



User Guide

Maillock by Beyond Encryption

Maillock is the Secure File Transfer Protocol (SFTP) ("Online portal") that EQ uses to securely transfer files over a remote system.

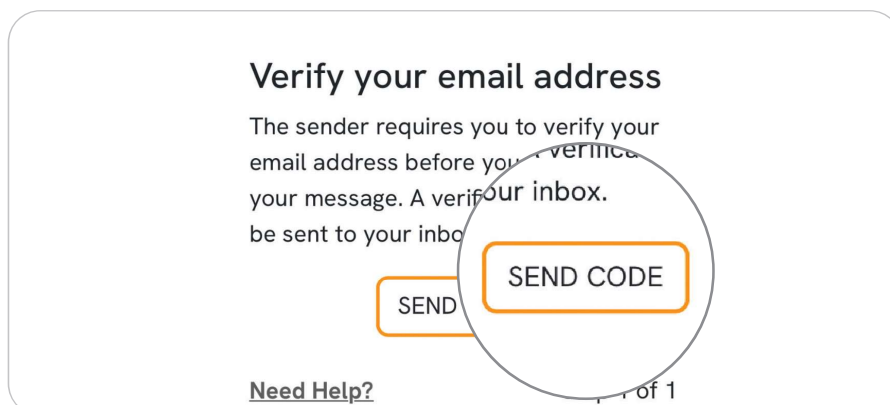
You will receive an email with a link that will enable access to the online portal where you will be able to download your data.

Verification by email

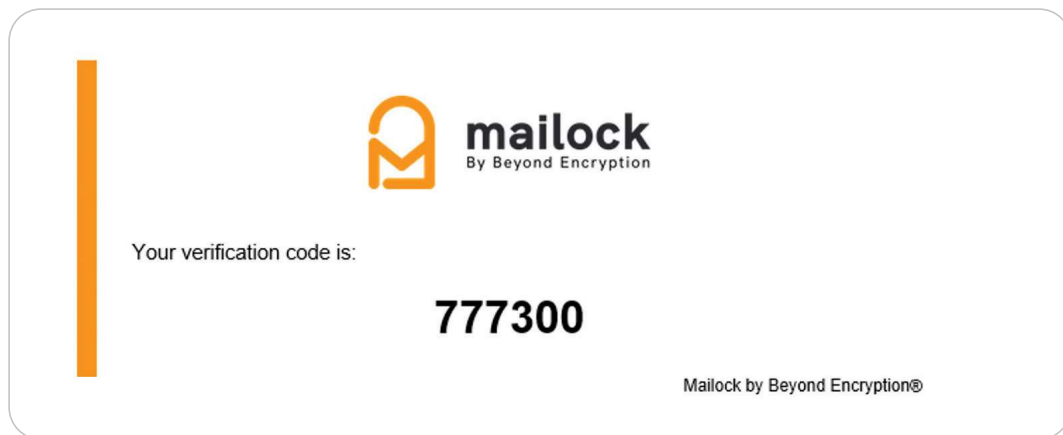
01 You will receive an email from an Equiniti email address that appears as below. Click 'Read My Message':



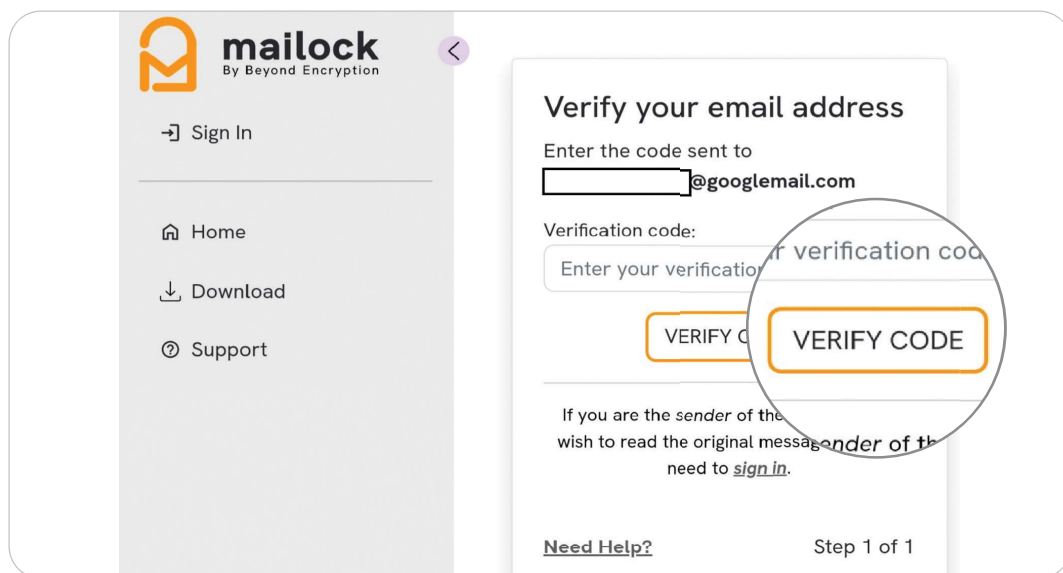
02 You will be taken to Beyond Encryption's portal where you will click 'Send Code':



