

Table of contents

Introduction	2
A: Direct exchange of encrypted emails	3
Transmission of S/MIME certificate or PGP Key	3
B: Encrypted emails using the GINA-Technology	4
Login and registration (once)	5
Menu items at the GINA interface	8
1. Menu item: Read e-mail	8
2. Menu item: Write e-mail	9
3. Menu item: Search (not necessary for GINA)	9
4. Menu item: E-Mail account (GINA-Account)	10
5. Menu item: Logout	11
Tips	11

Introduction

KfW uses an e-mail encryption gateway for its e-mail encryption. There are two possible ways to exchange encrypted e-mails with external partners:

A: Direct exchange of encrypted e-mails

This requires encryption software on both sides. Receiver and sender exchange the public key material (S/MIME-Cert or PGP-Key). Encrypted e-mail including attachments is sent via an appropriate mail program.

To simplify the exchange of key material with the communication partner, KfW provides a domain certificate (S/MIME prefer) and Domain-Key (PGP). These two domain keys (S/MIME or PGP) are exclusively used for e-mail encryption to KfW. If neither the domain certificate nor the domain key is supported, an S/MIME certificate or PGP key can be created for the KfW e-mail address in this case.

S/MIME certificates or PGP keys from KfW can be obtained via the search button of the Securemail portal. The address of the portal is <https://secmail.kfw.de>

B: Encrypted e-mails using the GINA-Technology

For the communication partner who does not have encryption software for S/MIME or PGP, it is possible to receive and reply to encrypted mails using the GINA-Technology of the encryption gateway. The prerequisite for encrypted communication via GINA-Technology is the possession of a valid e-mail address for receiving the message and an up-to-date internet-enabled browser (Edge or Chrome) for reading e-mails.

The GINA-Account of the communication partner is initiated by sending an encrypted e-mail from the KfW employee to her/him. The initial password for the first login will be given to you by the KfW employee. (By phone)

Note: Please use the password reset only after you signed in with the initial password from the KfW.

Note:

- 1) When creating this guide, MS Edge was used as the browser and MS Outlook as the mail client. Therefore, there may be variations in images when using other browsers or mails clients.

A: Direct exchange of encrypted e-mails

Transmission of S/MIME certificate or PGP Key

If your company supports encrypted e-mail communication, the required key material (S/MIME or PGP) of the communication partner or the company (Domain Key) can be sent to secure-mail@kfw.de as an e-mail attachment. If you have an S/MIME certificate, it is sufficient to send a digitally signed e-mail to the specified e-mail address.

The domain keys of KfW and the key material of the KfW employee (if required) can be obtained via the search button [Fig. 1] of the Secure Mail portal. The address of the portal is: <https://secmail.kfw.de>

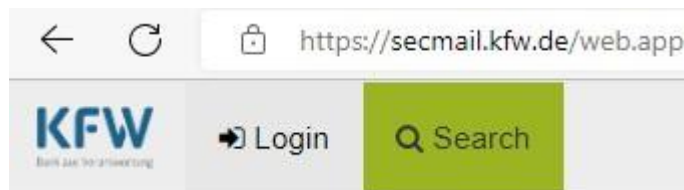


Fig. 1: Search-Button of the SecureMail portal

After successful key setting on both sides, encrypted e-mail can be sent.

B: Encrypted e-mails using the GINA-Technology

If no key material is available, the communication partner receives a notification e-mail with an HTML attachment [Fig. 2] via his e-mail address after the KfW employee has sent an encrypted e-mail.



Fig. 2: Notification e-mail with HTML attachment

The notification e-mail [Fig. 3] informs you about the process of opening the HTML attachment and contains, among other things, brief information about how to use this technology.



Fig 3: Content of the notification mail

Login and registration (once)

Double-click on the HTML attachment and select **Open** to open the attachment [Fig. 4].

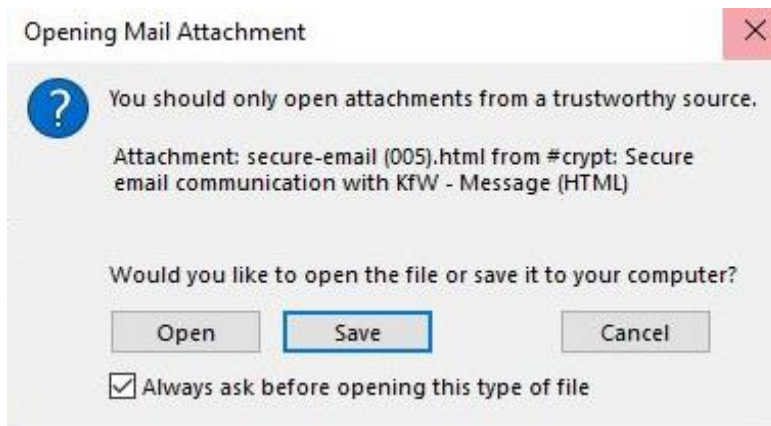


Fig. 4: Open the HTML attachment

The default browser (MS Edge, Chrome, Opera, ...) will then display the following window:

