

Working with Secure E-Mail Messages

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Introduction to Secure E-Mail [\(back to top\)](#)

KleinBank uses an e-mail encryption service through Zix Corporation (ZixCorp) to:

- Ensure the confidentiality of private information KleinBank sends to you via e-mail.
- Comply with financial regulations.

Because KleinBank uses ZixCorp's secure e-mail encryption service to send private information, you are also able to use KleinBank's ZixCorp service to send private information to employees of KleinBank, as long as you know the e-mail address. In other words, KleinBank's ZixCorp **Secure Message Center** securely allows you to compose, receive, view, reply to, and forward encrypted messages over the Internet.

How Secure E-Mail Works

Our ZixCorp secure e-mail service includes built-in encryption and security. Messages are encrypted individually for each recipient and include a certified time stamp. These security measures ensure no one except the intended recipient can read the message. Because every message is digitally signed, the recipient has undeniable proof of the sender's identity. According to the ZixCorp online help system:

The Secure Message Center servers compress and encrypt/decrypt messages using advanced encryption technology. Messages are stored securely until they expire.

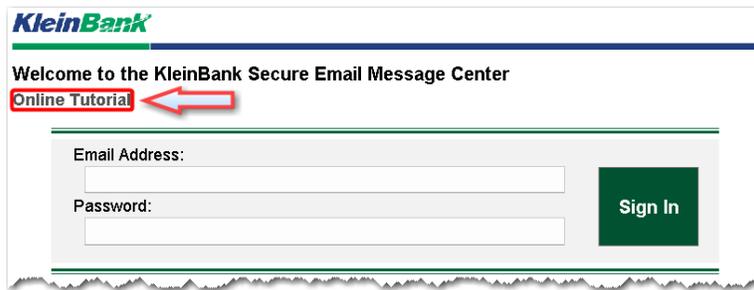
Learning about Secure E-Mail

KleinBank's ZixCorp Web page includes a hyperlink to view an online tutorial about e-mail encryption. To learn more about using secure e-mail, you can **either** view the online tutorial by following the steps directly below, **or** [click here](#) to follow step-by-step instructions starting on the next page.

Viewing the Online Tutorial

➔ To view the online tutorial:

1. Go to <https://web1.zixmail.net/s/welcome.jsp?b=kleinbank>.



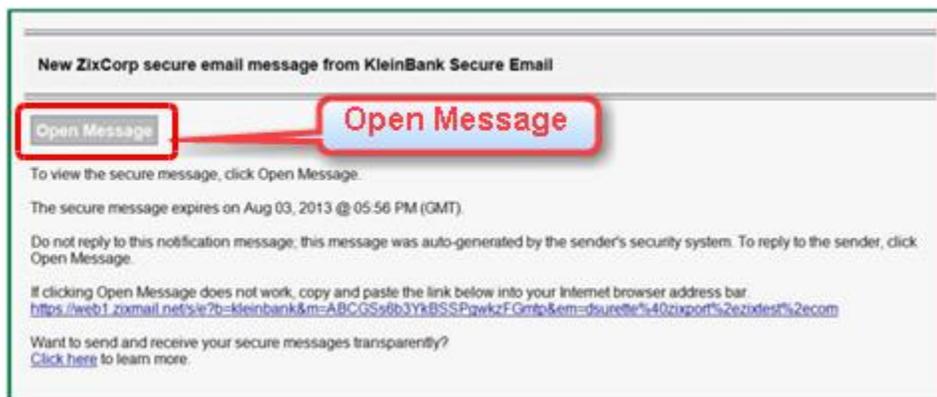
2. Click the **Online Tutorial** link under the welcome message.

—OR—

- Simply [click here](#) to go directly to the online tutorial.

Receiving Secure E-Mail Messages [\(back to top\)](#)

When we send you an encrypted message, you receive a notification e-mail message in your **Inbox** with instructions on how to open the secure message. The notification message looks similar to the example below:



Registering for Secure E-Mail and Viewing a Message

When you click **Open Message** in the e-mail notification, the **Secure Message Center** appears. If this is the first secure message you've received, you must first go through a one-time registration process.

➔ To register for secure e-mail:

1. If you have not already done so, click on the **Open Message** button within the notification message.
The Register Account page appears, and your e-mail address is pre-filled.
2. Enter a **Password** and then **Re-enter Password** to confirm it.
3. Click the **Register** button.
The secure e-mail message appears, and you can view, reply to, forward, or delete it.
4. If an attachment is available, click to open.

To keep a copy of an attachment, save to your computer or network drive. When you delete a secure e-mail message, you also delete any attachments.

