# INTRUST Secure Email, powered by ZixMail

**Customer User Guide** 



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## Introduction

The **INTRUST Secure Email** system, powered by **ZixMail**, allows you to share sensitive information with INTRUST employees through a secure channel. You should send any **personal identifying information** via INTRUST Secure Email, which includes, but is not limited to:

• Account numbers, credit card numbers, and Social Security numbers.

To use the INTRUST Secure Email system, you will first complete a **one-time registration**. You can then log in to your INTRUST Secure Email account at any time to send secure emails to or view secure emails from INTRUST Bank employees.

If you have any questions regarding INTRUST Secure Email, please visit <u>www.intrustbank.com/secure</u> to view our **Frequently Asked Questions**. Customer service representatives are also available at (316) 383-1234 or (800) 895-2265.

# Register for an INTRUST Secure Email Account

- 1) Open a web browser and navigate to <u>www.intrustbank.com/secure</u>.
- 2) Click Send Secure Email at the top of the page.
- 3) You will then be redirected to the INTRUST Bank Message Center Sign In page.
- 4) Click **Register** in the New to secure email? section.

Send secure email	Email Address:			
To ensure the security of our customers' employees via our secure email channel, card numbers, and social security numbe	Password:			Sign In
To send a secure email, you will need to the ability to send secure emails to INTR SEND SECURE EMAIL	Remember Me			_
	Forgot your password?	New to secure email? Register	Need	more assistance? Help

- 5) On the following **Register Account** screen, enter the **Email Address** that you want to associate with your new INTRUST Secure Email account.
- 6) Next, create and re-enter a **Password** following the Password Rules displayed on your screen.
  - **NOTE:** Your secure email inbox may potentially retain communications that include personal or confidential information. Therefore, create a unique, secure password that you do not share with anyone.
- 7) Then, click **Register** at the bottom right.





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- 8) You will then receive a confirmation email that informs you that your **INTRUST Bank password is pending**.
  - a. Click the link in this email to activate the new password that you just created.
- 9) In the following **Change Password** screen that opens, click **Activate**.

From: intrustbank.notification@zixmessagecenter.com Sent: Friday, September 16, 2022 12:23 PM To: Subject: INTRUST Bank Notification Your INTRUST Bank password is pending.	To activate your new password, select the button below: Activate To decline your new password, select the button below: Decline
https://web1.zixmail.net/s/prc?b=intrustbank&c=ABDXa3zZ7sBDWdP3dOLmb1A7 [web	b1.zixmail.net] Activation Successful
If the link above is disabled, copy and paste it into your Internet browser address bar.	You have successfully activated y

- 10) You will then see an **Activation Successful** screen.
  - a. Click **Continue** to return to the INTRUST Bank Message Center Sign In page.

# View a Secure Email that an INTRUST Bank Employee Sent You

- 1) Open a web browser and navigate to your personal email inbox (Gmail, Outlook, Yahoo, etc.).
- 2) Open the email that includes New ZixCorp secure email message from INTRUST Bank in the subject line.
- 3) Click **Open Message** in the body of the email to navigate to the **INTRUST Bank Message Center** Sign In page.
  - a. NOTE: You can also navigate directly to the Sign In page: <u>https://web1.zixmail.net/s/login?b=intrustbank</u>.

Primary	Promotions     2 new       NIV News, Apple News     Social       Your Benjamin Hills neighb.
□ ☆ F	Test Secure Email - New ZixCorp secure email message from INTRUST Bank
New ZixCorp	secure email message from INTRUST Bank
Open Mess	age
To view the secu	re message, click Open Message.



- 4) From the INTRUST Bank Message Center Sign In page, enter your **Email Address** and **Password**. Then, click **Sign In**.
- 5) The secure email that the INTRUST Bank employee sent you will then automatically open on your screen.

