your secure messages, return to the UOB Secure Email mobile application.

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6. Once verification is complete, return to the Gmail application and locate the encrypted email in your inbox. Then, follow the appropriate steps below:

- [Open encrypted email using Voltage Mail](#)

Log in to Voltage Mail using your registered credentials (username and password) to access the encrypted email content.

Cancel uob.com.my

 [? Help](#)

Sign In

@gmail.com

Password

[Sign In](#)

[Forgot your password?](#) [Update Secondary Email Address](#)

 Email Encryption Provided by UOB. [Learn More](#)

1.4 Reset password

1. To reset your password, follow the steps of opening encrypted email:
 - If you are using Voltage Mail: [Open encrypted email using Voltage Mail](#)
 - If you are using Microsoft Edge: [Open encrypted email using Microsoft Edge](#)

Upon landing on Sign In page, click on “Forgot your password”.

Cancel uob.com.my

 [? Help](#)

Sign In

@gmail.com

Password

Sign In

[Forgot your password?](#) [Update Secondary Email Address](#)

 Email Encryption Provided by UOB. [Learn More](#)

2. A password reset link will be sent to your registered email account.

Cancel

uob.com.my



? Help

Check Your Email

We have sent a message to your secondary email account with the subject:

UOB Secure Email Password Reset - Do Not Reply

When you receive the message, click on the link to reset your password.

The link will expire for security purposes.

Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

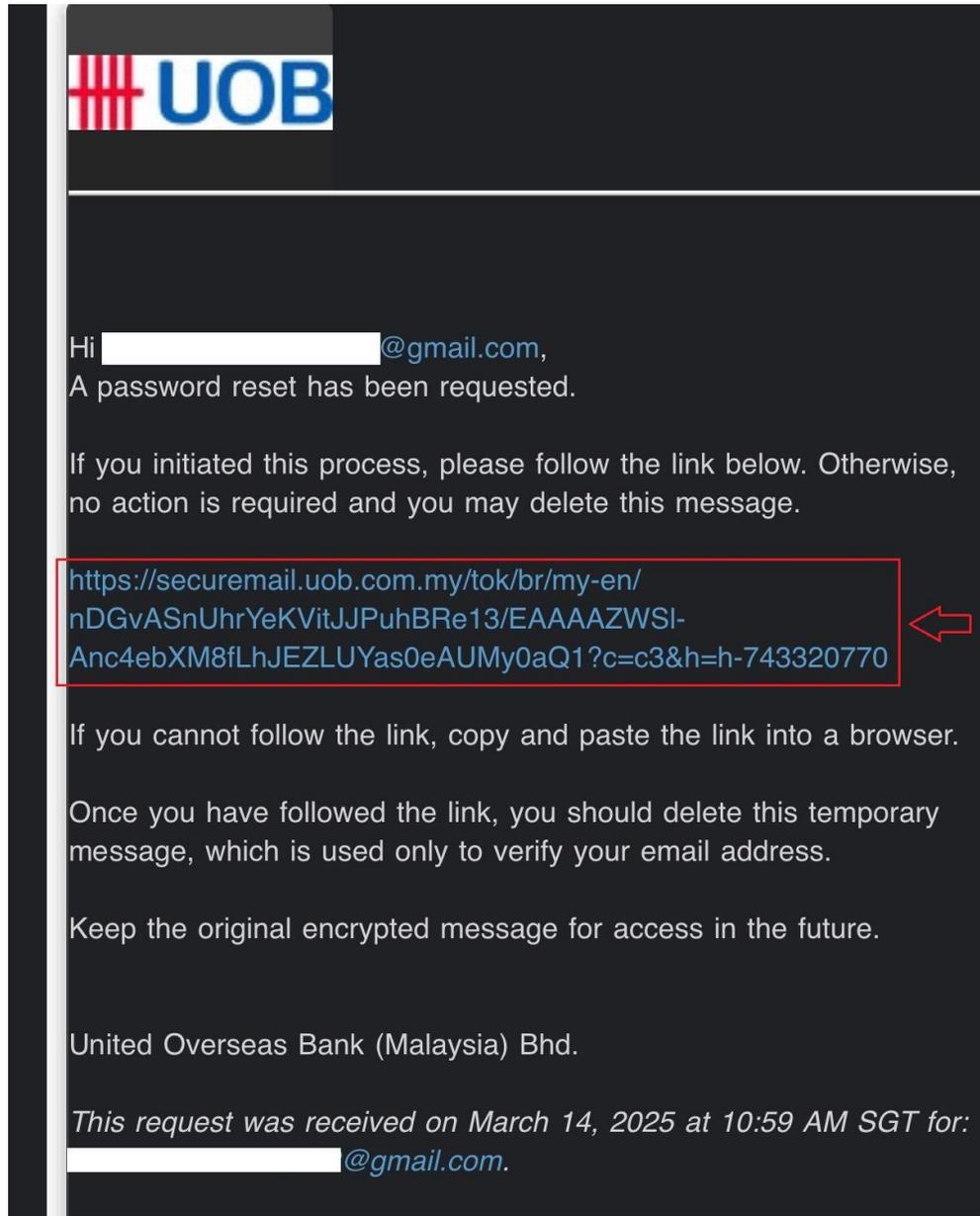
You may now close this window.

The message will come from securemail@uob.com.my.

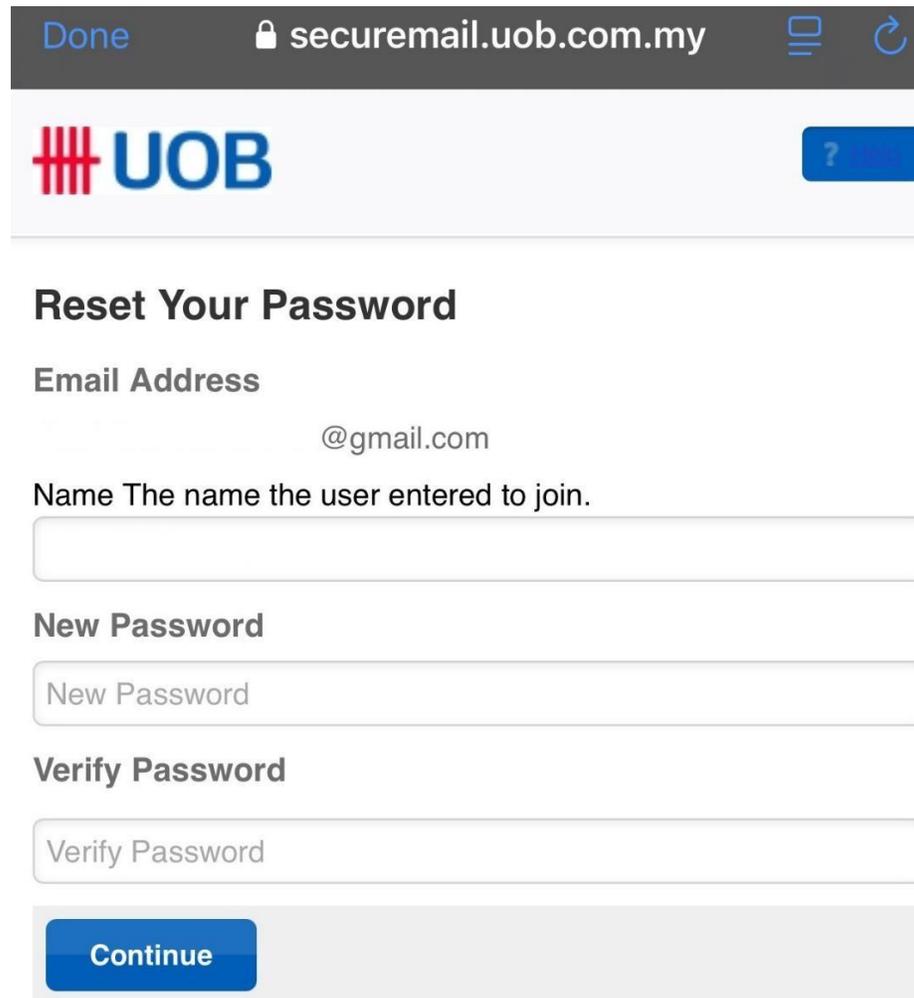
 Email Encryption Provided by UOB. [Learn More](#)

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3. Open the Gmail application and locate the password reset email sent to your account. Once found, open the email and click on the reset link provided to proceed.



4. You will be redirected to the password reset page. Enter a new password and click "Continue" to successfully change your password

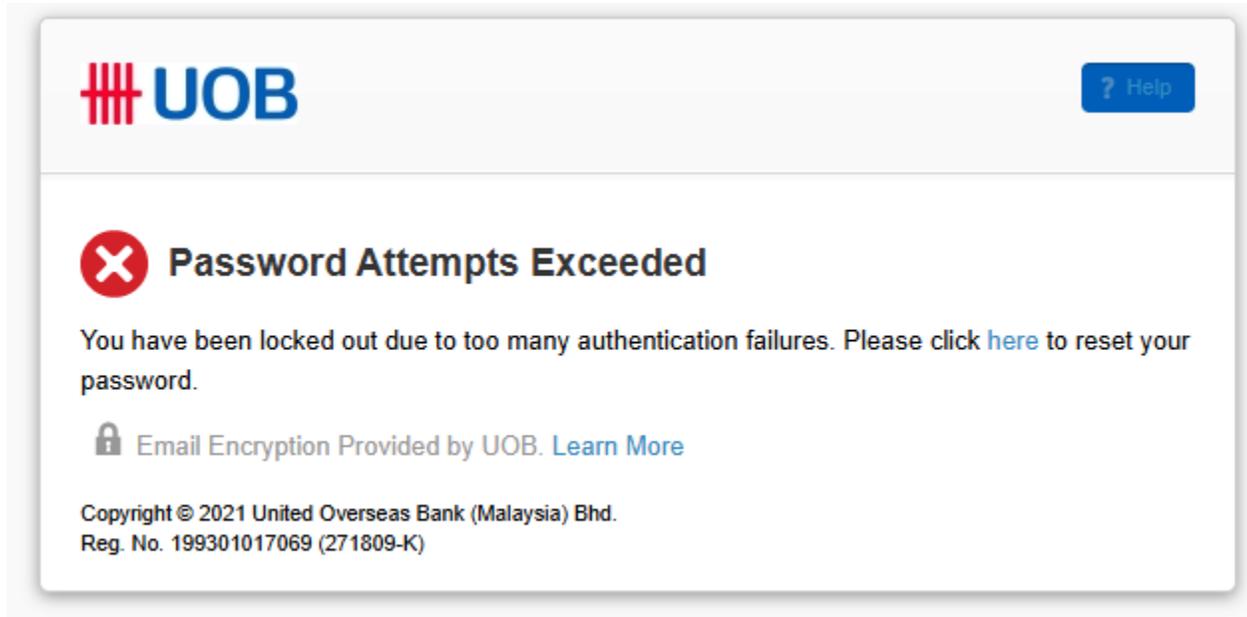


The screenshot shows a mobile browser interface for the UOB password reset page. At the top, the browser address bar displays "Done", a lock icon, and the URL "securemail.uob.com.my". The UOB logo is prominently displayed on the left, and a blue button with a question mark is on the right. The main heading is "Reset Your Password". Below this, there are three input fields: "Email Address" (with "@gmail.com" pre-filled), "Name" (with the instruction "The name the user entered to join."), "New Password", and "Verify Password". A blue "Continue" button is positioned at the bottom of the form area.

