

## Boehringer Ingelheim Secure Mail System – Account Activation

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### Initial Account Creation

An account for the Boehringer-Ingelheim Secure Mail system can only be initiated and created by a Boehringer-Ingelheim employee. This is an automated process when your Boehringer-Ingelheim business partner sends you a confidential e-mail. As a result you will receive a notification with the subject “[Boehringer Ingelheim Secure Messaging System] Activate Your Account” in your regular mailbox.

**[Boehringer Ingelheim Secure Messaging System] Activate Your Account**

Von: (Boehringer...)

Welcome to "Boehringer Ingelheim Secure Messaging System".

A new confidential message from Boehringer Ingelheim is available for you.

From:  
Subject: Secure Mail from Boehringer-Ingelheim  
Date:

The message will be securely delivered to you once you have activated your "Boehringer Ingelheim Secure Messaging System" account. Use the following activation link for this:  
<https://smail.boehringer-ingelheim.com/activation.xhtml?token=m29td3e395qqqi2d69f5&code=T5v3yY>

Send an e-mail to [securemail\\_info@boehringer-ingelheim.com](mailto:securemail_info@boehringer-ingelheim.com) if you have any questions regarding this message.

--- DEUTSCH ---

Willkommen beim "Boehringer Ingelheim Secure E-Mail System".

Für Sie liegt eine neue vertrauliche Nachricht bereit.

Von:  
Betreff: Secure Mail from Boehringer-Ingelheim  
Datum: |

Die Nachricht wird Ihnen sicher zugestellt, sobald Sie Ihr "Boehringer Ingelheim Secure E-Mail System" Benutzerkonto aktiviert haben. Nutzen Sie hierzu den folgenden Aktivierungs-Link:  
<https://smail.boehringer-ingelheim.com/activation.xhtml?token=m29td3e395qqqi2d69f5&code=T5v3yY>

Bitte wenden Sie sich bei Fragen per E-Mail an: [securemail\\_info@boehringer-ingelheim.com](mailto:securemail_info@boehringer-ingelheim.com)

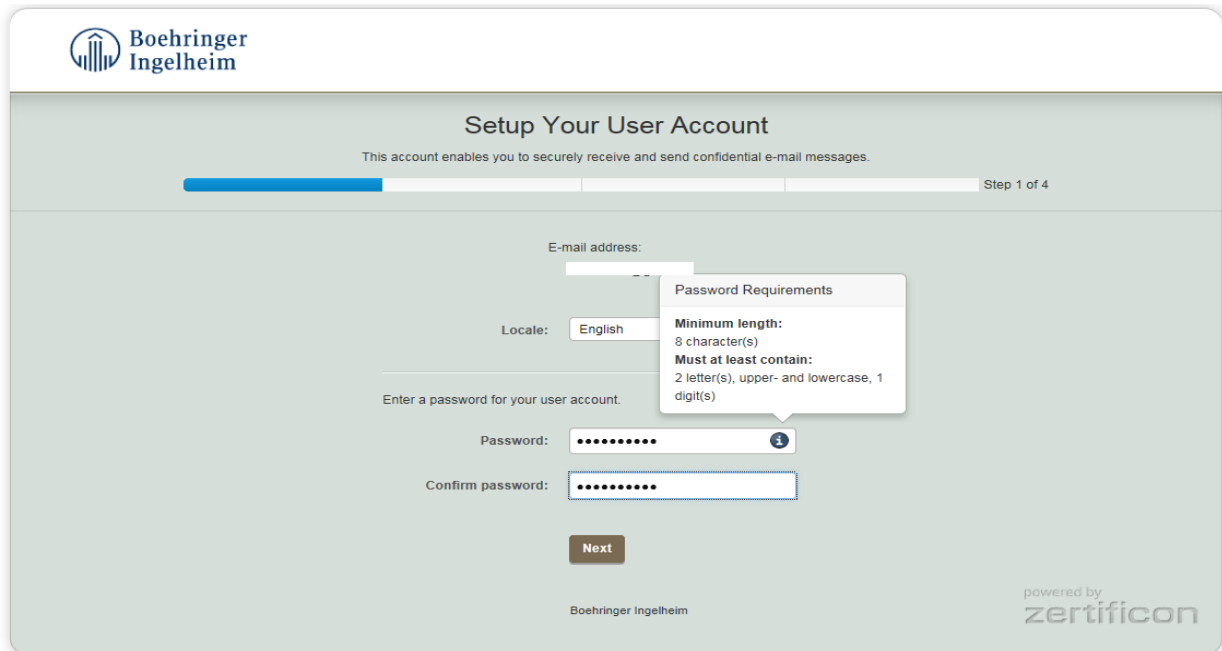
The account activation is only necessary for the first time or if you request a password reset for your account. Once this process has been successfully finished you will receive secure e-mails from Boehringer Ingelheim in your regular mailbox. You can open these messages by using your password.