Test Secure	Email Address: youremail@gmail.com Password: Email	Sign In
Reply	teply All Forward Delete Save Message Save Attachments	
Received: Expires: From: To: Cc: Subject:	Sep 16, 2022 3:55 PM Mar 15, 2023 3:55 PM intrustemployee@intrustbank.com youremail@gmail.com Test Secure Email	
Attachments	Ø Dodd-Frank Disclosure for review.pdf	
Please review	This message was sent securely using Zix *	
Thank you!		
INTRUST Emp OFFICE 316-383 INTRUST Bank	<b>bloyee</b>   Banker -1151   FAX 316-383-5866    P.O. Box 1   Wichita, KS 67201   <u>intrustbank.com</u>	

# View Your INTRUST Secure Email Inbox

If you want to view all the emails that you have received in your INTRUST Secure Email account, click **Inbox** at the top left of the secure email message center.

• **NOTE:** You can also navigate to the **INTRUST Bank Message Center** Sign In page at any time, log in to your account, and then click the **Inbox** tab.

Test Secure Email       Inbox     Contacts	Inbox     Contacts     Compose     Sent Mail     Recall     Drafts       Refresh     Delete       You have no new messages.		
Reply Reply All Polward	Select	From	Subject
		ntrustbank.com	Test Secure Email
		@intrustbank.com	Email Mail for Password Documentation



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## Reply to an INTRUST Bank Secure Email

If you want to **reply** to a secure email that you received from an INTRUST Bank employee, open the secure email – either by clicking **Open Message** in your personal email inbox (Gmail, Outlook, etc.) or by selecting the email in your INTRUST Secure Email **Inbox**.

- 1) Click **Reply** at the top left of the secure email.
- 2) Click your mouse above the "---Originally sent by ..." line in the body of the email on your screen to type your reply message.
- 3) If you want to attach a file to your reply message, click **Attach File** at the top left of the reply email. Then, search for and select your desired file on your computer.
- 4) When you are ready to send your reply email, click **Send** at the top left of the screen.



# Send a Secure Email to an INTRUST Bank Employee

In addition to replying to a secure email that you received from an INTRUST Bank employee, you can also create and send a **new** secure email.

- 1) Open a web browser and navigate to the **INTRUST Bank Message Center** Sign In page.
  - a. NOTE: The full website URL is <a href="https://web1.zixmail.net/s/login?b=intrustbank">https://web1.zixmail.net/s/login?b=intrustbank</a>.
- 2) Enter your Email Address and Password that are associated with your INTRUST Secure Email account.
- 3) Then, click **Sign In** to navigate to your Inbox.



Test Secure Email

Reply All

Contacts

Forward

Inbox

Reply





Welcome to the INTRUST	Bank Message Center		
	Email Address: youremail@gmail.com Password: 		Sign In
	Forgot your password?	New to secure email? Register	Need more assistance?

- 4) From your Inbox page, click the **Compose** tab.
- 5) Next, compose an email on your screen as you normally would compose any other email.
  - a. Enter the recipient(s) of your email in the **To** field (and/or the **Cc** field, if applicable).
  - b. Enter an applicable **Subject**.
  - c. Click Attach File at the top left of the screen to include any file attachments, if applicable.
  - d. Enter the applicable details of the email in the bottom section.
- 6) Click **Send** at the top left of the screen.

Inbox Send Save	Contacts     Compose     Sent Mail     Recall     Drafts       Draft     Attach File
To: Cc:	intrustemployee@intrustbank.com
Subject: Attachments:	Confirm Check Cleared Test.pdf 828.9kB Remove File
BIU 1=	Size ▼ ▲· ▲· Image: Argen and Argen



# INTRUST Secure Email Password Changes and One-Time Passcodes (OTP)

Beginning 10/10/2022, you will be required to **change your password** the next time that you log into your INTRUST Secure Email account. Going forward, you will also receive a **one-time passcode (OTP)** whenever you *manually* change your password (ex: you forgot your password, you decide to change your password for any reason, etc.).