 Email Encryption Provided by UOB. [Learn More](#)

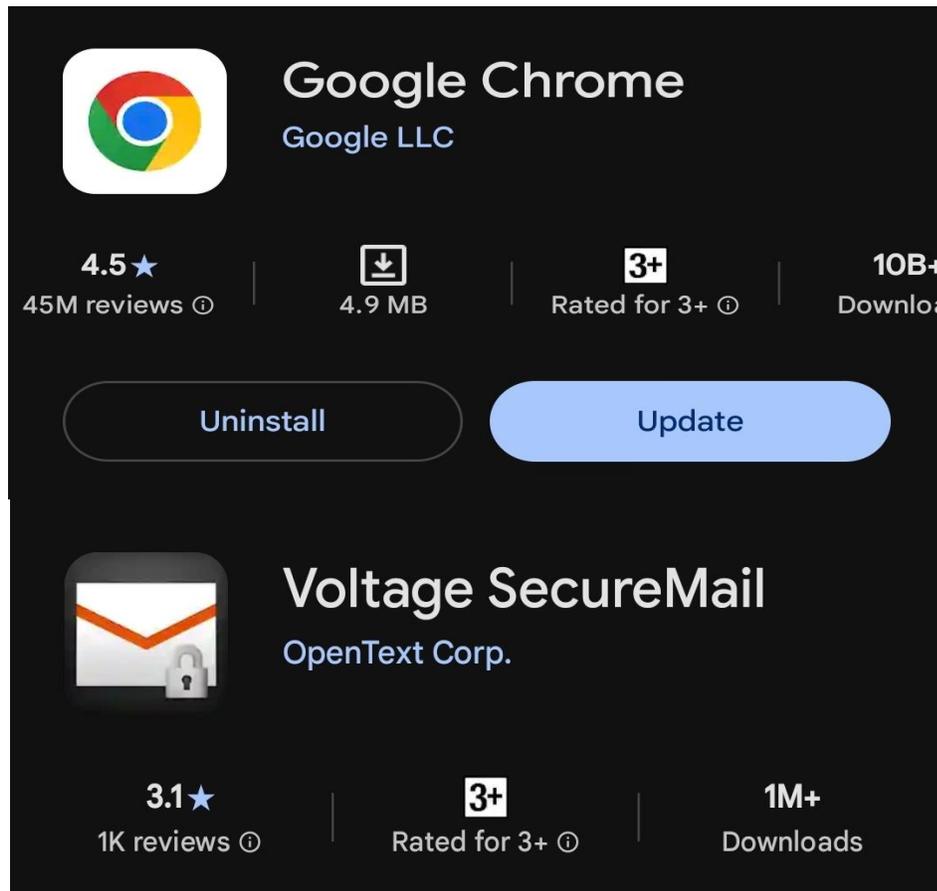
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5. After resetting your password, follow the steps here:
[Open encrypted email using Voltage Mail](#) (if you are using Voltage Mail)
[Open encrypted email using Microsoft Edge](#) (if you are using Microsoft Edge)
6. If you encounter the error message “Password Attempts Exceeded”, click the “here” button as shown in the screenshot to reset your password.
7. If the issue persists, please contact securemail@uob.com.my for further assistance.



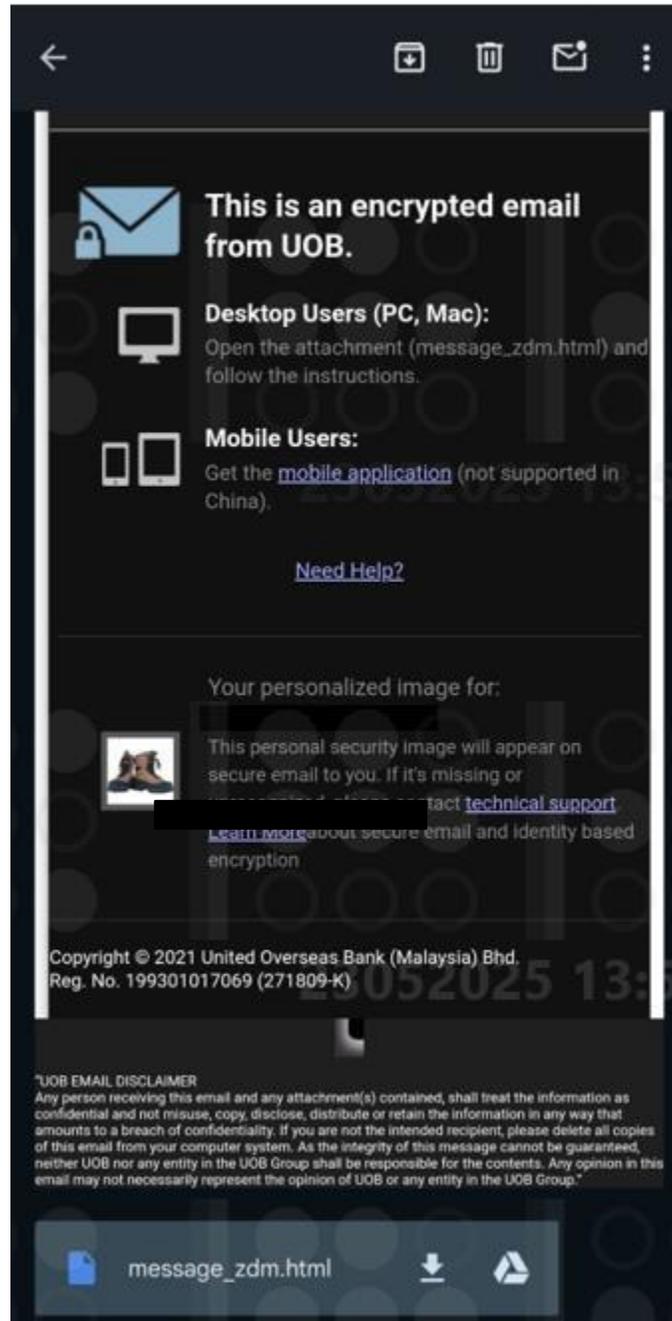
2.0 Android

Pre-requisite: To access encrypted emails on Android devices, follow the detailed steps below. Please ensure the **Voltage Mail** or **Google Chrome (Or another suitable browser)** is installed on your Android device. You can download it from the Google Play Store by searching for “Voltage SecureMail” or “Google Chrome” (which should be automatically installed on most Android devices). You may download **either one** of the applications to view the encrypted email.

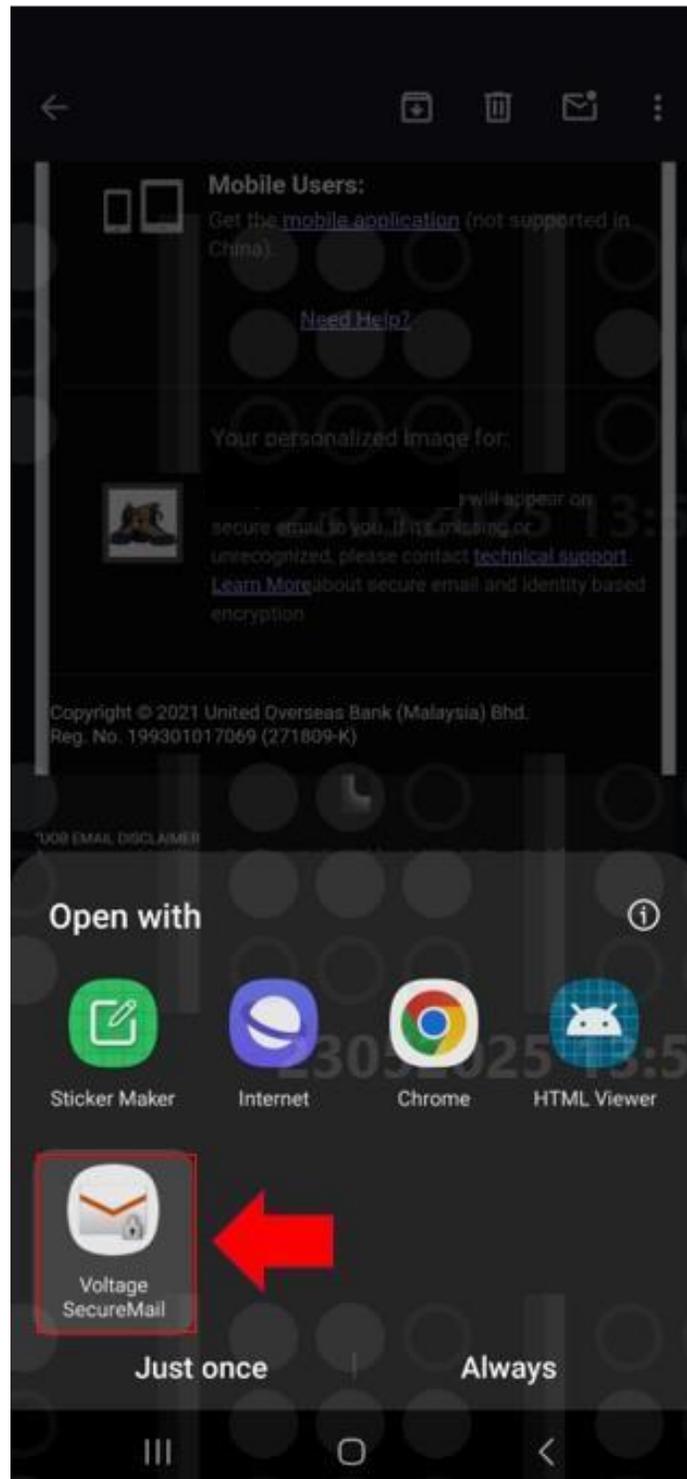


2.1 Open the encrypted email with Voltage Mail

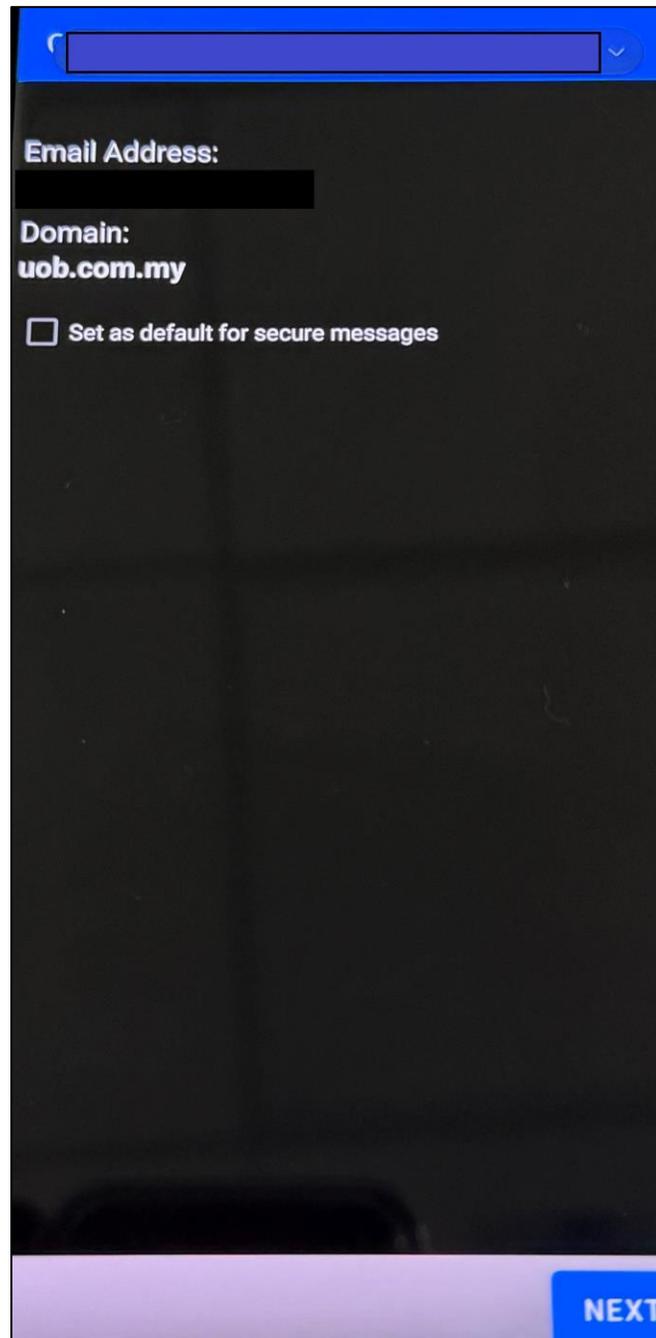
1. You will receive the encrypted email in your inbox. Locate the encrypted email in your inbox and click on the email to view. The email will contain an attachment in HTML format (e.g., message_zdm.html) at the bottom of the email body. This file is required to access the encrypted message. Click the HTML file (e.g., message_zdm.html) attachment to open it.



2. Click on the HTML file (message_zdm.html) and click on the Voltage SecureMail icon. If the icon does not appear, make sure Voltage SecureMail has been downloaded from the Google Play Store first.



3. To download the Voltage Mail app if you have not downloaded it previously, click on the “mobile application” hyperlink in the email. You will be redirected to the Voltage Mail web page. Click on the “Get it on Google Play” Button on the web page and you will be redirected to the google play store to download Voltage Mail
4. When opening the email with Voltage Mail, you will be redirected to a Confirm account page. Click the “Next” button at the bottom of the page.



5. If you have not created an account yet, you will instead be redirected to the account registration page (refer to section [account registration](#)). If you have previously created an account, you will be prompted to sign in with your credentials. Please note that a Secure Mail account is **REQUIRED** to view the encrypted email.