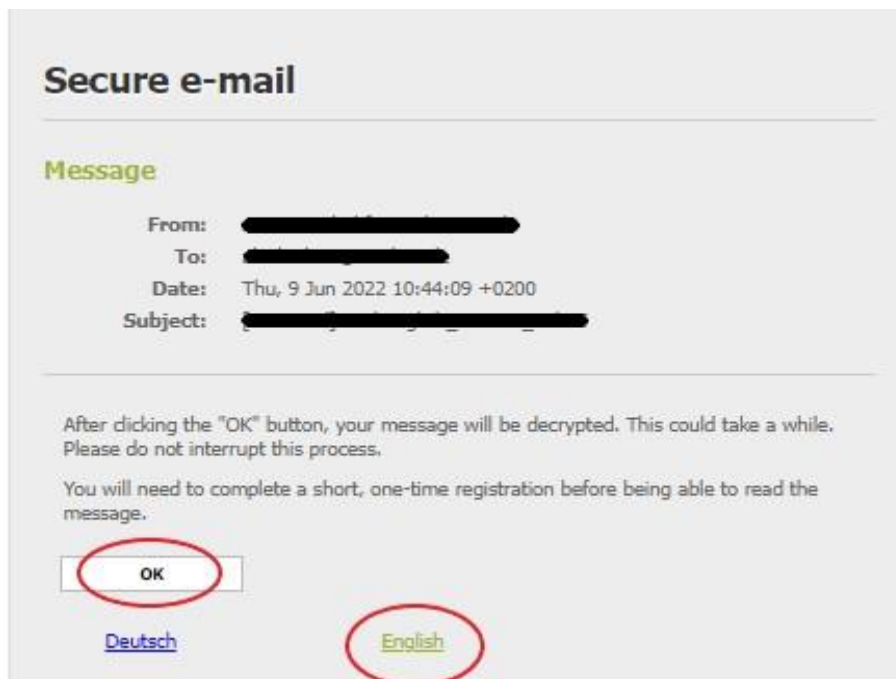
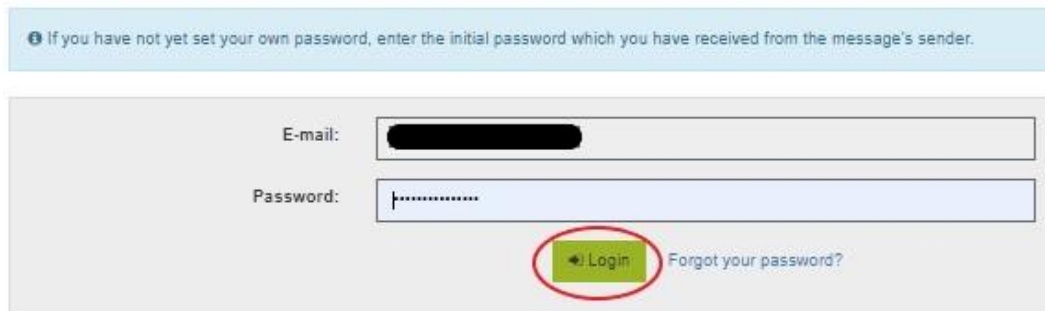


Fig. 5: Click OK

Click **OK**.

Afterwards the GINA interface opens in the browser and prompts for the (initial) password [Fig. 6]. You will receive this from the sender of the e-mail by phone.

User login



The login form features a light blue header with the instruction: "If you have not yet set your own password, enter the initial password which you have received from the message's sender." Below this, there are two input fields: "E-mail:" and "Password:". The "E-mail:" field contains a redacted address. The "Password:" field contains a series of dots. To the right of the password field is a link that says "Forgot your password?". Below the password field is a green "Login" button with a left-pointing arrow, which is circled in red.

