

# IncaMail for the e-mail client

## E-mail communication that is secure and compliant with data protection requirements

Data protection and information security are becoming increasingly important today, especially in e-mail communication. The Swiss Federal Act on Data Protection (FADP) and the EU General Data Protection Regulation (GDPR) call for special protection when it comes to sending personal data in particular. IncaMail offers you a straightforward, affordable solution for sending and receiving sensitive e-mails with ease in your e-mail client (e-mail programme)/web client (browser), and Swiss Post makes sure they are secure.

### What is IncaMail?

IncaMail is the Swiss Post e-mail encryption service ensuring simple and secure e-mailing of sensitive messages and documents that is compliant with data protection requirements. IncaMail takes care of participant identification, and the encrypting, signing and logging of e-mails for you. You can send any files securely up to a maximum size of 1 GB by e-mail. These are delivered in the patented SAFE format, which can be read quickly and easily. Over 2.1 million users already use IncaMail today.

### Advantages

- ✓ Use via the existing e-mail client
- ✓ Protection against loss, tampering and unauthorized access
- ✓ Simple integration without an IT project
- ✓ Send large files of up to 1 GB (large file transfer) securely
- ✓ Receipt worldwide, independent of the device
- ✓ Officially recognized by the Swiss Confederation as a secure electronic delivery platform.

### How does it work?

IncaMail is easy to use. Just follow these steps:

1. Upgrade your existing e-mail infrastructure (e.g. Outlook & Exchange) with IncaMail quickly and simply for secure mailing.  
Step 1: Conclude a contract online on our [website](#) Step 2: Register HTML add-in via the link published in the section "[Installation of the IncaMail add-in](#)"
2. At the click of a button, you can send and receive your messages in an encrypted, traceable format via your e-mail infrastructure.
3. The recipients receive an e-mail that has been signed electronically by Swiss Post. They open the e-mail and click on the "Read" button.

4. The recipients then open the message with their personal IncaMail password or request a key link to open the message. Recipients with a business customer contract receive the message as a normal e-mail via an encrypted connection, which they can then read without any additional precautions.

### E-mail client / web client requirements

IncaMail messages can be sent and received directly via Outlook and Outlook Web Access (OWA/Microsoft 365). This requires using Exchange Server 2016, 2019 or Microsoft 365.

The COM add-in is available for all Outlook versions from 2007 onwards. For Outlook versions from 2016 onwards, and for Outlook Web Access (OWA), we recommend using the HTML add-in for Outlook/OWA.

### Integration into the e-mail infrastructure

Companies and organizations can connect their e-mail infrastructure directly to IncaMail's MGI (mail gateway integration) service. The incoming and outgoing communication uses encrypted channels. Confidential messages (unlike personal and registered messages) can be signed in the mailbox but delivered unencrypted. This means they can be searched for and archived in the e-mail client. For MGI, a valid SSL certificate is required.



## Shipping options

Regardless of the shipping option, all messages are sent in an encrypted format to the recipients. As a sender, you can choose between the following shipping options:

### Confidential message

The message is sent to the recipient, and can, if you choose, be sent to your e-mail address with a confirmation of delivery. There is no need to verify the postal address to receive a confidential e-mail.

### Personal message

The message is sent to the recipient, and can, if you choose, be sent to your e-mail address with a confirmation of delivery. The recipient must register to read the personal e-mail, and must have verified their e-mail address at the very least. If the recipient is still not registered in IncaMail, they will be asked to do so as soon as they decide to open the personal e-mail. There is no need to verify the postal address to receive a personal e-mail.

### Registered

The "Registered" shipping option involves the senders and recipients receiving digitally signed PDF receipts for the proof of delivery/receipt. Messages must be accepted by the recipient within seven days, otherwise they will expire. Every day, i.e. including Saturdays, Sundays and public holidays, counts in calculating the collection periods and availabilities. This shipping option can be used for the purposes of communication with the Swiss authorities, and complies with the relevant legislation ([electronic transfer \(admin.ch\)](#)).

## Send large files

The large file transfer (LFT) service from IncaMail enables you to securely send large files of up to 1 GB from your e-mail client. The files are encrypted, stored on the IncaMail infrastructure and a download link is generated. This link is sent to the recipient via an IncaMail message. The files are stored with IncaMail for a maximum of seven days and then irrevocably deleted. No additional costs are incurred through use of the large file transfer service.

## Legal effect of IncaMail

IncaMail is officially recognized as a delivery platform by the Swiss Federal Department of Justice and Police (FDJP) for the legally secure submission of data to authorities by registered e-mail (eGov). Senders and recipients receive digitally signed delivery and acceptance receipts as proof.

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