- Please review the sections of this user guide below to learn how to reset your password at your next login and how to manually change your password at any time.
- **NOTE:** Your secure email inbox may potentially retain communications that include personal or confidential information. Therefore, create a unique, secure password that you do not share with anyone.

# Reset Your Password at Your Next Login

- Open a web browser on your computer and navigate to the <u>INTRUST Bank Message Center Sign In page</u>.
   a. NOTE: The full website URL is <u>https://web1.zixmail.net/s/login?b=intrustbank</u>.
- 2) Enter your Email Address and Password that are associated with your INTRUST Secure Email account.
- 3) Then, click **Sign In**.

@gmail.com	5	
Password:		Sign In
	9	
	@gmail.com Password:	@gmail.com

- 4) Once you click Sign In, you will see a Reset Password screen.
- 5) Create and re-enter a New Password. Then, click Reset.

Email Address:	
@gmail.com	8
New Password:	
•••••	P
Re-enter New Password:	
	Ð
Password Rules	
Passwords must be at least 10 characters in length, Contain both alphabetic and numeric characters Contain both uppercase and lowercase character Contain at least one special character, such as: In addition, your new password cannot match the pre-	and meet 2 of the following conditions: rs ~1@#\$%^& evious 2 passwords.



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## Obtain Your One-Time Passcode (OTP)

Next, you will see a **Password Confirmation** screen that prompts you to enter the code that was sent to your registered email address. *You must enter this passcode within 20 minutes*.

- 1) Navigate to your personal email inbox (Gmail, Outlook, etc.) and open the email with the subject line, "**INRTUST Bank Passcode**."
- 2) Either copy or make a note of the **One Time Passcode (OTP)** contained in the email.
- 3) Return to the Password Confirmation screen and either paste or enter the code. Then, click Verify.
- 4) On the following screen, you will see a confirmation that you have successfully activated your new password.
  - a. Click Continue to return to the INTRUST Bank Message Center Sign In page.

Password Confirmation Your INTRUST Bank passwo	rd is pending.
INTRUST Bank Passcode Inbox ×	Enter the code sent to your email address to confirm your password. Passcode: 515467
to me - Enter your One Time Passcode to verify your password	Cancel Verity
One Time Passcode: 515467	tivation Successful
	ou have successfully activated your new password. Click Continue to return to the Sign In page.

# Manually Change Your Password at Any Time

Follow the steps below to manually change your INTRUST Secure Email account **Password** at any time (ex: you forgot your password, you want to manually change it for any reason, etc.).

1) From the INTRUST Bank Message Center Sign In page, click Reset in the Forgot your password? section.

Welcome to the INTRUST Bank Message Center	
Email Address:	
Password	Sign In
Remember Me	
Forgot your password? New to secure email? Need m	nore assistance?
Reset	Help



- 2) Enter your registered Email Address and create a New Password.
- 3) Then, click **Reset** at the bottom right.

Email Address: emailexample@gmail.com	83
New Password:	
••••••	۹
Re-enter New Password:	
	٩
Password Rules	
<ul> <li>Passwords must be at least 6 characters in length, and meet 2 of the following of Contain both alphabetic and numeric characters</li> <li>Contain both uppercase and lowercase characters</li> <li>Contain at least one special character, such as: ~!@#\$%^&amp;</li> <li>Passwords cannot match email address.</li> </ul>	conditions:
Cancel	Reset

### Finish the Process

- You will then see the same **Password Confirmation** screen discussed earlier in this user guide that prompts you to enter your **one-time passcode (OTP)**.
  - Follow the same steps outlined in the **Obtain Your One-Time Passcode (OTP)** section of this user guide.
- Once you successfully enter your OTP and click **Continue**, you will return to the **INTRUST Bank Message Center** Sign In page.
  - Enter your Email Address and the new Password that you just created.
  - o Click Sign In to navigate to your INTRUST Secure Email inbox.

ĝ	)gmail.com	
Password:		Sian In