Voltage SecureMail

uob.com.my

UOB [? Help](#)

Sign In

Password

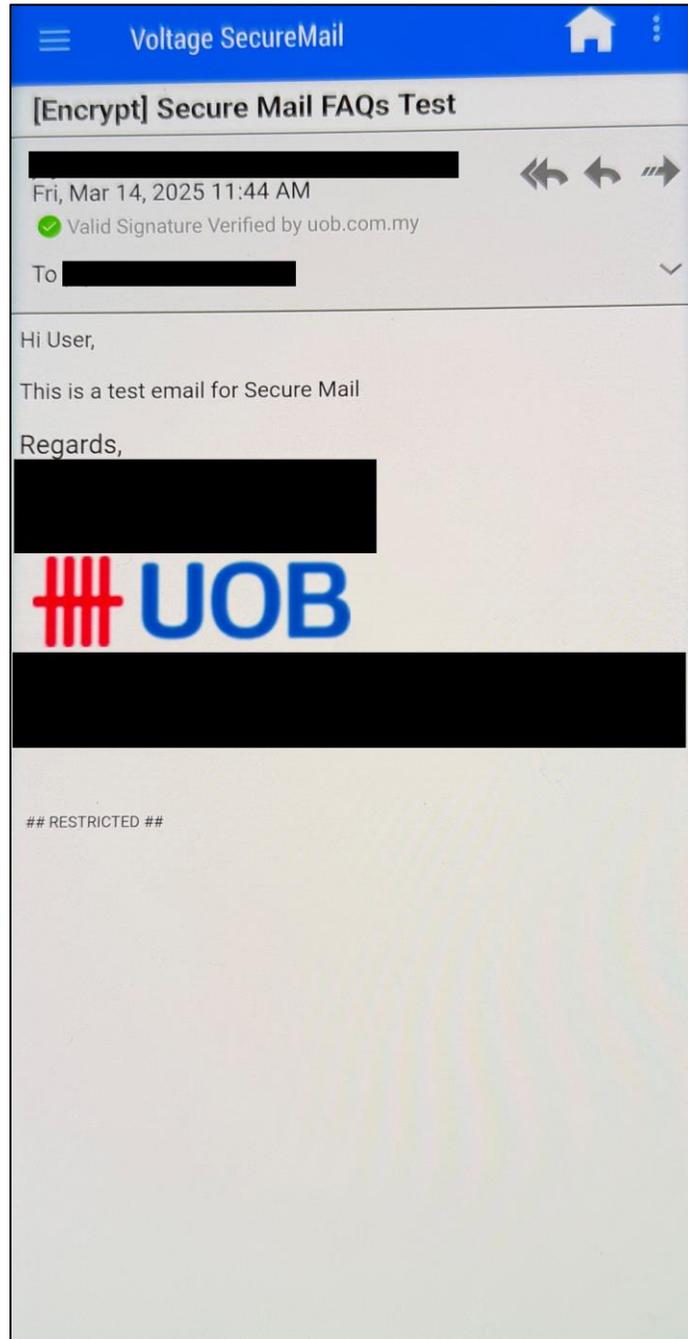
[Sign In](#)

[Forgot your password?](#) [Update Secondary Email Address](#)

Email Encryption Provided by UOB. [Learn More](#)

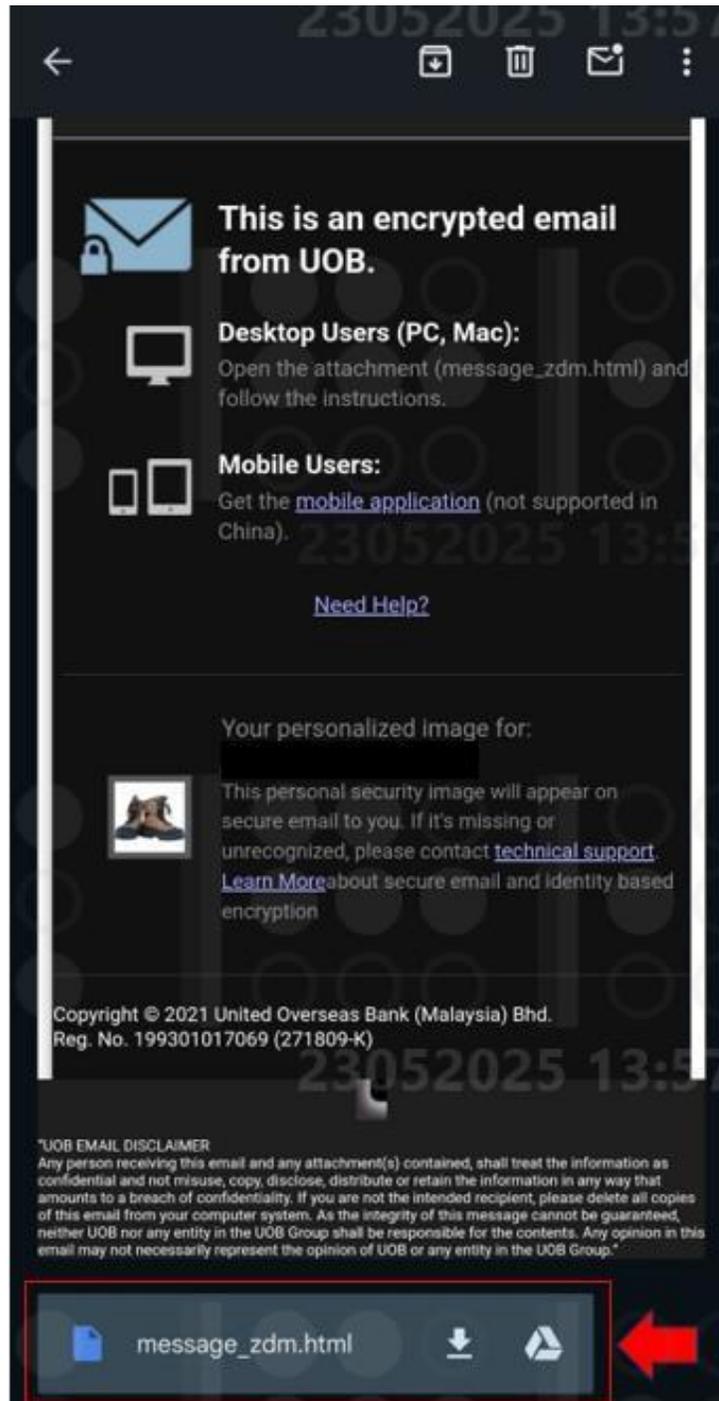
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6. After successfully signing in, you will be able to view the encrypted email.

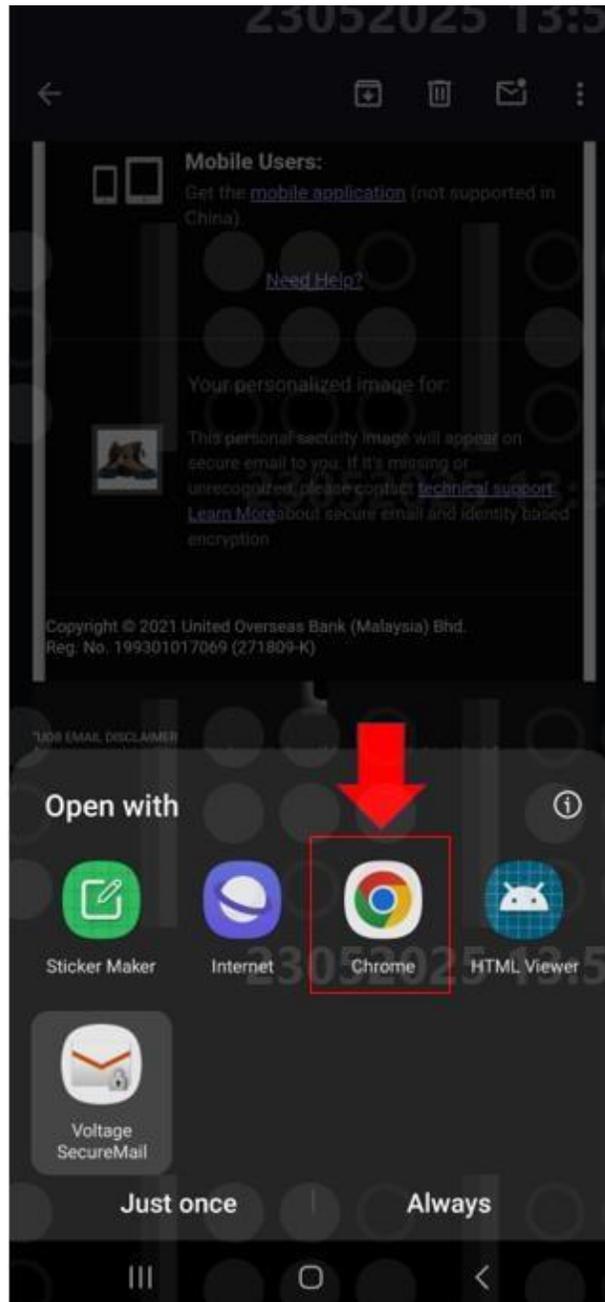


2.2 Open encrypted email with Web Browser

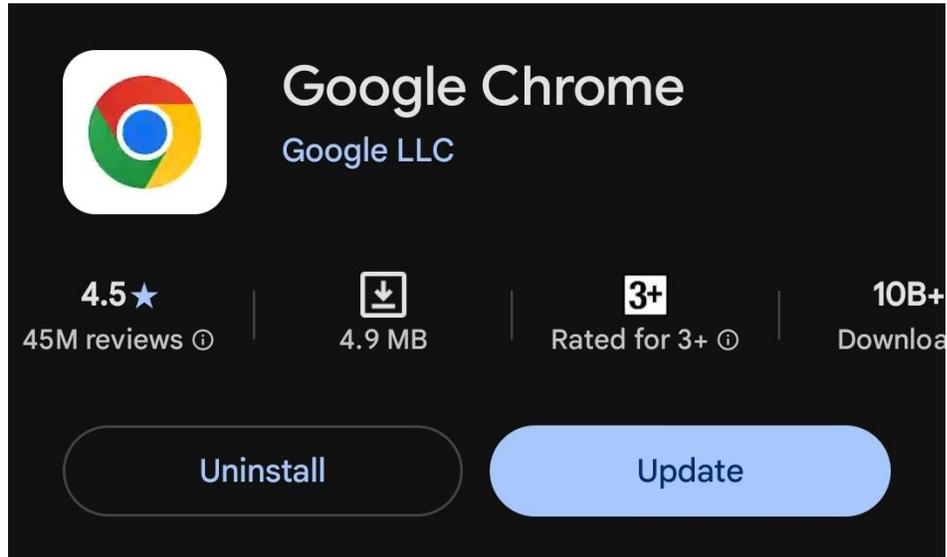
1. You will receive the encrypted email in your inbox. Locate the encrypted email in your inbox and click on the email to view. The email will contain an attachment in HTML format (e.g., message_zdm.html) at the bottom of the email body. This file is required to access the encrypted message. Click the HTML file (e.g., message_zdm.html) attachment to open it.



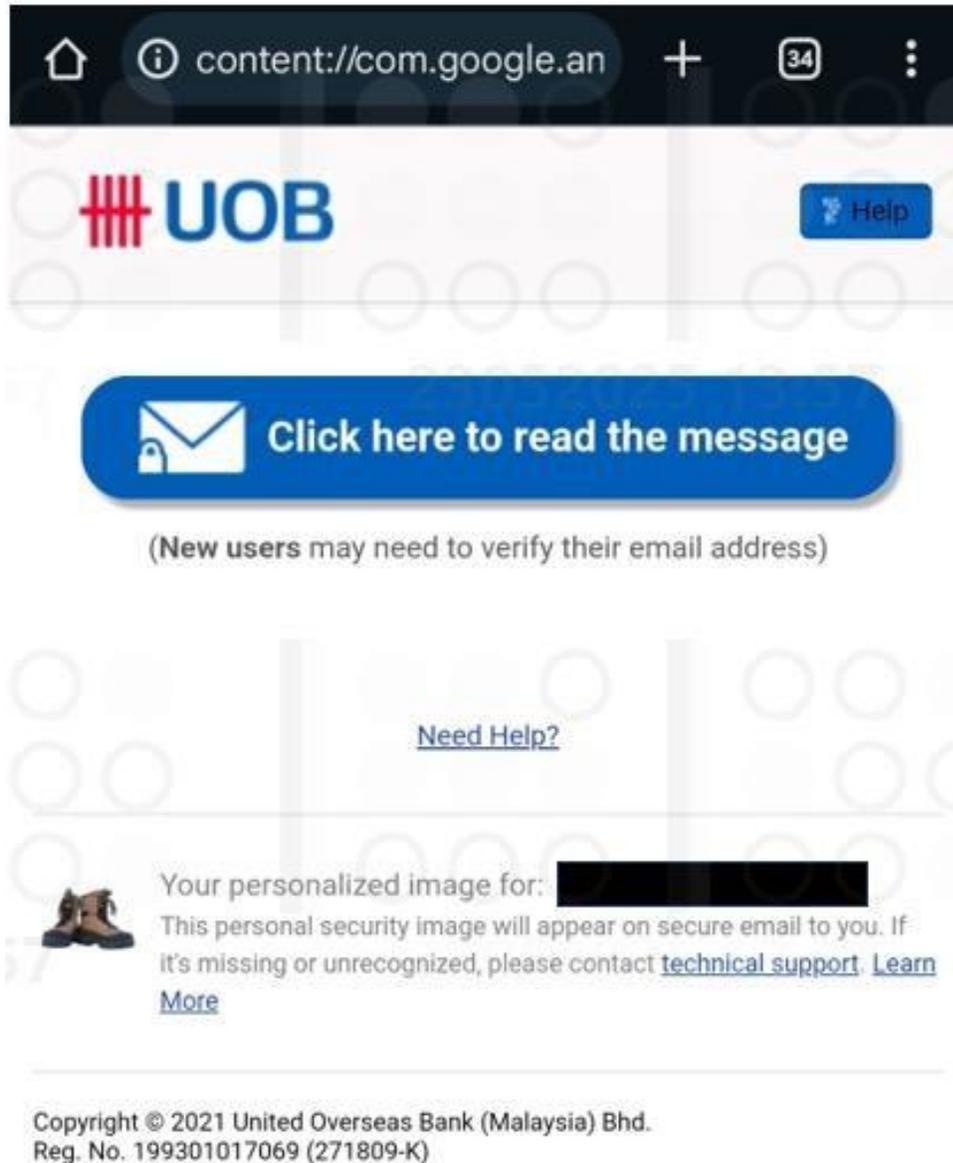
2. Click on the HTML file and click on the Google Chrome icon. If the icon does not appear, make sure Google Chrome has been downloaded from the Google Play Store first.