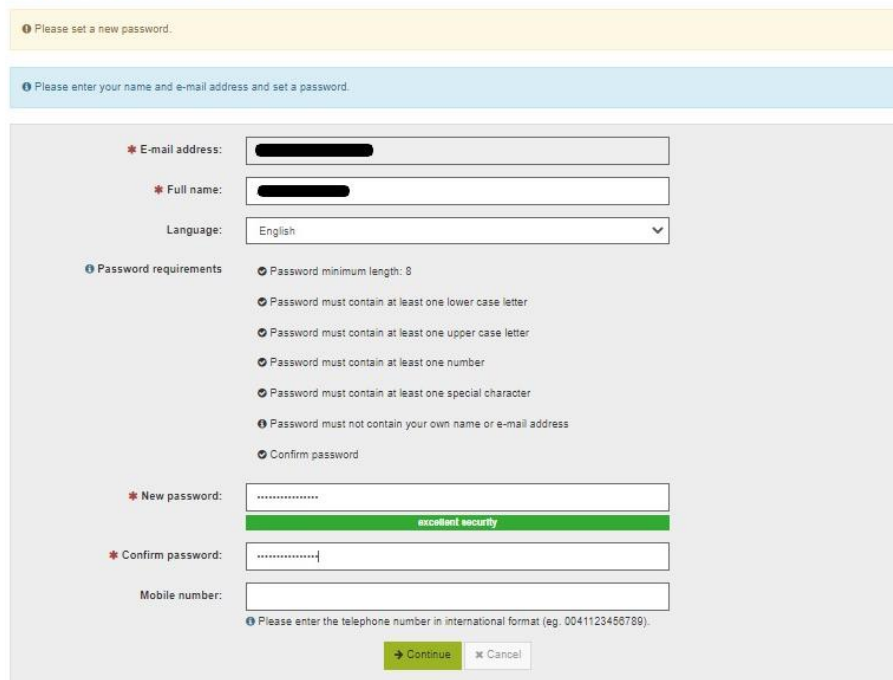
Fig. 6: Password entry and login

After entering the (initial) password, click **Login**.

When registering for the first time, a one-time registration on the system is necessary. All fields marked with an asterisk must be filled in (mandatory fields).

Enter your new password following the password criteria below [Fig. 7]:

Register new account



The registration form has a yellow header with the instruction: "Please set a new password." Below that is a light blue header with the instruction: "Please enter your name and e-mail address and set a password." The main form area contains several fields: "E-mail address:" (marked with an asterisk), "Full name:" (marked with an asterisk), and "Language:" (a dropdown menu set to "English"). Under "Password requirements", there are several radio buttons: "Password minimum length: 8", "Password must contain at least one lower case letter", "Password must contain at least one upper case letter", "Password must contain at least one number", "Password must contain at least one special character", "Password must not contain your own name or e-mail address", and "Confirm password". Below these are two password input fields: "New password:" and "Confirm password:", both containing dots. A green bar with the text "excellent security" is positioned between the two password fields. At the bottom, there is a "Mobile number:" field and a note: "Please enter the telephone number in international format (eg. 0041123456789)". At the very bottom are "Continue" and "Cancel" buttons.

Fig. 7: registration and password criteria

The field for the cell phone number may be empty. Confirm your entry with **Continue**.

After successful registration or login, the originally encrypted e-mail with all attachments will be displayed in a readable form [Fig. 8].

Secure e-mail

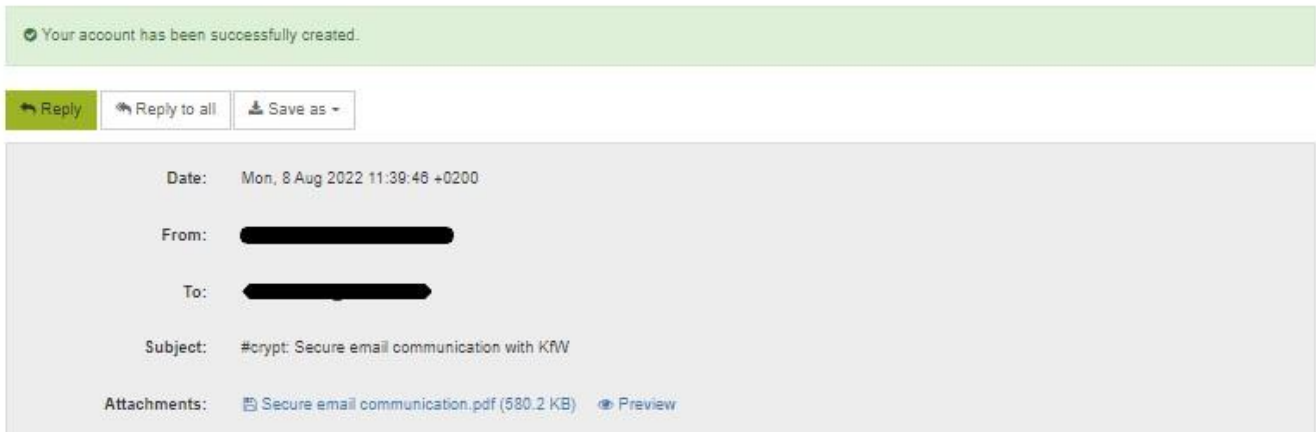


Fig. 8: Display Email content

You can save the decrypted e-mails (including attachments) as a PDF or e-mail file using the **Save as** button on your local network drive. After saving, the e-mail is available in your environment and can be read without further logging in to the GINA interface [Fig. 9].

