



## MCCONKEY: EMAIL ENCRYPTION – CLIENT INSTRUCTIONS

### INTRODUCTION

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To ensure the confidentiality of private information that McConkey sends you via email and comply with financial regulations, we are implementing a new email encryption service through Zix Corporation, the leader in email encryption services.

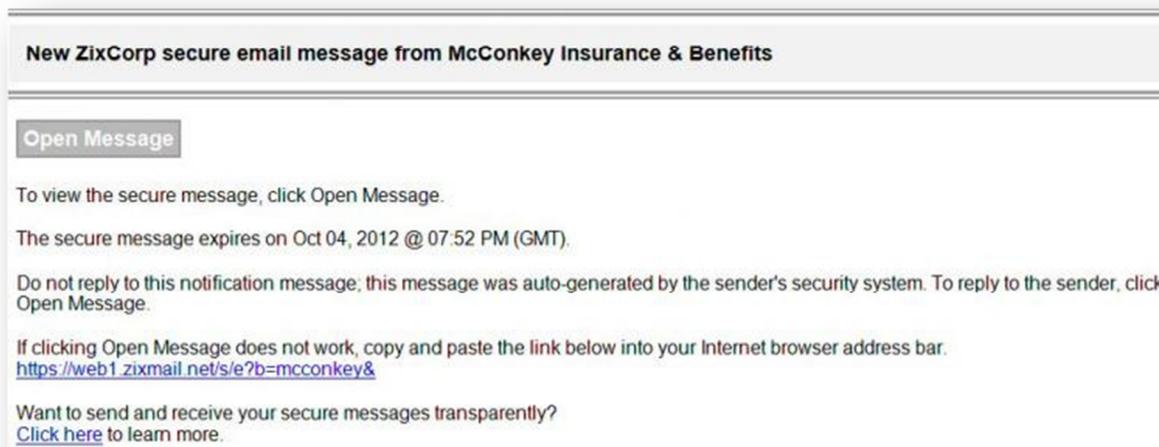
ZixCorp's easy-to-use email protection makes it seamless for you to receive, read and reply to all encrypted email communication we send you. If you are a ZixCorp customer, you do not need to do anything. Email is securely sent between our organizations and delivered directly to your Inbox. If you are not currently a ZixCorp customer, you receive confidential email through the **Secure Message Center**.

The protection of confidential communication is important to us and we want to ensure your information stays private. This site helps you understand our encrypted email initiatives.

### RECEIVING ENCRYPTED EMAIL

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When we send you an encrypted message, you receive a notification email with instructions on how to open the message. The notification message arrives in your email **Inbox**. You select **Open Message** in the notification to go to the **Secure Message Center** and view your email.





You must go through a **one-time** registration process. Once you are registered, the next time you come to the portal login screen there will be a “remember me” checkbox below the password box. Click this checkbox for your ID and password to be stored to make the login process quicker.

The screenshot shows the 'Register Account' page. At the top left is the McConkey & Co. logo. Below it, the heading 'Register Account' is followed by the instruction: 'Enter your email address and a password to register and begin sending and receiving secure messages.' The registration form contains three input fields: 'Email Address:' with the value 'jportz@zixport.zixtest.com', 'Password:', and 'Re-enter Password:'. To the right of the form are 'Cancel' and 'Register' buttons. Below the form, the 'Password Rules' section states: 'Passwords must be at least 6 characters in length, and meet 2 of the following conditions:' followed by a bulleted list: 'Contain both alphabetic and numeric characters', 'Contain both uppercase and lowercase characters', and 'Contain at least one special character, such as: ~!@#\$%^&'. A link for 'Learn more' is provided. At the bottom, it says 'For Customer Support, send an email message to administrator@ekmconkey.com.'

After you register and sign in, your message opens and you can view the message details and reply.

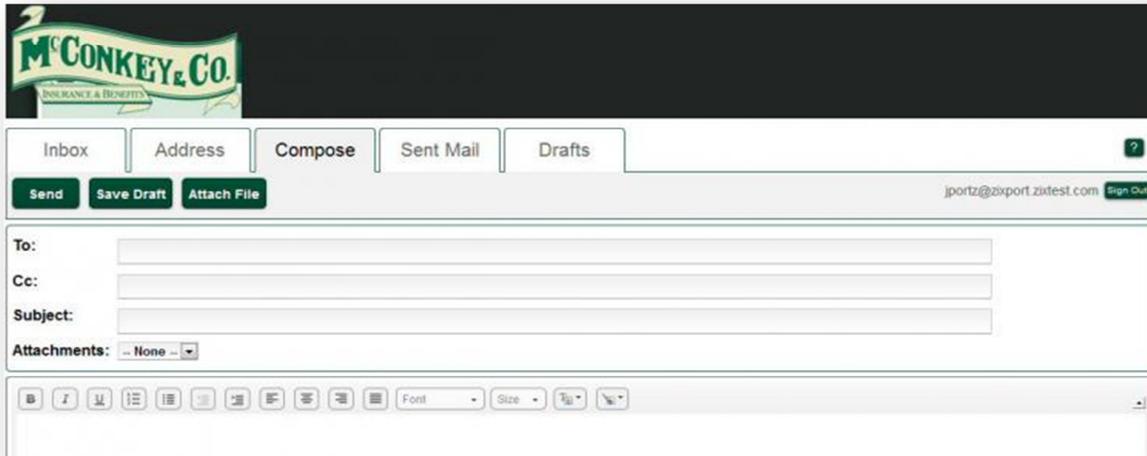
The screenshot shows an email message interface. At the top left is the McConkey & Co. logo. Below it is a navigation bar with tabs for 'Inbox', 'Address', 'Compose', 'Sent Mail', and 'Drafts'. A 'Sign Out' button is visible on the right. Below the navigation bar are action buttons: 'Reply', 'Reply All', 'Forward', 'Delete', and 'More Actions'. The email header shows: 'Received: Sep 20, 2012 3:52 PM', 'Expires: Oct 4, 2012 3:52 PM', 'From: jportz@zixport.zixtest.com', 'To: jportz@zixport.zixtest.com', 'Cc:', and 'Subject: test message'. The main body of the email contains the text 'Hello world!'. At the bottom, a footer note states: 'This message was secured by ZixCorp®'.



## SENDING ENCRYPTED EMAIL

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You can send an encrypted email to recipients at our organization from the **Compose** tab within the **Secure Message Center**. When you select the **Compose** tab you are taken to a page where you can compose your message.



## FREQUENTLY ASKED QUESTIONS

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### **What Internet browsers are recommended?**

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

### **What mobile devices can be used?**

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

### **How long do I have to read my message?**

Messages you receive expire 14 days from when you are sent the message.

### **Can I save or download my secure message before it expires?**

You can download or print any Secure Message and all attachments from the Secure Message Center. This includes emails in your Sent Mail folder.

To download the message:

- 1) Open the message you wish to download.
- 2) Expand the 'More Options' drop down menu and select 'Save Message' to download the message body. Select 'Save Attachments' (if available) to download the message body and all attachments as a ZIP file.

Please ensure the information you download is stored in a secure location.

### **Where can I get more information?**

For more information on any of the products described, visit the ZixCorp website at [www.zixcorp.com/products](http://www.zixcorp.com/products).

For additional help reading your message, access the online help within the **Secure Message Center**.