

Secure E-mail Help

Leeds Building Society has introduced a secure email system that means we can offer you a far better service, allowing us to share information via email that would otherwise not be possible. The service is working extremely well for the vast majority of our intermediaries but there have been issues for some people or organisations where e-mail system set-up problems have prevented the system from working as it should. The issues identified are listed below, please click on the statement below which best relates to the issue you have, to view the solution.

I have not received a secure e-mail and/or attachment from Leeds Building Society

Your e-mail/SPAM filtering software may be blocking the e-mails and/or attachment. Please speak to your IT Department and ensure the following two addresses are on your "safe senders" list:

- LBSsecurecomms@leedsbuildingsociety.co.uk
- Secureoffers@leedsbuildingsociety.co.uk

Ideally, include <anything>@leedsbuildingsociety.co.uk to ensure you don't miss any e-mails from Leeds Building Society.

I cannot open the attachment

Try saving the attachment from the e-mail to a folder and then open it from there. Depending on the security settings of your computer, you may need to "unblock" the file once saved. To do this, right-click on the file you have saved and choose Properties. If the file is blocked, there should be an "unblock" button at the bottom of the window. Click the "unblock" button, then click OK.



The attachment doesn't display properly, there are no images showing

[Do you have access to the Internet from the computer you are using?](#)

To test access to the secure e-mail system you can click the following link:

<https://voltage-ps-0000.leedsbuildingsociety.co.uk/logout>. If you cannot access the above link, you cannot access our secure e-mail system. Please speak to your IT

department and request access to: <https://voltage-ps-0000.leedsbuildingsociety.co.uk/>

[Your e-mail software may be amending the attachment when you open it.](#)

Try forwarding the secure e-mail to the following address:

zdm_help@leedsbuildingsociety.co.uk You should receive an e-mail back with a link to the secure message, if this doesn't happen, see 3.

[Your e-mail/SPAM filtering software may have amended the attachment before it arrived in your inbox.](#)

The attachment has been amended so it no longer works.

You will need to speak to your IT department and request that any e-mails received from the following addresses containing HTML files are not modified.

- LBSsecurecomms@leedsbuildingsociety.co.uk
- Secureoffers@leedsbuildingsociety.co.uk

The attachment to the secure e-mail will always be named **message_zdm.html** if your IT department need to specify a file name in the exclusion.

[I have an issue not listed above or am having trouble getting the necessary changes made](#)

Please contact our Online support Team on [0113 216 7491EXT.1](tel:01132167491) to describe the issue you are experiencing and we will endeavour to help resolve the issue as soon as possible.