

Electronic Courier User guide

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1 Introduction

1.1 Description of the basic principles

The purpose of this document is to describe the operation of the Electronic Courier (EC) system. This system is able to ensure that information, orders and general files are sent via a secure communication channel.

The system provides secure communication for clients and employees of Komerční banka. The system is used for bank-to-client and bank-to-bank communication in the user-to-user, user-to-group and group-to-group schemes (see Chapter 2.1.

Distribution group) The system is not intended for client-to-client communication.

Furthermore, the system is used to send forms prepared by the KB and issued on the KB site.

Communication via messages

One participant (client or employee) creates a message for another participant (or multiple participants), electronically signs it, encrypts it and sends it to a central communication server where it remains securely stored. The other participant (again, both employee and client) clicks on the appropriate list to retrieve the message from the server, decrypts it, verifies its electronic signature and displays it. Any response to the message or forwarding to another participant is accomplished by the same process. Thus, all data remains in encrypted form in the central database and only when a specific message is displayed, is it transmitted, authenticated and decrypted by a specific user.

Communication via forms

The process of transmitting information through a form is initiated by a bank employee who designs and creates a form for a specific banking product (e.g., to apply for a credit card for an account). The EC administrator then makes this form available to its users.

The client selects "New form" to start working with the form. He/she fills in the necessary data and signs it electronically. The form is then sent to the bank via a secure channel. On the bank's side, the form is received by the group box operator who decides to assign the application to a specific employee and forwards the form to him. The employee evaluates the received form. He/she may forward it or reply to it.

System user

A KB client or employee who is included in the "List of permitted users" becomes a system user upon first login. A user profile is created. From that moment on, the user can receive and send messages. Messages cannot be sent to a recipient who is not a user of the Electronic Courier.

Certificates

Clients and employees have certificates that are issued by the KB certification authority. Certificates are stored either in software form in files with the extension ".p12" or on a smart card. Each EC user must have a certificate(s) that allows both signature and message encryption stored in their own certificate store.

Login and identification

Client and employee login to the EC system is implemented as authentication with a private signature key corresponding to the subscriber's signature certificate. The subscriber identifier for the EC system (for both clients and employees) is the subscriber's e-mail address specified in his certificate issued by the KB PKI.

Due to the need to use "corporate" emails, this identifier has been extended with an ID from the KBI, so that the resulting form is email~IDzKBI (e.g. komercni.jan@kb.cz~11222244).

By corporate email, we mean that the employees of a company have a common (external) email address, e.g. firma@firma.cz, and therefore all have the same address in the certificate. The existing email address can be used as a group identifier.

Saving messages, attachments

The user has messages stored in corresponding folders (Received messages, Sent messages, Cancelled messages, Group folders) and the system allows standard operations of receiving a message, replying to a message, forwarding a message and deleting a message. The size of the user's mailbox on the central communication server is set to 100 MB in the basic configuration.

Any number of attachments can be assigned to each message. The attachments will be encrypted and stored in the central database together with the message.

Maximum size of an attachment is 10 MB (total volume of all attachments and the message, no limit for a number of attachments).

The electronic courier does not serve as a long-term data repository; once the message has been read, the content must be stored outside the EC. After a certain interval, messages are automatically deleted from the system (this interval is defined by the administrator for each user separately, the default value being 100 days).

Empty user profiles (no messages, those that are not used) are automatically deleted from the system. After logging back into the system, the user profile is created again.

In case of user certificate renewal/change, all messages are newly encrypted with the new certificate and can be opened.

2 Users of Electronic Courier

The system user can be a client or an employee of KB who has a signature and encryption certificate.

The first time a user logs into the EC system, he/she is automatically added to the user database and a user profile is created. From that moment on, the user can receive and send messages.

2.1 Distribution group

To ensure communication at the group level and at the same time to ensure the option to assign a substitutability for KB employees, so-called user groups (distribution lists) have been introduced. There is no limit to the number of groups of which an employee can be a member.

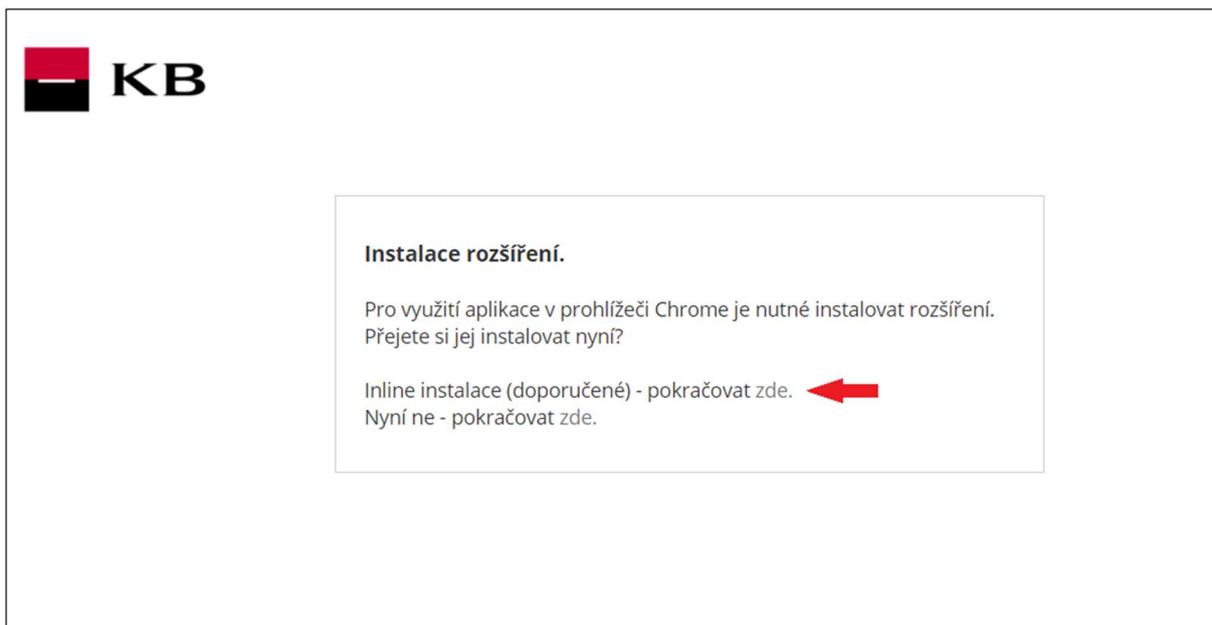
This communication then takes place at the level of group directories visible and accessible according to group membership. **A group directory is only accessible to a user who is a member of that group.**

3 Installing Client technology

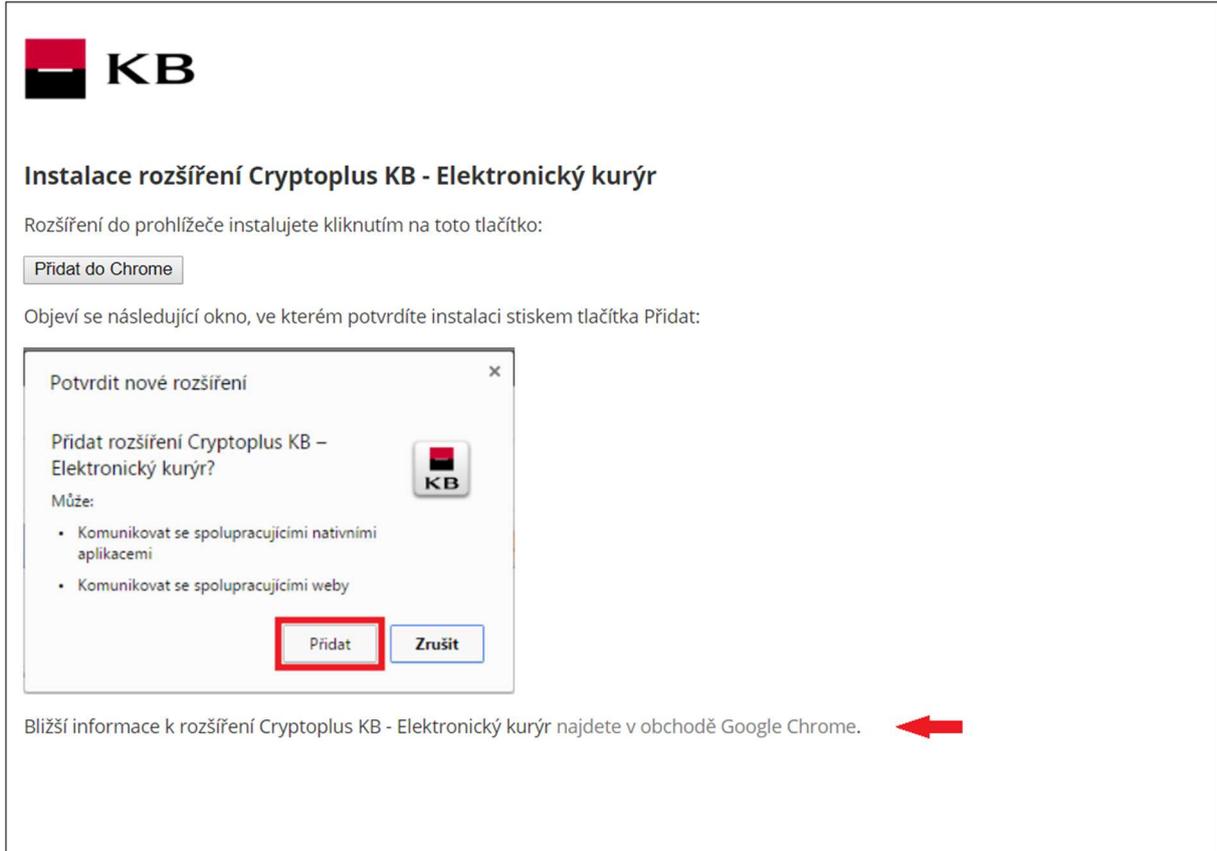
To work with EC it is necessary to install client package CSC (Client Security Component version PKIAPP) based on NPAPI, ActiveX and Chrome native messaging. For browser also extensions from the Chrome store. The steps of this installation are described in this chapter.

3.1 Installing Google Chrome Extensions

To install the extension, select Inline installation:



To continue, choose to install using the Google Chrome Store interface:



KB

Instalace rozšíření Cryptoplus KB - Elektronický kurýř

Rozšíření do prohlížeče instalujete kliknutím na toto tlačítko:

[Přidat do Chrome](#)

Objeví se následující okno, ve kterém potvrdíte instalaci stiskem tlačítka Přidat:

Potvrdit nové rozšíření

Přidat rozšíření Cryptoplus KB – Elektronický kurýř?

Může:

- Komunikovat se spolupracujícími nativními aplikacemi
- Komunikovat se spolupracujícími weby

[Přidat](#) [Zrušit](#)

Bližší informace k rozšíření Cryptoplus KB - Elektronický kurýř najdete v obchodě Google Chrome. 

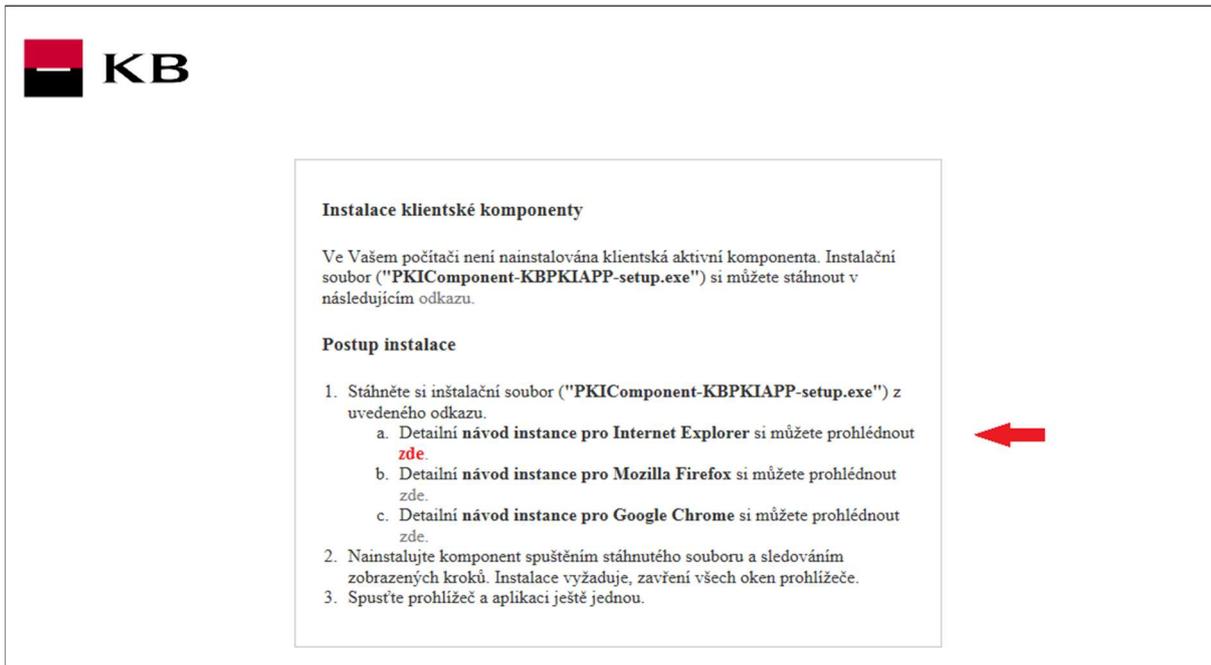
If installed correctly, the Electronic Courier login dialog will appear when you return to the main page.