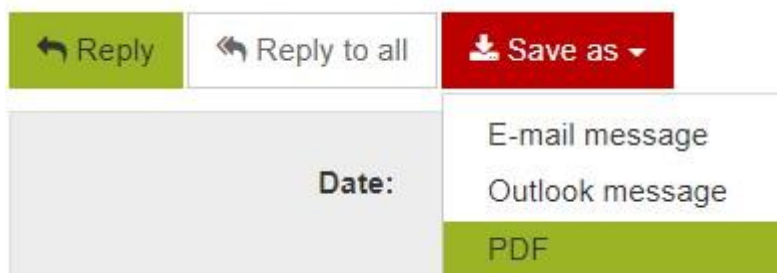


Fig.9: Save e-mail

The local storage of the e-mail is recommended.

Menu items at the GINA interface



Fig. 10: Menu items at the GINA interface

Attention:

- Always use the buttons provided by the system and not the ones provided by your browser.

1. Menu item: Read e-mail

This area is used for readable display, encrypted reply and storage of e-mails.

The **Reply** or **Reply to all** button is used to reply to the e-mail. By clicking the reply button, you will be taken directly to the **Write e-mail** menu. A detailed description can be found in the menu item **Write e-mail**.

The **Save as** button is used to save the decrypted e-mail locally. Clicking this button will display the menu window with the menu items E-Mail message, Outlook message and PDF for the format selection for saving the e-mail. [Fig. 9].

After selecting a format via the menu window, your file explorer will appear for saving the decrypted e-mail. Select a directory and enter a file name. Click **Save** to confirm the save operation.

The menu item **Read e-mail** [Abb. 11] will take you back to the actual message from any menu.



Abb. 11: Menu item Read e-mail

2. Menu item: Write e-mail

This area is used for composing and replying to encrypted e-mails. Clicking on one of the replies to buttons in the **Read e-mail** section leads directly to this section.

With the menu item **Write e-mail** you compose a new mail to KfW employees. Multiple recipients can be added using the **+** sign in the To or CC field. The **recycle bin** is available for removing added recipients. The **Attach file** button is used to add attachments to the message.

Attention:

- Executable files (exe, js, ...) are automatically removed from the system.

The preset checkmark at **Request a copy of this message** enables sending an encrypted copy of your message to you (as HTML attachment). If you do not wish a copy of your message to be sent, please uncheck the box.

With the button **Send message** will send your message to the named recipients.

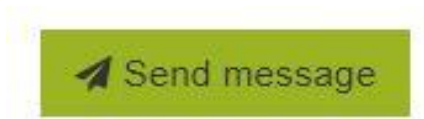


Fig. 12: Button Send message

Using a similar procedure as when composing a new e-mail, the reply e-mail is composed using the **Reply** or **Reply to all** buttons. The difference is that the number of recipients of the original e-mail cannot be changed.

3. Menu item: Search (not necessary for GINA)

This menu item is used to search for the KfW key material and is not necessary for the GINA-Technology, since the key material is only used in connection with the direct exchange of encrypted e-mails (more information under **A:**).

4. Menu item: E-Mail account (GINA-Account)

Under this menu item you edit your personal settings (name and language), change your password and provide KfW with your key material (S/MIME or PGP).

Edit profile



Fig. 13: Edit profile

When owning a key material (S/MIMES or PGP), the public part can be set using the **Key management** button [Fig. 14]. By setting the key, the system changes the mail delivery mode for you: from GINA-Webmail to direct e-mail exchange (more information under [A:](#)).

Keys/Certificates

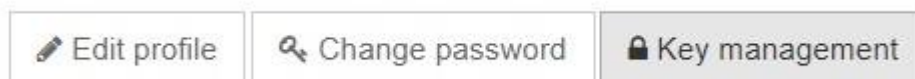


Fig. 14: Key management

To upload your key material, follow the system steps given in the key management.

5. Menu item: Logout

Use the menu item **Logout** in the upper right corner of the window to safely log out of the GINA interface [Fig. 15]. This will remove the messages from your browser cache. The encrypted original mail, as well as any downloaded plain text copies, remain in your target system and can be opened from there at any time.



Fig. 15: Logout

Tips

➤ Reset password:

For security reasons, resetting passwords can only be done by opening an HTML attachment of a receiving notification mail. Opening the HTML attachment leads to the login page of the GINA interface. There click on **Forgot your password** [Fig. 16] to make the change.

A screenshot of a button with the text "Forgot your password?" in a blue, underlined font.

Fig. 16: Forgot your password?

➤ Avoidance of multiple logins:

Opening any HTML attachments of a GINA mail leads to password entry. To avoid the multiple password entry, it is recommended to save the login data for the GINA interface (e-mail address and password) in the settings of your browser.