Sending and Receiving Secure Emails and Documents with ZIX

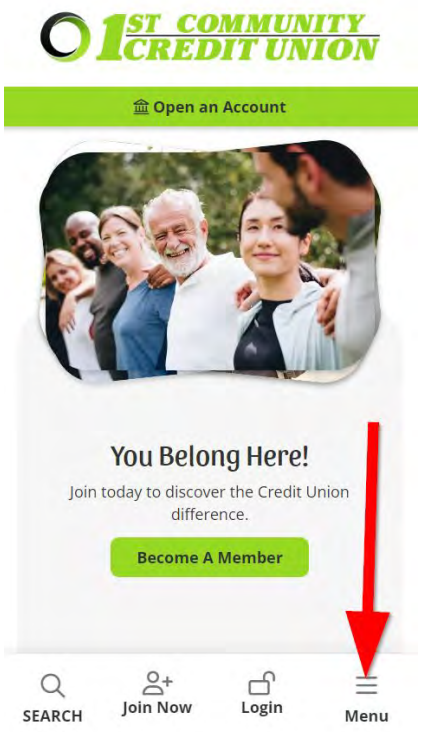
Security and protection of your personal data is our priority. 1st Community Credit Union uses ZIX, a secure email portal, to protect sensitive information and documents sent to and received from 1st CCU. Our staff may send secure emails to you via the ZIX Portal and we encourage you to use the ZIX Portal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

When should you use the ZIX Portal?

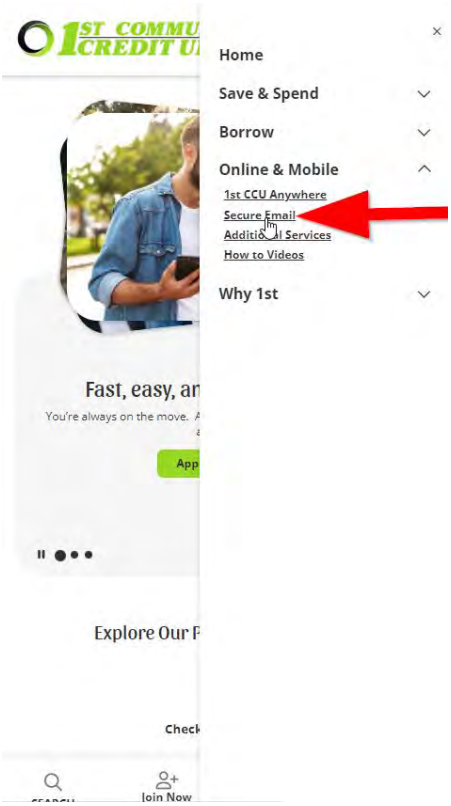
- **When you need to securely send sensitive documents to 1st CCU**
  (copies of tax files, driver's license, social security card, statements, invoices, etc)
- **When you need to send an email that will include sensitive information to 1st CCU**
  (for example when the email includes your account number,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

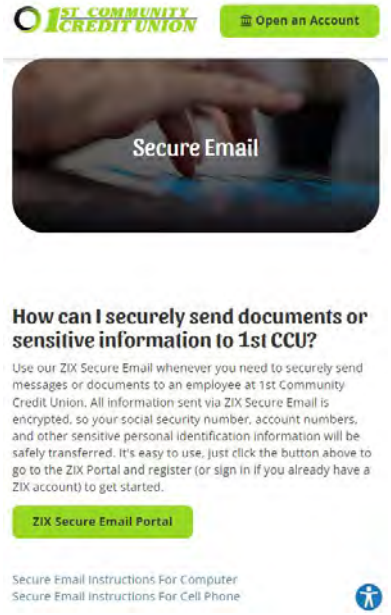
1. Go to our website: **https://www.1stccu.com**
2. Click the three bar menu symbol