3.2 Installing Mozilla Firefox Extensions

At this time, Electronic Courier is not supported in Mozilla Firefox.

3.3 Installing Internet Explorer Extensions

To install the extension select **Internet Explorer installation** :



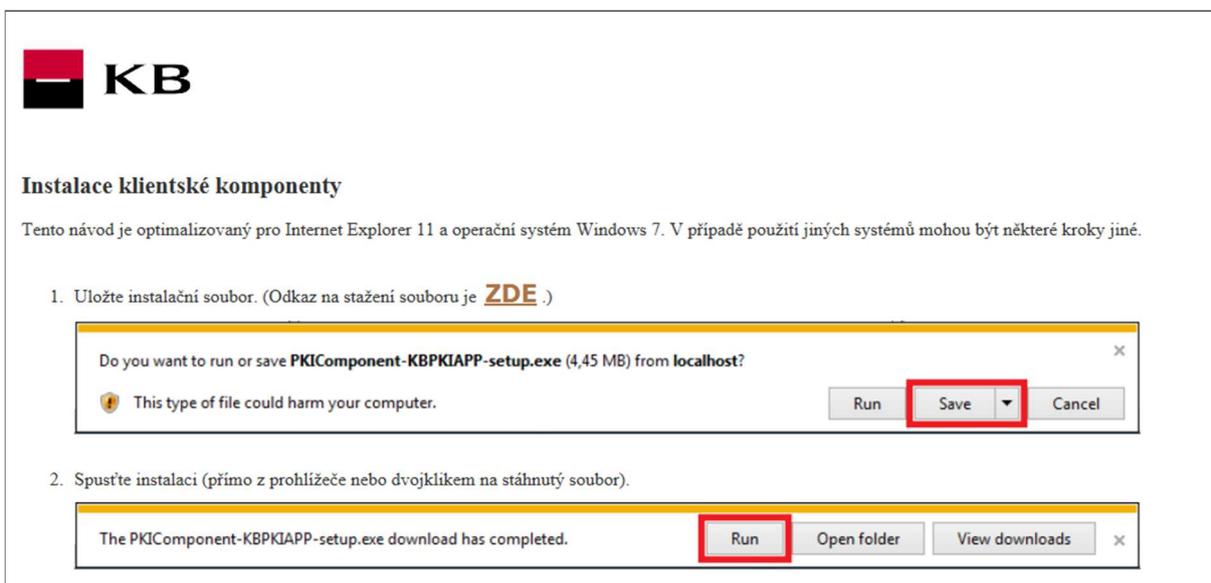
Instalace klientské komponenty

Ve Vašem počítači není nainstalována klientská aktivní komponenta. Instalační soubor ("PKIComponent-KBPKIAPP-setup.exe") si můžete stáhnout v následujícím odkazu.

Postup instalace

1. Stáhněte si instalační soubor ("PKIComponent-KBPKIAPP-setup.exe") z uvedeného odkazu.
 - a. Detailní návod instance pro Internet Explorer si můžete prohlédnout [zde](#).
 - b. Detailní návod instance pro Mozilla Firefox si můžete prohlédnout [zde](#).
 - c. Detailní návod instance pro Google Chrome si můžete prohlédnout [zde](#).
2. Nainstalujte komponent spuštěním stáhnutého souboru a sledováním zobrazených kroků. Instalace vyžaduje, zavření všech oken prohlížeče.
3. Spusťte prohlížeč a aplikaci ještě jednou.

The following page shows the detailed installation procedure:



Instalace klientské komponenty

Tento návod je optimalizovaný pro Internet Explorer 11 a operační systém Windows 7. V případě použití jiných systémů mohou být některé kroky jiné.

1. Uložte instalační soubor. (Odkaz na stažení souboru je [ZDE](#).)

Do you want to run or save PKIComponent-KBPKIAPP-setup.exe (4,45 MB) from localhost?
 ⚠ This type of file could harm your computer. [Run] [Save] [Cancel]

2. Spusťte instalaci (přímo z prohlížeče nebo dvojklikem na stáhnutý soubor).

The PKIComponent-KBPKIAPP-setup.exe download has completed. [Run] [Open folder] [View downloads]

If installed correctly, the Electronic Courier login dialog will appear when you return to the main page.

4 Electronic Courier Web login

EC is accessible for web login on <https://www.kb.cz/SecureComm> .

4.1 Authentication

Clients and employees authenticate to the EC system with the private signature key corresponding to the subscriber's signature certificate.

After the URL with the access address is entered, a dialog with the login key information appears. The first time the user logs in, he/she enters the path to his /her certificate store (using button "Select folder"). Certificates can be stored in a .p12 file in software form (for KB employees) or on a smart card (for KB clients). **Signing key marked as (DS N KE DE)** is used to sign in.

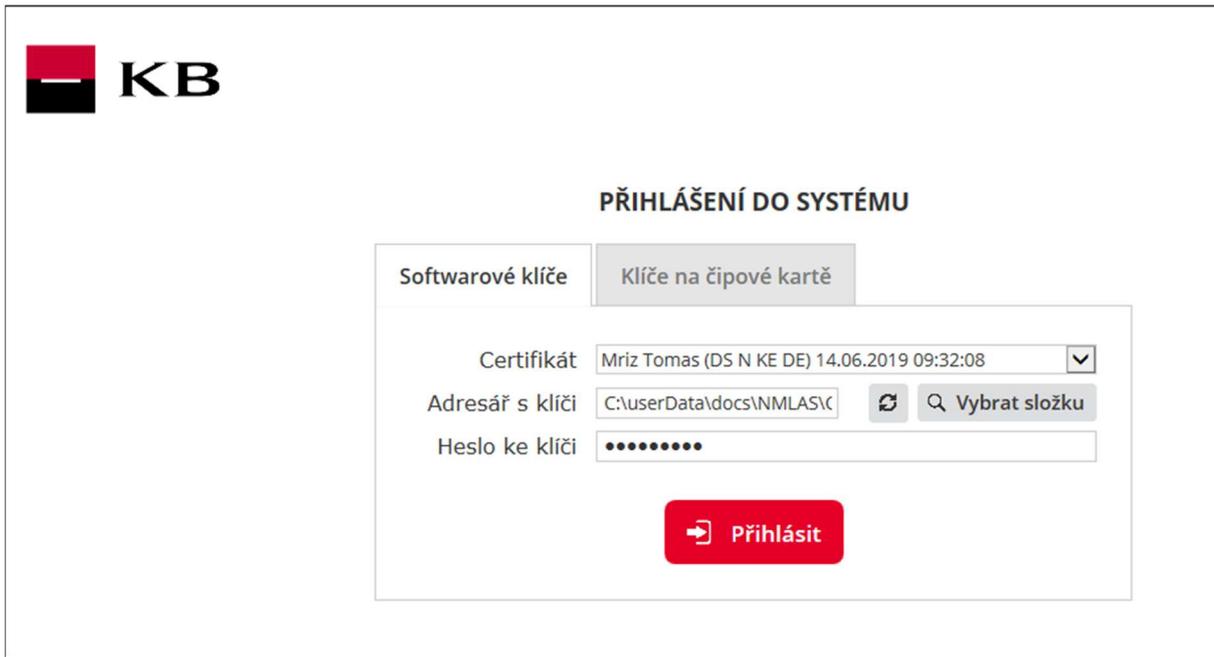
If the contents of the certificate store change, press the "Restore Certificates" button. This will refresh the certificates in the drop-down menu.

- Select a certificate from the menu to authenticate to the system and sign messages
- Enter PIN/Password and OK.

Random string is signed with the user's key, the signed message is sent to the server where it is authenticated. It is checked whether the user is in the "Allowed Users List", if the list is activated. If the message is verified and the user is found in the list, a check is performed to see if the user has already created a profile. If no profile has been created, it is automatically created. Next, a user session is created that contains the user's profile identification. If the message cannot be verified, the user is rejected. If the user enters "*Cancel*", the login process is aborted -> not logged in.

The last key information is stored in the local settings and **the same key (that the user used for authentication) is used for signing messages.**

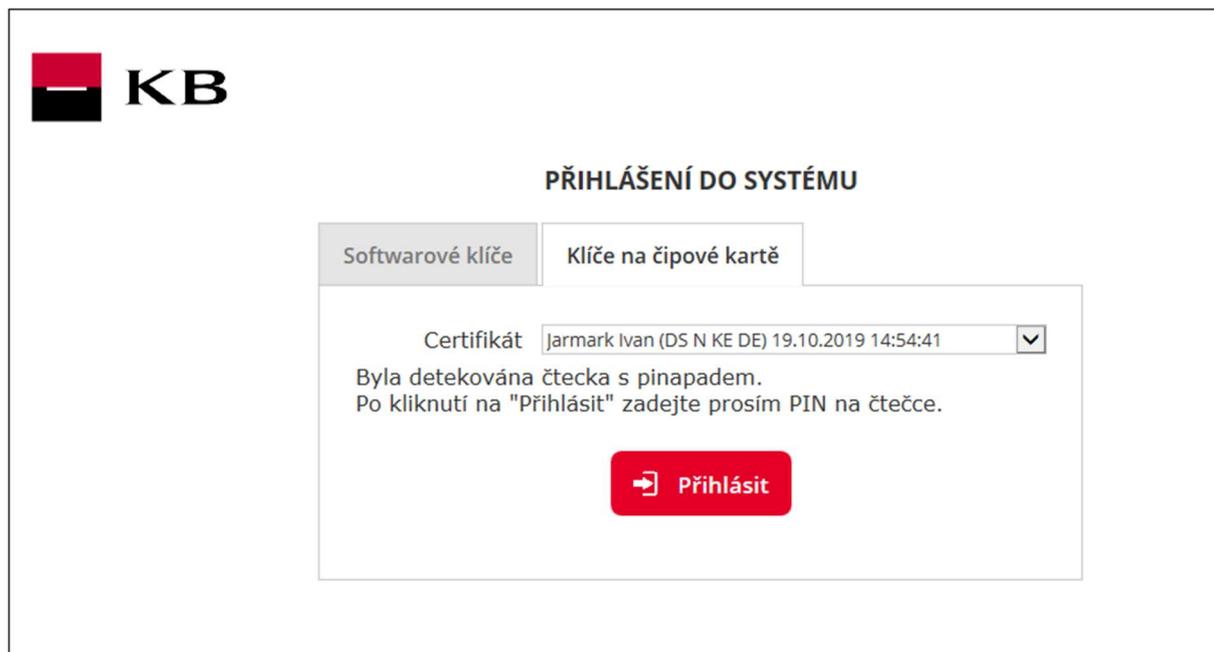
To log in with a private .p12 file, switch to the Software Keys tab:



To log in with a smart card, switch to the Keys tab on the smart card (the following screenshots refer to using a pinpad reader, in the case of a regular reader, the PIN is entered directly on the screen):

Note:

To use the reader, it is necessary to install the appropriate driver.