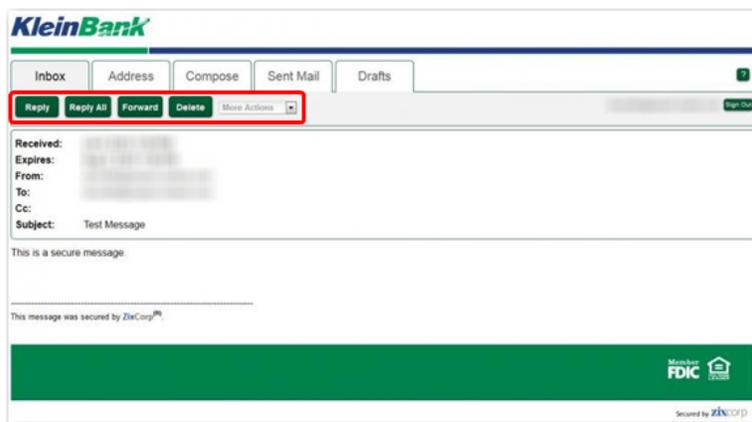
5. Click the **Sign Out** button when done viewing your secure e-mail message.

Viewing Subsequent Secure E-Mail Messages

Once you've gone through the one-time registration process, you can simply log in to secure e-mail to view messages.

➔ To view a secure e-mail message:

1. In the notification e-mail message, click on **Open Message**.
2. When the *Sign In* page appears, enter your **Password** and click **Sign In**.
The secure e-mail message appears, and you can view, reply to, forward, or delete it.



3. If an attachment is available, click to open.
To keep a copy of an attachment, save to your computer or network drive. When you delete a secure e-mail message, you also delete any attachments.
4. Click the **Sign Out** button when done viewing your secure e-mail message.

Sending a Secure E-Mail Message through ZixCorp [\(back to top\)](#)

When you send private information to a KleinBank employee, use KleinBank's ZixCorp service to send the information securely. The first step is to log in to KleinBank's ZixCorp service, so you may want to set up a Favorite or Bookmark access the Web page quickly. The Web address is <https://web1.zixmail.net/s/welcome.jsp?b=kleinbank>.

➔ To send an e-mail message securely:

1. Go to <https://web1.zixmail.net/s/welcome.jsp?b=kleinbank>.
2. Enter your **Email Address** and **Password** and click **Sign In**.
3. Click the **Compose** tab towards the top of the page.
The following page appears:

4. Prepare the e-mail message to the KleinBank employee as usual.
5. If you want to attach a file, click the green **Attach File** button.
The following page appears:

6. Under *Attach File*, click the **Browse** button.
7. Browse to find the file you want to attach and double-click on it.
8. Click the **Add File** button to add it to the *Attachments* list.
9. Repeat steps 6 to 8 above to attach additional files, if desired.
10. Click **Finish** when done attaching files, and click **Send**.
11. Click the **Sign Out** button when done sending or viewing secure e-mail messages.

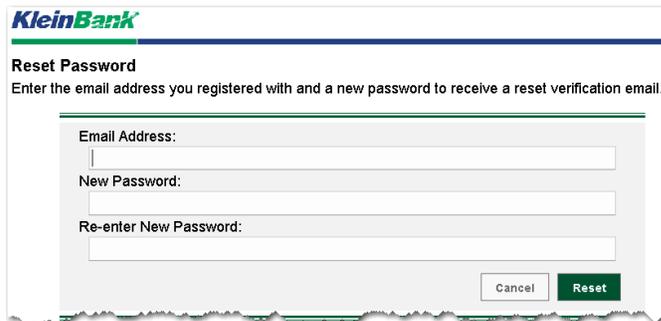
Changing Your Password [\(back to top\)](#)

If you have forgotten your password or want to reset it, use the **Reset** button on the **Secure Message Center** page.

➔ To change your password:

1. [Go to the Secure Message Center](#) by entering the Web address in the Address Bar or clicking on **Open Message** in a secure message notification.

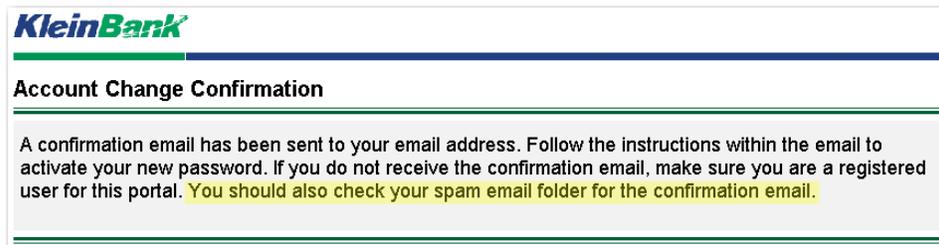
2. Click the **Reset** button.
The following page appears:



The screenshot shows the KleinBank 'Reset Password' form. It includes the KleinBank logo at the top left, followed by the title 'Reset Password' and a brief instruction: 'Enter the email address you registered with and a new password to receive a reset verification email.' Below this are three input fields: 'Email Address:', 'New Password:', and 'Re-enter New Password:'. At the bottom right of the form are two buttons: 'Cancel' and 'Reset'.

