INTRUST Secure Email, powered by ZixMail

Customer User Guide

INTRUST Bank®

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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 www.intrustbank.com/secure 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 www.intrustbank.com/secure.
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.

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.
   a. **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.

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 or decline your new password, click the link below:

https://web1.zixmail.net/s/prc?b=intrustbank&c=ABDXa3zZ7sBDWdP3dOLmb1A7 [web1.zixmail.net]

If the link above is disabled, copy and paste it into your Internet browser address bar.

To activate your new password, select the button below:

Activate

To decline your new password, select the button below:
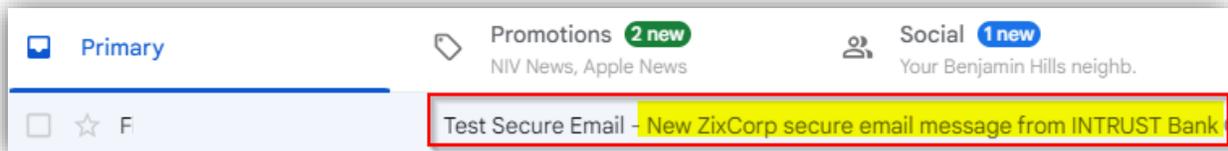
Decline

Activation Successful

You have successfully activated

Continue

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: https://web1.zixmail.net/s/login?b=intrustbank.

| Primary | Promotions **2 new** NIV News, Apple News | Social **1 new** 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 Message

To view the secure message, click Open Message.

INTRUST Bank

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.
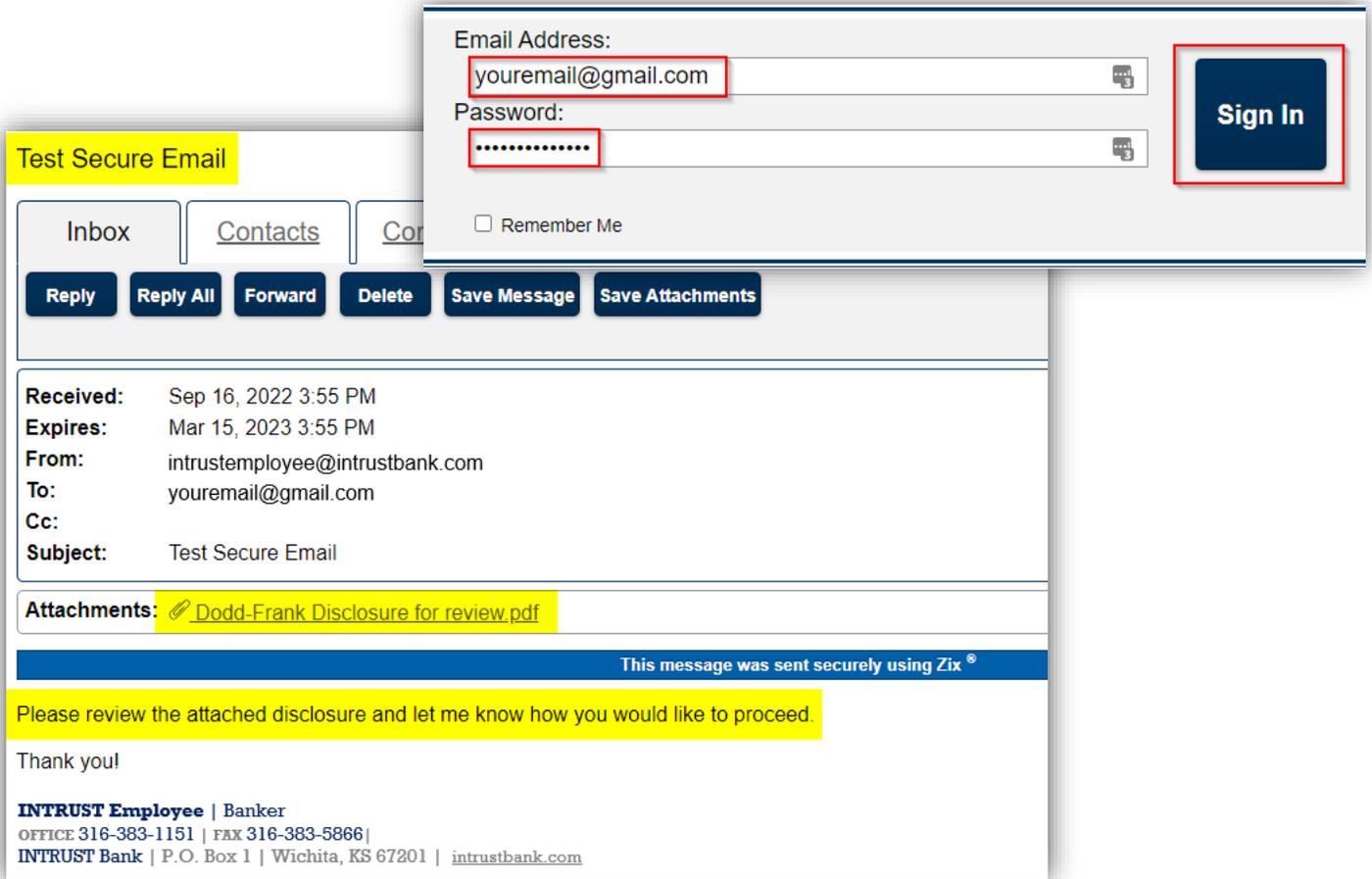
View Your INTRUST Secure Email Inbox

