

INSTRUCTIONS FOR E-MAIL RECIPIENTS

As part of the Office of Financial Regulation(OFR), the Divisions of Financial Institutions, Securities, and Finance (Divisions) utilize ZixCorp's secure electronic mail system. Recipients of encrypted e-mail communications from OFR staff must follow a few simple steps to complete the initial registration process and access messages. Encrypted messages can be read and the recipient can securely retrieve, reply, and/or forward the communication.

E-mails sent using encryption technology require a password to decrypt the message. Once received, the E-mail stays encrypted in a recipient's regular inbox except when the message is being read. After being read, all traces of the decrypted version of the E-mail are destroyed.

1. Initial Registration for Secure E-Mail

Recipients not previously registered at the Secure Message Center are prompted with activation instructions requiring registration before being able to read the communication. Activation is a safety-check that ensures the recipient is the one who created the password. Activation is also used to change a forgotten password.

The first time a recipient receives a secure e-mail, the user must create a password that is associated and linked to the recipient's unique e-mail address. Recipients should click "Always trust content from this publisher" and "Run" to allow the certificate. The user's Web browser is then directed to a Registrations page where the following steps must be completed:

- When the registration screen appears, the user must enter a new password twice. The password must comply with certain criteria or rules and the user is prompted with a password reminder phrase.
- Click "Submit Password" to complete the registration process.
- To receive the Secure E-Mail, the user can then click on "read your message" or return to their inbox to activate the password.
- To activate the password, the user must click on the "ACTIVATE your new password" link.

For recipients using Java or JavaScript software, registration is a one-time, quick and easy process. To load or update the latest version of Java, go to www.java.com and click "Download Now".

2. Reading Secure E-mail After Initial Registration

If the registration process was previously completed, the recipient can automatically retrieve, reply, and/or forward the secure e-mail communication. The Secure Message Center will automatically take the recipient to their own unique inbox where subsequent e-mail messages can be read. Recipients can open secure E-mails by clicking on the “securemessage.html” attachment.

OFR strongly encourages messages be downloaded, printed, and saved for recordkeeping purposes.

3. Opening File Attachments

If the secure message received includes file attachments, additional radio buttons will appear that allow the user to download each attachment individually or to download the e-mail and attachments as a single zipped file. Additional compatible compression utility software may be necessary prior to completing the following steps:

- Click the “Download” button.
- Click “Save”. Please note that some browsers may provide the ability to save the file while other browsers will only allow the user to open the file.
- Choose a network location to save the file and click the “Save” button. At this point, the attachment is decrypted when saved to the computer.
- When the download is complete, click “Open” or browse to find the location of the file and double-click to open.

4. Replying to a Secure Message

Users are automatically able to reply to the sender of the secure E-mail. If the user clicks “Reply”, the default recipient is the original message sender. There is also a “Reply to All” function that includes the original sender as the default recipient but also includes all other recipients. The software automatically encrypts the reply when the recipient completes the following steps:

- Click on “Reply” or “Reply to All” and the recipient is able to type a response.
- Users may attach additional information by clicking the “Attach File” button.
- Click the “Browse” button to locate to file on the user’s computer or network.
- Click the “Attach File” button and the filename will then appear in the Attachments box. Please note that depending upon the attachment’s size, this step may take a minute or more.
- To remove the attachment, select the filename in the Attachments box and click “Remove File”.
- Click the “Done” button to complete the attachment process.
- Click “Send” to send the message.

Users can also forward the message to other E-mail addresses that are not on the original recipient list. All forwarded messages are automatically encrypted.

5. Log out of the Zix encryption system by clicking “Log Out” to securely exit the system.

For questions, please contact the message’s sender at the Office of Financial Regulation or by using the contact information on OFR’s website at www.flofr.com. Assistance is also available through ZixCorp Support by E-mail at support@zixcorp.com or by calling 1-888-576-4949.