3. If Google Chrome icon cannot be found, search for "Google Chrome" from the google play store and enable or install it.



4. Click on the "Click here to read the message" button to proceed to the sign-in page



5. If you have not created an account yet, you will instead be redirected to the account registration page (refer to section [Account Registration](#)). If you have previously created an account, you will be prompted to sign in with your credentials.

UOB [Help](#)

Sign In

[Redacted]

Password

Password

[Sign In](#)

[Forgot your password?](#) [Update Secondary Email Address](#)

Email Encryption Provided by UOB. [Learn More](#)

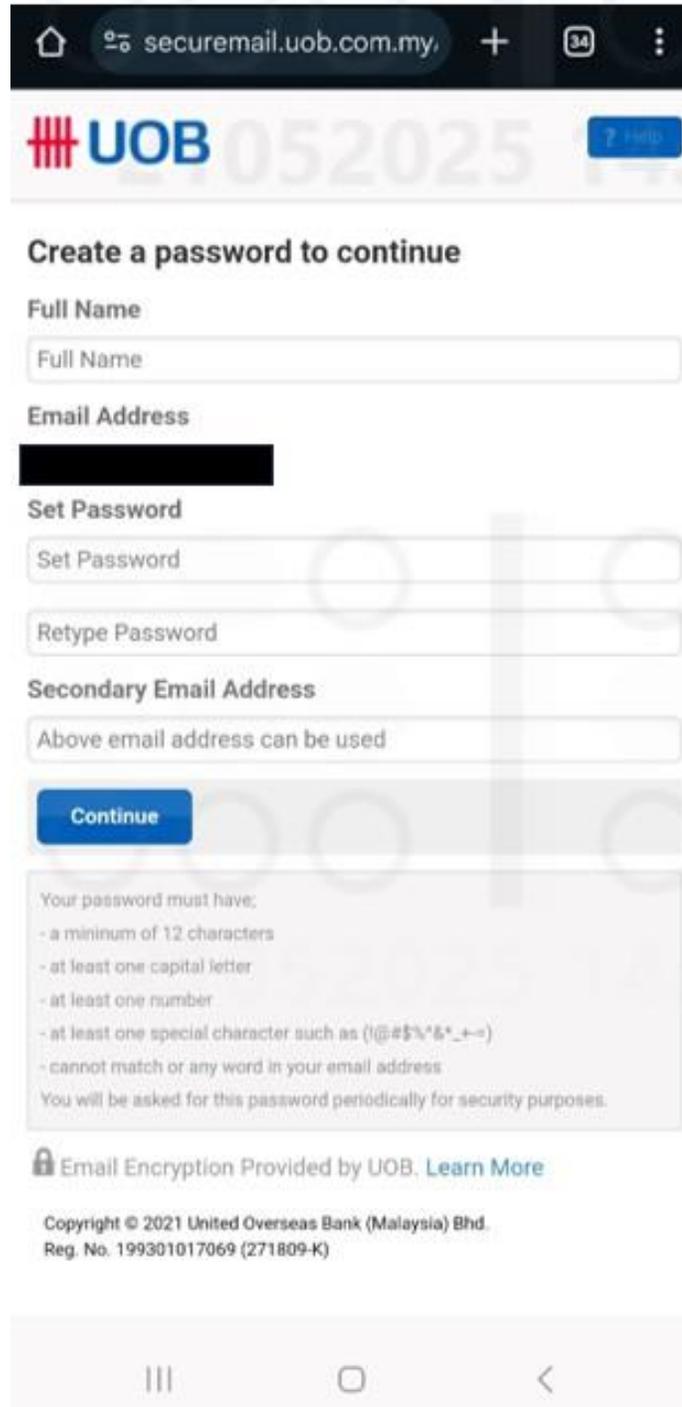
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6. After successfully signing in, you will be able to view the encrypted email.

The screenshot displays an email client interface. At the top left is the UOB logo. On the top right, there are 'Sign Out' and '?' buttons, and the email address '@gmail.com' is partially visible. Below the header, the 'From:' field is redacted, and a 'Print' button is present. A status bar indicates the email is 'Authenticated by uob.com.my' and has a 'Valid Signature (Help)'. The 'To:' field is also redacted. The email was sent on 'Fri Mar 14, 2025 11:44 AM (3 minutes ago)'. The subject is '[Encrypt] Secure Mail FAQs Test'. The body of the email starts with 'Hi User,' followed by 'This is a test email for Secure Mail' and 'Regards,'. The main content of the email body is completely redacted with a black box. At the bottom of the redacted area, the text '## RESTRICTED ##' is visible. Below the email body, there are 'Reply' and 'Reply to All' buttons.

2.3 Account Registration

1. If you have not created a Secure Mail account yet, you will be redirected to the registration page upon opening the encrypted email. Fill in the specified fields to create your account. You may re-enter the same email address under the “Secondary Email Address” field.



securemail.uob.com.my

UOB 052025

Create a password to continue

Full Name

Email Address

Set Password

Retype Password

Secondary Email Address

Continue

Your password must have:

- a minimum of 12 characters
- at least one capital letter
- at least one number
- at least one special character such as (!@#\$%^&*+~)
- cannot match or any word in your email address

You will be asked for this password periodically for security purposes.

 Email Encryption Provided by UOB. [Learn More](#)

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2. After registering, you will receive a message that prompts you to check your mailbox to check your account's verification email. Open your Gmail app (or the email app that you usually use) and find the verification email.



Check Your Email

We have sent a message to your email account with the subject:

UOB Secure Email Identity Verification - Do Not Reply

When you receive the message, click on the link to verify your email address.

The link will expire for security purposes.

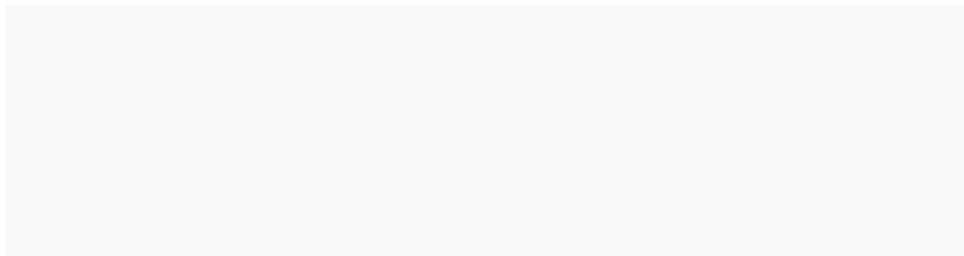
Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

You may now close this window.

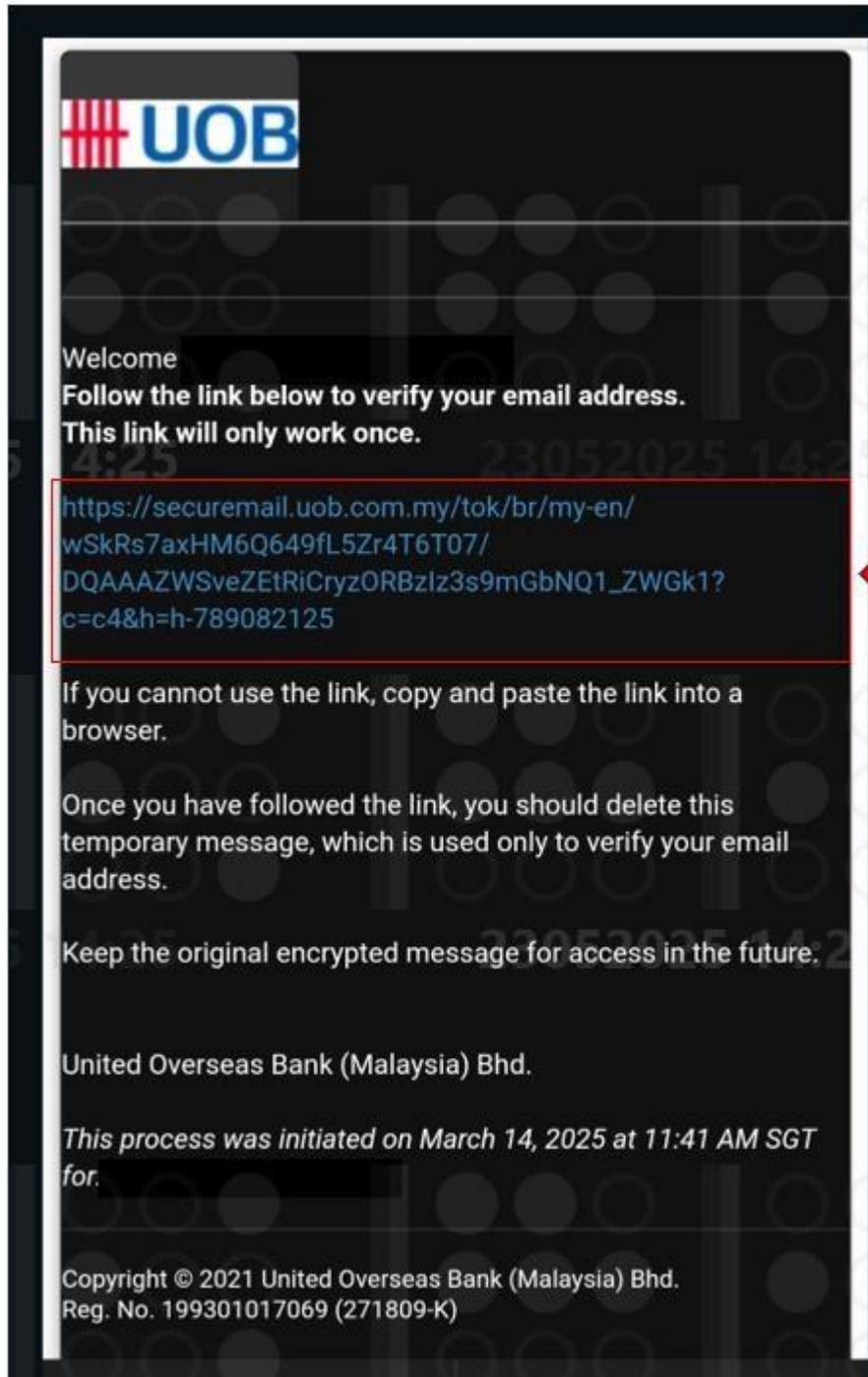
The message will come from securemail@uob.com.my.

