

ZIX Mail Help Guide

INTRODUCTION

The **Secure Message Center** is a secure way to compose, receive, view, reply to and forward encrypted messages over the Internet. The web portal system accommodates different types of users, providing useful options for them.

IMPORTANT

The features that are available to you are defined by the organization that subscribes to the **Secure Message Center**. If you do not see a feature in the **Secure Message Center** that is described in this help, the subscribing organization has decided not to support that feature and it is not available to you.

Built-In Encryption and Security

Messages are encrypted individually for each recipient and include a certified time stamp. These security measures ensure that no one except the intended recipient can read the message. Because every message is digitally signed, the recipient has irrefutable proof of the sender's identity.

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

OVERVIEW OF FEATURES

After you have successfully registered and activated your password, you are ready to navigate the **Secure Message Center** using the tabs at the top of the page.

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- The **Inbox** tab lists all of the unexpired, encrypted email messages that you have received. From the **Inbox**, you can [view the details](#) of each message by clicking the **Subject**. Once the message details display, you have additional options.
- The **Address** tab allows you to [add and manage](#) email addresses of people you correspond with, [add and manage groups](#) of contacts and send messages to them directly from this page.
- The **Compose** tab allows you to [initiate messages](#) to the subscribing organization. You can [attach files](#) to your messages, [save a draft](#) to complete later and send messages from this tab.
- The **Sent** tab lists the messages you have sent using the **Secure Message Center**. You can review the text of sent messages, the intended recipients and other details about each message.
- The **Drafts** tab displays incomplete messages that have not yet been sent. Messages [saved while composing](#), [replying](#) to or [forwarding](#) an email message are saved here as well as email messages automatically saved as a draft when your session times out.
- The **Help** icon displays this online help for the **Secure Message Center**.
- The **Sign Out** button allows you to exit the **Secure Message Center**. If you set **Remember Me** when you logged in, clicking the **Sign Out** button will delete the **Remember Me** cookie. To keep the **Remember Me** option turned on, close the browser window without clicking the **Sign Out** button in the navigation menu.

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REGISTERING

The first time you receive a secure email, you are asked to register at the **Secure Message Center**. Registration is a one-time, quick and easy process.

You receive an email message in your email **Inbox** notifying you that you have a message in the **Secure Message Center**. The message contains an Open Message button that will take you to the **Registration** page.

1. Click the Open Message button in the email message.
NOTE: If your email program does not support active links, cut and paste the link provided in the message into your browser.

The **Registration** page displays with your **Email Address** already filled in.

2. On the **Registration** page, enter a **Password** that complies with the password rules shown.
3. Re-enter your password.
4. If you want to view the **Secure Message Center** in another language, select the language you want from the **Language** drop down box.
For more information on using the Language feature, see [Specifying Your Language](#).
5. Click **Submit Password**.

The **Secure Message Center** opens and displays your email message. You now have access to the **Secure Message Center**. You may also register by going directly to the **Secure Message Center Sign In** page and click the Register button.

READING NEW MESSAGES

When a new secure message arrives in the **Secure Message Center**, you receive a notification email in your regular email **Inbox**. If you have not already registered, go to [Registering](#).

To read the message:

1. Open the notification email message in your **Inbox**. Click the hyperlink within the email or click the **Open Message** button.
The **Sign In** page for the **Secure Message Center** displays if you have not chosen the **Remember Me** option.
2. If needed, sign in using your registered **Password**.
Your message displays.

From here, you may be able to:

- [Reply to](#), [delete](#) or [forward](#) the message.
- Open or save the attachments, if the message has an [attachment](#).
- [Save](#) the email message as a text file.
- [Save](#) the email message and attachment as a .zip file.
- Go to the Inbox.

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OPENING AND SAVING ATTACHMENTS

You can open and save attachments that you receive in the **Secure Message Center**. To open or save a file attached to an email message, from the **Message Details** page, click the file name of the attachment you want to view and then follow the Internet browser instructions.

NOTES:

- If you do not have the program required to open the file, you can save it, but cannot view it.
- The file size affects the speed at which you download the file. The larger the file, the longer it takes to download it.

FAQs

What Internet browsers are recommended to use the Secure Message Center?

We recommend that you use one of the following:

- Microsoft® Internet Explorer® version 7.0 or higher
- Mozilla® Firefox® version 4.0 or higher
- Apple® Safari™ version 5.0 or higher

Other Internet browsers may be used, but have not been validated by Zix Corporation.

What privacy or cookie settings are needed in my Internet browser?

Privacy settings must be set to medium, or lower and cookies must be enabled. See your Internet browser help for more information on privacy settings.

What should I do if I receive an error message when I try to sign in?

If the error message is about your email address and/or password, make sure that you have entered your **Email Address** and **Password** information correctly.

If you still cannot sign in, click the [Forgot your password?](#) Reset button on the **Sign In** page. On the **Reset Password** page, enter your email address. Enter a **Password** that complies with the password rules shown, Re-enter your new password and click **Submit**.

If the error message is about something other than your email address and/or password, contact **Customer Support**.

Information on how to contact **Customer Support** is located on the **Sign In** page of the **Secure Message Center**.

How do I access my account if I'm locked out?

After three unsuccessful sign in attempts, you will be locked out of your account for 30 minutes.

If you become locked out of your account, you will be sent a notification email message to the email **Inbox** of the email address you entered, while signing in, if it is a registered email address.

The email sent to you contains information on how to change your password and unlock your account. You can always click the reset button next to [Forgot your password?](#) on the **Sign In** page to [change your password](#) at any time.

If you need additional assistance, contact your **Customer Support** center using the information on the **Sign In** page.

Can I get an expired message back once it is removed from my Inbox?

If the message has expired and been deleted, it is no longer available. Due to the security features of the **Secure Message Center**, the sender of the message must re-send it to you.

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When a message expires, an expiration notification email message is returned to the sender.

You can still access the **Secure Message Center** from an expired message notification in your regular email Inbox, but will not be able to see the expired email message.

Extensive Help File located at:

<http://www.zixhelp.com/zixport/mobility/desktop/5.2/en/webhelp/portalhelp.htm>

Zix support can be contacted at support@zixcorp.com.