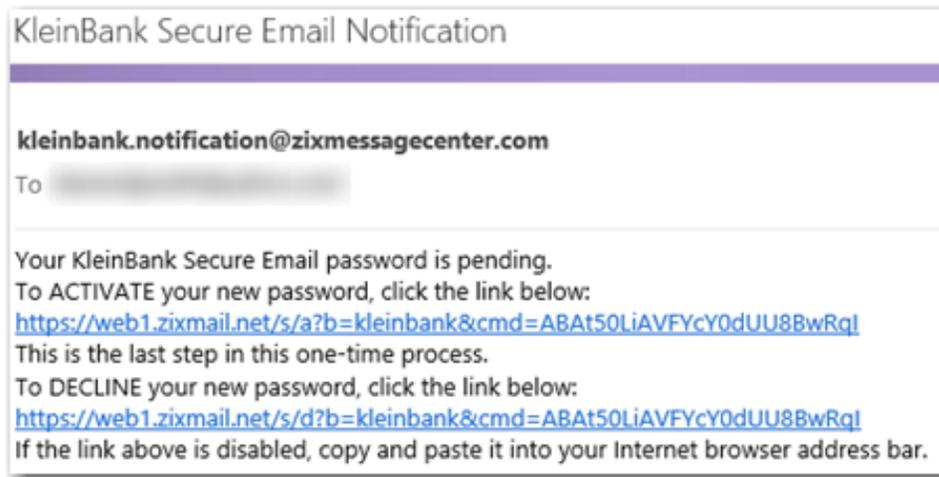
3. Enter your **Email Address**.
4. Enter a **New Password** and **Re-enter New Password**.
5. Click on **Reset**.

The following message appears:



The screenshot shows an 'Account Change Confirmation' message from KleinBank. It features the KleinBank logo at the top left, followed by the title 'Account Change Confirmation'. The main body of the message states: 'A confirmation email has been sent to your email address. Follow the instructions within the email to activate your new password. If you do not receive the confirmation email, make sure you are a registered user for this portal. You should also check your spam email folder for the confirmation email.'

6. Switch to your e-mail program and open the **KleinBank Secure Email Notification** message:



The screenshot shows a 'KleinBank Secure Email Notification' message. It includes the KleinBank logo at the top left, followed by the title 'KleinBank Secure Email Notification'. Below this is the sender's email address: 'kleinbank.notification@zixmessagecenter.com'. The 'To' field is redacted. The main body of the message states: 'Your KleinBank Secure Email password is pending. To ACTIVATE your new password, click the link below: <https://web1.zixmail.net/s/a?b=kleinbank&cmd=ABAt50LiAVFYcY0dUU8BwRqI> This is the last step in this one-time process. To DECLINE your new password, click the link below: <https://web1.zixmail.net/s/d?b=kleinbank&cmd=ABAt50LiAVFYcY0dUU8BwRqI> If the link above is disabled, copy and paste it into your Internet browser address bar.'

7. Click the link to activate your new password.
A message appears indicating you have successfully activated your new password.
8. Click **Continue** to go to KleinBank's secure e-mail **Sign In** page.

Frequently Asked Questions ([back to top](#))

Q. What Internet browsers are recommended?

A. Most Internet browsers will work, including Microsoft® Internet Explorer®, Google Chrome®, Mozilla® Firefox® and Apple Safari™.

Q. What mobile devices can be used?

A. Most major mobile devices can be used, including Apple® iPhone® and iPad®, BlackBerry® devices and Android® devices.

Q. How long do I have to read my message(s)?

A. Messages you receive expire 30 days from when you are sent the message. You may save your message as a text file or save attachments if you would like to view them after 30 days.

Q. What are the Password requirements?

A. Passwords must be at least 8 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.

Q. Where can I get additional information?

A. For additional help using **Secure Message Center**, visit the ZixCorp website at http://www.zixhelp.com/us/zixport_desktop/5.5/en/zixporthelp.htm.

For more information on any of the products described, visit the ZixCorp website at www.zixcorp.com/products.