### Account Activation

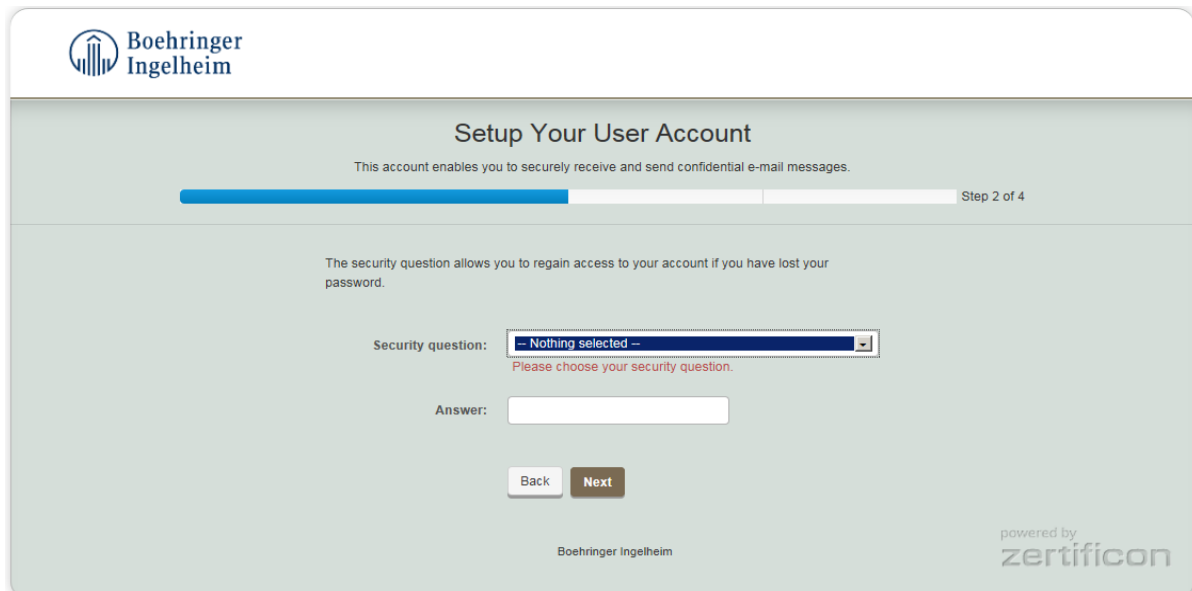
If you receive a notification with the subject “[Boehringer Ingelheim Secure Messaging System] Activate Your Account” or “[Boehringer Ingelheim Secure Messaging System] Re- Activate Your Account” follow the embedded link to activate your account. Your account name is your e-mail address.

## Boehringer Ingelheim Secure Mail System – Account Activation

Your Internet Browser will start and forward you to the Boehringer Ingelheim Secure Mail Customer portal. Here you can activate your account. Please follow the instructions:

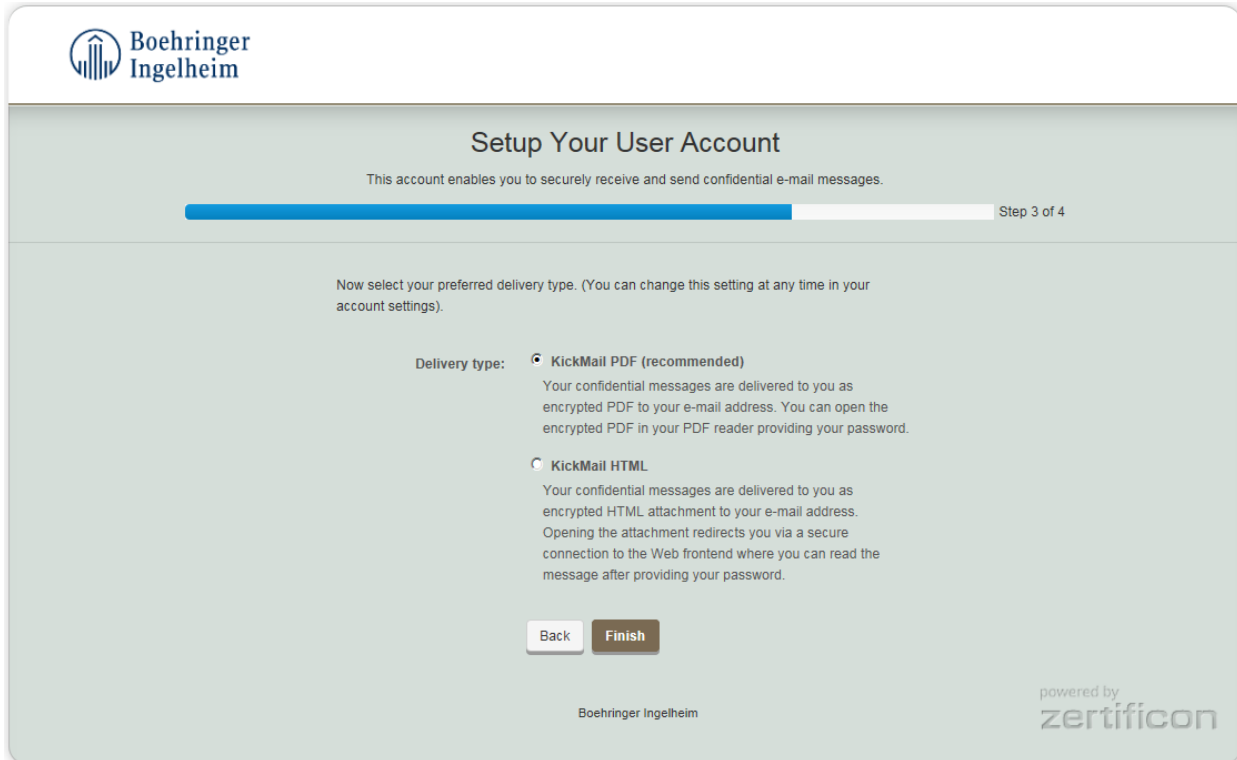



Enter a self-created password and confirm this. The password must contain 8 characters, 2 letter(s), upper- and lowercase and 1 digit. Special characters are not allowed. Click on **Next** when done.



Choose and answer a security question. This is needed to authenticate you to the system in case of any self-service options (e.g. password reset request). Click on **Next** when done.

## Boehringer Ingelheim Secure Mail System – Account Activation



 **Boehringer  
Ingelheim**

### Setup Your User Account

This account enables you to securely receive and send confidential e-mail messages.

Step 3 of 4

Now select your preferred delivery type. (You can change this setting at any time in your account settings).

Delivery type:

- KickMail PDF (recommended)**  
Your confidential messages are delivered to you as encrypted PDF to your e-mail address. You can open the encrypted PDF in your PDF reader providing your password.
- KickMail HTML**  
Your confidential messages are delivered to you as encrypted HTML attachment to your e-mail address. Opening the attachment redirects you via a secure connection to the Web frontend where you can read the message after providing your password.

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The **Delivery type** defines the method how the secure messages are delivered to you. The recommended and predefined **Delivery type** is **KickMail PDF**.

- **KickMail PDF:** The secure message will be delivered to your mailbox as a notification with an encrypted pdf file attached. You can open the attached pdf file using your password. Password information is included in the pdf file. This Delivery type works Offline (without active Internet access).

This **Delivery type** is approved and released for mobile devices.

- **KickMail HTML:** The message will be delivered to your mailbox as a notification with an encrypted HTML file attached. You can open the attached HTML file by clicking on it. You will be forwarded to your Internet Browser for authentication. Use your self-created password if you are prompted for.