When the "Login" button is clicked, the user is prompted to enter the PIN on the reader keypad:

:



4.2 Creating and updating a user profile

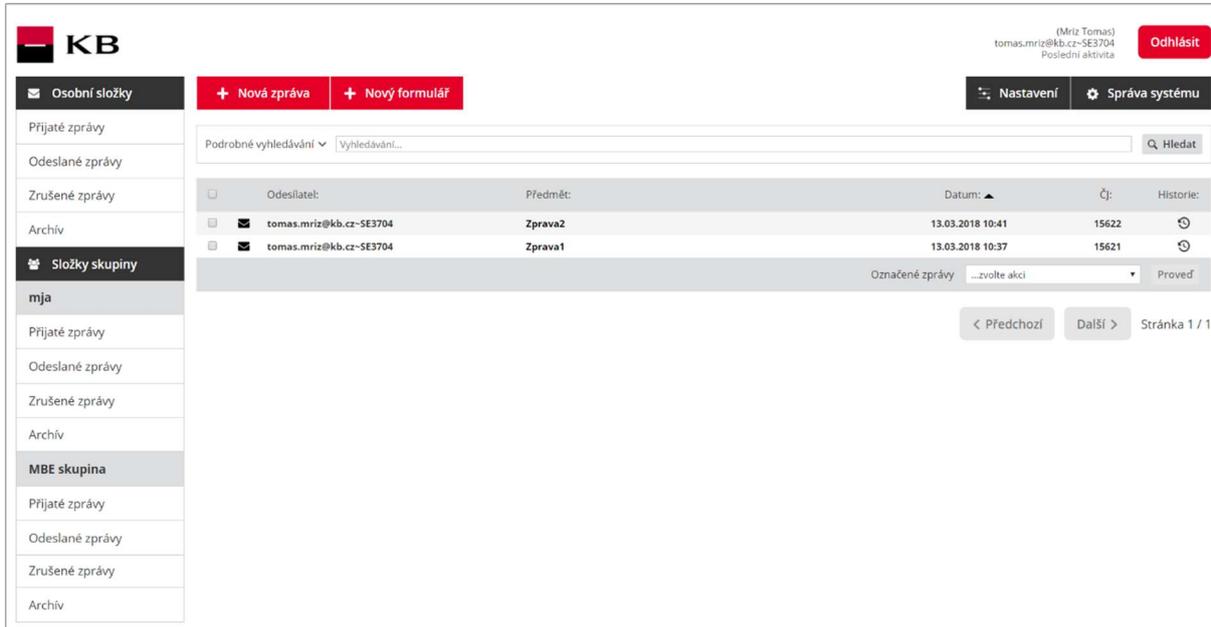
When a user successfully logs in, the system verifies the existence of the user profile.

- If the profile does not exist, it will be created automatically. (Applies to first time login)
- If the profile exists, it will be updated (Updating a user profile means checking the current state in the PKI database for that user, or modifying the profile-contact relationship).

The first time you log on to the system (with a certificate for **signature**), the application finds all matching certificates with an **encryption key** in the PKI database and then searches for matching certificate files in the user's certificate store. If multiple encryption certificates are available, all of them are used to encrypt messages.

If the certificates in the user profile are changed, all the user's messages are automatically re-encrypted with the new certificates at the same time.

4.3 Viewing the Homepage

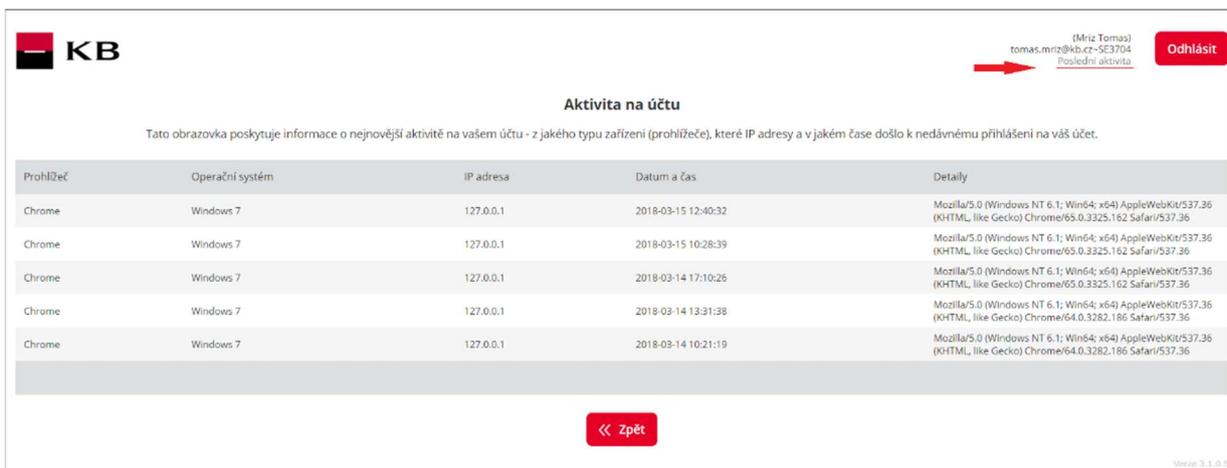


The screenshot shows the user interface of the Electronic Courier system. At the top left is the KB logo. On the right, the user's name (Mriz Tomas) and email (tomas.mriz@kb.cz-SE3704) are displayed, along with a red 'Odhlásit' (Logout) button. Below the user information are buttons for 'Nastavení' (Settings) and 'Správa systému' (System Management). The main area is divided into a left sidebar with navigation options like 'Osobní složky' (Personal folders) and 'Složky skupiny' (Group folders), and a main content area. The main area features a search bar and a table of email messages. The table has columns for 'Odesílatel' (Sender), 'Předmět' (Subject), 'Datum' (Date), and 'Čí' (ID). Two messages are listed, both from 'tomas.mriz@kb.cz-SE3704' with subjects 'Zprava2' and 'Zprava1'. At the bottom right of the main area, there are navigation buttons for '< Předchozí' (Previous) and 'Další >' (Next), and a page indicator 'Stránka 1 / 1'.

After logging into the system, the basic menu is displayed.

4.4 Viewing last activity

The system stores information about the last 5 logins to the EC with the currently used certificate - date and time of logon, remote IP address, etc. The user can check whether other users from suspicious IP addresses and at non-standard times are logging in to his portal. Click on "Last activity" next to the user's name to view it:



The screenshot shows the 'Aktivita na účtu' (Account Activity) page. At the top right, the user's name and email are shown, with a red arrow pointing to the 'Poslední aktivita' (Last activity) link. Below the header is a table with the following data:

| Prohlížeč | Operační systém | IP adresa | Datum a čas | Detaily |
|-----------|-----------------|-----------|---------------------|--------------------------------------------------------------------------------------------------------------------|
| Chrome | Windows 7 | 127.0.0.1 | 2018-03-15 12:40:32 | Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.162 Safari/537.36 |
| Chrome | Windows 7 | 127.0.0.1 | 2018-03-15 10:28:39 | Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.162 Safari/537.36 |
| Chrome | Windows 7 | 127.0.0.1 | 2018-03-14 17:10:26 | Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/65.0.3325.162 Safari/537.36 |
| Chrome | Windows 7 | 127.0.0.1 | 2018-03-14 13:31:38 | Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186 Safari/537.36 |
| Chrome | Windows 7 | 127.0.0.1 | 2018-03-14 10:21:19 | Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.186 Safari/537.36 |

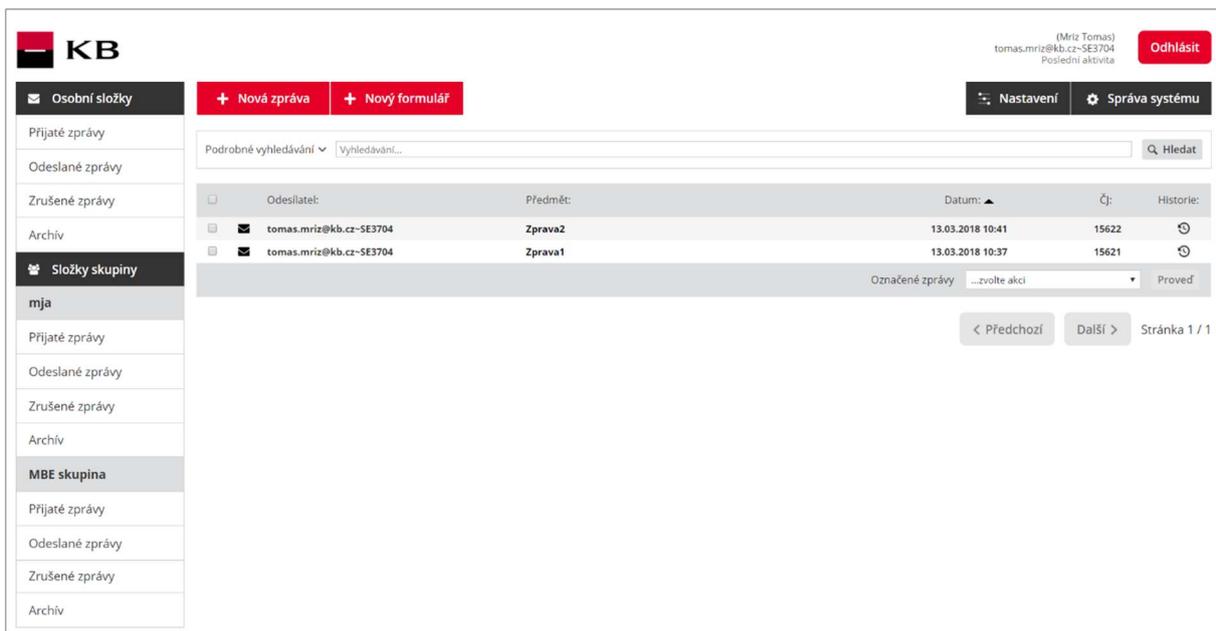
At the bottom of the page, there is a red button labeled '<< Zpět' (Back) and a version number 'Verze 3.1.0.5' in the bottom right corner.

5 Viewing messages

5.1 Viewing message lists

5.1.1 Viewing a list of received/sent/cancelled messages

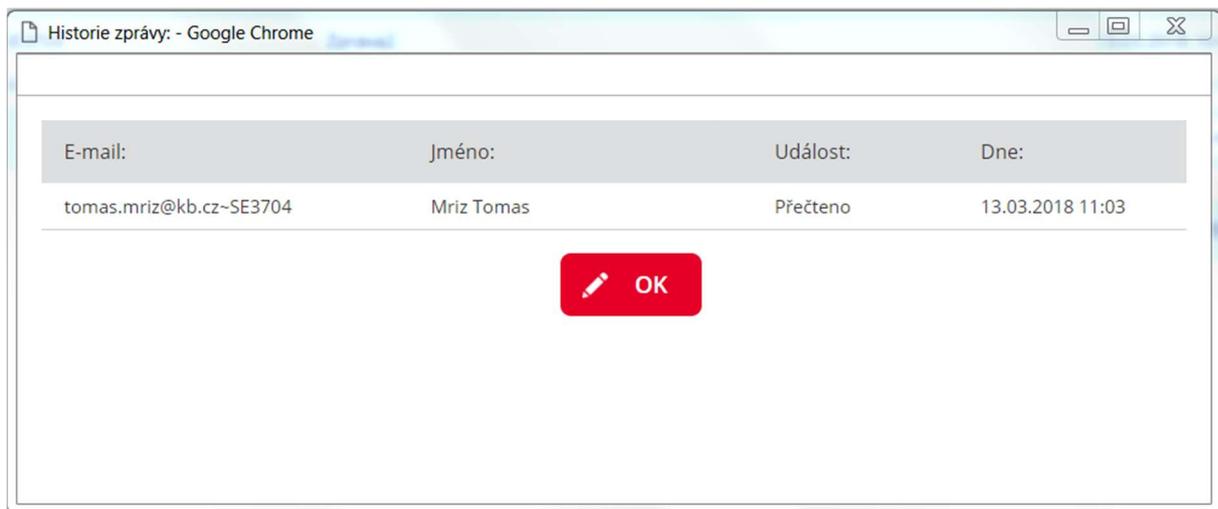
To see list of messages, select "**Received messages**" or "**Sent messages**" or "**Cancelled messages**" message list from the "*Personal folders*" menu, or the user folder (located separately below the personal folders). The corresponding list of messages is displayed - read messages are shown in normal font, unread messages in bold.



| Odesílatel: | Předmět: | Datum: | Čj: | Historie: |
|--------------------------------------------------|----------------|------------------|-------|-----------|
| <input type="checkbox"/> tomas.mriz@kb.cz-SE3704 | Zprava2 | 13.03.2018 10:41 | 15622 | |
| <input type="checkbox"/> tomas.mriz@kb.cz-SE3704 | Zprava1 | 13.03.2018 10:37 | 15621 | |

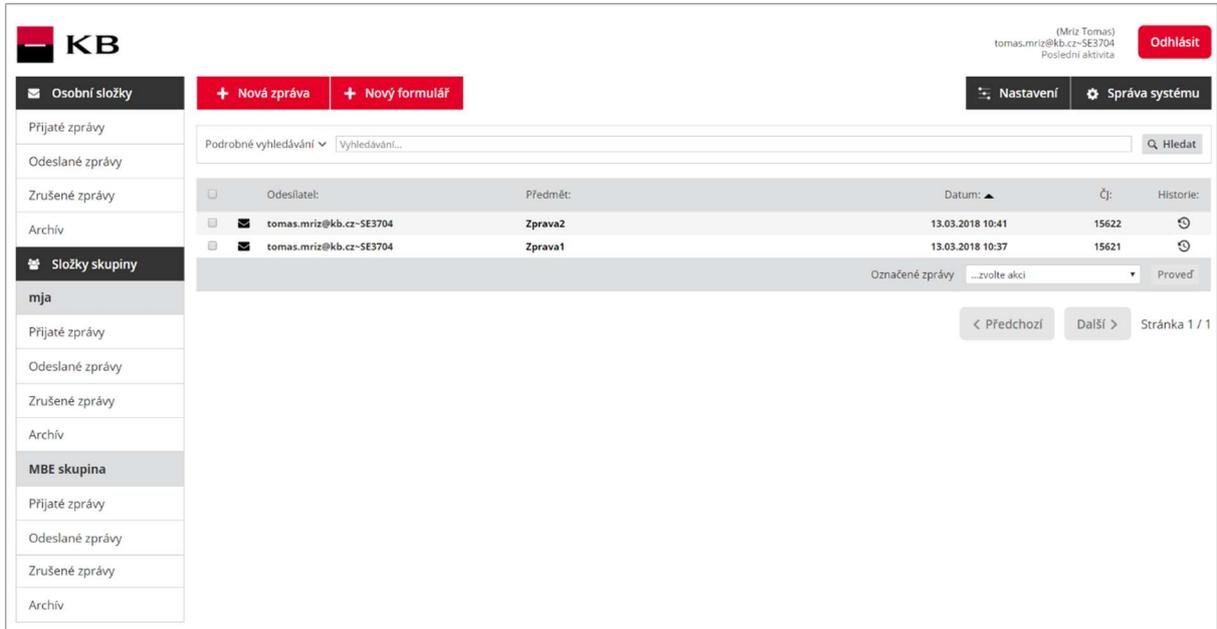
- Double-click the envelope or *Subject line* to open the message (see 5.2 Viewing messages)
- In the "*Received messages*" and "*Sent messages*" as well as user folders, by selecting the check box, the message can be marked and then deleted by clicking the "*Execute*" button (*Delete* action). The message is moved to the "*Cancelled messages*" folder (trash can).
- In the "*Received messages*" and "*Sent messages*" as well as user folders, by selecting the check box, the message can be marked and then moved to any other folder (except group messages).
- In the "*Cancelled messages*" folder, click the "Empty trash" button to clear this folder.
- In case there are many messages in the folder, they are displayed in pages. You can navigate back and forth between pages using the "< *Previous*" and "*Next* >" buttons.