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

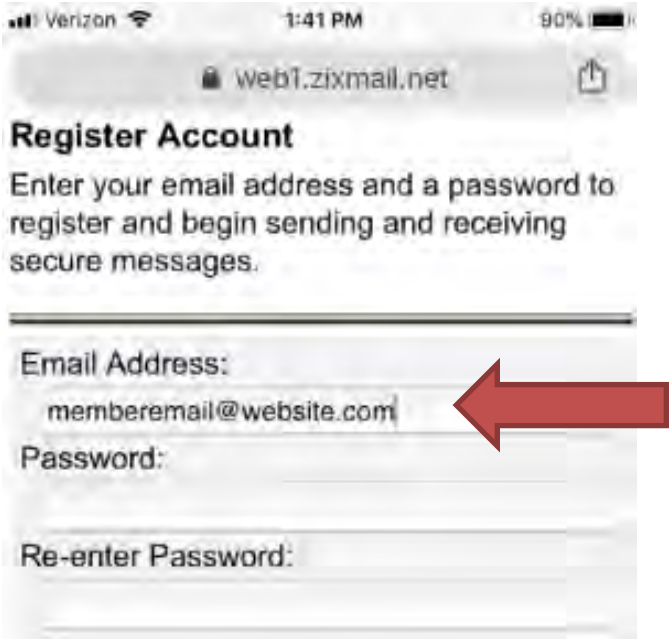


4. Click **“Zix Secure Email Portal”** located near the middle of the web page.



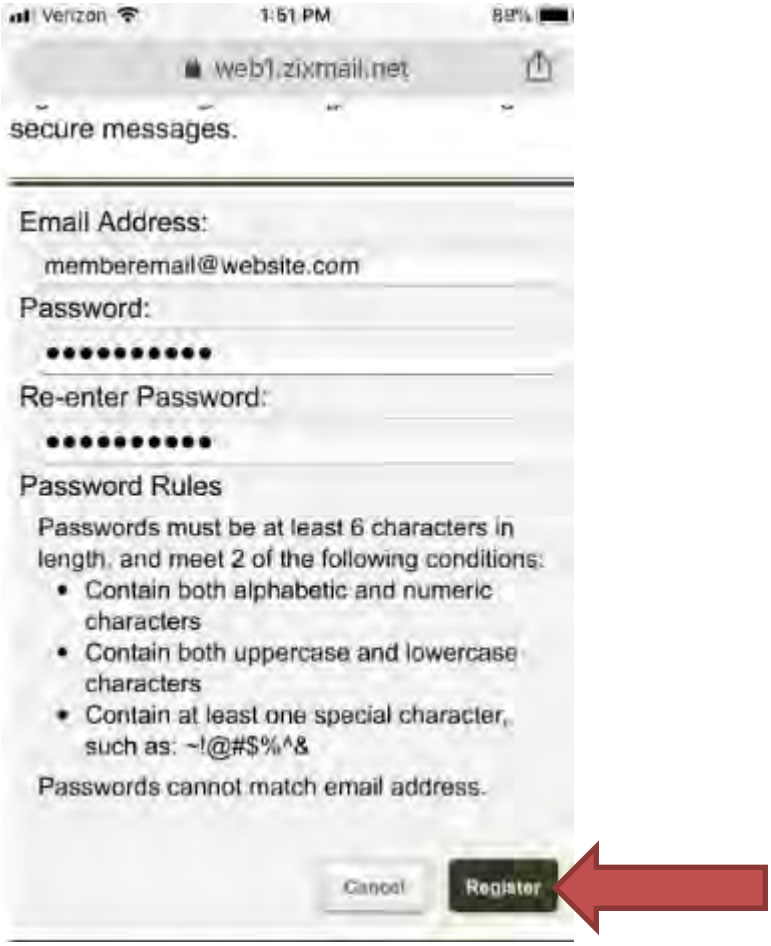
5. If you have a Zix account already, you can skip to step 9. If this is your first time using Zix, click the **"Register"** button located near the bottom of the login page.

