



## Sending and Receiving Secure Emails and Documents with ZIX

Security and protection of your personal data is our priority. 1<sup>st</sup> Community Credit Union uses ZIX, a secure email portal, to protect sensitive information and documents sent to and received from 1<sup>st</sup> 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 1<sup>st</sup> CCU.

### When should you use the ZIX Portal?

- **When you need to securely send sensitive documents to 1<sup>st</sup> 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 1<sup>st</sup> 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 1<sup>st</sup> CCU**

### To securely send documents/email:

- Go to 1stccu.com.
- From the Services menu, select Secure Email, then click the ZIX Secure Email Portal button
- Create an account if this is your first time using ZIX, or log in if you've used ZIX before
  1. To create an account, click the 'Register' button.
  2. Enter your email address, then create a Password by following the Password Requirement Rules listed on the bottom of the 'Register Account' webpage.
  3. Retype the password and complete the registration.  
*Note: During the registration process you will need to create three security questions. These will be used for quicker resets in the future.*

*If you have a ZIX account but forgot your password, click the Forgot Password link. Fill in the fields and click Reset. A confirmation email will be sent to you. When you receive the email, click the web link to bring you back to the ZIX portal, and you can then click the Activate button to confirm the password reset request.*

Welcome to the 1st Community Credit Union Message Center

Email Address:

Password:

Remember Me

**Sign In**

**Reset** (Forgot your password?)

**Register** (New to secure email?)

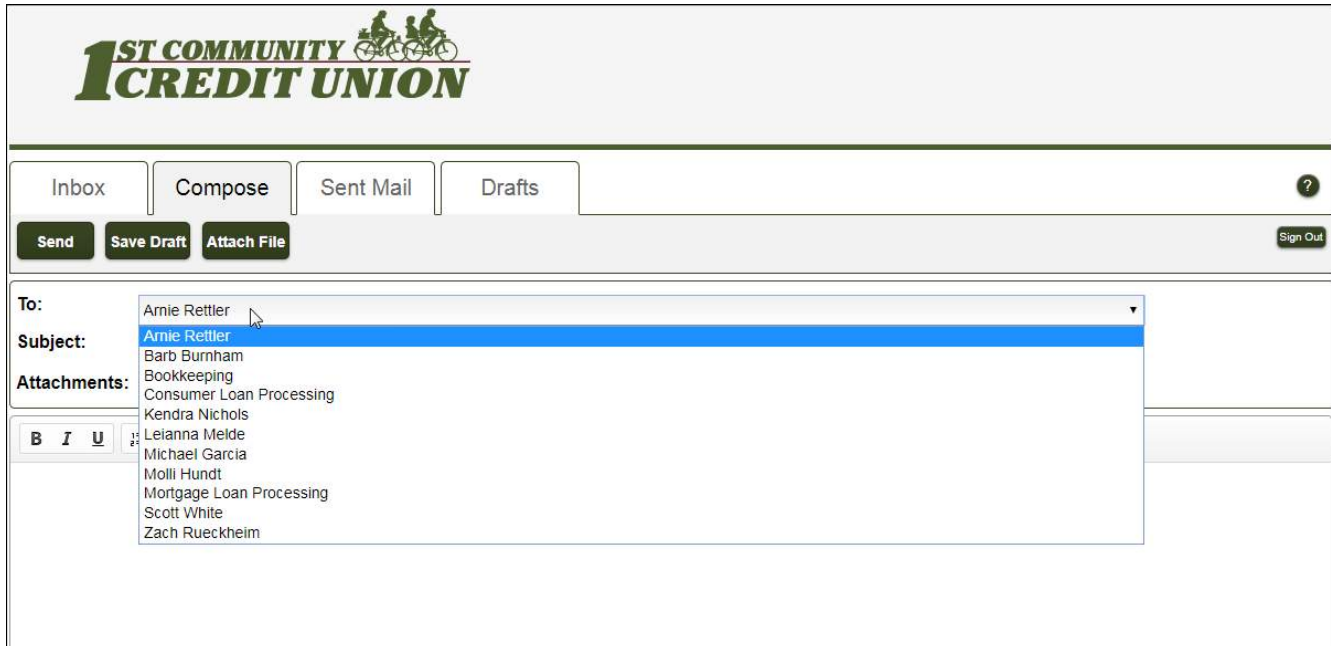
**Help** (Need more assistance?)

[Learn more](#) about receiving secure messages directly to your inbox.

For Customer Support, send an email message to [support@1stccu.com](mailto:support@1stccu.com).

## Securely sending documents, continued:

4. Once you've logged into ZIX, click the 'Compose' button in the toolbar.
5. When using 'Compose', select a 1<sup>st</sup> CCU employee or department from the drop-down in the 'To' line or select 'Other' to enter a specific 1<sup>st</sup> CCU email address.
6. To include an attachment, click on the green 'Attach File' button.
7. Click 'Choose File' to select the location of your attachment. Once you have selected your first file, click the 'Add File' button. Continue to select additional files if needed.
8. Once you have added all files, click 'Finish' and continue to compose your message.
9. Click the green 'Send' button at the top to securely deliver your attachments and encrypted message to 1<sup>st</sup> CCU.



## When you receive an email notification that you have received an encrypted email:

- To view the secure message, click the 'Open Message' button in the body of the notification email.
  - If it is your first time receiving an encrypted message from 1<sup>st</sup> CCU, use the instructions on Page 1 of this guide to Register a new account.
  - If you already have a ZIX account, log in by entering your email address and password, then click the 'Sign In' button.
- After logging in, your Inbox will be displayed. Any unread emails will be in bold. This inbox operates like any other mailbox, allowing you to securely communicate with 1<sup>st</sup> Community Credit Union.
- Click a message to open it.
- The header of your message will include the date received and the date the message will automatically delete out of your ZIX Inbox. Any attachments will be shown in the attachment box. Above your message, you are able to reply, reply all, forward the message, or delete it. A drop-down menu provides additional options.
- To reply to a message you have received, click 'Reply' while reading a message, type your email, then click Send.