

1ST COMMUNITY CREDIT UNION

Sending and Receiving Secure Emails and Documents with ZIX

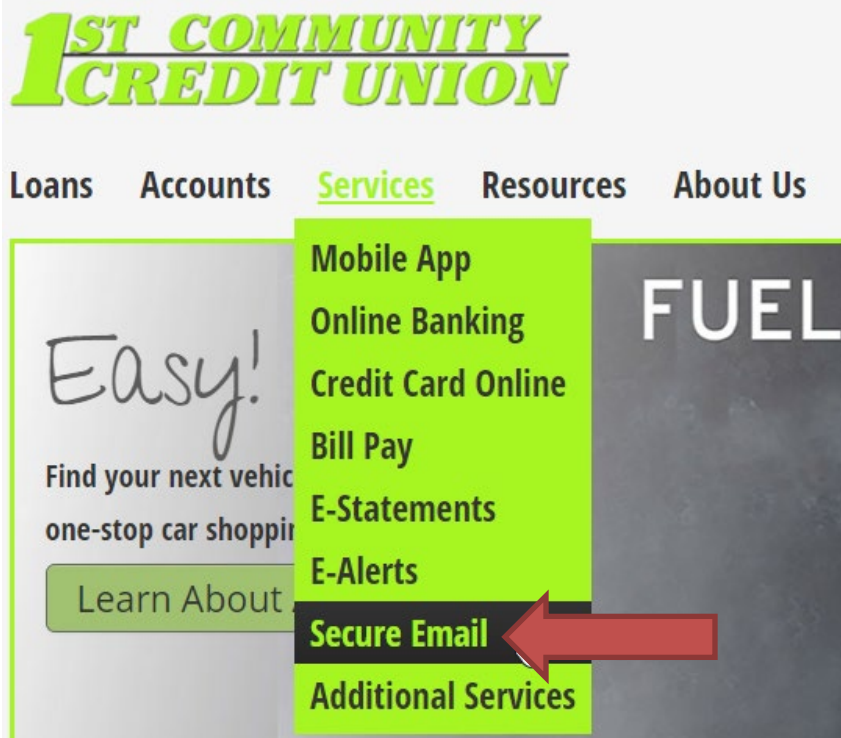
Security and protection of your personal data is our priority. 1st Community Credit Union uses ZIX, a secure email portal, to protect sensitive information and documents sent to and received from 1st CCU. Our staff may send secure emails to you via the ZIX Portal and we encourage you to use the ZIX Portal to send any sensitive information or documentation to 1st CCU.

When should you use the ZIX Portal?

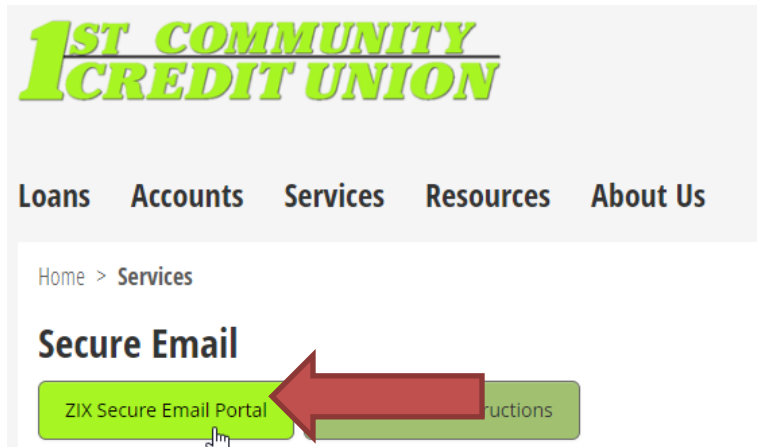
- **When you need to securely send sensitive documents to 1st CCU**
(copies of tax files, driver's license, social security card, statements, invoices, etc)
- **When you need to send an email that will include sensitive information to 1st CCU**
(for example when the email includes your account number, credit or debit card number, etc)
- **When you receive a notification email stating that you've been sent an encrypted email by an employee at 1st CCU**
- **If you are in doubt as to whether something should be sent securely, it is always best to use caution and send it through the ZIX Portal.**

To securely send documents/email from your computer:

1. Go to our website: <https://www.1stccu.com>
2. Hover your mouse over "Services" and scroll down and click "Secure Email".



