McKENZIE BANKING COMPANY
FOUNDATION BANK
Division of McKenzie Banking Company, McKenzie, Tennessee

Secure Email Help Guide

Getting Started

Before you can read secure email messages from an organization, you must register your email address and password, and possibly activate your password. The organization that sends you the secure email messages can choose to have you pre-register or register when you receive your first secure email message.

Note: Registration is a one time process for each organization that sends you email messages.

Pre-Registering

The organization that intends to send you messages may suggest that you pre-register before receiving your first message.

You receive an email message in your regular Inbox that explains that the organization will send you secure email messages in the future and would like you to pre-register.

To pre-register:

1. Click the link in the email message.
   Note: If your email program does not support active links, cut and paste the link into your browser.
2. On the **Registration** page, enter a **Password** that complies with the **Password Rules** shown.
3. Re-enter your password.
4. Click **Register Password**.
   After the password has been verified, a verification email message is sent to your Inbox.
5. Return to your Inbox to activate your password. See Activating your Password for more information.

   When you receive a secure email message from this organization, you can use this password to access it.

Registering

The first time you receive a secure email message from an organization, if you have not pre-registered, you must register to access it.

To register for an organization:

1. Open the new message in your Inbox and note that it contains an attachment named **SecureMessage.html**.
   Your secure message is encrypted within this attachment.
2. Double-click the **attachment**.
   If this is the first time you have received a secure message, a security certificate may display. You must accept the certificate to view your secure message.
3. On the **Sign In** page, select the link in "For first time users, click here to create your account."
   See Opening Messages for information on viewing your email message.
4. On the **Registration** page, enter a Password that complies with the **Password Rules** shown.
5. Re-enter your password.

6. Click **Register Password**.
   After the password has been verified, an activation email message is sent to your Inbox.
7. Return to your Inbox to activate your password. See [Activating your Password](#) for more information.

Activating Your Password

You need to activate your password once you have created or changed it.

To activate your password:

1. Go to your email Inbox and find the email message with "Password Confirmation" in the **Subject**.
2. Open the message, which contains two links:

- ACTIVATE your new password.
- DECLINE your new password.

3. To activate your password, click the ACTIVATE link.

   Note: If your email program does not support active links, copy and paste the link into the Address field of your Internet browser and press ENTER.
   The **Activation Successful** page opens.
4. Return to the encrypted email in your Inbox and double-click the attachment.

You can now decrypt and encrypt secure messages with your password. See [Receiving Messages](#) for more information.

Receiving Messages

Opening Messages

Secure messages arrive in your Inbox along with other messages.

Note: The first time you open a message, you must choose to trust the certificate for this applet. Otherwise, you will always receive a popup asking to download the applet.

To open a secure message:

1. Open the email message and double-click the attachment: **SecureMessage.html**.
   The **Sign In** page displays.
2. Enter your **Password**.
3. If available, select the **Remember my password** check box to save your sign in information on this computer.
   The next time you receive a message from this organization, you will not need to enter your sign in information, and will be taken directly to your message.
4. Click **Open Message**.
   The message displays in your Internet browser.
   If the decrypted message has an attachment, you can open it or save it to your computer. See [Opening and Saving Attachments](#) for information.

   You can print the message using your Internet browser. See [Printing](#) for more information.

Opening and Saving Attachments

You can open and save attachments that you receive. To open or save a file attached to an email message, click

the file name of the attachment you want to view and then follow the Internet browser instructions.

Notes:

- The attachment is decrypted when you save it to your computer.
- If you do not have the program required to open the file, you can save it, but can not 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.

Replying to and Forwarding Messages

You can reply to and forward messages that you receive. You have the option of replying to just the person who sent the message to you using the **Reply** button or replying to the sender as well as any other recipients using the **Reply All** button. You can also forward the message to email addresses that are not on the original recipient list using the **Forward** button.

All replies and forwards are encrypted before being sent.