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

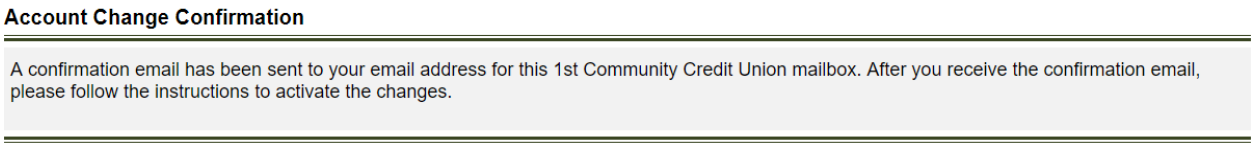


7. Enter the password you would like to use for this account, twice. Following the rules outlined on the screen.

8. Click **“Register”**.



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.



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

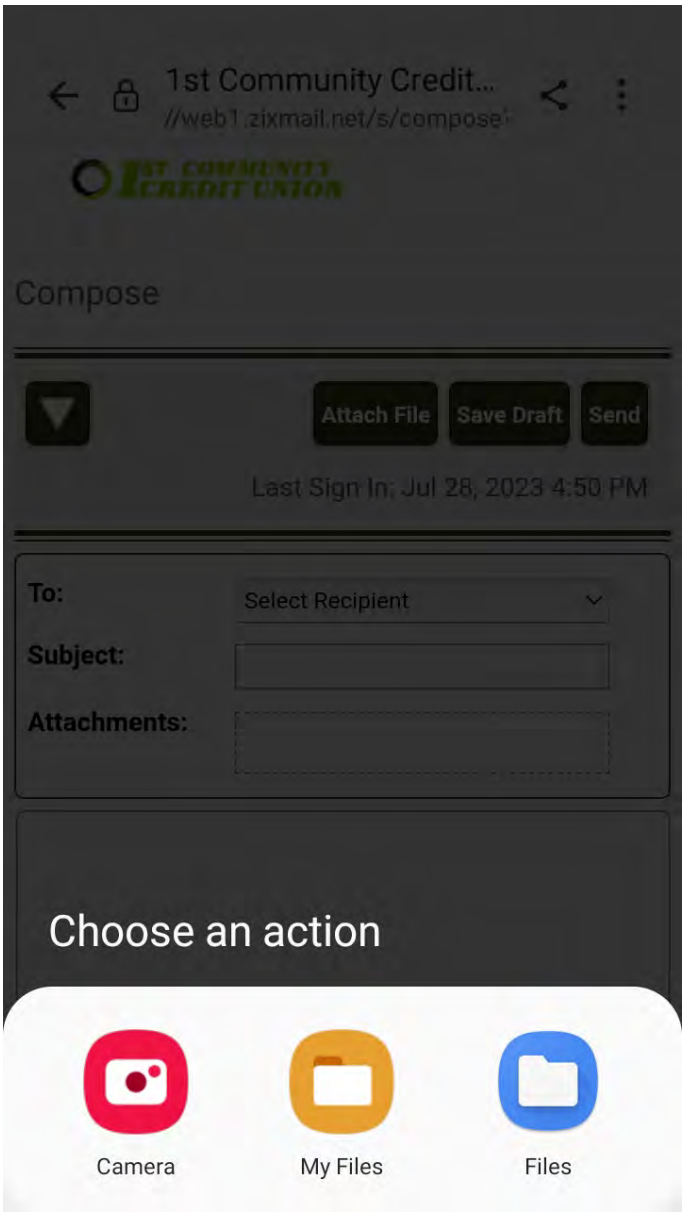
11. Click the **“^”** symbol and select **“Compose”**.