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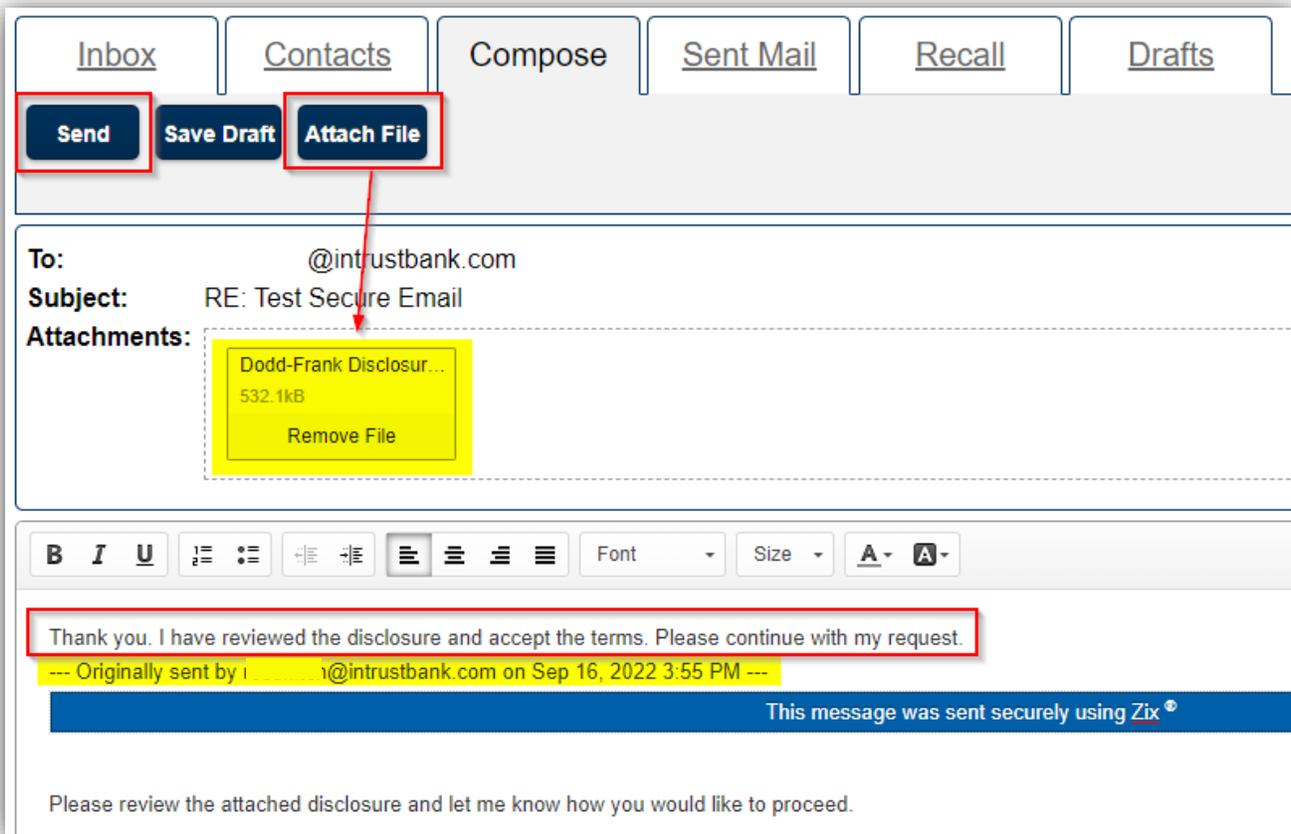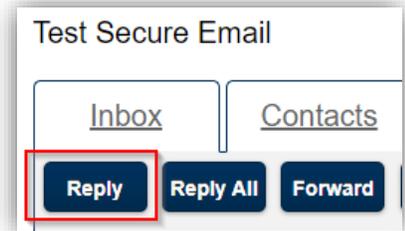
- **NOTE:** You can also navigate to the **INTRUST Bank Message Center** Sign In page at any time, log in to your account, and then click the **Inbox** tab.
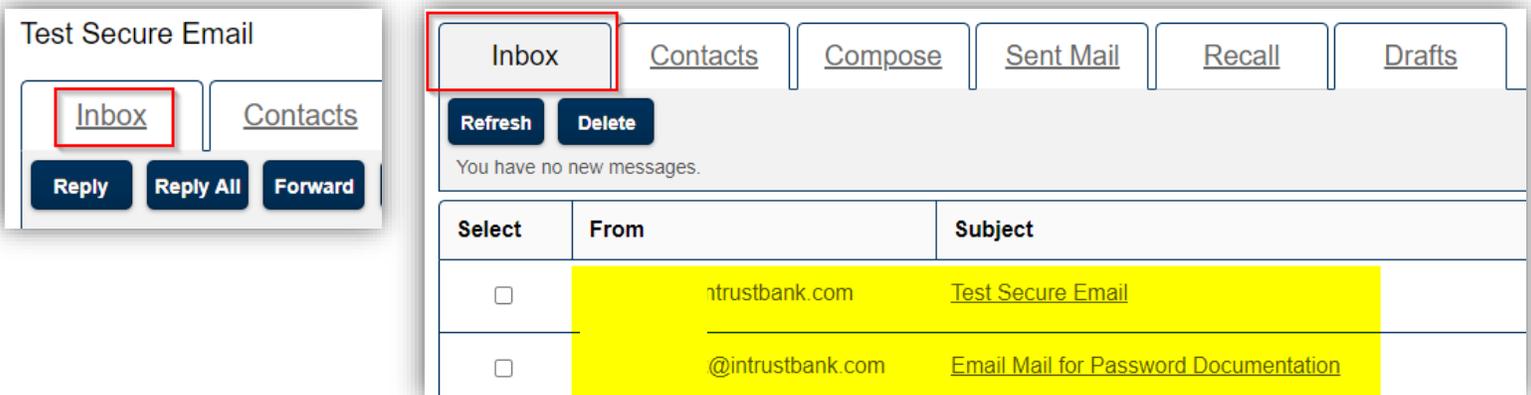
Reply to an INTRUST Bank Secure Email

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 https://web1.zixmail.net/s/login?b=intrustbank.
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.

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.

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

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

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

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.

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.

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

Email Address:

emailexample@gmail.com

New Password:

••••••••••

Re-enter New Password:

••••••••••

Password Rules

Passwords must be at least 6 characters in length, and meet 2 of the following conditions:
- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#$%^&

Passwords cannot match email address.

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.
  - Click **Sign In** to navigate to your INTRUST Secure Email inbox.

Email Address:

@gmail.com

Password:

••••••••••

Sign In

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