Sending a Reply

To reply to a message:

1. While viewing the details of your message, click **Reply** or **Reply All**.
   The **To:** and **Subject:** fields are completed for you and the original message text displays.
   The original sender's email address is automatically placed in the **Cc:** field, but can be removed. This is so a copy of this email message is sent to your email client for archiving purposes.
2. Type your response text.
   You can click **Attach Files** to attach files to your reply before sending it.
3. Click **Send** to send your completed reply message.
   A copy of your reply is also sent to you.
   A status message displays.
4. Click **Return to Message** to return to the message, if desired. Otherwise, you can close your browser to close the message.

Forwarding a Message

To forward a message:

1. While viewing the details of your message, click **Forward**.
2. Enter one or more email addresses, separated by a comma or semi-colon, in the **To:** field.
3. The **Cc:** and **Subject** fields are completed for you and the original message text displays.
   The original sender's email address is automatically placed in the **Cc:** field, but can be removed. This is so a copy of this email message is sent to your email client for archiving purposes.
4. Type your message text.
   You can click **Attach Files** to attach files to your forward before sending it.
5. Click **Send** to send your completed forward message.
   A status message displays.
6. Click **Return to Message** to return to the message, if desired. Otherwise, you can close your browser to close the message.

Attaching Files to Messages

While replying to or forwarding a message, you can attach one or more files to be sent with the message. The total of all attachments to a single message can not exceed 20 MB, and individual attachment files should not exceed 15 MB.

Note: Large messages take longer to upload, so restrict your attachment size.

To attach a file to an email message:

1. In the **Reply**, **Reply All** or **Forward** mode, click **Attach Files**.
   The **Attachments** page displays.
2. Follow the instructions on the **Attachments** screen to attach one or more files.

Changing Your Password

You will have a different password for each sending organization. You can change your password for an organization if you have forgotten the password, want to change the password to one that you can remember more easily or need to change the password for security reasons.

Any messages that you have previously received still use the old password. However, you can change the password associated with an individual message to your current password. See Recovering a Message for more information.

Changing a Forgotten Password

To change a password you have forgotten:

1. On the **Sign In** page, click **Forgotten Password**.

   The **Create a New Password** page displays with your email address in the **Email Address** field.
2. Enter a new **Password** that complies with the **Password Rules** shown.
3. Re-enter your new password.
4. Click **Register Password**.
   A password change confirmation message displays.
   You receive a confirmation message in your Inbox, with instructions to activate the new password. See Activating your Password for more information.

   You may need to recover your messages after you have changed your password. See Recovering a Message for more information.

Changing a Known Password

To change a password that you know:

1. On the **Sign In** page, click **Change Password**.
   In addition to the Sign In page link, you can change your password from every page that you can view your message by clicking the Change Password button.
   The **Create a New Password** page displays with your email address in the **Email Address** field.
2. Enter you current password in the **Current Password** field.
3. Enter a new **Password** that complies with the **Password Rules** shown.
4. Re-enter your new password.

5. Click **Submit Password**.
   A password change confirmation message displays. You can now close your Internet browser.

New messages sent to you from this organization will use your new password. Messages you received from this organization before changing your password will still use your old password, unless you recover it. See Recovering a Message for more information.

<div align="center">

<u>Troubleshooting Secure Email Tips</u>

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Please try changing your password using the steps below, then try to login and access your message.

1.From the Sign In page, click the Change your password link. The Change Password page displays.

2.On the Change Password page, enter your Email Address.

3.Enter a Password that complies with the password rules as shown.

4.Re-enter your new password.

5.If required, enter a New Password Reminder Phrase that will help you remember your password in case you forget your password.

6.Click Submit Password.

Important: You will receive a confirmation email in your regular email Inbox with instructions on how to activate your password. If you do not receive the confirmation email, please check your "junk" folders or any other folder that will house potential SPAM. You must activate your password after you change your password.

To activate your password:

1.Go to your email Inbox and find the new email message with "Secure Email Notification" in the Subject.

2.Open the email, which contains two links:

• ACTIVATE your new password.

• DECLINE your new password.

3.To activate your password, click the ACTIVATE link.

Note: If your email program does not support active links, copy and paste the link into the Address field of your Internet browser and press ENTER. The Activation Successful page opens.

4.Click Continue. The Sign In page displays. You can now sign in and have access to the Secure Message Center.