How to use Zix Secure Message Center

Introduction

The Secure Message Center is a secure way to compose, receive, view, reply to, and forward encrypted messages over the internet.

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.

To access the NHRS secure message center, visit: https://web1.zixmail.net/s/login?b=nhrs

Registering Your Account

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. You must then register with the same email address that received the notification to access your secure messages.

You may also register by going directly to the Secure Message Center **Sign In** screen and selecting the **Register** button.

Note: If you see the Google or Microsoft icons on the **Sign In** screen, you can register and sign in with your existing Google or Microsoft email addresses instead of creating a new Secure Message Center sign in. You must register with the same account that received the notification message in order to access secure messages with Secure Message Center.

To register your Secure Message Center Account:

1. Select the **Open Message** button.
   a. **Note**: If your email program does not support active links, copy and paste the link provided in the message into your browser.
2. On the Registration screen, you can complete one of the two following actions.
   a. Enter a Password that complies with the password rules shown.
   b. Select a different email address to register and sign in with.
3. Select Register.

Note: 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.

You might be asked for security questions. If not, the Secure Message Center opens and displays your email message. You now have access to the Secure Message Center.

Activating Your Password

You must activate your password when registering or if 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 a link to a website where you will activate your password.

3. To activate your password, select the **ACTIVATE** link.

    a. **Note**: If your email program does not support active links, copy and paste the link into the address field of your internet browser and select Enter.

4. Select **Continue**.

If you see security questions, see Security Questions for additional procedures. If not, you can now sign in and have access to the Secure Message Center.

Signing In

If this is your first time to use the Secure Message Center, you must register before signing in. See Registering for more information.

Note: If your organization has enabled OAuth for Google or Microsoft, you can access your account using those credentials. Administrators can enable or disable OAuth in the portal configuration menu. If you have issues signing in with either Microsoft or Google, please ensure any pop-up blockers are disabled.

To sign in to Secure Message Center:

1. Enter your registered **Email Address**.

2. If you want to view the Secure Message Center in another language, select the language you want from **Language**.

    a. **Note**: For more information on using the Language feature, see Specifying Your Language.

3. Enter your **Password**.

4. Select the **Remember Me** check box if you want to save your sign in information on this computer.

    a. **Note**: If you **Sign Out**, you will have to reenter your email address and password the next time you sign in. If you want your password to be saved, close the browser without using Sign Out.

5. Select **Sign In**.

If you previously signed in to your account, the date and time of your last account access appears on this screen as a security precaution.

Security Questions

To provide an additional layer of security, Secure Message Center sometimes uses security questions to authenticate you during registration and password resets. You will provide these questions immediately after registering for an account.

Security question responses can:

- Be any length
- Use alphanumeric characters
- Use the following special characters including space: !@#$%^&*()

Registration

During registration, you will have to configure security questions for your account. You cannot modify these after you create them, so use answers you will remember.

Note: If you registered from the **Register** button, you must sign in before seeing the security questions.

After selecting Activate in the Registration Email:

1. Select a question for all available drop-downs.
2. Supply answers for all selected questions.
3. Select **Register**.

The Secure Message Center opens and displays your email message. You now have access to the Secure Message Center.

Composing Messages

The **Compose** screen gives you the ability to initiate and send secure messages to certain domains.

Note: The message body field is compatible with CK Editor. For more information on how to activate and use CK Editor, see the CK Editor help.

To compose a new message:

1. Select **Compose**.
2. Enter one or more email addresses, separated by a *comma* or *semi-colon*, in the **To** field or choose from the select list.
3. If you would like to send a copy of this email message, enter one or more email addresses in the **Cc** field.
4. Enter a description for your message in the **Subject** field.
5. Type your email message text below the **Attachments** field.
   a. Select **Attach File** or drag-and-drop to attach files to your message before sending it.
   b. Select **Save Draft** to save this message to the **Drafts** screen and send it later.
   c. Use the formatting toolbar to customize your message text.
6. Select **Send** to send your completed message.

Attachments

In the Secure Message Center, you can send and receive message attachments.

Note: If you use Secure Message Center in a mobile view, you must set your device to landscape orientation to view all attachments.

Opening and Saving Attachments

To open or save a file attached to an email message, from the **Message Details** screen, select the file name of the attachment you want to view and then follow the browser instructions.

Note: If you do not have the program required to open the file, you will not be able to view the file.

Attaching Files to a Message

While composing, replying to, or forwarding a message, you can attach one or more files to be sent with the message.

1. **To attach a file to a message you are composing:**
2. Select **Attach File** at the top of the message.
3. Select **Browse**. You can also type the path to the file.
4. Select the file you want to attach by navigating to the folder and highlighting the file name.
5. Select **Open**.
6. Select **Add File**.
7. Repeat the steps above for each file to be attached.
8. Select **Finish**.

You can also drag-and-drop a file to the message to attach the file. To verify that all of your files are attached, view the files in the **Attachments** field. All of the attached files are listed.

Removing Attachments from a Message

To remove an attachment from a message you are composing:

1. Select **Update Attachments** at the top of the message.
2. Select the file you want to remove by selecting it in the **Attachments** field.
3. Select **Remove File**.
4. Select **Finish**.

Note: You can also remove a file while composing your message by selecting it from the **Attachments** list and selecting **Remove File**.

Changing your Password

Warning: Do not close your browser before completing the reset password procedure entirely.

To change your password, go to the Secure Message Center by typing in the URL or selecting the **Open Message** button in a new message notification, then select the **Reset** button on the password prompt.

Reset Password allows you to change your password at any time. If you have set **Remember Me**, you need to sign out to see the **Sign In** screen.

To change your password:

1. From the **Sign In** screen, locate **Forgot your password** and select **Reset**.

2. On the Reset Password screen, enter your Email Address.

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

4. Re-enter your new password.

5. Select Reset.

6. If the One-time Password feature is enabled, you will need to enter the code sent to your email address before you complete the password reset process.

7. 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, make sure you are a registered user for this portal. In addition, search your Spam or Junk folder for the confirmation email in case it was filtered there.

Changing Your Password: Security Questions

If you change your password, you must provide the answer to the security question you configured during registration before your password is activated.

After selecting Activate in the Password Activation Email:

1. Enter your previously supplied answer for the displayed question.

2. Select **Continue**.

You can now sign in and have access to the Secure Message Center.

Additional Instructions

Additional instructions on the following topics are available at:
http://www.zixhelp.com/us/zixport/6.1/user/en/smchelp.htm

- Reading new messages
- Reading new messages with 2-step authentication
- Replying to messages
- Forwarding messages
- Saving messages as drafts
- Recalling messages
- Using the formatting toolbar
- Specifying your language
- Contact List
- Saving messages
- Printing
- Deleting messages
- Message expiration