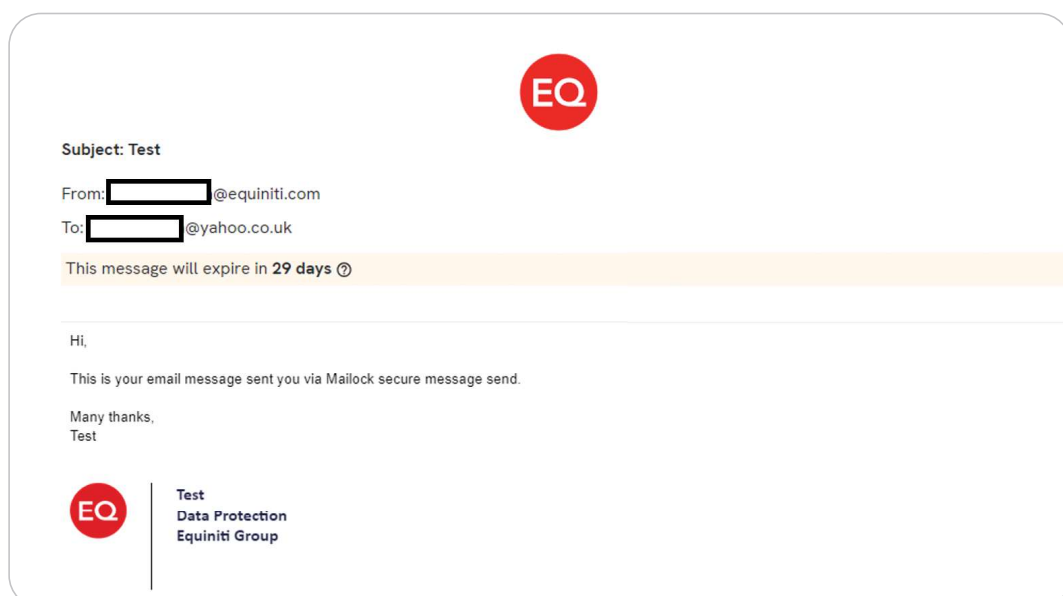
03 A code will have been sent to your email address in an email from Beyond Encryption and will appear as below:



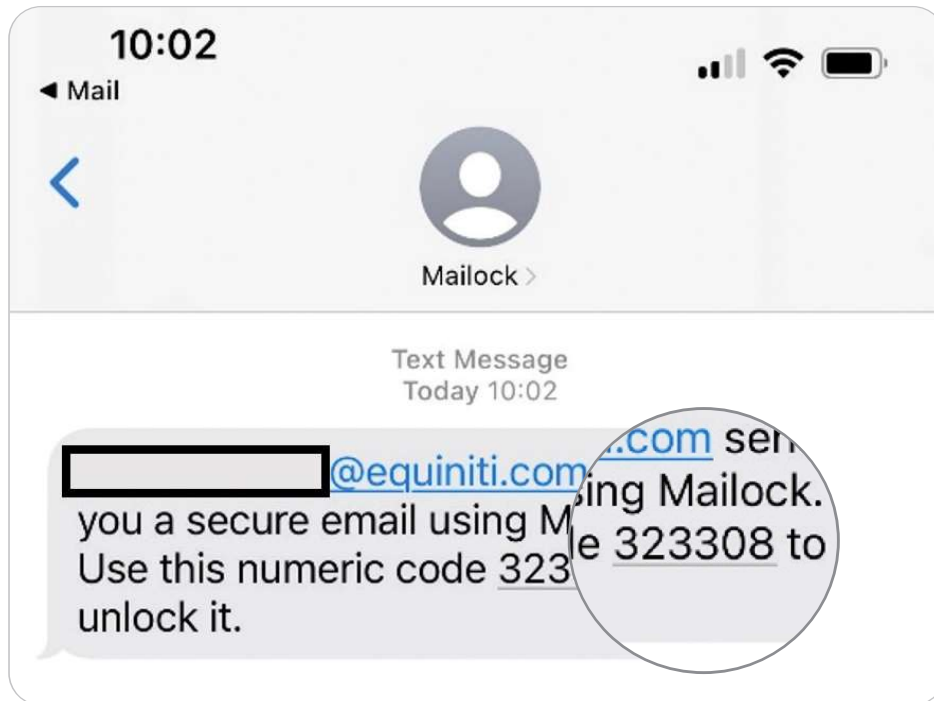
04 Enter the code in the verification code box and click 'Verify Code':