- Beside the " Next > " button, you can see the page you are currently on and the total number of pages. By clicking on the number with the total number of pages the user can get to the end of the list. (The user can get back to the beginning of the list by clicking on the folder name again).
- Clicking on the clock symbol at the end of the message line (i.e. the "*History*" column) will display a list of recipients, identifying by which recipient and when the message was read.



The list of messages of all folders can be sorted by *Sender (recipient)*, *Subject*, *Date of receipt of the message*, and *Section number*. By double-clicking on the heading of one column, the list of messages is sorted by that column. Repeated double-click on the same column will sort the field in the opposite direction. The sorting direction is indicated by an arrow (up means ascending, down means descending)

5.1.2 Viewing group messages



The screenshot shows the KB web interface. On the left, there is a navigation menu with 'Osobní složky' (Personal folders) and 'Složky skupiny' (Group folders). Under 'Složky skupiny', the group 'mja' is selected. The main area displays a list of messages with columns for 'Odesílatel' (Sender), 'Předmět' (Subject), 'Datum' (Date), and 'Čj.' (Section number). Two messages are visible, both from 'tomas.mriz@kb.cz-SE3704'. The first message has the subject 'Zprava2' and the second 'Zprava1'. At the bottom right, there are navigation buttons for '< Předchozí' (Previous) and 'Další >' (Next), and a page indicator 'Stránka 1 / 1'.

Select the group from the "Group folders" menu. This is the group of which the logged-in user is a member.

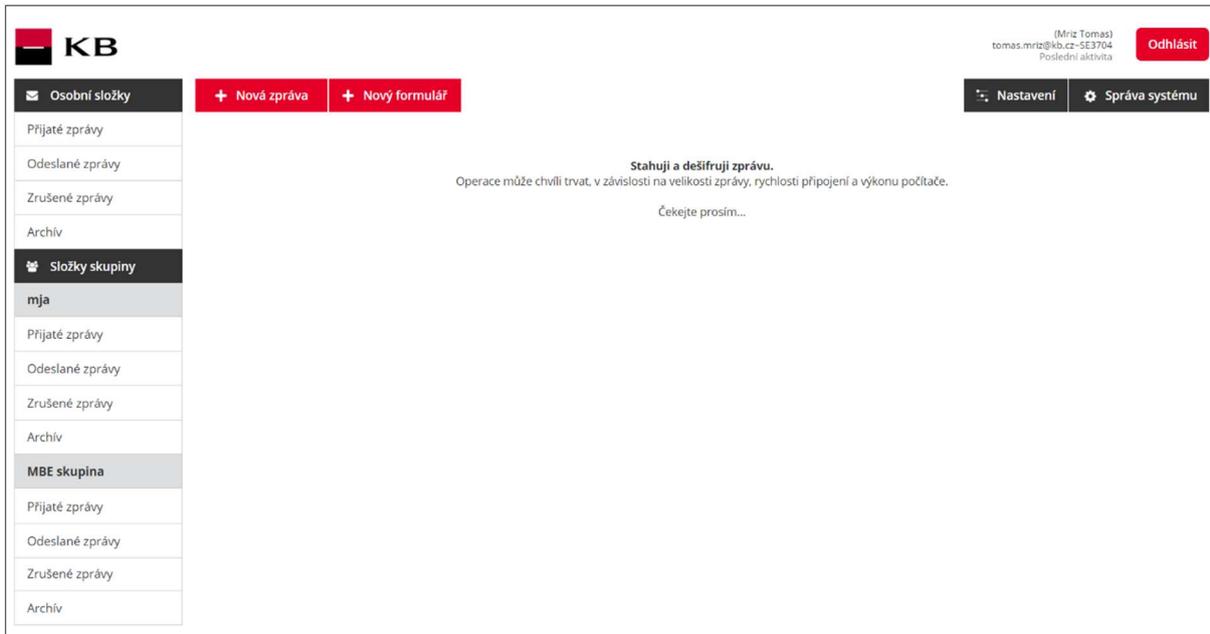
The messages are divided into groups "received messages" and "sent messages".

- Double-clicking on the envelope or *Subject line* of a message opens the message (see 5.2 Viewing messages)
- In the "*Received messages*" and "*Sent messages*" folders, by ticking the checkbox, the message can be marked and then deleted by pressing the "*Execute*" button (Delete action). The message is moved to the "*Cancelled messages*" folder in the group.
- Messages that the user has in the inbox and in the group mailbox at the same time cannot be emptied from the trash. They will automatically disappear after a period of time that is given by the system settings (100 days, 365 days).

The list of messages of all group folders can be sorted by *Sender (recipient)*, *Subject*, *Message Received Date*, *Section number*. By double-clicking on the heading of one column, the list of messages is sorted by that column. Repeated double-click on the same column will sort the field in the opposite direction. The sorting direction is indicated by an arrow (up means ascending, down means descending).

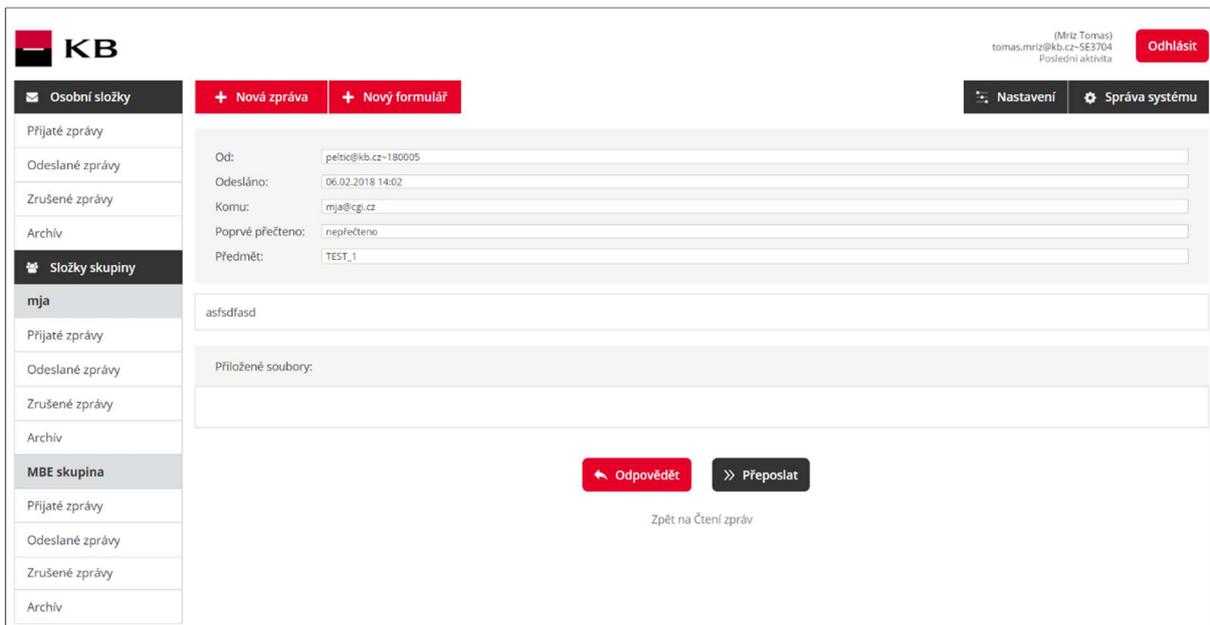
5.2 Viewing messages

By clicking on the appropriate line in the list, the message including any attachments will be downloaded from the central database to the user, the message will be decrypted, authenticated, and opened.



The screenshot shows the KB web interface. On the left is a navigation menu with categories like 'Osobní složky' and 'Složky skupiny'. The main content area displays a loading message: 'Stahuji a dešifruji zprávu. Operace může chvíli trvat, v závislosti na velikosti zprávy, rychlosti připojení a výkonu počítače. Čekajte prosím...'. At the top right, there is a user profile for '(Míř Tomáš)' and a red 'Odhlásit' button. Below the profile are 'Nastavení' and 'Správa systému' buttons.

The process of downloading and decrypting a message can take some time, especially if the message includes a large attachment/attachments.



The screenshot shows the KB web interface with a message details view. The message header includes: 'Od: pettic@kb.cz-180005', 'Odesláno: 06.02.2018 14:02', 'Komu: mja@cgi.cz', 'Poprvé přečteno: nepřečteno', and 'Předmět: TEST_1'. The message body contains the text 'asfsdfasd'. Below the text is a section for 'Přiložené soubory:'. At the bottom, there are two buttons: 'Odpovědět' and 'Přeposlat', and a link 'Zpět na Čtení zpráv'.

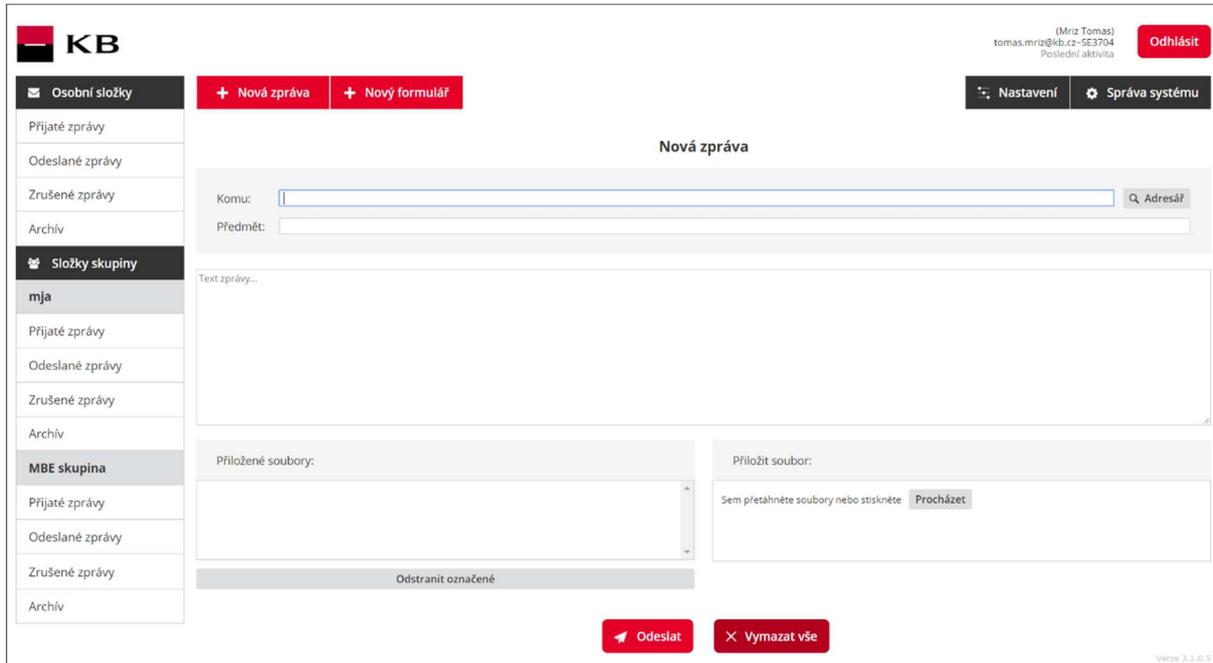
The text of the message can be transferred via the Windows clipboard, and the text and attachment can be saved outside the EC system.