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

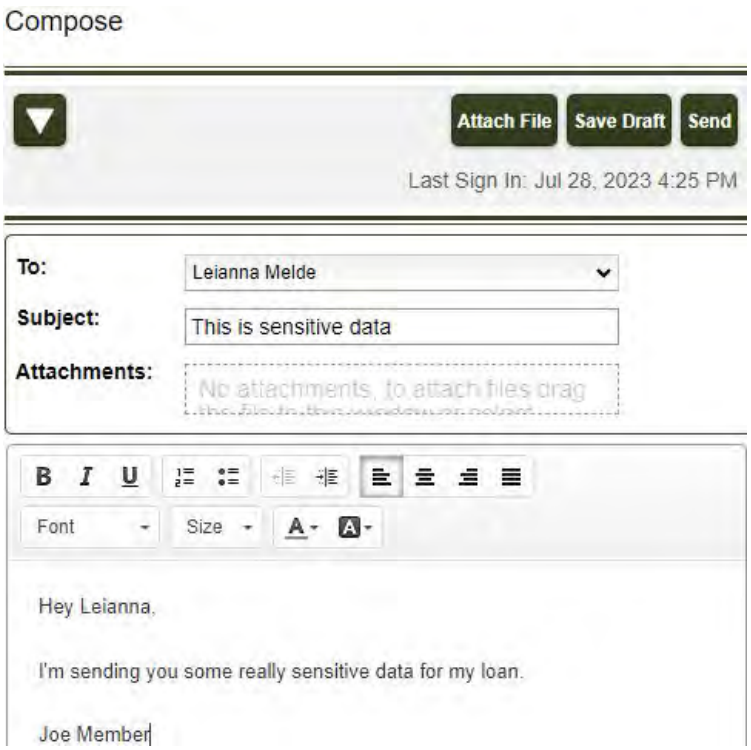
13. Enter a subject into the “Subject:” field.

14. If an attachment is needed, click the “Attach File” button located along the top bar.

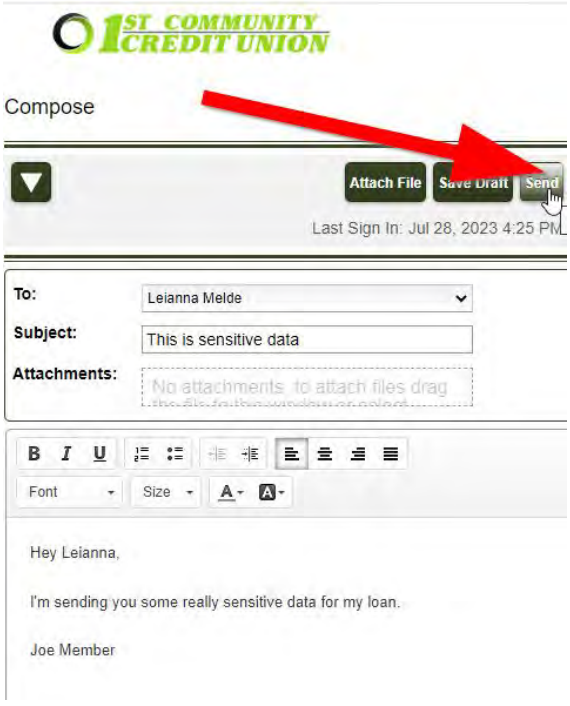
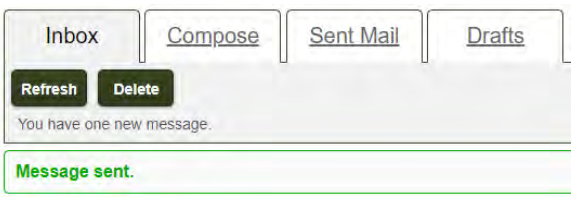
    a. Select the desired upload method and follow the prompts to upload a photo, document, file, etc. from your phone to the Zix secure email as an attachment. Depending on your phone, the options may look different than the screenshot below.



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



16. Hit **"Send"** to deliver the message to the recipient.



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