3. Click **“Zix Secure Email Portal”** located near the middle of the web page.



4. If you have a Zix account already, you can skip to step 9. If this is your first time using ZIX, click the **“Register”** button located near the bottom of the login page.



5. Enter the email address you would like to use for this account

The screenshot shows a registration form with the following fields and text:
Email Address: membersemailaddress@website.com (with a red arrow pointing to the field)
Password: (empty field)
Re-enter Password: (empty field)
Password Rules
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:
• Contain both alphabetic and numeric characters
• Contain both uppercase and lowercase characters
• Contain at least one special character, such as: ~!@#%&
Passwords cannot match email address.

6. Enter the password you would like to use for this account, twice. Following the rules outlined on the screen.

The screenshot shows the registration form with the following fields and text:
Email Address: membersemailaddress@website.com
Password: (with a red arrow pointing to the field)
Re-enter Password: (with a red arrow pointing to the field)
Password Rules
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:
• Contain both alphabetic and numeric characters
• Contain both uppercase and lowercase characters
• Contain at least one special character, such as: ~!@#%&
Passwords cannot match email address.

7. Click **“Register”**.

Email Address:
membersemailaddress@website.com

Password:
.....


Re-enter Password:
.....

Password Rules
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

Passwords cannot match email address.

Cancel Register



8. You will be brought to a new page. You will need to log in to your personal email account that you entered for creating this account. This email will contain a link that you will need to click in order to confirm your access to the account.

Account Change Confirmation

A confirmation email has been sent to your email address for this 1st Community Credit Union mailbox. After you receive the confirmation email, please follow the instructions to activate the changes.


9. Log into your Zix Portal account by entering your credentials and clicking **“Sign In”**

Email Address:
someemailaddress@website.com

Password:
.....

Remember Me


Sign In



10. Click **“Compose”**.

Inbox Compose Drafts

Send Save Draft Attach File



11. Click the **“To”** drop down menu and select the 1st Community Credit Union employee that you are sending the document or information too.


To: Member Service Representative

Subject: Member Service Representative

Attachments: Barb Burnham, Business Loan Processing, Bookkeeping, Consumer Loan Processing

B I U

Heldi Arens, Jon Cook, Leiana Meide, Michael Garcia, Mollie Hundt, Mortgage Loan Processing, Shane Kanaman



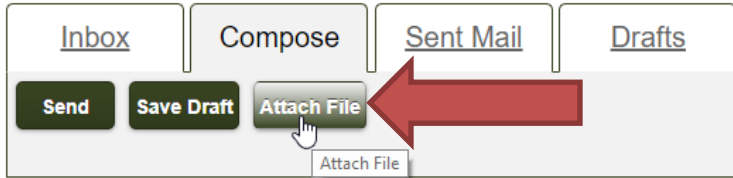
12. Enter a subject into the "Subject:" field.

To:

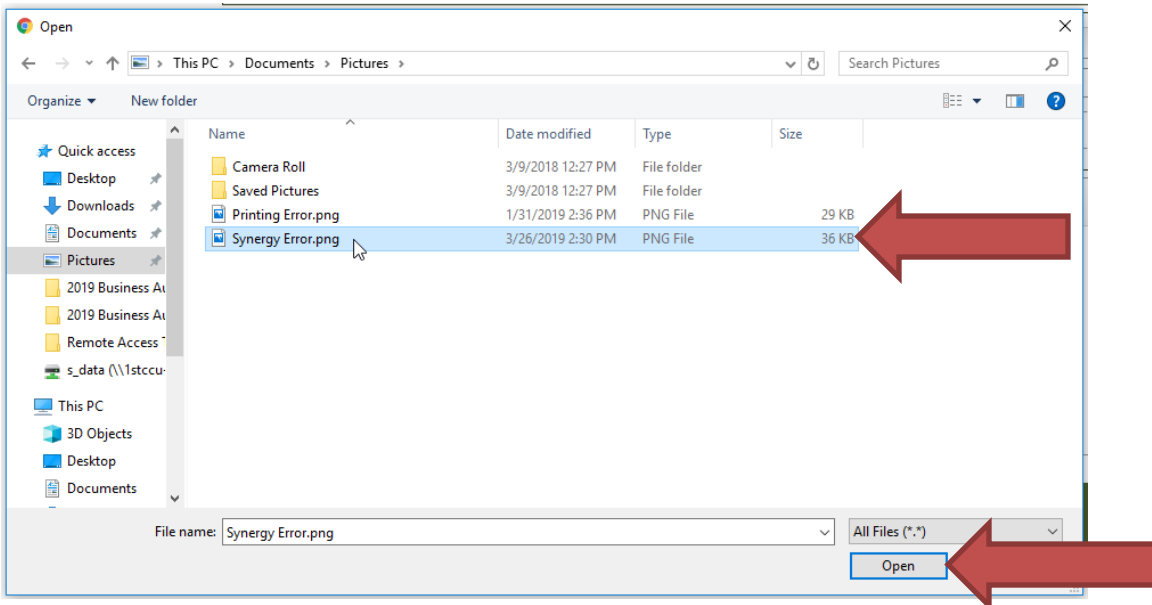
Subject:

Attachments:

13. If an attachment is needed, click the "Attach File" button located along the top bar.



a. Find and select the document you wish to attach and click "Open".



14. Write the text of your email in the box provided.

Inbox Compose Sent Mail Drafts

Send Save Draft Attach File

To:

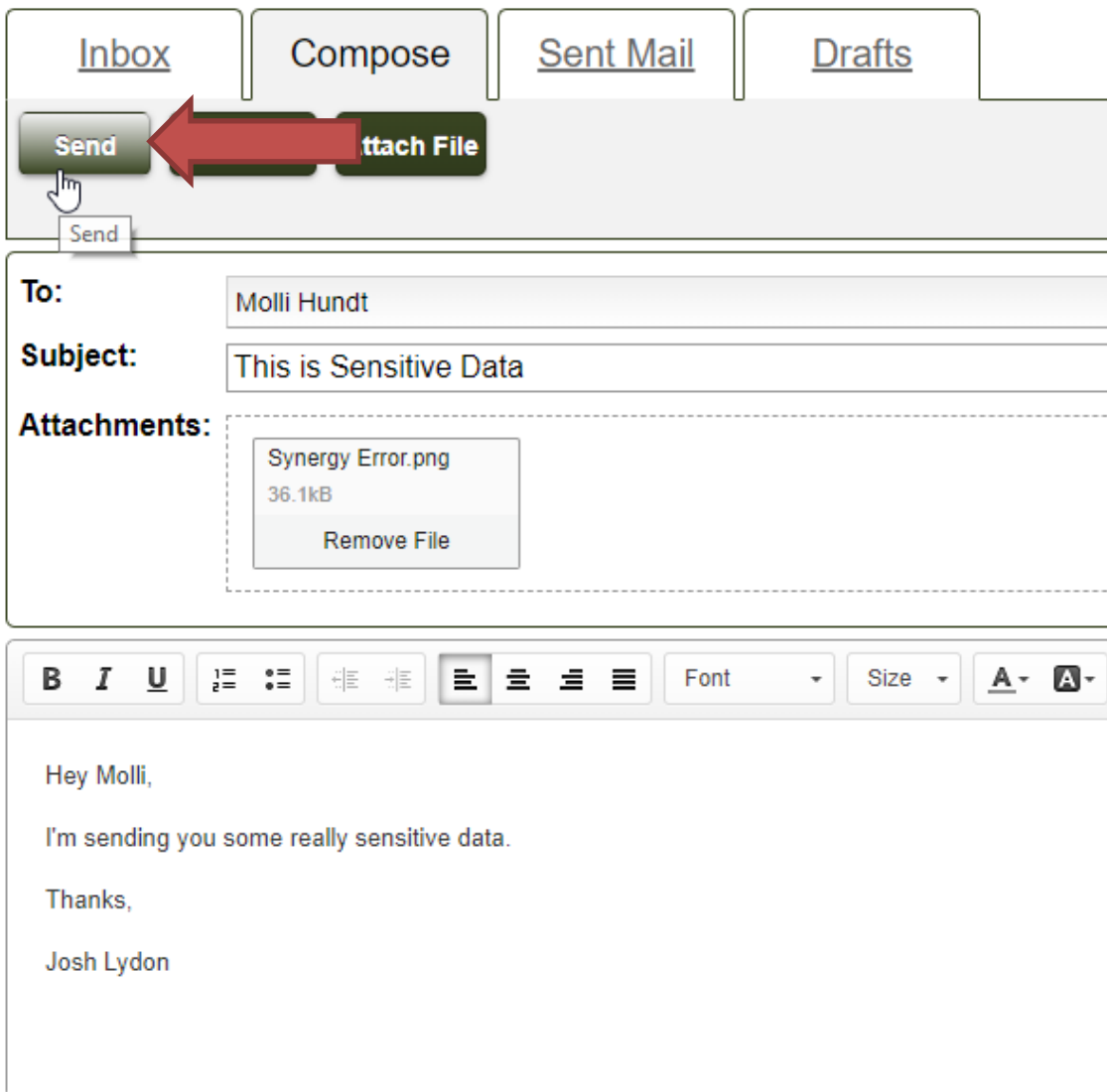
Subject:

Attachments:

B I U [List Icons] Font Size A- A+

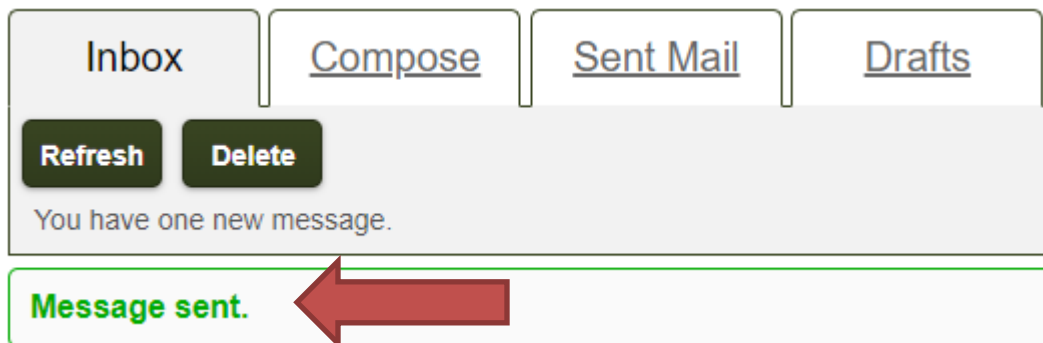
Hey Molli,
I'm sending you some really sensitive data.
Thanks,
Josh Lydon]

15. Hit "Send" to deliver the message to the recipient.



The screenshot shows an email composition interface. At the top, there are four tabs: Inbox, Compose, Sent Mail, and Drafts. Below the tabs is a toolbar with a **Send** button and an **Attach File** button. A red arrow points from the **Attach File** button to the **Send** button. A mouse cursor is hovering over the **Send** button, and a tooltip labeled "Send" is visible. Below the toolbar, the email fields are filled out: **To:** Molli Hundt, **Subject:** This is Sensitive Data, and **Attachments:** Synergy Error.png (36.1kB) with a **Remove File** button. Below the attachments is a rich text editor with a toolbar containing bold, italic, underline, bulleted list, numbered list, indent, and outdent icons, as well as font, size, and text color options. The email body contains the text: "Hey Molli, I'm sending you some really sensitive data. Thanks, Josh Lydon".

16. You should see a "Message Sent" bar across the top of the screen if the message was sent successfully.



The screenshot shows an email inbox interface. At the top, there are four tabs: Inbox, Compose, Sent Mail, and Drafts. Below the tabs are two buttons: **Refresh** and **Delete**. Below the buttons, it says "You have one new message." At the bottom of the screen, there is a green notification bar with the text "Message sent." and a red arrow pointing to it from the right.