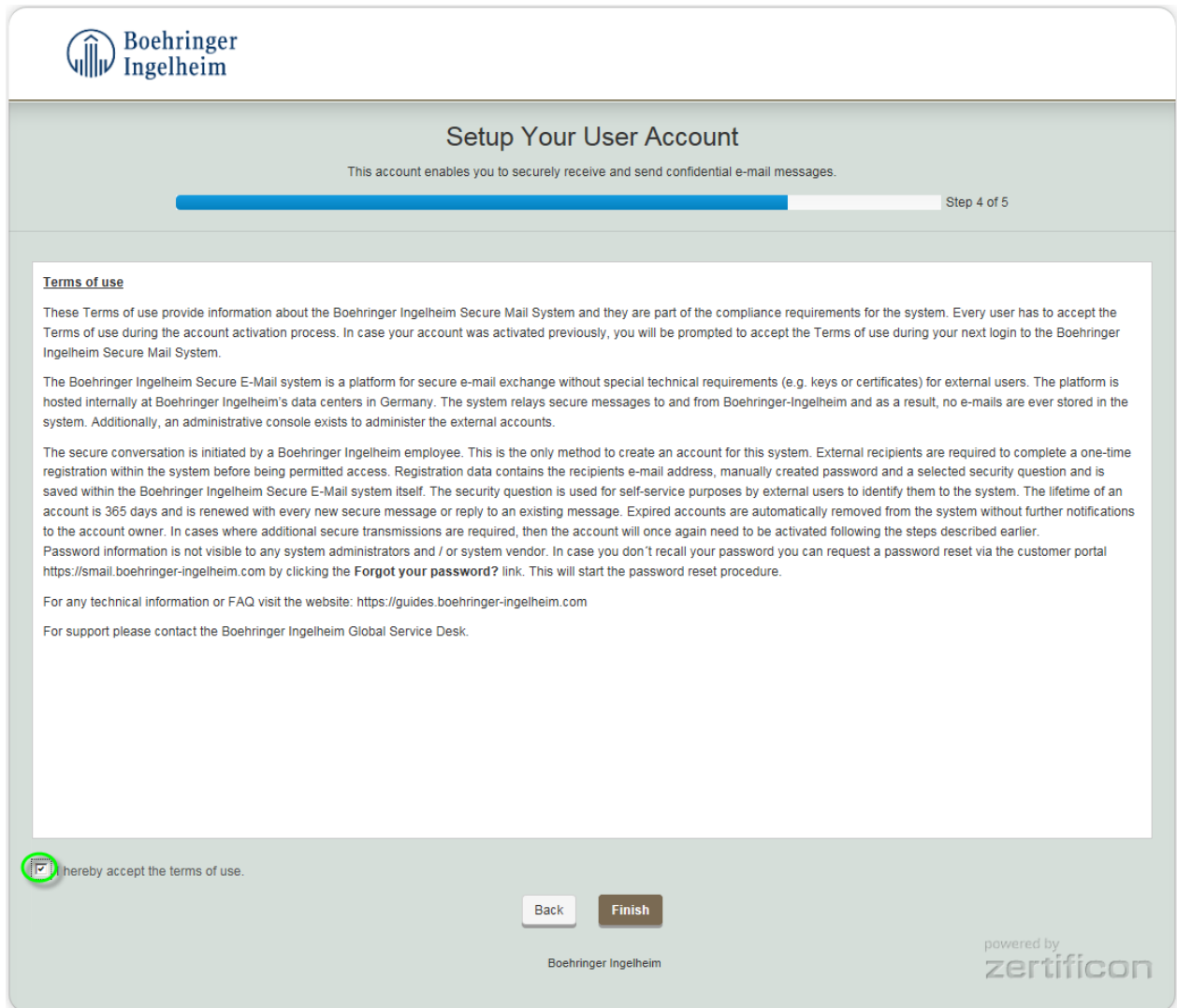
Please note that only these browsers are supported: **Chrome, Firefox, Internet Explorer Ver. 9 and higher.**

Normally you don't need to modify this setting so click on **Next**.

## Boehringer Ingelheim Secure Mail System – Account Activation

### Terms of use

Please read the “Terms of use”. It describes the major system behavior, facts about your account, data and message hosting.



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### Setup Your User Account

This account enables you to securely receive and send confidential e-mail messages.

Step 4 of 5

**Terms of use**

These Terms of use provide information about the Boehringer Ingelheim Secure Mail System and they are part of the compliance requirements for the system. Every user has to accept the Terms of use during the account activation process. In case your account was activated previously, you will be prompted to accept the Terms of use during your next login to the Boehringer Ingelheim Secure Mail System.

The Boehringer Ingelheim Secure E-Mail system is a platform for secure e-mail exchange without special technical requirements (e.g. keys or certificates) for external users. The platform is hosted internally at Boehringer Ingelheim's data centers in Germany. The system relays secure messages to and from Boehringer-Ingelheim and as a result, no e-mails are ever stored in the system. Additionally, an administrative console exists to administer the external accounts.

The secure conversation is initiated by a Boehringer Ingelheim employee. This is the only method to create an account for this system. External recipients are required to complete a one-time registration within the system before being permitted access. Registration data contains the recipients e-mail address, manually created password and a selected security question and is saved within the Boehringer Ingelheim Secure E-Mail system itself. The security question is used for self-service purposes by external users to identify them to the system. The lifetime of an account is 365 days and is renewed with every new secure message or reply to an existing message. Expired accounts are automatically removed from the system without further notifications to the account owner. In cases where additional secure transmissions are required, then the account will once again need to be activated following the steps described earlier.

Password information is not visible to any system administrators and / or system vendor. In case you don't recall your password you can request a password reset via the customer portal <https://smail.boehringer-ingelheim.com> by clicking the **Forgot your password?** link. This will start the password reset procedure.

For any technical information or FAQ visit the website: <https://guides.boehringer-ingelheim.com>

For support please contact the Boehringer Ingelheim Global Service Desk.

hereby accept the terms of use.

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Please accept the “Terms of use” by activating the checkbox and finish the account activation by clicking on **Finish**. If you don't accept the “Terms of use” your account activation is not complete and you are not able to open secure e-mails.

**Now your Account activation is complete. You have to repeat this procedure if you request a new password or account activation e-mail.**

For further information please refer to the website: <http://guides.boehringer-ingelheim.com> .