

# Intermediary user guide

the West Brom Secure Encryption Portal

# the West Brom Secure Encryption Portal (Clearswift)

Our secure email facility allows you to submit your clients' personal data including further advance applications, mortgage review (term change) applications and income evidence.

To use this service, you will need to be register. Please contact us and we will send you the links to register.

- Telephone: 0345 241 3597
- Email: [ist@westbrom.co.uk](mailto:ist@westbrom.co.uk)

We have included the following example screens to show how the registration process works.

## What we will send you for registration

Clearswift Encrypted Mail Gateway


Inbox - Google 12:02

Your the West Brom Secure Encryption Portal Activation Information

To:

Reply-To: @westbrom.co.uk

the West Brom Secure Encryption Portal



" via Clearswift Encrypted Mail Gateway" <@westbrom.co.uk> has sent you an encrypted message via the West Brom Secure Encryption Portal. You have **180 day(s)** left to collect this message before it expires.

Subject: PS and TC Income Evidence

Sent: October 7, 2019 12:01:59 PM, BST

Expires: April 4, 2020 12:02:06 PM, BST

To view this message, click the link below to create your the West Brom Secure Encryption Portal account. Once you've created your account, you can view your messages you receive from " via Clearswift Encrypted Mail Gateway" <@westbrom.co.uk> directly from your the West Brom Secure Encryption Portal account:

Email:

Click here to create your account and read your message

For the West Brom Secure Encryption Portal online help, visit: [https://pr-uk.ips.emailprivacy.net/brand?act=download&entp=theWestBrom&locale=en\\_US&cat=Resource\\_Center&f=emx/help/index.html](https://pr-uk.ips.emailprivacy.net/brand?act=download&entp=theWestBrom&locale=en_US&cat=Resource_Center&f=emx/help/index.html)

Do not reply to this message. This is a system-generated email and all replies will be discarded.

## Privacy Update needs to be accepted after link has been selected

Privacy Update


Privacy is important. To be transparent about how the West Brom Secure Encryption Portal operates, our Privacy Notice has been updated with details of how we use cookies to save user preferences. No sensitive information is stored in these cookies. Full details can be found in our Privacy Notice.

To be in line with the GDPR and other Privacy requirements, we require your consent to store these cookies on your computer. If you do not agree, please contact the sender of the message to arrange alternate delivery.

Accept

For more information, see our [Privacy Notice](#)

## Account Registration



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Portal

HelpEnglish (United States)

Enter your Registration Information

\* First Name:

\* Last Name:

\* Email Address:

Create a Password

\* Password:


Password Strength:

\* Confirm Password:

Activate

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# Account Registration – Password Guidance



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HelpEnglish (United States)

Enter your Registration Information

\* First Name:

\* Last Name:

\* Email Address:

Create a Password

\* Password:

Requirements:

Length (8 - 64)

Lowercase Letter

Uppercase Letter

Digit


Password Strength:

\* Confirm Password:

Activate

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# Post Registration - Login Screen



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HelpEnglish (United States)

Your the West Brom Secure Encryption Portal account has been activated. Please enter your email address and password to login.

\*\*\*\*\*@\*\*\*\*\*.com

Password:

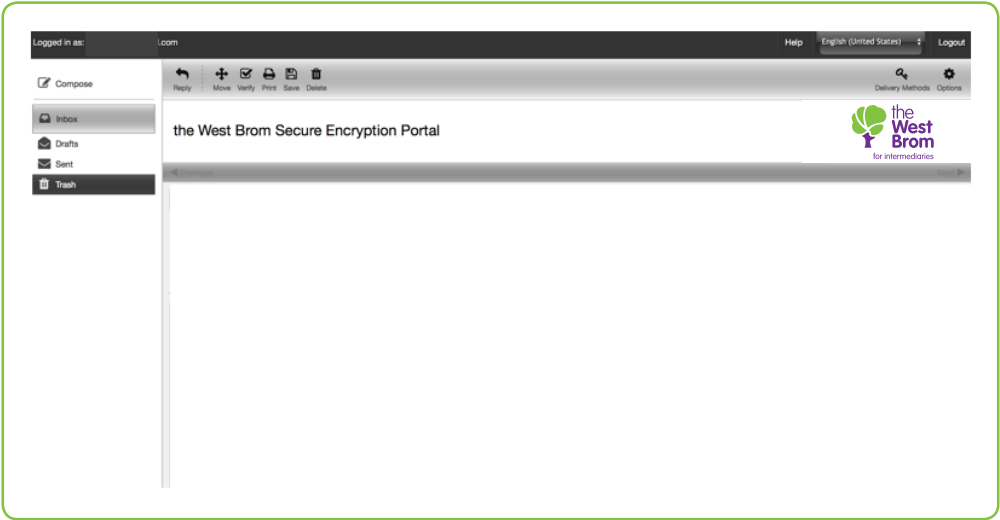
Login

Forgot your password?

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# Logged In Screen





**Intermediary Sales and Support team**  
**0345 241 3597**  
**ist@westbrom.co.uk**

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**[www.westbrom.co.uk](http://www.westbrom.co.uk)**

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