Clicking on an attachment opens a standard browser dialog that offers the option to either save the attachment or open it in the associated application.

When leaving the EC system, the decrypted message will be deleted from the user's computer.

6 Sending messages

6.1 Creating new message



Click on the "New message" option in main menu.

The new message window will appear. Next to the "To" box is an edit box to manually add addresses, separated by semicolons. Pressing the "Address Book" button opens the address book from which the user can select recipient addresses (see 6.2 Address Book Selection).

The user fills in the details, at minimum "To" and "Text".

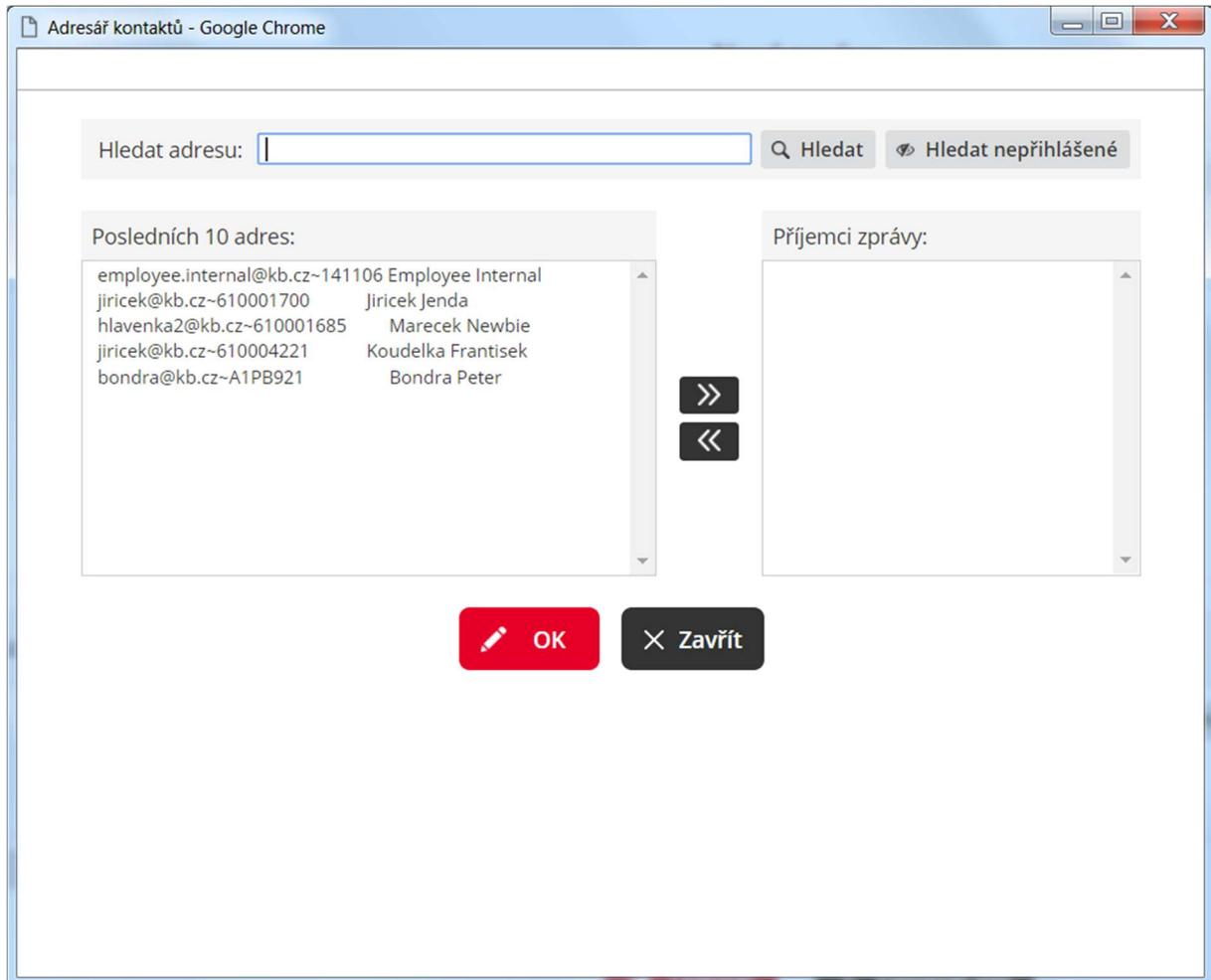
Any number of files of any type can be attached to the message using the "Attach file" fields. The list of attached files can be modified in the "Attached Files" box using the "Delete marked" button. It is also possible to drag and drop an attachment into the marked frame (HTML5 feature).

However, the number of files and the size of the text must not exceed the set message size limit, which is 10 MB by default (attachments close to this limit are somewhat more time and memory consuming to encrypt, especially in Chrome).

As part of the 2017/2018 changes, "whisperer" functionality has been introduced. After typing part of a name, the user will be presented with a list of possible addresses (the list will be updated, i.e. narrowed, depending on what they type). KB employees select an address containing KBUID. For KB clients, a more limited whisperer, that only recognizes the complete existing address, is implemented.

6.2 Address book selection

The "Address book" window opens by pressing the "Directory" button in the "New message" option.



The directory window appears.

Immediately after opening, the window is filled with the last 10 contacts the user has communicated with. If one of them matches, he/she selects it and uses the "->" option to move to the "Message Recipients" field.

If the user requires other (additional) contacts, he/she enters at least 3 initial letters (employee) or the full email address (client) of the required contact in the edit box followed by clicking on the "Search" option. The search is performed based on the beginning of the word (e.g. the address Homolka@atlas.cz can be found using "Hom" or "Homol").

A list of contacts that match the condition is displayed. The user selects the contact that suits him and clicks on the "->" option. This cycle can be repeated until all required contacts are found.

In addition to the "Search" button, there is also a "Search not registered" button (added in 2018), which can be used to search for valid certificates in all certificates repository. The search is performed using the uid, cn and mail attributes. The moment a certificate is found and the user selects it and confirms OK, the profile of that user is created in the EC (so there is no need for that user to log in before the message is sent).

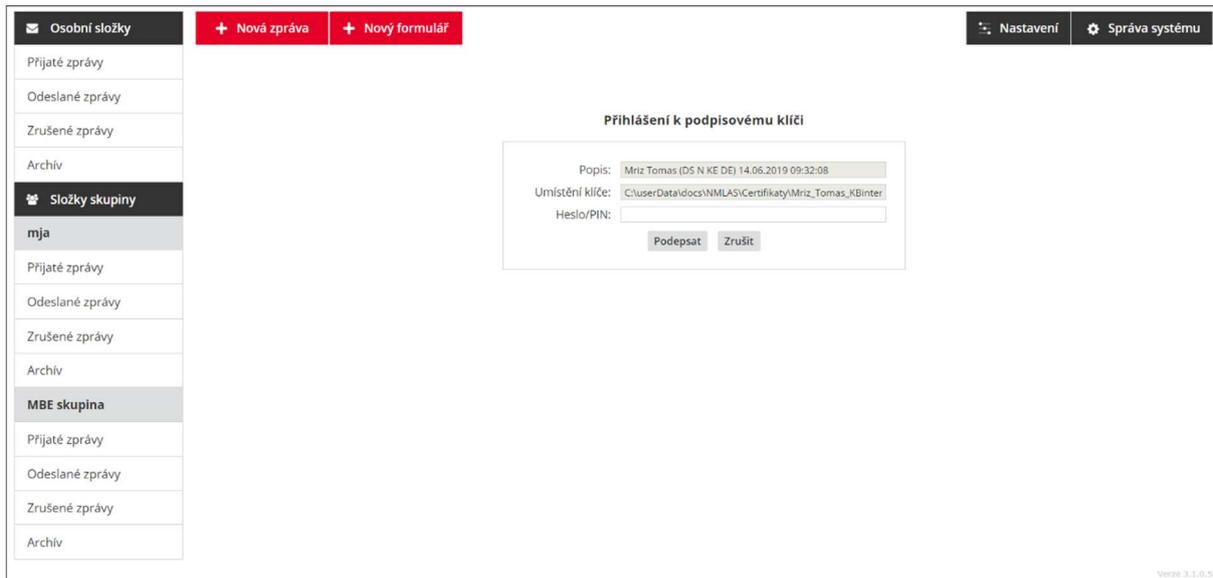
When the work is finished, the user closes the window by selecting "OK" or "Close". If the user confirms OK, then the selected recipients of the message are moved to the "To:" field.

6.3 Sending new message

Click on „Send“.

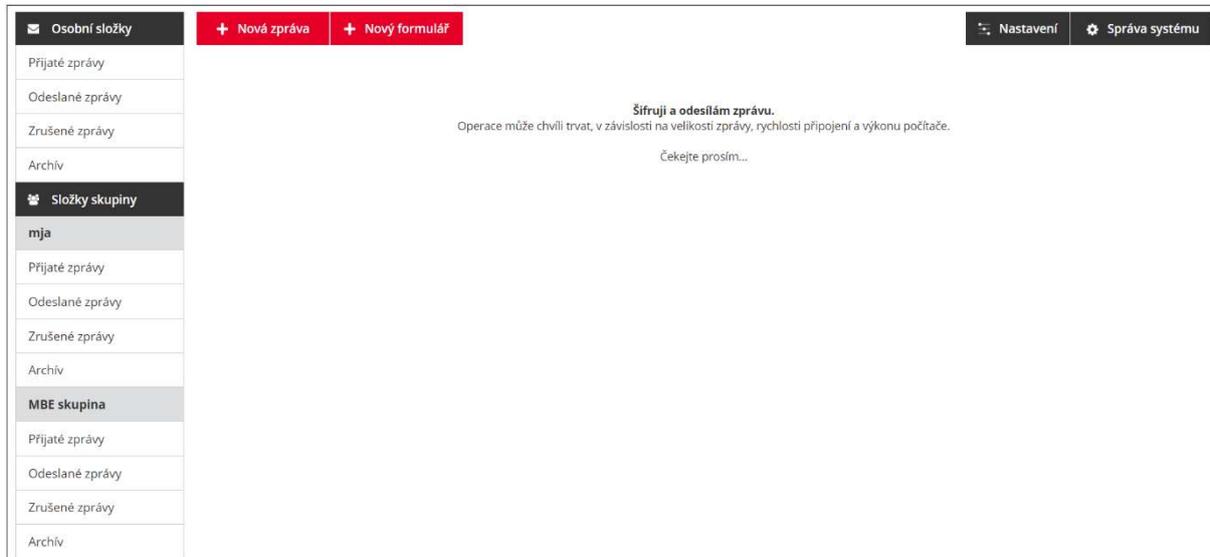
The system prompts the user to enter a password for the signature.

Note: when sending a message, there is a newly introduced time period during which it is not necessary to enter the password / PIN to the private key and the message is automatically sent. This period starts from the time of the last password entry (including logging into the system) and lasts for several minutes.