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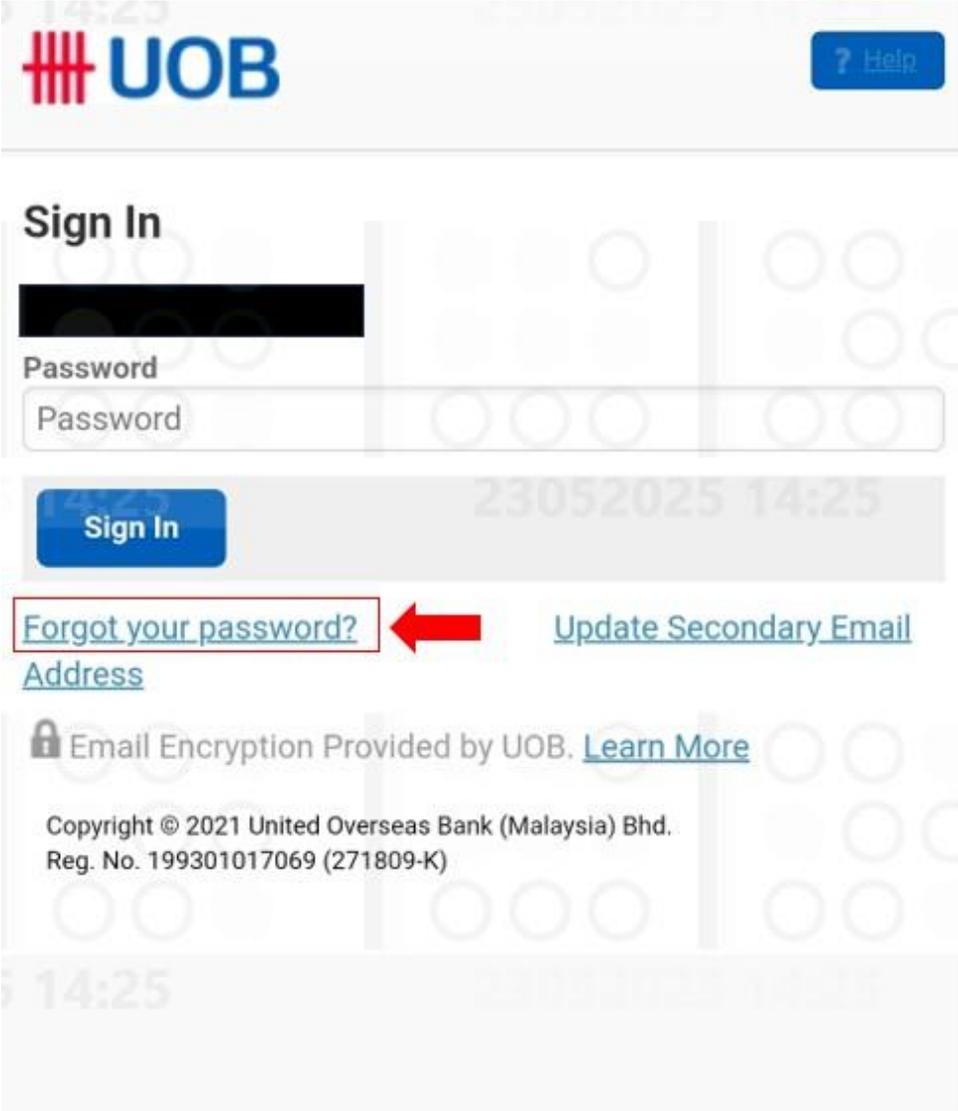


3. Open the verification email that you received and click on the verification link provided to complete the account verification process.



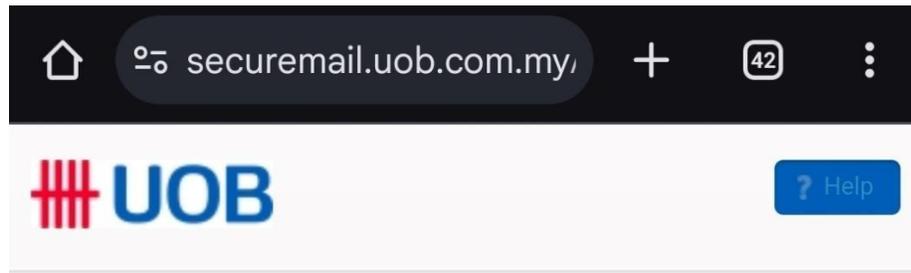
2.4 Reset Password

1. To reset your password, follow the previous steps of opening the encrypted email in the following sections depending on whether you are using Voltage Mail or Google Chrome
 - If you are using Voltage Mail: [2.1 Open the encrypted email with Voltage Mail](#)
 - If you are using Google Chrome: [2.2 Open encrypted email with Web](#)
2. Go to the sign in page and click on “Forgot your password”.



The screenshot shows the UOB Sign In page. At the top left is the UOB logo, and at the top right is a blue button labeled "Help". Below the logo is the "Sign In" heading. There is a blacked-out input field for the username and a "Password" input field. Below these is a blue "Sign In" button. Underneath the button are two links: "Forgot your password?" and "Update Secondary Email Address". The "Forgot your password?" link is enclosed in a red rectangular box, and a red arrow points from the right side of this box towards the "Update Secondary Email Address" link. At the bottom of the page, there is a lock icon followed by the text "Email Encryption Provided by UOB. [Learn More](#)". Below that is the copyright information: "Copyright © 2021 United Overseas Bank (Malaysia) Bhd. Reg. No. 199301017069 (271809-K)".

3. You will receive a notification that you have been sent an email with a password reset link.



Check Your Email

We have sent a message to your secondary email account with the subject:

UOB Secure Email Password Reset - Do Not Reply

When you receive the message, click on the link to reset your password.

The link will expire for security purposes.

Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

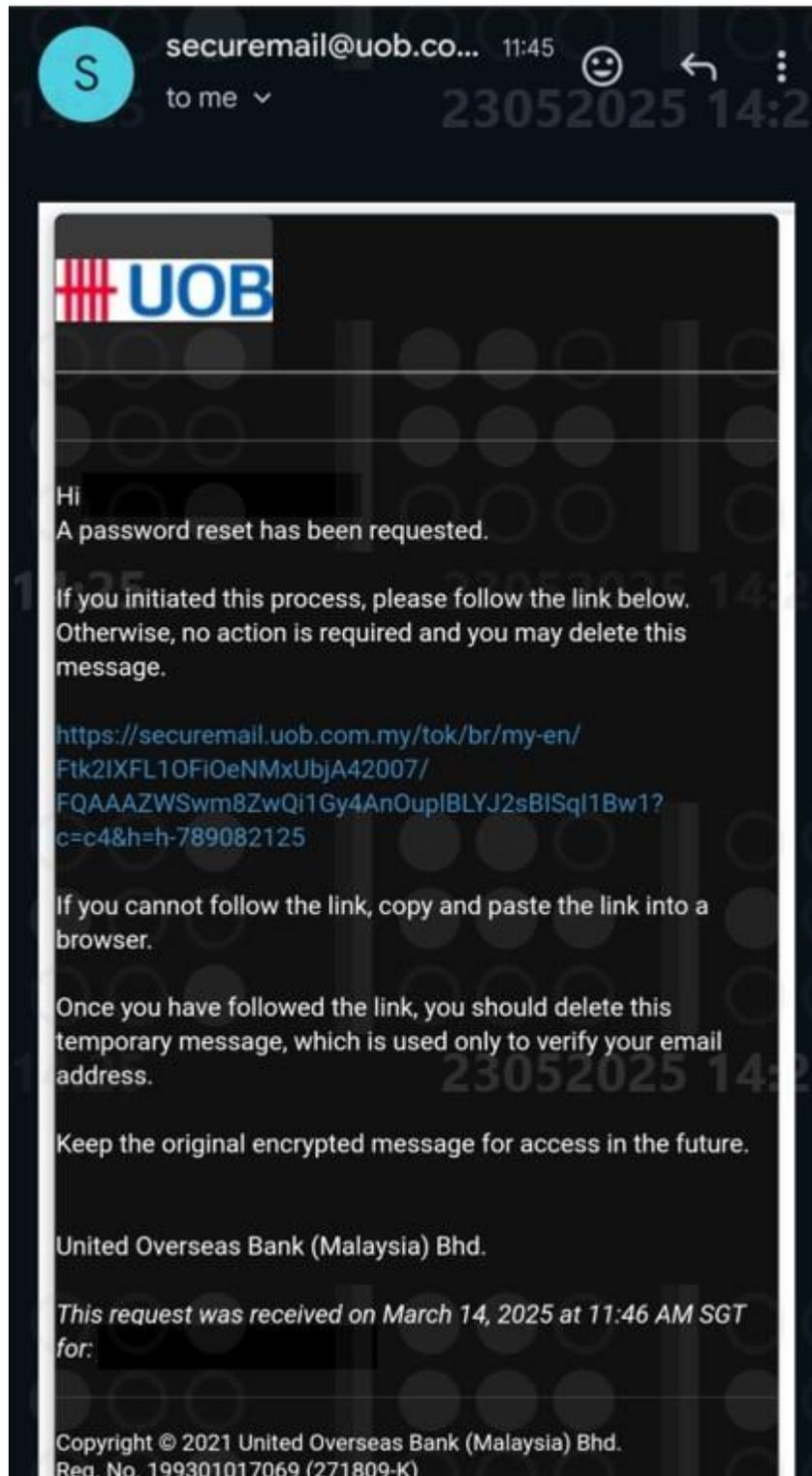
You may now close this window.

The message will come from securemail@uob.com.my.

 Email Encryption Provided by UOB. [Learn More](#)

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Reg. No. 199301017069 (271809-K)

4. Open your Gmail app (or the email app that you usually use) and find the password reset email. Open the password reset email and click the link provided.



5. After clicking the link, you will be redirected to the password reset page. Enter the new password and click “Continue” to change your password.

UOB

Reset Your Password

Email Address
[Redacted]

Name The name the user entered to join.
[Redacted]

New Password
New Password

Verify Password
Verify Password

Continue

Email Encryption Provided by UOB. [Learn More](#)

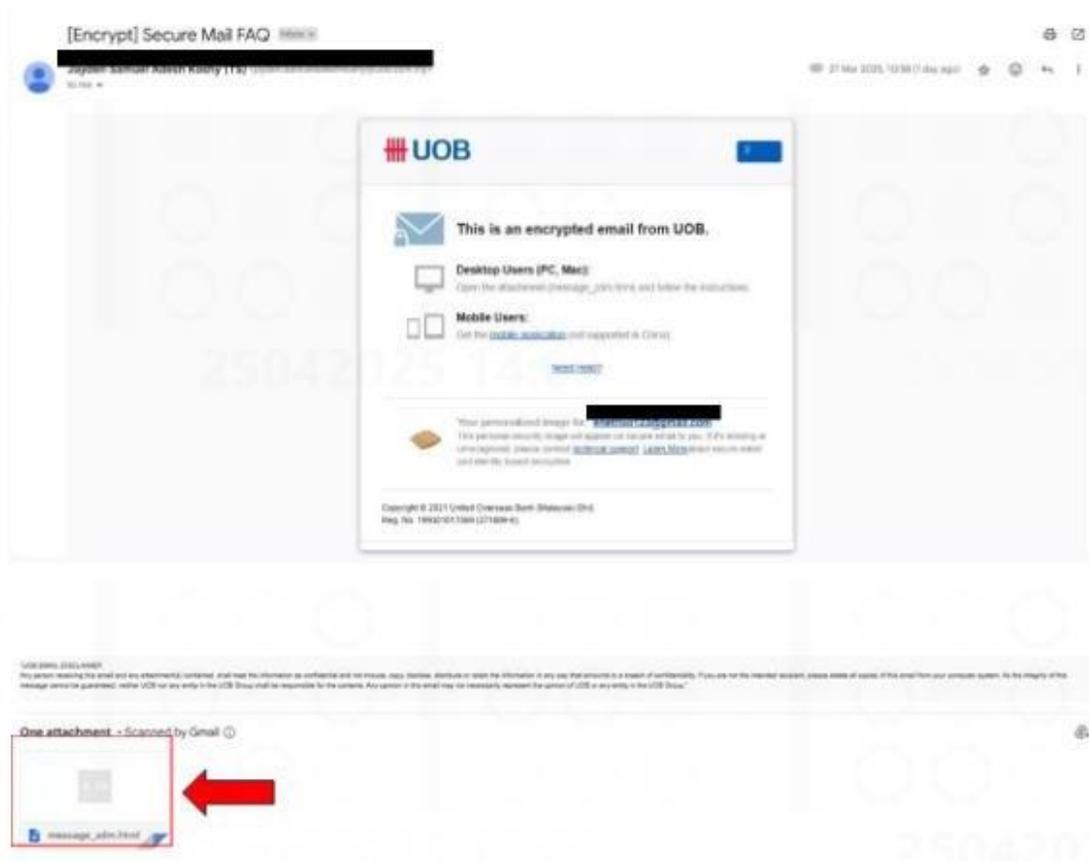
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Reg. No. 199301017069 (271809-K)

6. After resetting your password, follow the steps below
 - If you are using Voltage Mail: [2.1 Open the encrypted email with Voltage Mail](#)
 - If you are using Google Chrome: [2.2 Open encrypted email with Web](#)

3.0 Desktop

3.1 New User

1. You will receive an encrypted email in your inbox. Locate the encrypted email in your inbox and click on the email to view. The email will contain an attachment in HTML format (e.g., message_zdm.html) at the bottom of the email body. This file is required to access the encrypted message. Download the HTML file (e.g., message_zdm.html) to your desktop or laptop.



2. Open the downloaded html file, "message_zdm.html" using any web browser.



3. Click on the “Click here to read the message”.



The screenshot shows the top of an email from UOB. The UOB logo is in the top left, and a 'Help' button is in the top right. A blue button with a white envelope icon and a lock icon is highlighted with a red box. The text on the button is 'Click here to read the message'. Below the button, the text '(New users may need to verify their email address)' is displayed. A large red arrow points upwards from the text 'Need Help?' towards the button. Below this, there is a section for a personalized security image for the email address 'enetrixo123@gmail.com'. The text states: 'Your personalized image for: enetrixo123@gmail.com. This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact technical support. Learn More'. At the bottom, the copyright information for United Overseas Bank (Malaysia) Bhd. is provided.

UOB

Help

Click here to read the message

(New users may need to verify their email address)

Need Help?

