



## Sending and Receiving Secure Emails and Documents with ZIX

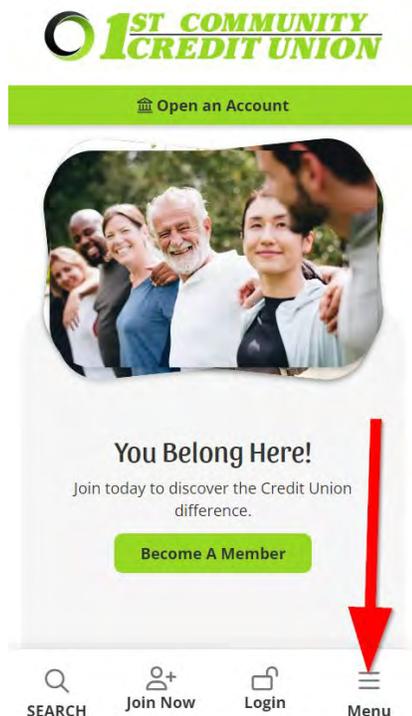
Security and protection of your personal data is our priority. 1<sup>st</sup> Community Credit Union uses ZIX, a secure email portal, to protect sensitive information and documents sent to and received from 1<sup>st</sup> CCU. Our staff may send secure emails to you via the ZIX Portal and we encourage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

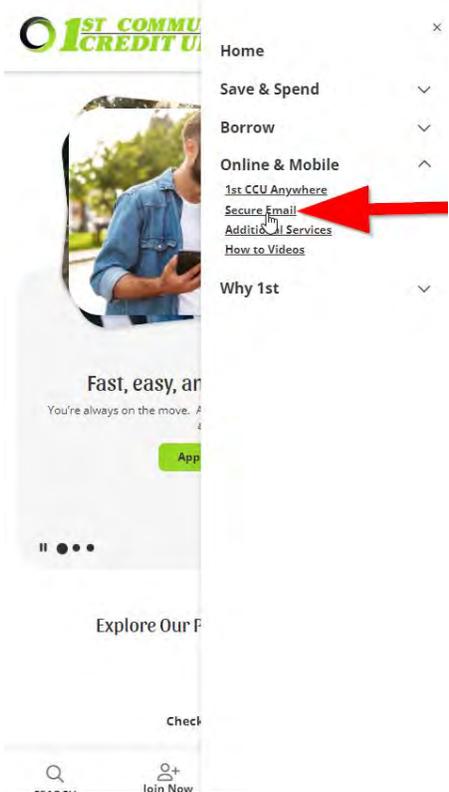
- **When you need to securely send sensitive documents to 1<sup>st</sup> CCU**  
*(copies of tax files, driver's license, social security card, statements, invoices, etc)*
- **When you need to send an email that will include sensitive information to 1<sup>st</sup> CCU**  
*(for example when the email 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**
- **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 cell phone:

1. Go to our website: <https://www.1stccu.com>
2. Click the three bar menu symbol



3. Click Online & Mobile in the menu and select “Secure Email”.



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



5. 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.

**1ST COMMUNITY CREDIT UNION**

Email Address:  
[Input Field]

Password:  
[Input Field]

Remember Me **Sign In**

Forgot your password? **Reset**

New to secure email? **Register**

Need more assistance? **Help**

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

Verizon 1:41 PM 90%

web1.zixmail.net

### Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:  
memberemail@website.com

Password:

Re-enter Password:

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

Verizon 1:42 PM 90%

web1.zixmail.net

Email Address:  
memberemail@website.com

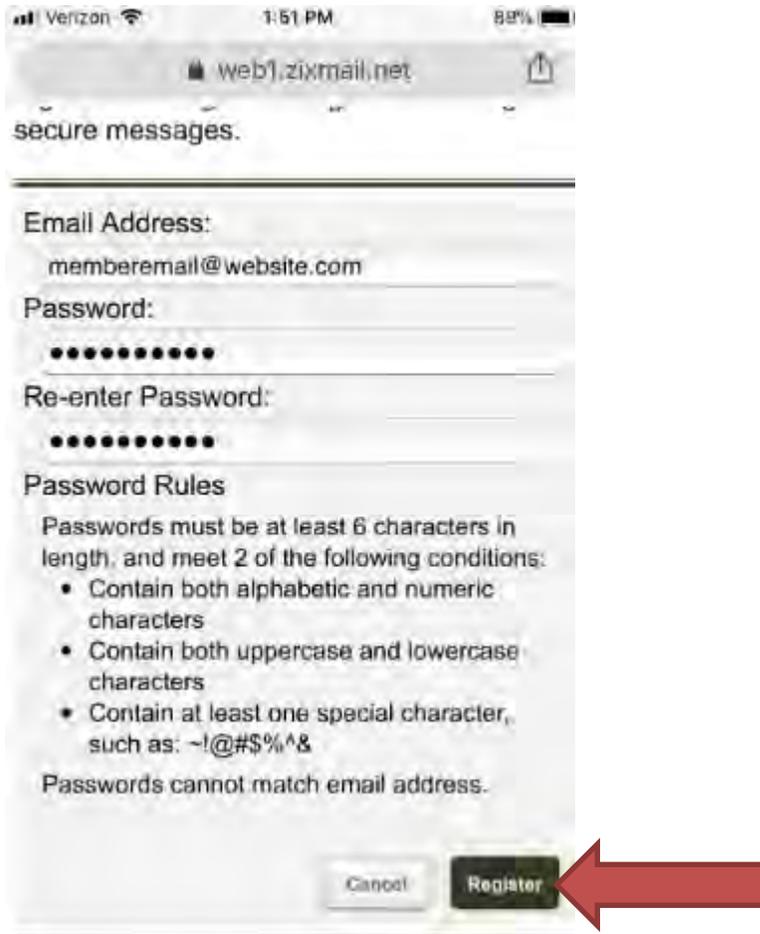
Password:  
●●●●●●

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

8. Click "Register".



The screenshot shows a mobile browser interface. At the top, the status bar displays "Verizon", signal strength, Wi-Fi, time "1:51 PM", and battery "89%". The browser address bar shows "web1.zixmail.net" with a lock icon and a share icon. Below the address bar, the text "secure messages." is visible. The registration form contains the following fields and sections:

- Email Address:** A text input field containing "memberemail@website.com".
- Password:** A password input field with ten black dots representing the characters.
- Re-enter Password:** A second password input field with ten black dots.
- Password Rules:**
  - Text: "Passwords must be at least 6 characters in length, and meet 2 of the following conditions:"
  - List of conditions:
    - Contain both alphabetic and numeric characters
    - Contain both uppercase and lowercase characters
    - Contain at least one special character, such as: ~!@#\$%^&
  - Text: "Passwords cannot match email address."
- Buttons:** At the bottom, there are two buttons: "Cancel" and "Register". A large red arrow points to the "Register" button.

9. 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.

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#### Account Change Confirmation

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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.