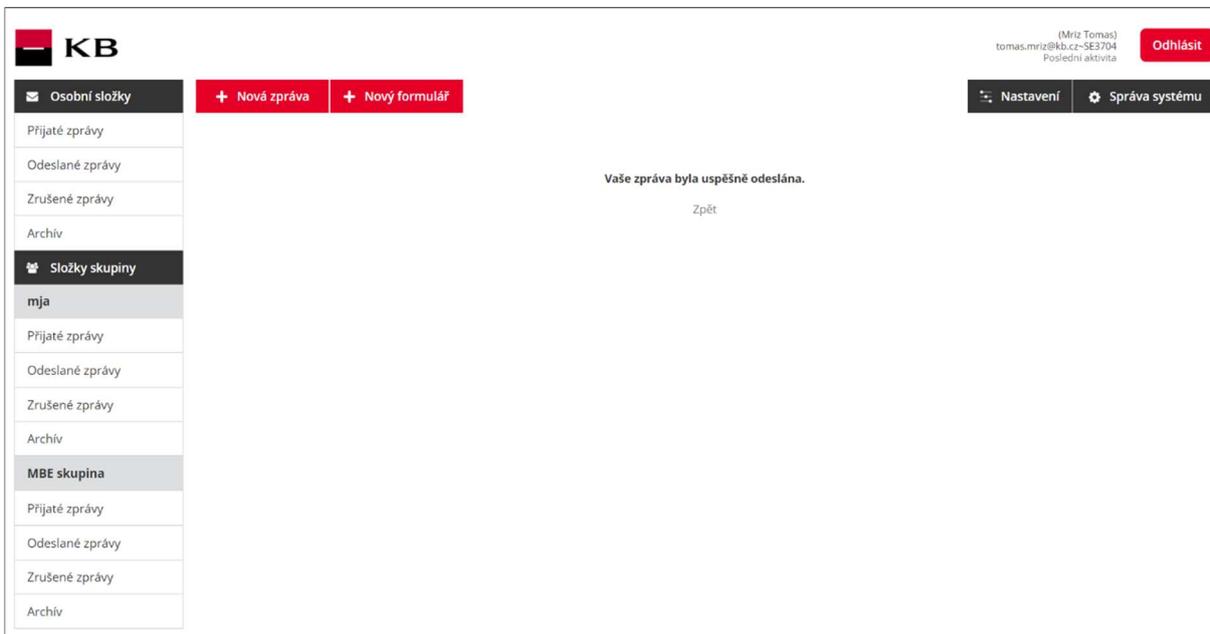
The screenshot shows the user interface of the Electronic Courier system. On the left, there is a sidebar with navigation options: "Osobní složky" (Personal folders) and "Složky skupiny" (Group folders). Under "Osobní složky", there are "Přijaté zprávy" (Received messages), "Odeslané zprávy" (Sent messages), "Zrušené zprávy" (Cancelled messages), and "Archív" (Archive). Under "Složky skupiny", there are "mja" (group name) and "MBE skupina" (MBE group), each with its own "Přijaté zprávy", "Odeslané zprávy", "Zrušené zprávy", and "Archív". At the top of the main area, there are buttons for "+ Nová zpráva" (New message) and "+ Nový formulář" (New form). In the top right corner, there are links for "Nastavení" (Settings) and "Správa systému" (System management). The main content area displays a dialog box titled "Přihlášení k podpisovému klíči" (Login to signing key). The dialog box contains the following information: "Popis: Mriz Tomas (DS N KE DE) 14.06.2019 09:32:08", "Umístění klíče: C:\UserData\docs\NMLAS\Certifikaty\Mriz_Tomas_KBinter", and "Heslo/PIN:" followed by an input field. At the bottom of the dialog box, there are two buttons: "Podpsat" (Sign) and "Zrušit" (Cancel). In the bottom right corner of the interface, the version number "Verze 3.1.0.5" is displayed.

After the password is entered, a message confirming the send process is in progress is displayed:



The encryption and process can take some time, especially if the message includes a large attachment/attachments.

If the message is sent successfully, this information will be displayed in the window:



The message is signed, encrypted and stored in the database.

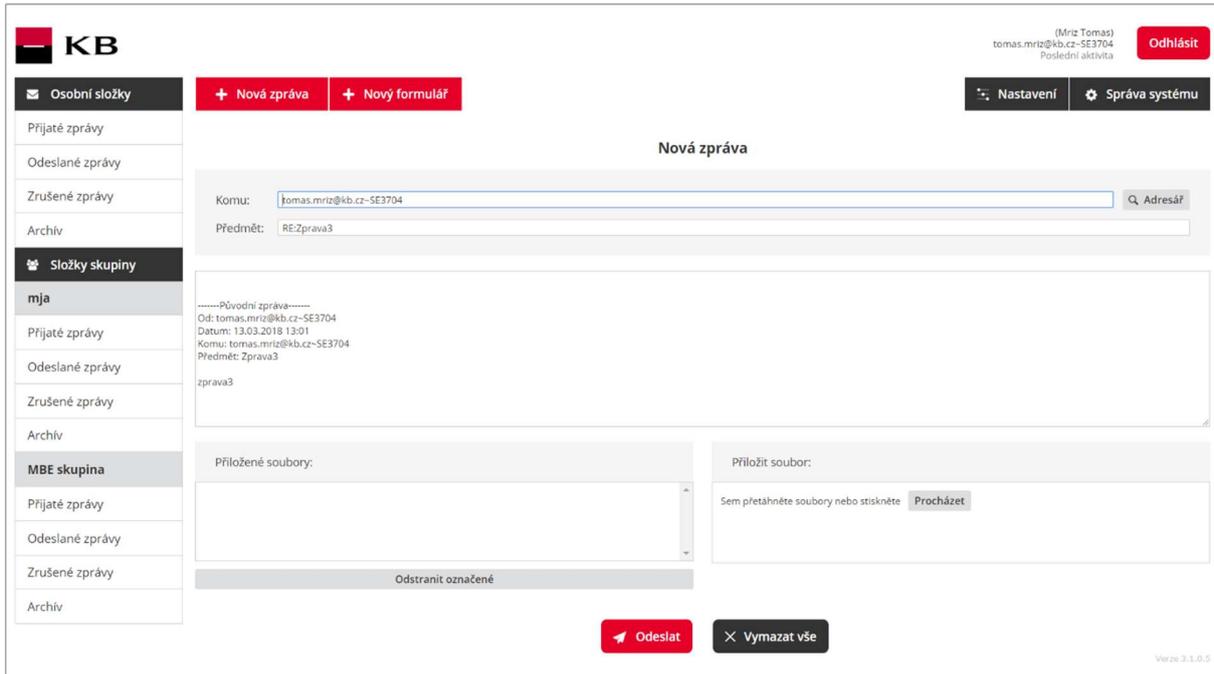
6.4 Sent message cancellation

This functionality was cancelled in 2015.

7 Receiving mail

7.1 Responding to messages

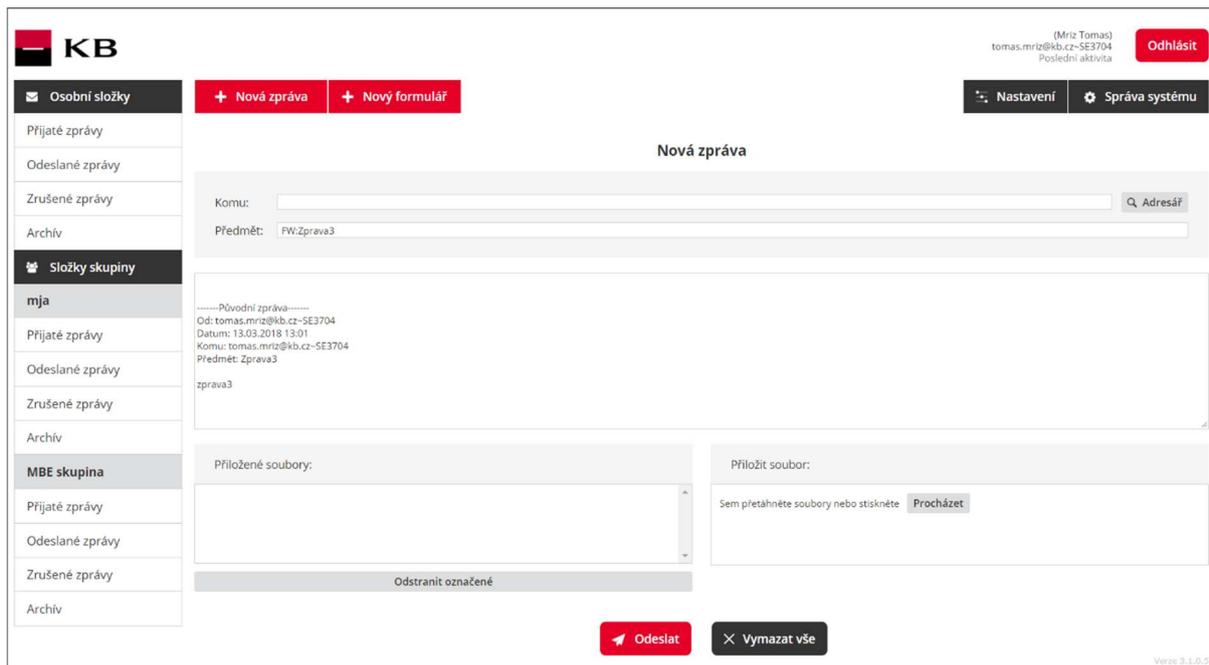
View the message you want to reply to (see section 5.2). Press the "*Reply*" button. A new message will open with the original text and pre-filled address (the sender of the original mail). Proceed as in 6.3 Sending a new message.



The screenshot displays the KB web interface for composing a new email. The top right corner shows the user's name '(Mrtz Tomas)', email address 'tomas.mrtz@kb.cz-SE3704', and a 'Poslední aktivita' (Last activity) indicator, along with an 'Odhlásit' (Logout) button. The main area is titled 'Nová zpráva' (New message). The 'Komu:' (To) field is pre-filled with 'tomas.mrtz@kb.cz-SE3704' and has a search icon 'Adresář'. The 'Předmět:' (Subject) field is pre-filled with 'RE:Zprava3'. Below these fields is a scrollable area containing the original message text, which includes a header '-----Původní zpráva-----', the sender's details 'Odt: tomas.mrtz@kb.cz-SE3704', the date 'Datum: 13.03.2018 13:01', and the subject 'Předmět: Zprava3'. At the bottom of the message text, it says 'zprava3'. Below the message text are two sections for attachments: 'Přiložené soubory:' (Attached files) and 'Přiložit soubor:' (Attach file), with a 'Procházet' (Browse) button. At the bottom of the form are 'Odeslat' (Send) and 'Vymazat vše' (Delete all) buttons. The sidebar on the left shows navigation options for 'Osobní složky' (Personal folders) and 'Složky skupiny' (Group folders), with sub-entries for 'mja' and 'MBE skupina'. The bottom right corner of the interface shows the version number 'Verze 3.1.0.5'.

7.2 Forwarding messages

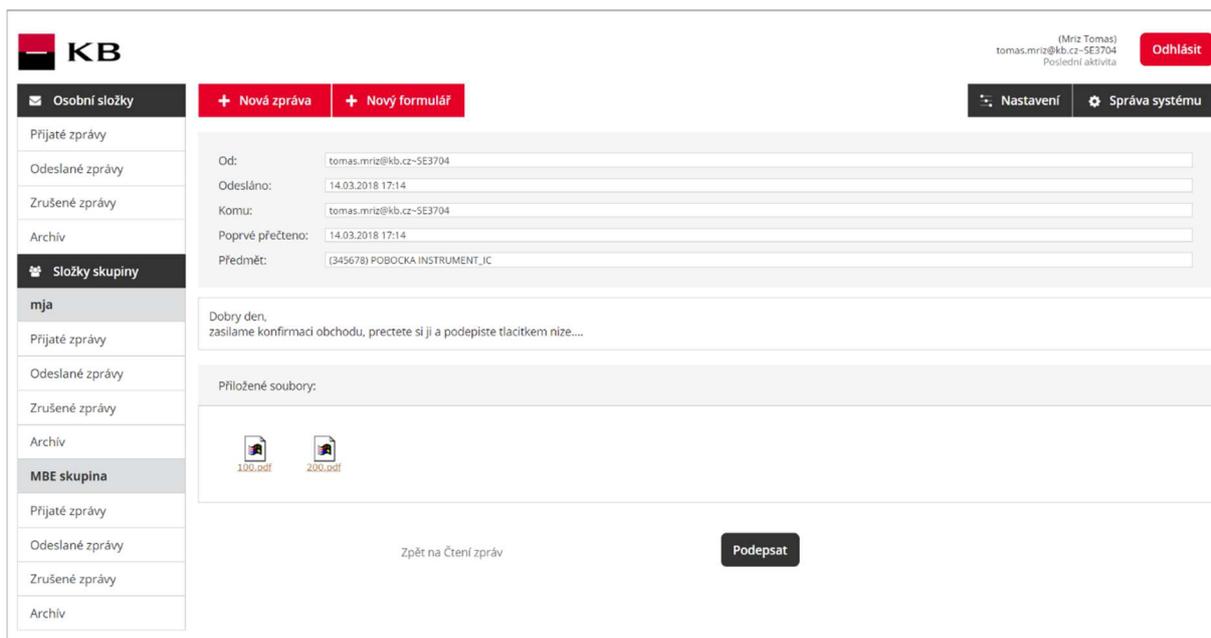
View the message you want to forward (see chapter 5.2). Press the "*Forward*" button. A new message will open with the original text pre-filled. Proceed as in 6.3 Sending new message



7.3 Trade confirmation

Messages sent from Investment Banking do not have a *Reply* and *Forward* button, only a *Sign* button. These messages contain securities trade confirmations and their content cannot be changed, only signed. The recipient (the group mailbox of the Investment Banking department) checks all these data and processes the trade.

To confirm the trade, click on *Sign* and proceed as you would for a normal message.



7.4 Deleting messages

- When creating a new message, select the "*Delete All*" option. The text of the message is deleted
- In the menu option "Reading messages" in the "**Received messages**" or "**Sent messages**" menus, it is possible to mark and delete messages (see 5.1.1 Viewing the list of received/sent/cancelled messages). The messages are moved to the "*Cancelled messages*" folder. This folder can be emptied by selecting "*Empty trash*".

8 Message archiving

Message archiving is not a standard feature and the user needs to create a Servicedesk request (Obecný schvalovaný požadavek).