Your personalized image for: **enetrixo123@gmail.com**
This personal security image will appear on secure email to you. If it's missing or unrecognized, please contact [technical support](#). [Learn More](#)

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4. Register as a new user by filling in the form below, with your full name, email address, password, and secondary email address. You may re-enter the same email address for the secondary email address field. Then, click "Continue".

Help

Create a password to continue

Full Name
Full Name

Email Address
...@gmail.com

Set Password
Set Password

Retype Password

Secondary Email Address
Above email address can be used

Continue

Your password must have;

- a minimum of 12 characters
- at least one capital letter
- at least one number
- at least one special character such as (!@#%&*^*_+=-)
- cannot match or any word in your email address

You will be asked for this password periodically for security purposes.

 Email Encryption Provided by UOB. [Learn More](#)

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5. You will receive an email to verify the email address in your email.

? Help

Check Your Email

We have sent a message to your email account with the subject:

UOB Secure Email Identity Verification - Do Not Reply

When you receive the message, click on the link to verify your email address.

The link will expire for security purposes.

Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

You may now close this window.

The message will come from securemail@uob.com.my.

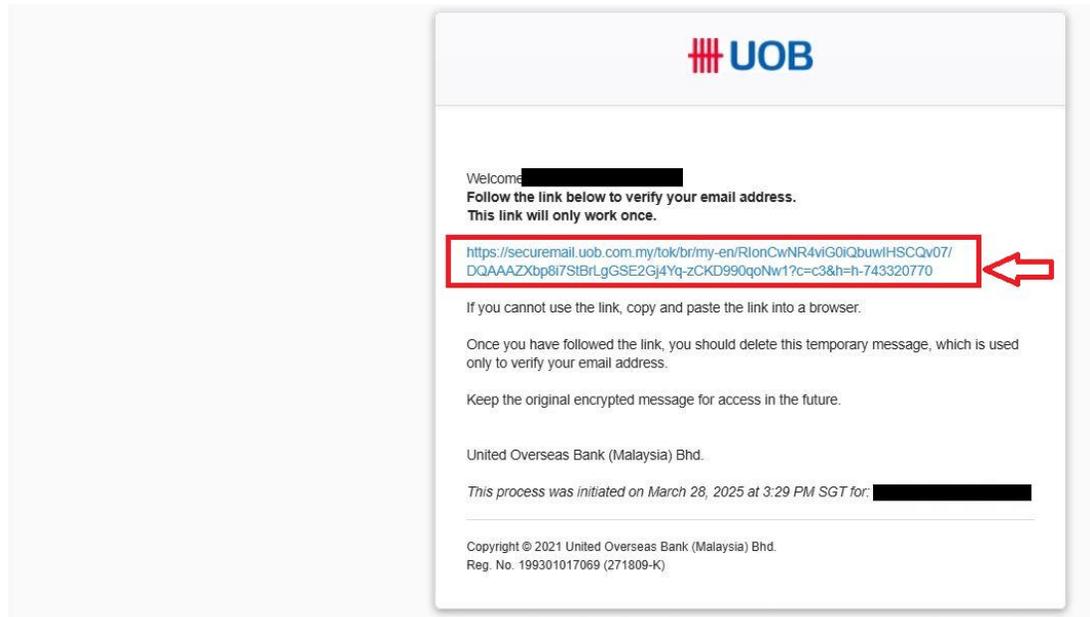
 Email Encryption Provided by UOB. [Learn More](#)

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Reg. No. 199301017069 (271809-K)

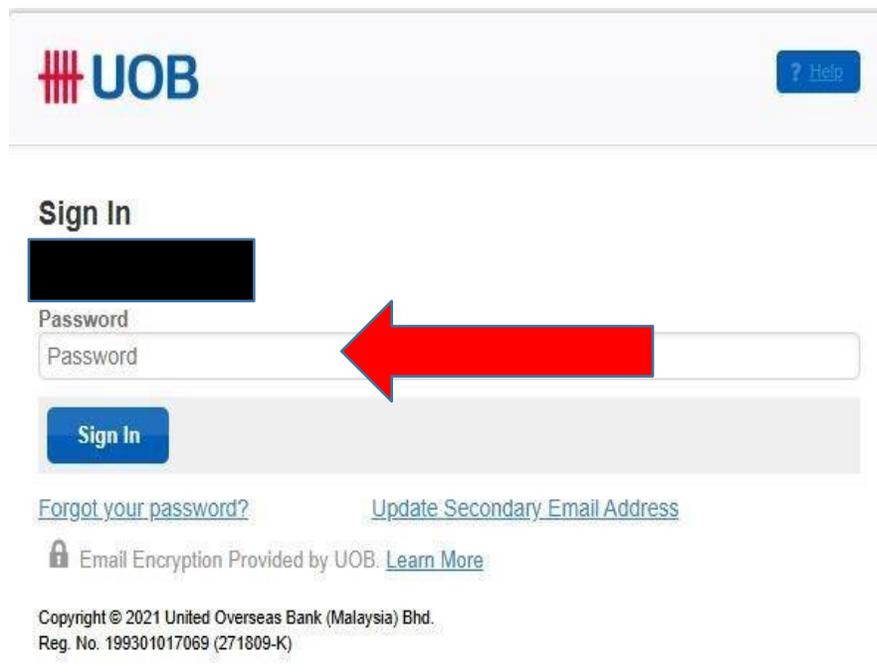
- Go to your email and find the email title "UOB Secure Email Identity Verification". Click the activation link in your email.

UOB Secure Email Identity Verification - Do Not Reply Inbox x

 **securemail@uob.com.my**
to me ▾



- Login with your registered email address and password.



8. The message is decrypted, and you may read the message.

 [Sign Out](#) [? Help](#)
@gmail.com

From:

[Print](#)

 Authenticated by uob.com.my  Valid Signature ([Help](#))

To:

Cc:

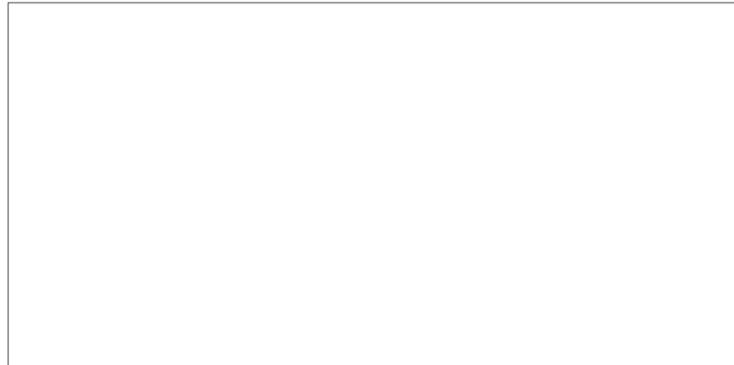
Sent: Fri Apr 25, 2025 10:52 AM (3 days ago)

Subject: [ENCRYPT] Secure Email FAQs - External - TESTING

Hi ,

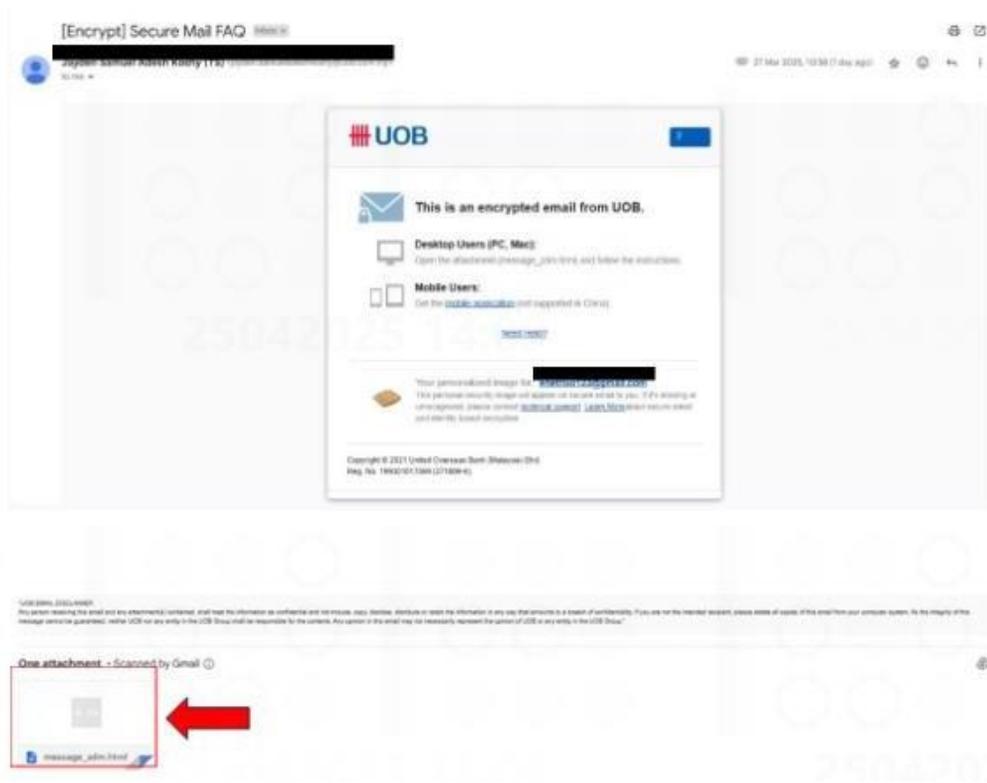
This is an email to test the Secure Mail.

Thanks !



3.2 Existing User

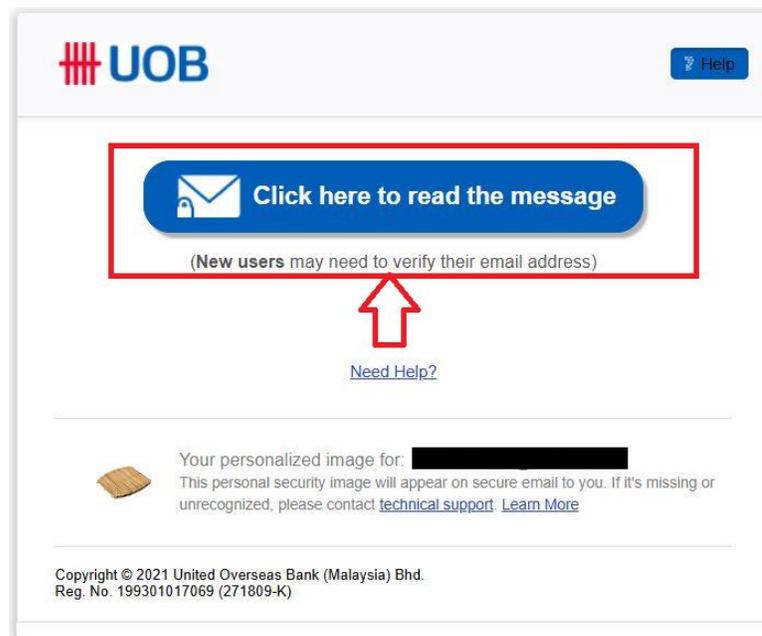
1. You will receive an email and download the attachment at the bottom (message_zdm.html) in the email.



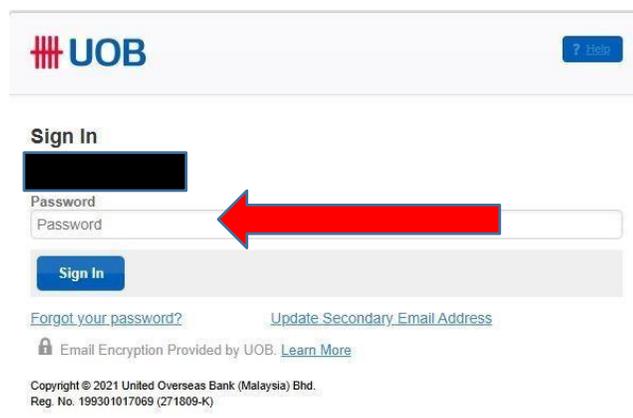
2. Open the downloaded html file, "message_zdm" using any web browser.