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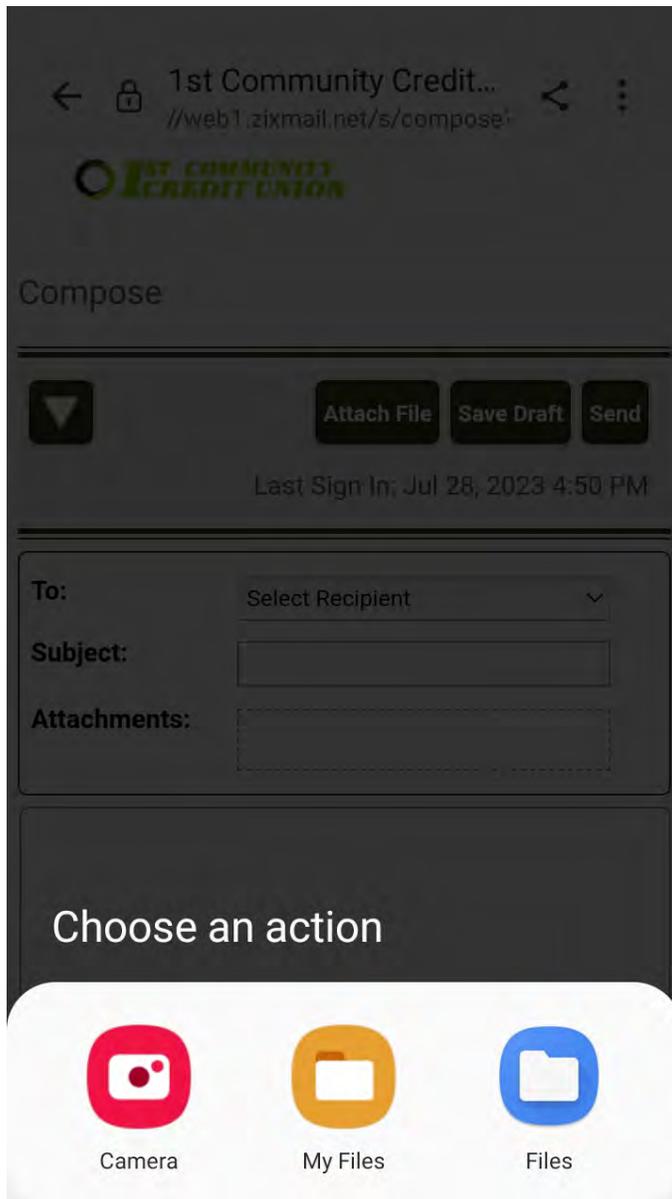
10. Log into your Zix Portal account by entering your credentials and clicking **“Sign In”**

The screenshot shows a mobile browser interface for the Zix Portal. At the top, the status bar displays 'Verizon', signal strength, Wi-Fi, the time '1:41 PM', and a 90% battery level. The address bar shows 'web1.zixmail.net'. The main heading is 'Union Message Center'. Below this, there are two input fields: 'Email Address:' with the value 'membersemail@website.com' and 'Password:' with a masked password of ten dots. A 'Remember Me' checkbox is located below the password field. A prominent black 'Sign In' button is positioned to the right of the password field.

11. Click the **“^”** symbol and select **“Compose”**.

The screenshot displays the 1st Community Credit Union Zix Portal interface. At the top left is the logo for '1ST COMMUNITY CREDIT UNION'. Below the logo, the word 'Inbox' is displayed. The main content area shows a header with 'Delete' and 'Refresh' buttons, followed by the message 'You have no new messages. Last Sign In: Jul 28, 2023 4:25 PM'. Below this is a search bar containing 'o messages'. A large red arrow points to the 'Compose' option in a left-hand navigation menu. The menu also includes 'Inbox', 'Sent Mail', 'Drafts', 'Help', and 'Sign Out' (with the email 'diane.schultz@1stccu.com'). At the bottom, there is an NCUA logo with the text 'Equal Housing Opportunity' and a 'Secured by zix' logo.

12. Click the “To” drop down menu and select the 1<sup>st</sup> Community Credit Union employee that you are sending the document or information too.
13. Enter a subject into the “Subject:” field.
14. If an attachment is needed, click the “Attach File” button located along the top bar.
  - a. Select the desired upload method and follow the prompts to upload a photo, document, file, etc. from your phone to the Zix secure email as an attachment. Depending on your phone, the options may look different than the screenshot below.



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

Compose

Attach File Save Draft Send

Last Sign In: Jul 28, 2023 4:25 PM

To: Leianna Melde

Subject: This is sensitive data

Attachments: No attachments, to attach files drag the file in this window or select the file in the window or network

**B I U** [List Icons] [Link Icons] [Indent/Outdent Icons]

Font Size [Color Picker]

Hey Leianna,

I'm sending you some really sensitive data for my loan.

Joe Member

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

1ST COMMUNITY CREDIT UNION

Compose

Attach File Save Draft Send

Last Sign In: Jul 28, 2023 4:25 PM

To: Leianna Melde

Subject: This is sensitive data

Attachments: No attachments, to attach files drag the file in this window or select the file in the window or network

**B I U** [List Icons] [Link Icons] [Indent/Outdent Icons]

Font Size [Color Picker]

Hey Leianna,

I'm sending you some really sensitive data for my loan.

Joe Member

17. 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.