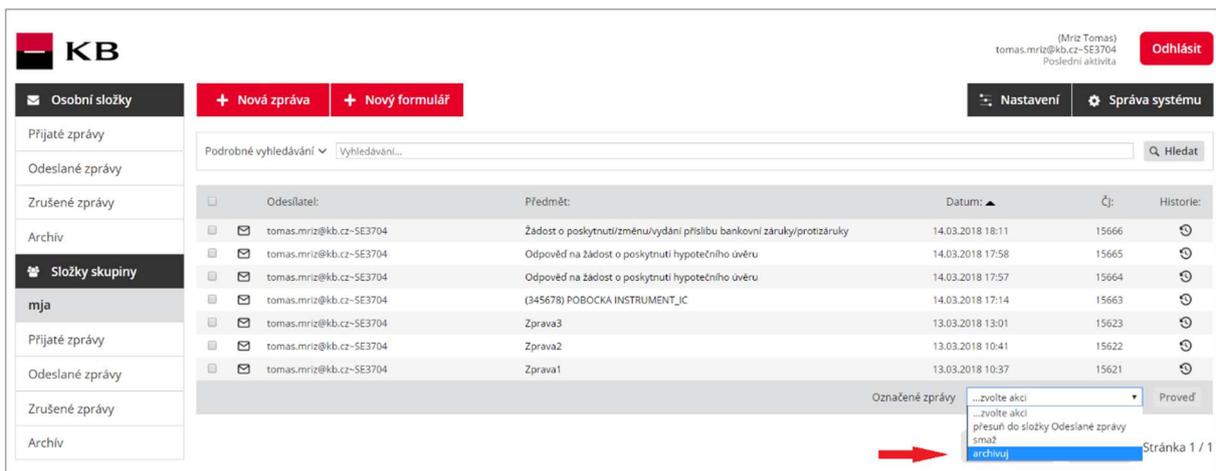
Archiving allows to keep the message for several years. It is not possible to read an archived message, only after moving it from the archive to the original folder.

8.1 Transferring a message to an archive

Messages can be moved between the following folders:

- Received -> Archive, Archive -> Received
- Sent -> Archive, Archive -> Sent

Message archiving can be done by selecting "Archive" from the context menu in the Received messages or Sent messages folder by clicking the "Execute" button:



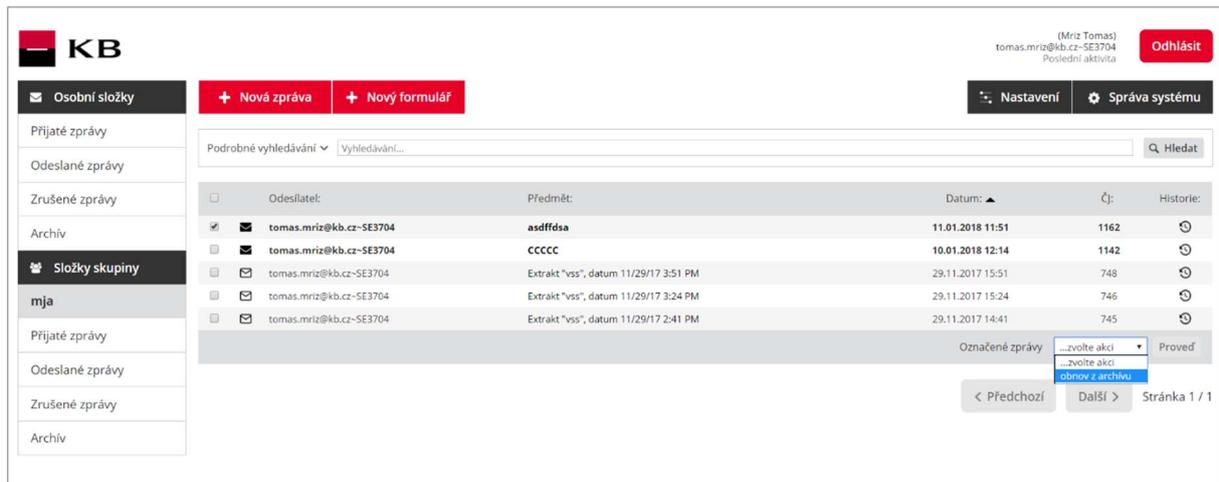
The screenshot shows the KB email interface. On the left is a sidebar with folders: Osobní složky (Přijaté zprávy, Odeslané zprávy, Zrušené zprávy, Archiv), Složky skupiny (mja, Přijaté zprávy, Odeslané zprávy, Zrušené zprávy, Archiv). The main area displays a list of messages. At the bottom, the 'Označené zprávy' context menu is open, showing options: ...zvolte akci, ...zvolte akci, přesun do složky Odeslané zprávy, smaž, and archvuj. A red arrow points to the 'archvuj' option. The top right shows user information (Mriz Tomas, tomas.mriz@kb.cz-SE3704) and buttons for 'Odhlásit', 'Nastavení', and 'Správa systému'.

| Odesílatel: | Předmět: | Datum: | Čj: | Historie: |
|-------------------------|-----------------------------------------------------------------------|------------------|-------|-----------|
| tomas.mriz@kb.cz-SE3704 | Žádost o poskytnutí/změnu/vydání příslibu bankovní záruky/protizáruky | 14.03.2018 18:11 | 15666 | 🔍 |
| tomas.mriz@kb.cz-SE3704 | Odpověď na žádost o poskytnutí hypotečního úvěru | 14.03.2018 17:58 | 15665 | 🔍 |
| tomas.mriz@kb.cz-SE3704 | Odpověď na žádost o poskytnutí hypotečního úvěru | 14.03.2018 17:57 | 15664 | 🔍 |
| tomas.mriz@kb.cz-SE3704 | (345678) POBOCKA INSTRUMENT_IC | 14.03.2018 17:14 | 15663 | 🔍 |
| tomas.mriz@kb.cz-SE3704 | Zprava3 | 13.03.2018 13:01 | 15623 | 🔍 |
| tomas.mriz@kb.cz-SE3704 | Zprava2 | 13.03.2018 10:41 | 15622 | 🔍 |
| tomas.mriz@kb.cz-SE3704 | Zprava1 | 13.03.2018 10:37 | 15621 | 🔍 |

The message is then moved to the Archive folder, which can be opened using the menu on the left-hand side.

8.2 Restoring an archived message

A message stored in the archive can be moved back to the original folder by selecting "Restore from archive" from the context menu in the Archive folder:



KB (Mriz Tomas) tomas.mriz@kb.cz-SE3704 Poslední aktivita **Odhlásit**

Osobní složky **+ Nová zpráva** **+ Nový formulář** Nastavení Správa systému

Podrobné vyhledávání **Hledat**

| <input type="checkbox"/> | Odesílatel: | Předmět: | Datum: ▲ | Čj: | Historie: |
|-------------------------------------|-------------------------|---------------------------------------|------------------|------|-----------|
| <input checked="" type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | asdffdsa | 11.01.2018 11:51 | 1162 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | CCCCC | 10.01.2018 12:14 | 1142 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | Extrakt "vss", datum 11/29/17 3:51 PM | 29.11.2017 15:51 | 748 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | Extrakt "vss", datum 11/29/17 3:24 PM | 29.11.2017 15:24 | 746 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | Extrakt "vss", datum 11/29/17 2:41 PM | 29.11.2017 14:41 | 745 | 🕒 |

Označené zprávy **Proveď**

< Předchozí Další > Stránka 1 / 1

The restoration process is in progress until the respective nightly batches are completed, the user is informed of this fact by the browser dialog and further by the text in the line of the selected message (the message is usually restored the next day):

Z webu huml.kb.internal

Označené zprávy budou přesunuty z Archivu do přijatých zpráv a budou dostupné následující den. Přejete si pokračovat?

OK Zrušit

| <input type="checkbox"/> | Odesílatel: | Předmět: | Datum: ▲ | Čj: | Historie: |
|-------------------------------------|-------------------------|---------------------------------------|------------------|------|-----------|
| <input checked="" type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | asdffdsa - probíhá přesun z archivu | 11.01.2018 11:51 | 1162 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | CCCCC | 10.01.2018 12:14 | 1142 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | Extrakt "vss", datum 11/29/17 3:51 PM | 29.11.2017 15:51 | 748 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | Extrakt "vss", datum 11/29/17 3:24 PM | 29.11.2017 15:24 | 746 | 🕒 |
| <input type="checkbox"/> | tomas.mriz@kb.cz-SE3704 | Extrakt "vss", datum 11/29/17 2:41 PM | 29.11.2017 14:41 | 745 | 🕒 |

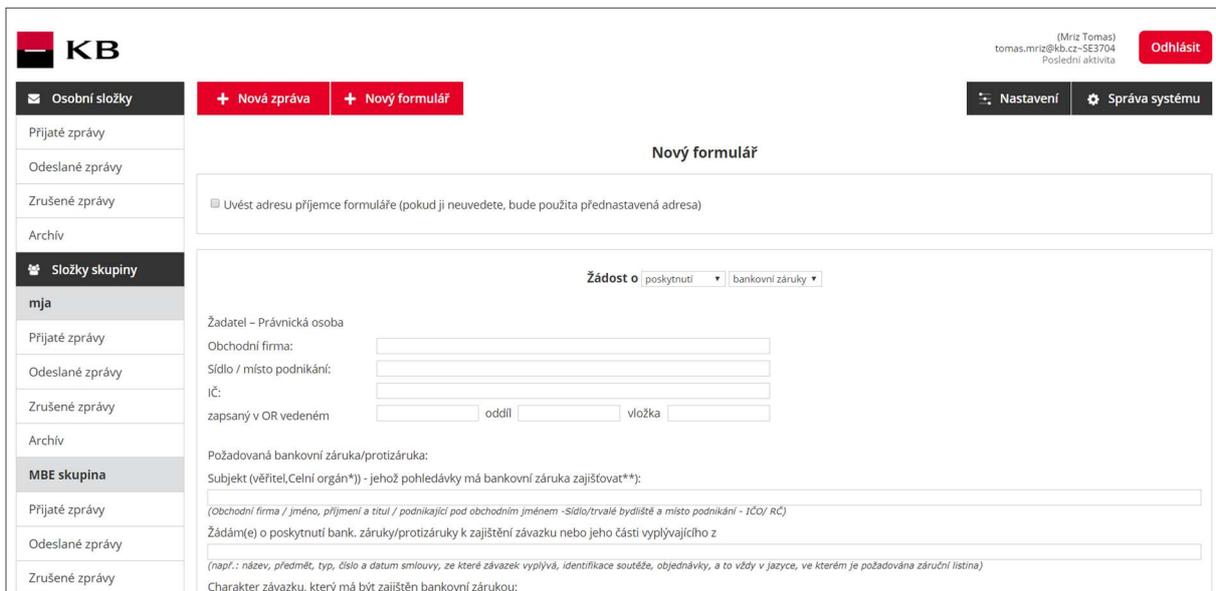
Označené zprávy **Proveď**

9 Forms

9.1 See 1.1. Description of basic principles – Communication via forms

9.2 New form

Click on the main menu option "New Form" and a list of available forms will be displayed. Select a form. Fill in the required information. Checks can ensure that the data is filled in correctly. Information about who the form comes from and to whom it will be sent is hidden (pre-filled). The addressee is a KB employee - the group box operator. If you want to fill in the address to which the form will be sent, tick the box 'Specify the address of the recipient of the form'. When sending, follow the same procedure as in point 6.3 Sending new message. The form is displayed to the recipient in the received messages or in the group folder.