3. Click on the “Click here to read the message”.



4. Login with your registered email address and password.



5. The message is decrypted, and you may read the message.



Sign Out



@gmail.com

From:

Print

 Authenticated by uob.com.my  Valid Signature ([Help](#))

To:

Cc:

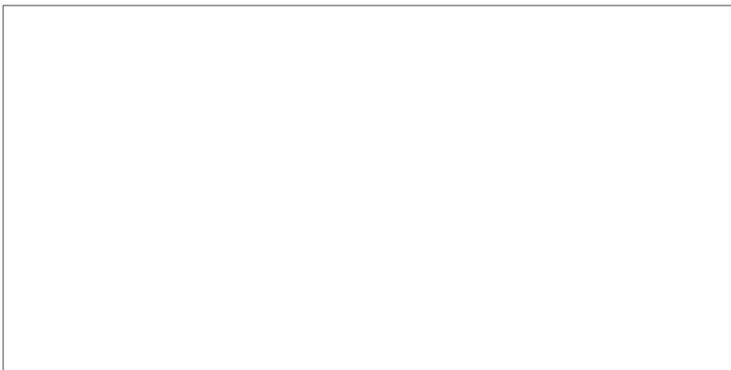
Sent: Fri Apr 25, 2025 10:52 AM (3 days ago)

Subject: [ENCRYPT] Secure Email FAQs - External - TESTING

Hi ,

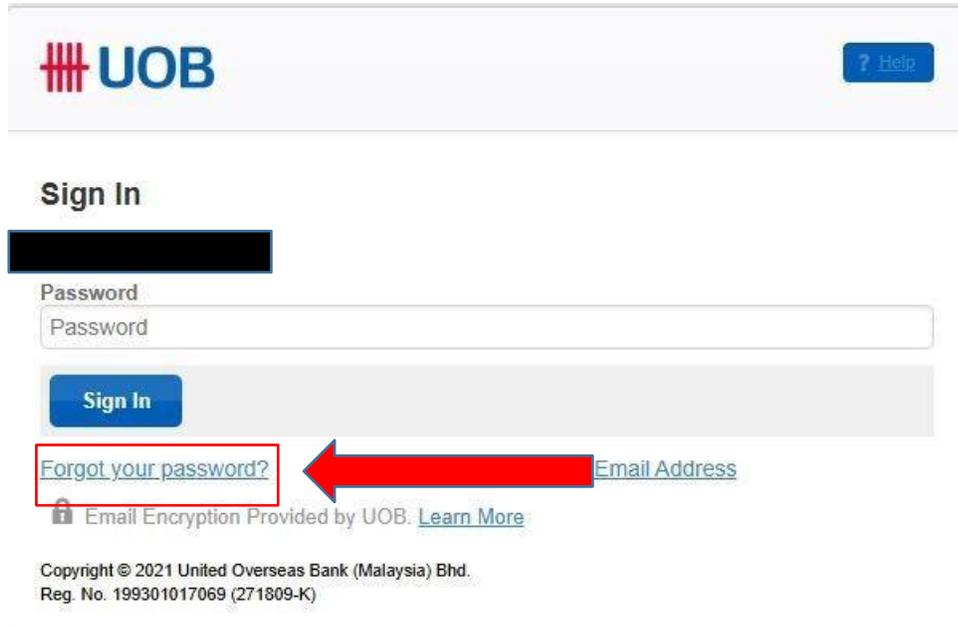
This is an email to test the Secure Mail.

Thanks !

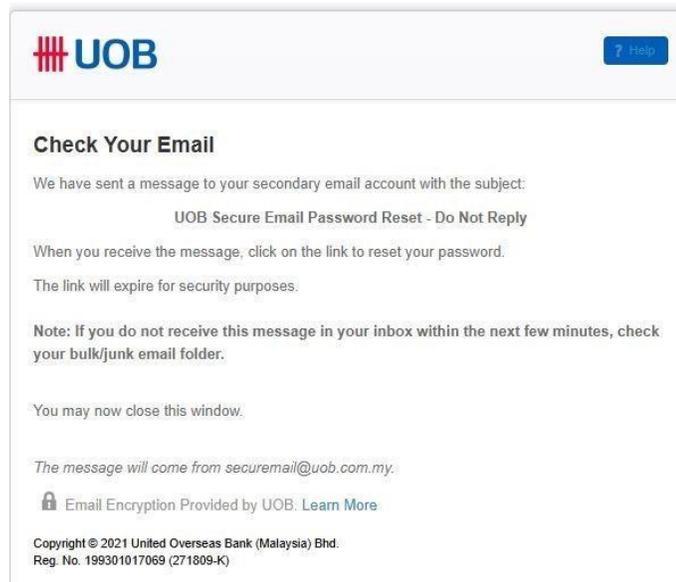


3.3 Forgot Password

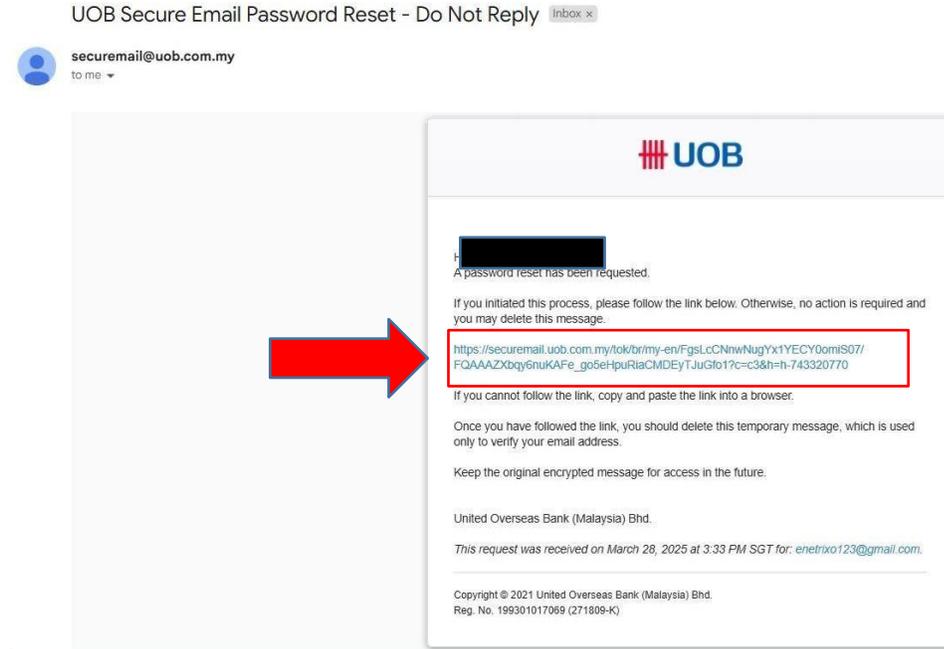
1. If you forgot your password, click the “Forgot your password?” under the login page.



2. A notification window pops up to check your email. Email will be sent to your registered email account for the password reset.



3. Find the email with the title “UOB Secure Email Password Reset”. Then, click the reset password link in the email.



4. Reset your password by filling up the new password below. Then, click continue to reset password.

UOB

Reset Your Password

Email Address
[Redacted]

Name The name the user entered to join.
[Redacted]

New Password
New Password

Verify Password
Verify Password

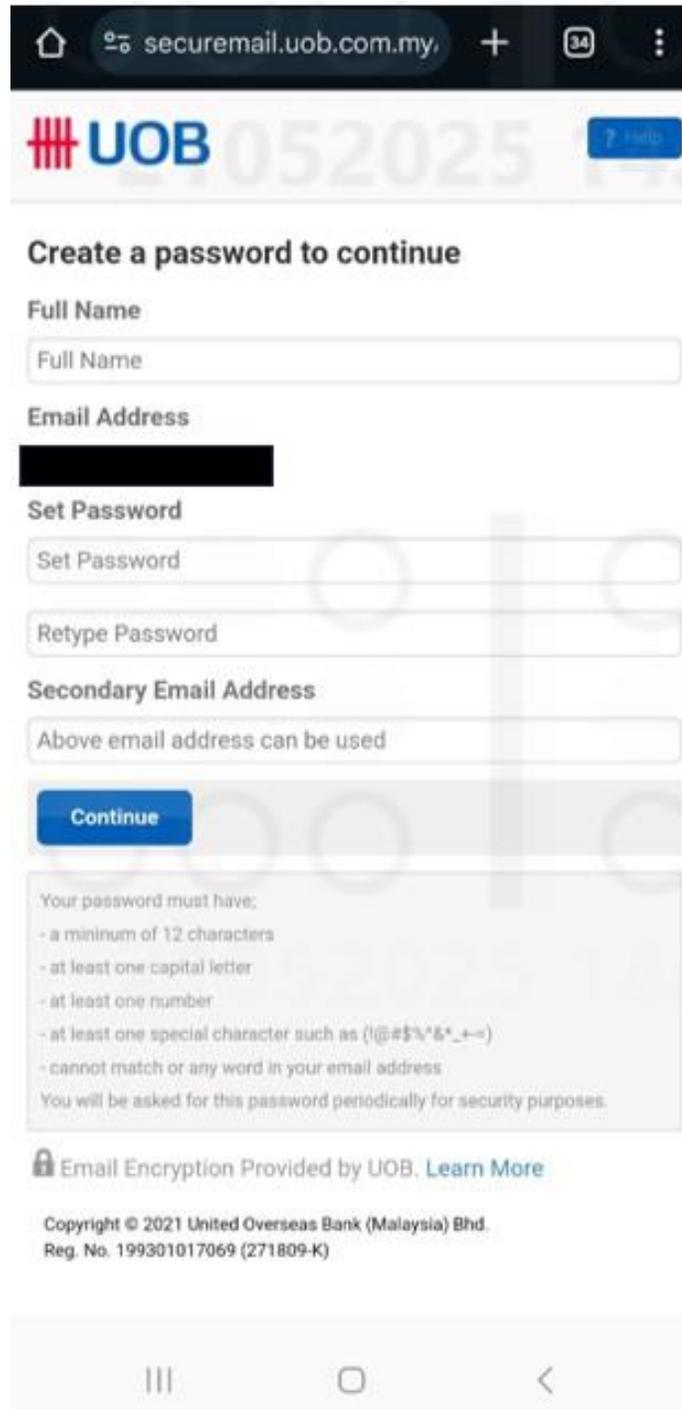
Continue

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2.5 Account Registration

1. If you have not created a Secure Mail account yet, you will be redirected to the registration page upon opening the encrypted email. Fill in the specified fields to create your account. You may re-enter the same email address under the “Secondary Email Address” field.



securemail.uob.com.my

UOB 052025

Create a password to continue

Full Name

Email Address

Set Password

Retype Password

Secondary Email Address

Continue

Your password must have:

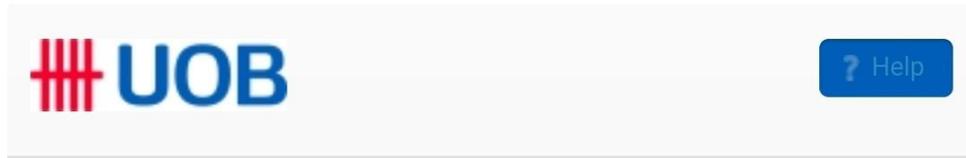
- a minimum of 12 characters
- at least one capital letter
- at least one number
- at least one special character such as (!@#\$%^&*~_+~)
- cannot match or any word in your email address

You will be asked for this password periodically for security purposes.

 Email Encryption Provided by UOB. [Learn More](#)

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2. After registering, you will receive a message that prompts you to check your mailbox to check your account's verification email. Open your Gmail app (or the email app that you usually use) and find the verification email.



Check Your Email

We have sent a message to your email account with the subject:

UOB Secure Email Identity Verification - Do Not Reply

When you receive the message, click on the link to verify your email address.

The link will expire for security purposes.

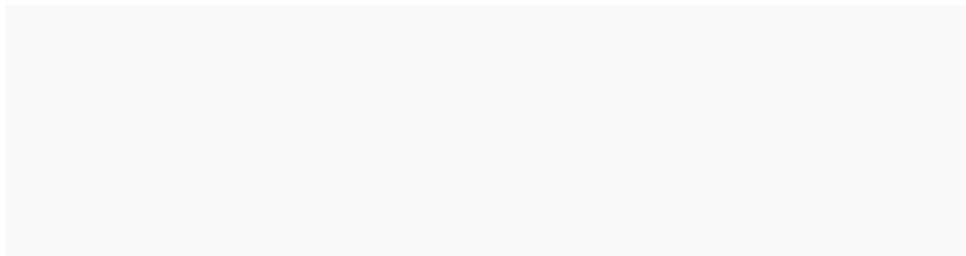
Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

You may now close this window.

