



Sending and Receiving Secure Emails and Documents with ZIX

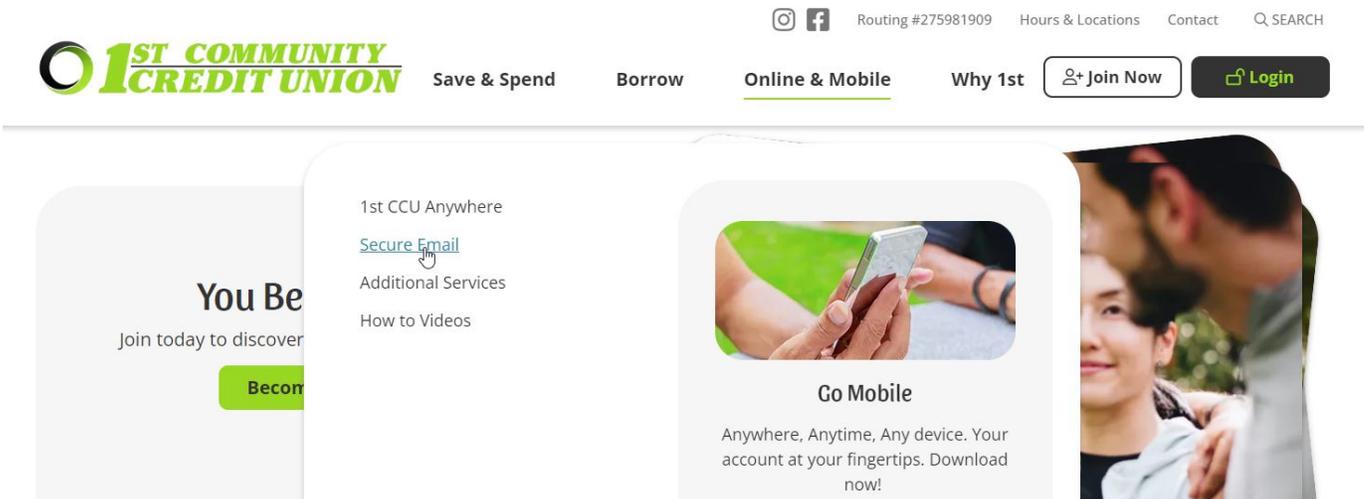
Security and protection of your personal data is our priority. 1st Community Credit Union uses ZIX, a secure email portal, to protect sensitive information and documents sent to and received from 1st CCU. Our staff may send secure emails to you via the ZIX Portal and we encourage you to use the ZIX Portal 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. Click Online & Mobile in the menu, then select "Secure Email".



3. Click "Zix Secure Email Portal"



Use our ZIX Secure Email whenever you need to securely send messages or documents to an employee at 1st Community Credit Union. All information sent via ZIX Secure Email is encrypted, so your social security number, account numbers, and other sensitive personal identification information will be safely transferred. It's easy to use, just click the button above to go to the ZIX Portal and register (or sign in if you already have a ZIX account) to get started.

[ZIX Secure Email Portal](#)

[Secure Email Instructions For Computer](#)

[Secure Email Instructions For Cell Phone](#)

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

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

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”**.

1ST COMMUNITY CREDIT UNION

Compose

Inbox Compose Sent Mail Drafts

Send Save Draft Attach File Sign Out

Last Sign In: Feb 28, 2023 12:55 PM

To: Select Recipient

Subject:

Attachments: No attachments. To attach files drag the file to this window or select Attach File.

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

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

12. Enter a subject into the “Subject:” field.

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.

Compose

Inbox Compose Sent Mail Drafts

Send Save Draft Attach File Sign Out

Last Sign In: Feb 28, 2023 12:55 PM

To: Leianna Melde

Subject: This is sensitive data

Attachments: No attachments, to attach files drag the file to this window or select Attach File

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

Hey Leianna,
I'm sending you some really sensitive data.

Thanks,
Joe Member

15. Hit “Send” to deliver the message to the recipient.



Compose

Inbox Compose Sent Mail Drafts

Send Save Draft Attach File Sign Out

Last Sign In: Feb 28, 2023 12:55 PM

To: Leianna Melde

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

Inbox Compose Sent Mail Drafts

Refresh Delete

You have one new message.

Message sent.