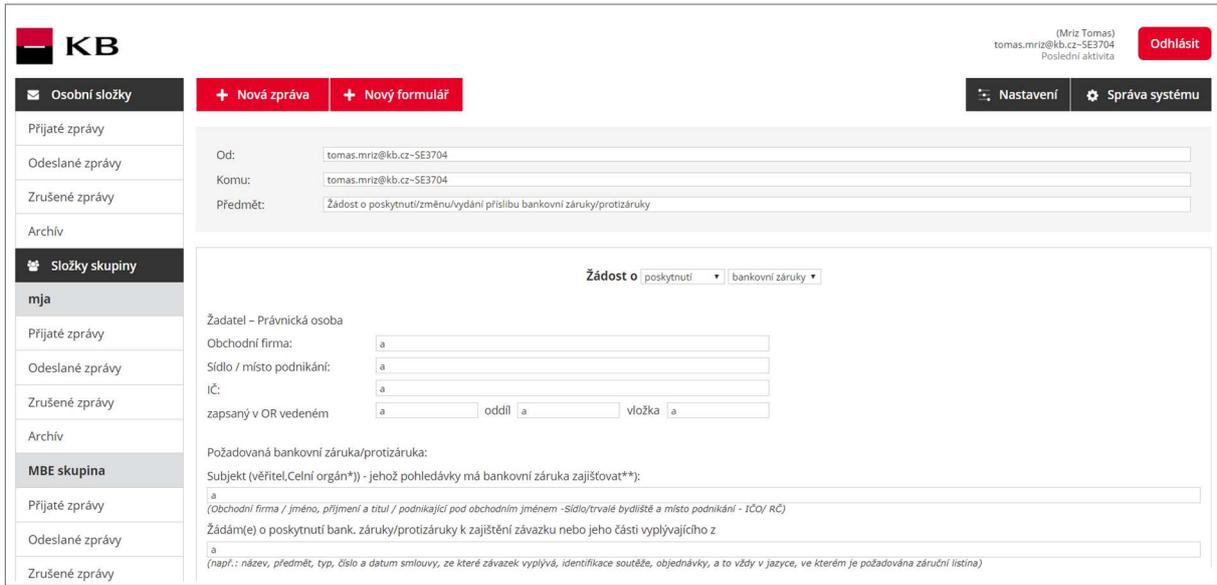


9.3 Viewing forms

Same as „Viewing messages“

9.4 Responding to forms

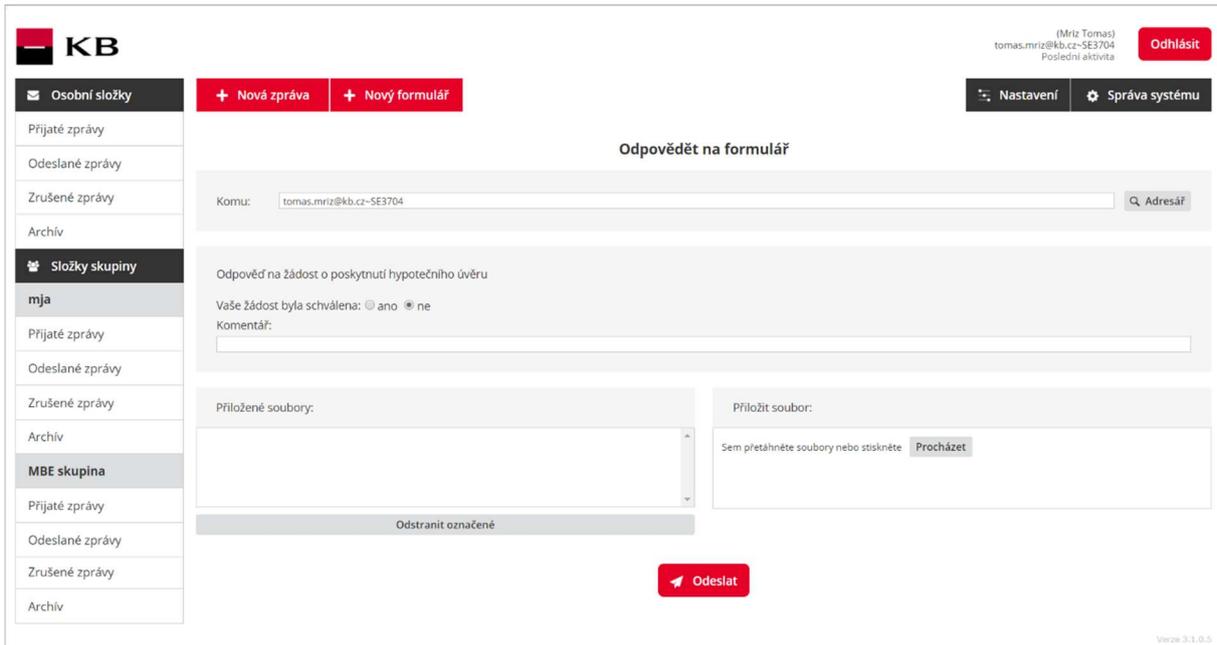
Perform the action described in 5.2 Viewing messages. The form will be displayed



The screenshot shows the KB web interface. On the left is a navigation menu with 'Osobní složky' (Personal folders) and 'Složky skupiny' (Group folders). The main area displays an email form titled 'Žádost o poskytnutí bankovní záruky' (Request for bank guarantee). The form includes fields for 'Od:' (From: tomas.mriz@kb.cz-SE3704), 'Komu:' (To: tomas.mriz@kb.cz-SE3704), and 'Předmět:' (Subject: Žádost o poskytnutí/změnu/vydání příslibu bankovní záruky/protizáruky). Below these are dropdown menus for 'Žádost o' (Request for) and 'bankovní záruky' (bank guarantee). The form also contains fields for 'Obchodní firma:', 'Sídlo / místo podnikání:', 'IČ:', and 'zapsaný v OR vedeném'. A section for 'Požadovaná bankovní záruka/protizáruka:' (Required bank guarantee/counter-guarantee) includes a subject line and a text area for details. A red 'Odhlásit' (Report) button is in the top right corner.

Select the "Respond" option.

A form will appear ready for you to respond. This form is pre-populated with a reference to the original form. It also pre-fills the sender address of the original form.



The screenshot shows the KB web interface with the 'Odpovědět na formulář' (Respond to form) form. The 'Komu:' (To) field is pre-filled with 'tomas.mriz@kb.cz-SE3704'. The form content includes the text 'Odpověď na žádost o poskytnutí hypotečního úvěru' (Response to request for mortgage loan) and 'Vaše žádost byla schválena: ano ne' (Your request was approved: yes no). There is a 'Komentář:' (Comment) text area. Below are sections for 'Přiložené soubory:' (Attached files) and 'Přiložit soubor:' (Attach file) with a 'Procházet' (Browse) button. A red 'Odeslat' (Send) button is at the bottom. The version number 'Verze 3.1.0.5' is visible in the bottom right corner.

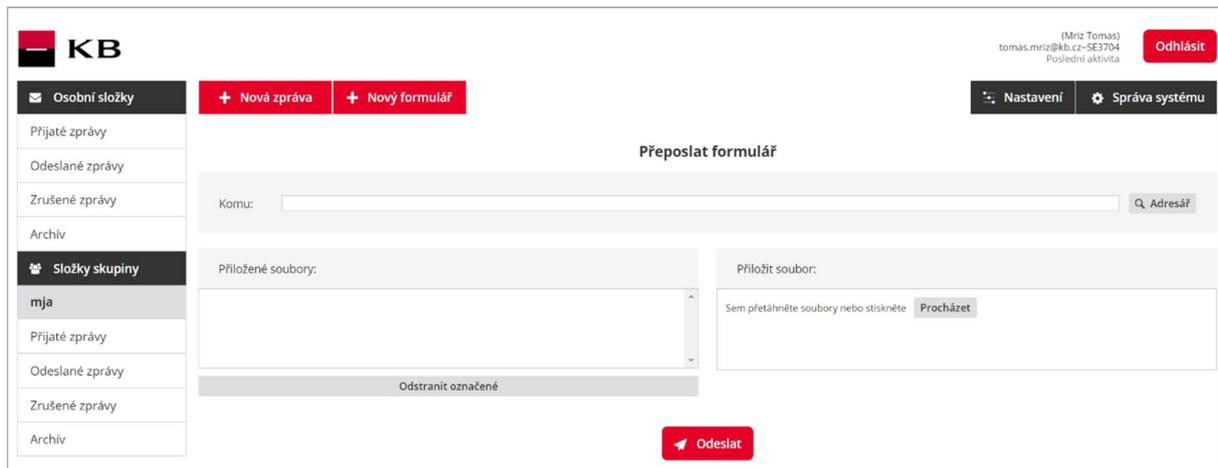
Fill in the form (i.e. approve/reject).

Then follow **Chyba! Nenalezen zdroj odkazů.** Sending new message.

9.5 Forwarding forms

This activity should be performed by a KB employee - the group box operator, who is the default address of the forms sent by the client. He/she decides on the assignment of the request to a particular employee and forwards the form.

Perform the activity described in 5.2 Viewing messages. The form is displayed. Select the "Forward" option.

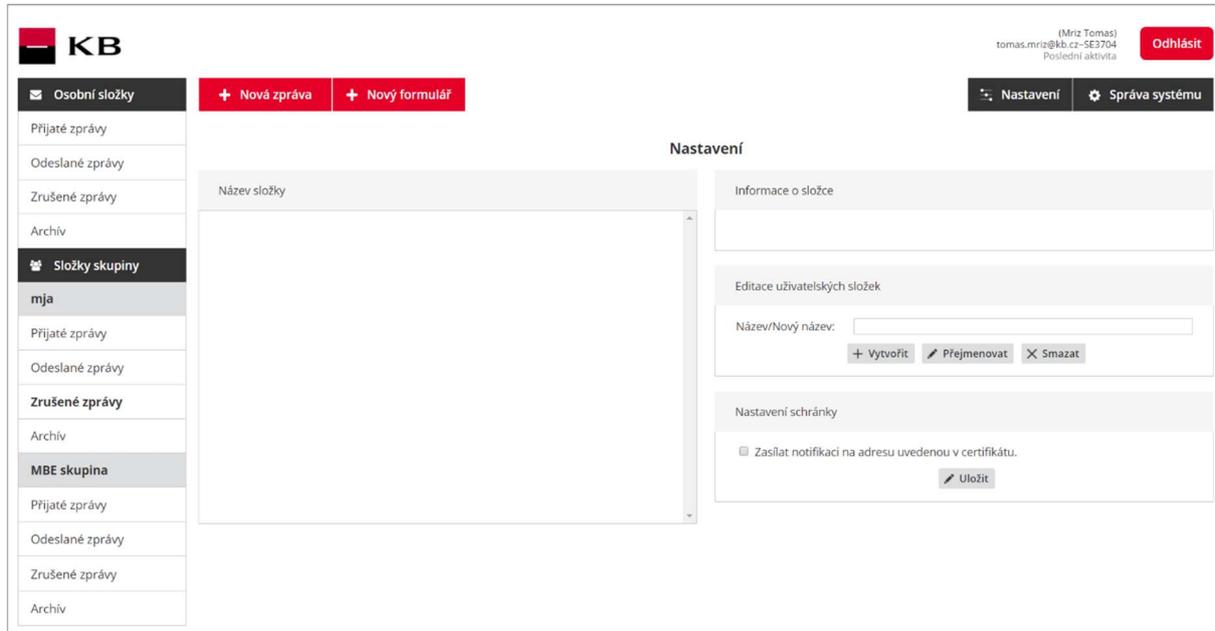


Fill in the address of the recipient (i.e. the form operator who will be handling the form).

Continue as in 6.3 Sending new message.

10 User mailbox setup

Individual user mailbox can be set up using the *Settings* menu.



Mailbox settings:

If the user wants to receive a notification about the arrival of a message to the EC in his regular mail, which is specified in the certificate, he can check the option "*Send notification...*" and press "*Save*". When a new message arrives, a short notification message will be sent to this mail notifying him of the presence of the mail in his inbox. (If the message was addressed directly to him or her, or if the message was sent using the substitutability to a group of which the user is a member.)

Editing user folders:

The user can create his own user folders and further organize incoming and sent messages in them.

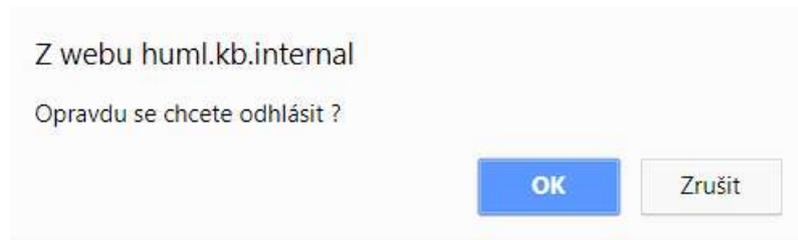
To **create a new folder**, enter the name of the new folder in the Name/New Name field and press "*Create*". The new folder will be added to the list of existing folders and basic information about it will be displayed in the right panel.

To **rename an existing folder**, select the folder to be renamed, fill in the new folder name in the Name/New Name field and press "*Rename*". The content of the folder does not change, only its name.

To **delete a folder** and its contents, select the folder to delete and press *Delete*. After confirming the deletion, the contents of this folder are moved to "*Deleted messages*", from where they can be opened and worked on.

11 Logging out of the Electronic Courier

It is recommended to log out after working with the Electronic Courier by selecting the "Logout" menu. After confirming



The user will be logged out of the application and all temporary files will be deleted.

Important: If an attachment is open in another program (Microsoft Word) at the time of logout, this file may not be deleted. It is then recommended to close this program completely and close the EC window as well. The temporary files are automatically deleted the next time you start the program.

12 Frequently asked questions

12.1 Why can I not find an address in the address book?

Users vary by type and permission to search the user directory. While employees, operators and superadmins only need to know at least 3 characters of the address to find contacts, external partners must know the exact address of the recipient (if the address does not match exactly, the contact will not be found).

12.2 The message is opened by clicking on the subject of the message, i.e. does the subject always have to be filled in to read the message?

The message can also be opened by clicking on the envelope icon on the left side of each message.