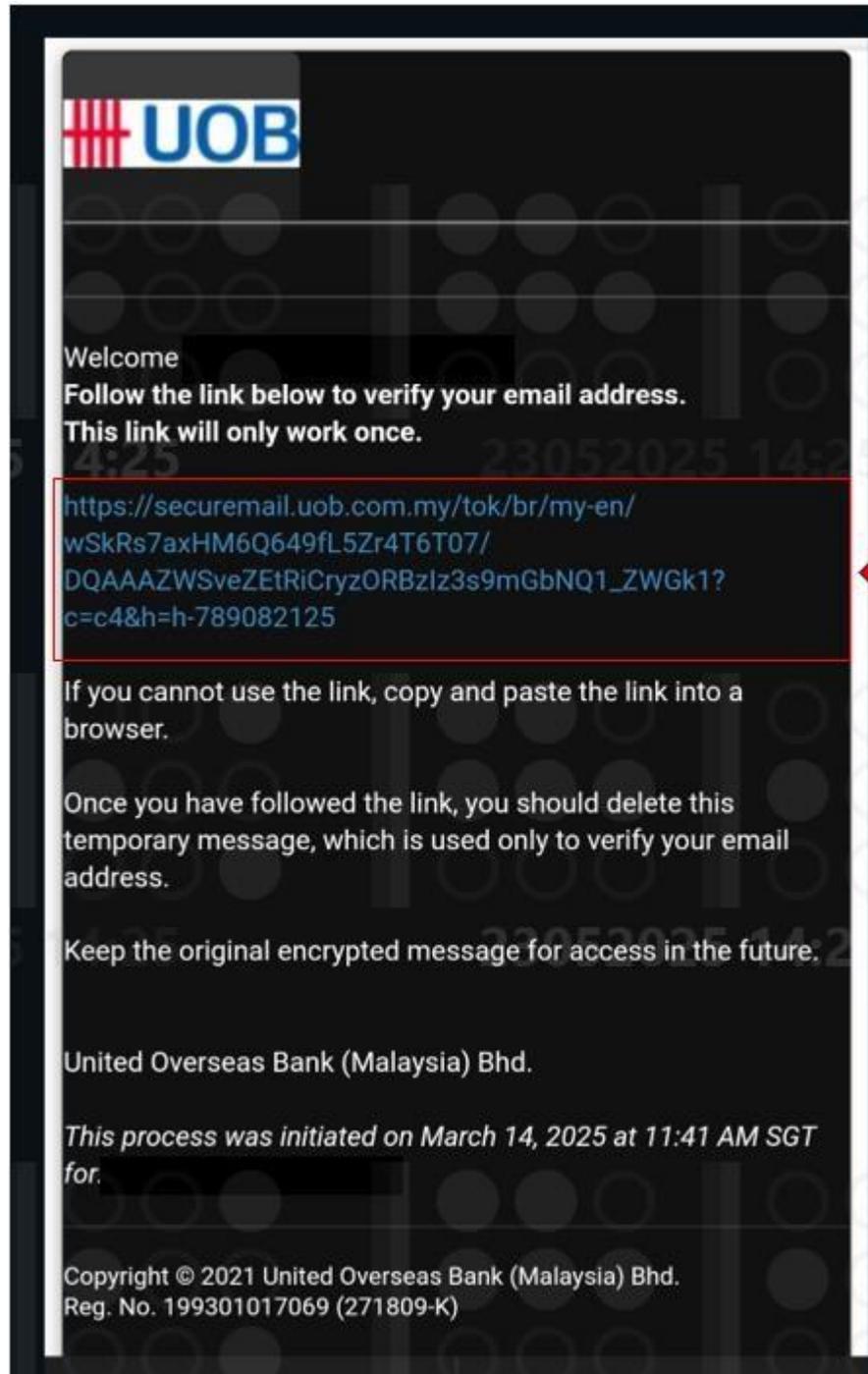
The message will come from securemail@uob.com.my.

 Email Encryption Provided by UOB. [Learn More](#)

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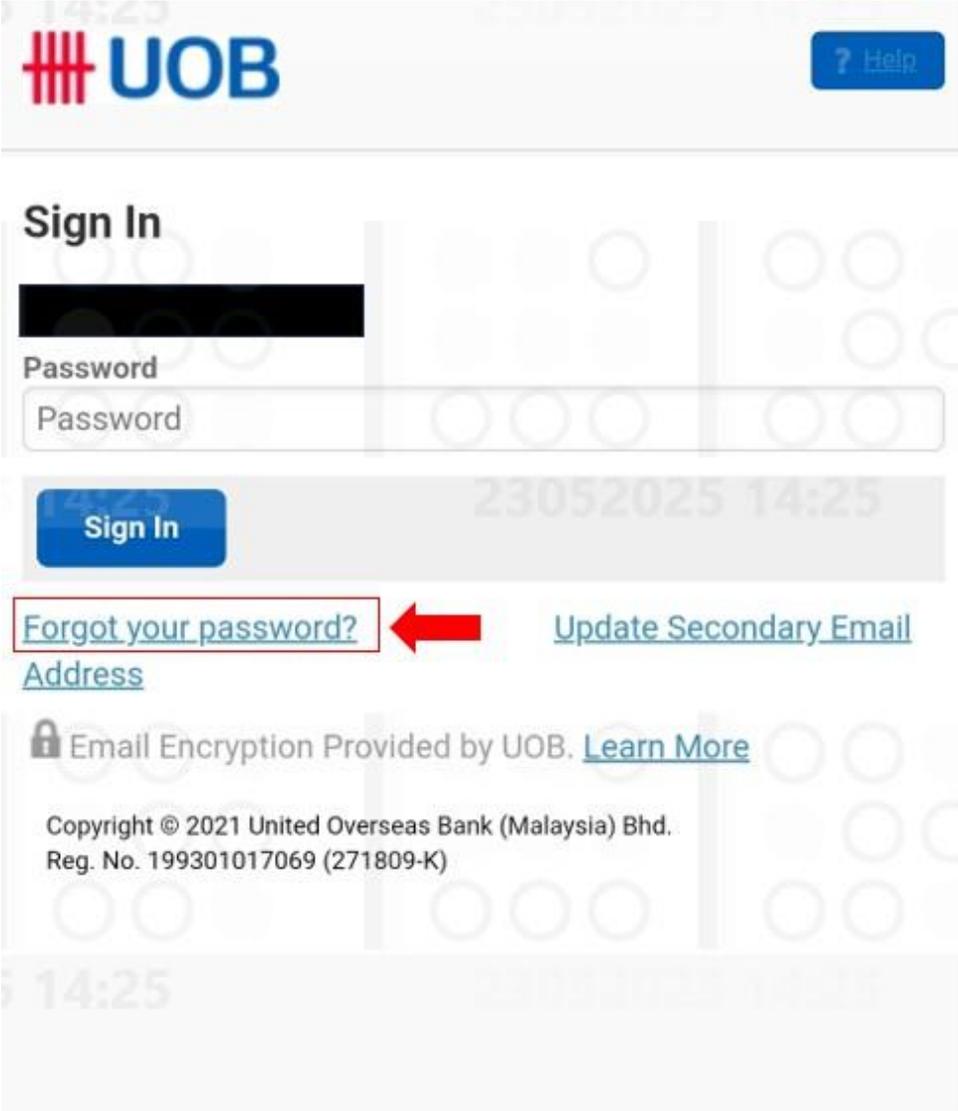


3. Open the verification email that you received and click on the verification link provided to complete the account verification process.



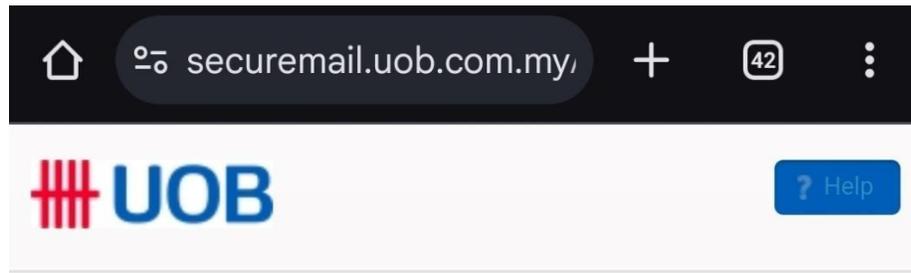
2.6 Reset Password

1. To reset your password, follow the previous steps of opening the encrypted email in the following sections depending on whether you are using Voltage Mail or Google Chrome
 - If you are using Voltage Mail: [2.1 Open the encrypted email with Voltage Mail](#)
 - If you are using Google Chrome: [2.2 Open encrypted email with Web](#)
2. Go to the sign in page and click on “Forgot your password”.



The screenshot shows the UOB Sign In page. At the top left is the UOB logo, and at the top right is a blue button labeled "Help". Below the logo is the "Sign In" heading. There is a blacked-out input field for the username and a "Password" input field. Below these is a blue "Sign In" button. Underneath the button are two links: "Forgot your password?" and "Update Secondary Email Address". The "Forgot your password?" link is enclosed in a red rectangular box, and a red arrow points from the right side of this box towards the "Update Secondary Email Address" link. At the bottom of the page, there is a lock icon followed by the text "Email Encryption Provided by UOB. [Learn More](#)". Below that is the copyright notice: "Copyright © 2021 United Overseas Bank (Malaysia) Bhd. Reg. No. 199301017069 (271809-K)".

3. You will receive a notification that you have been sent an email with a password reset link.



Check Your Email

We have sent a message to your secondary email account with the subject:

UOB Secure Email Password Reset - Do Not Reply

When you receive the message, click on the link to reset your password.

The link will expire for security purposes.

Note: If you do not receive this message in your inbox within the next few minutes, check your bulk/junk email folder.

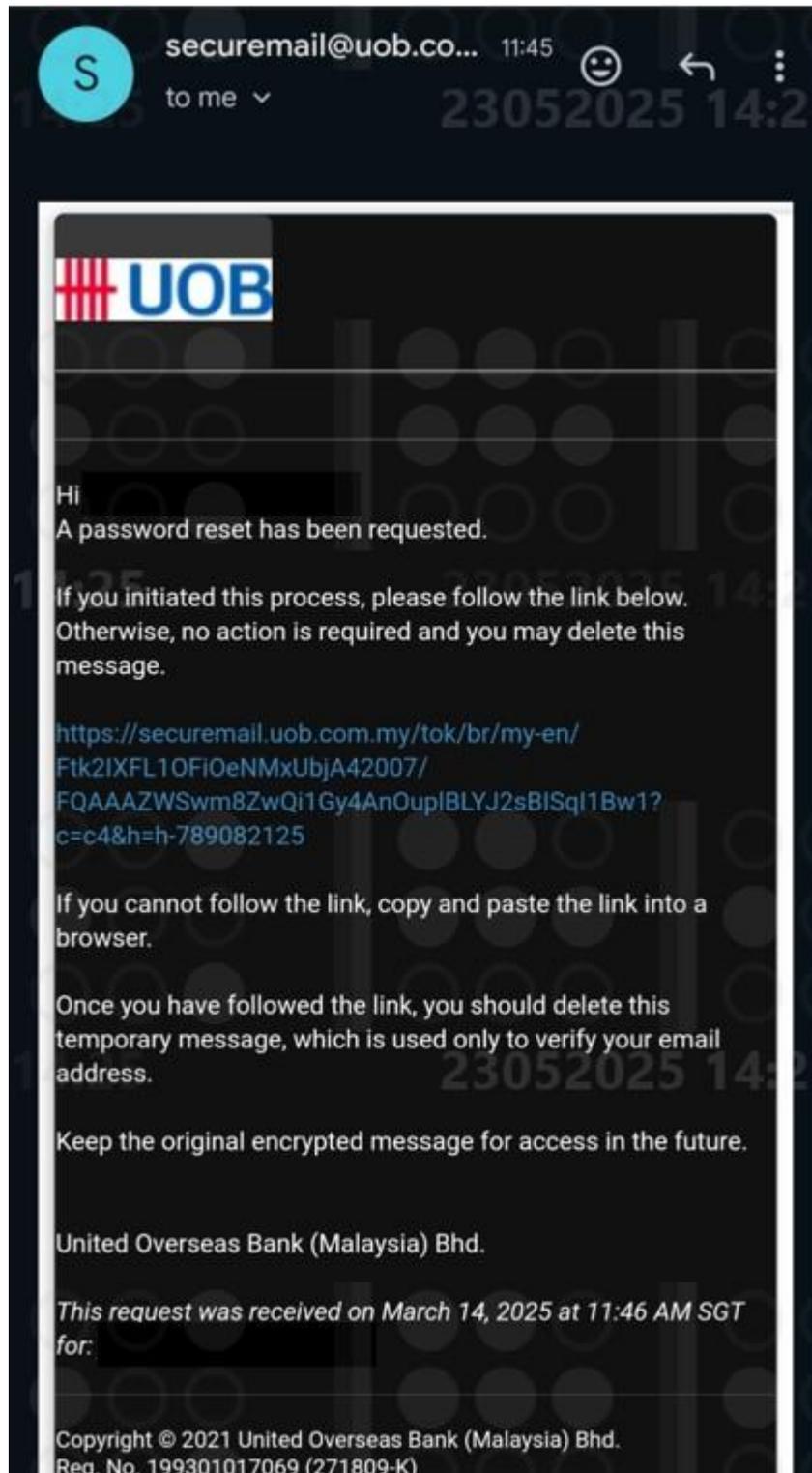
You may now close this window.

The message will come from securemail@uob.com.my.

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4. Open your Gmail app (or the email app that you usually use) and find the password reset email. Open the password reset email and click the link provided.



5. After clicking the link, you will be redirected to the password reset page. Enter the new password and click “Continue” to change your password.

UOB ?

Reset Your Password

Email Address
4:25 23052025 14:25

Name The name the user entered to join.
[Redacted]

New Password
New Password

Verify Password
Verify Password

Continue

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6. After resetting your password, follow the steps below
 - If you are using Voltage Mail: [2.1 Open the encrypted email with Voltage Mail](#)
 - If you are using Google Chrome: [2.2 Open encrypted email with Web](#)