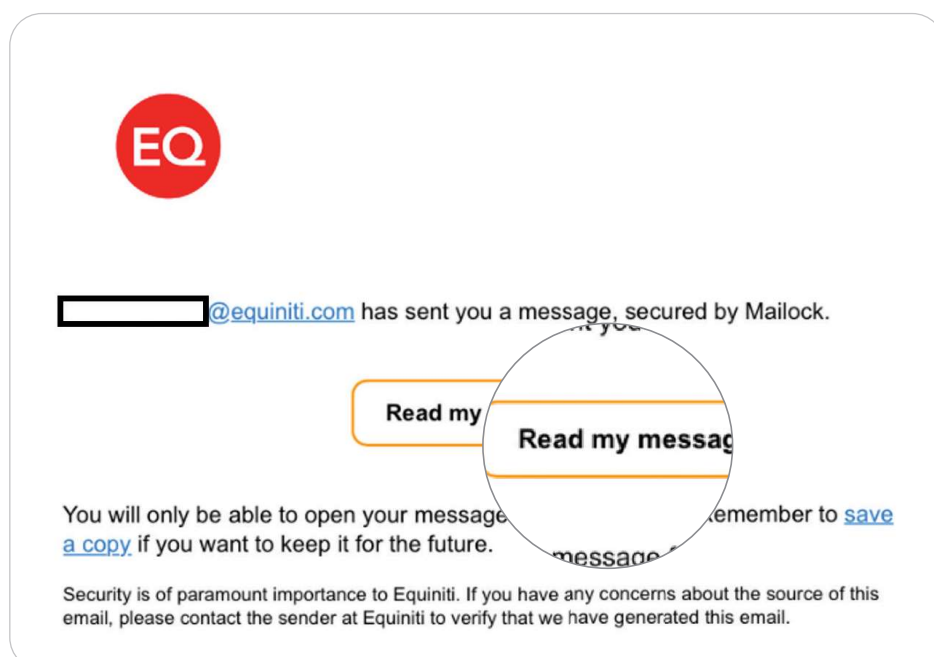
05 The message will appear as below, attached will be the files/data:



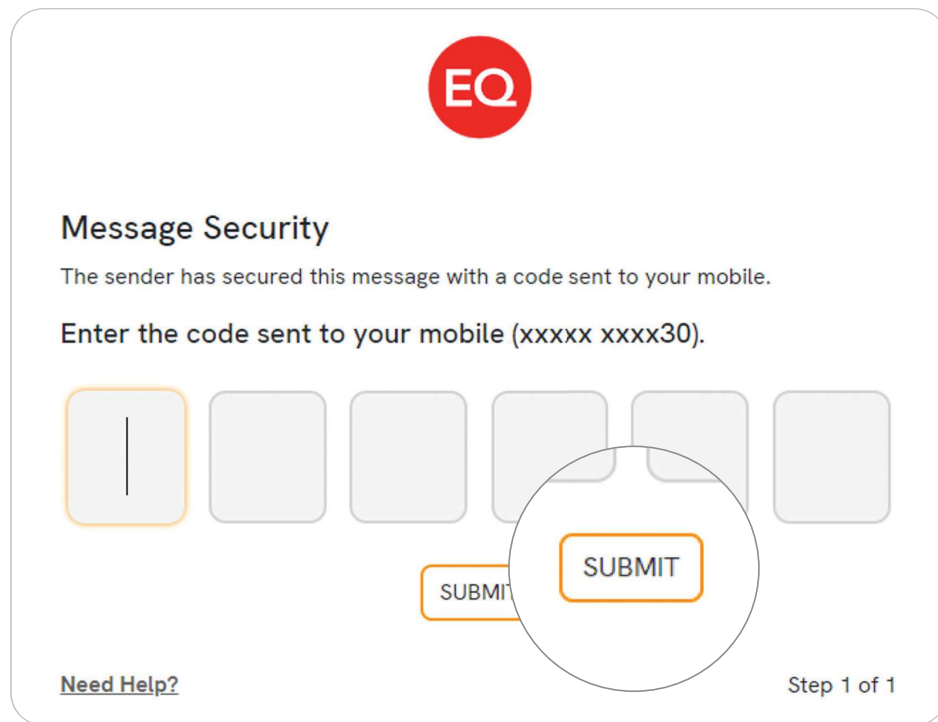
- 01** A six-digit code will be sent to your mobile number in a SMS from 'Mailock' with the message:



- 02** You will receive an email from an Equiniti email address shown as below, click 'Read my message':



03 You will be taken to Beyond Encryption's portal where you can enter the **six-digit code** from the SMS:



EQ

Message Security

The sender has secured this message with a code sent to your mobile.

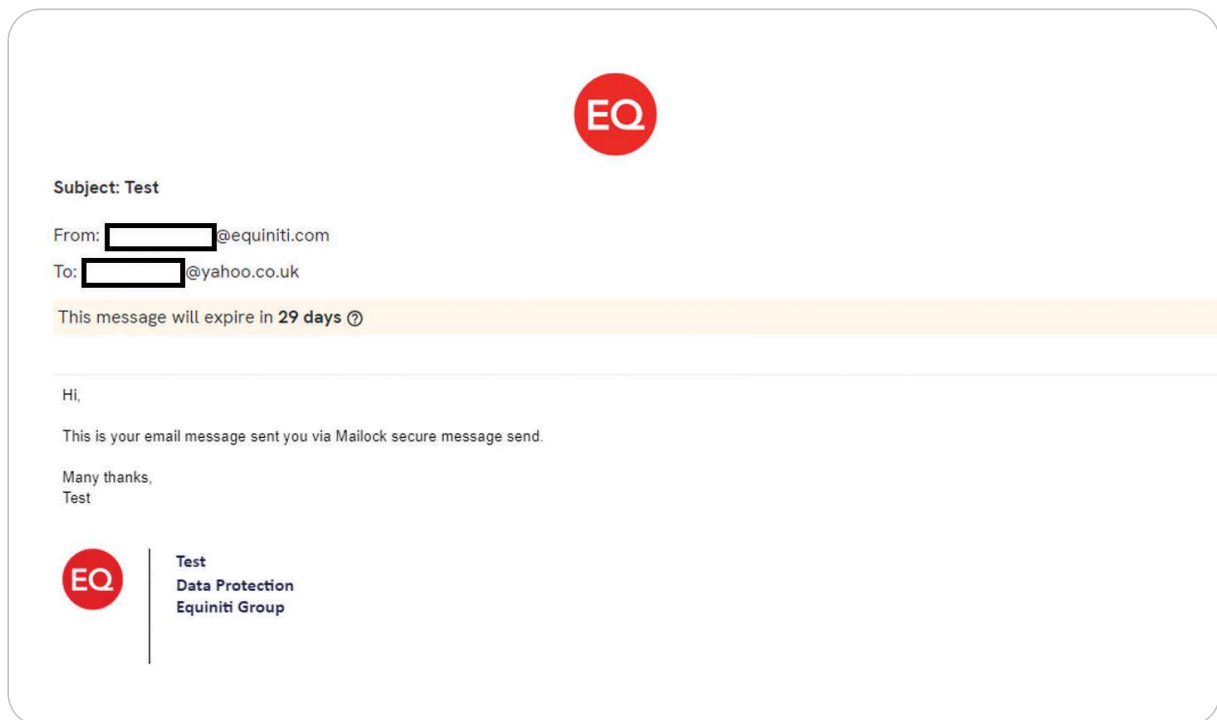
Enter the code sent to your mobile (xxxxxx xxxx30).

Input fields for the code: [|] [] [] [] [] []

[SUBMIT](#) [SUBMIT](#)

[Need Help?](#) Step 1 of 1

04 The message will appear as below, attached will be the files/data:



EQ

Subject: Test

From: [redacted]@equiniti.com

To: [redacted]@yahoo.co.uk

This message will expire in 29 days ⓘ

Hi,

This is your email message sent you via Mailock secure message send.

Many thanks,
Test

EQ | Test
Data Protection
Equiniti Group

The information will be available in Mailock for 30 days, at this point it will automatically be removed.