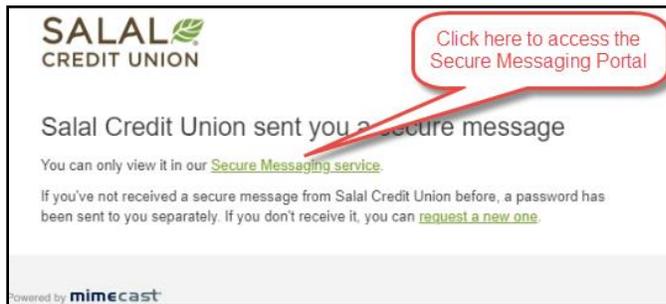


How to Open and Send Secure Emails

Salal Credit Union uses Mimecast's Secure Messaging Portal to allow employees and members to send and receive sensitive data in secure email directly from their mailbox without needing to access encryption methods. The portal can be accessed both online and on your mobile device.

To access a secure message, you will need to first log in using your email address and password. When a Salal employee sends you a via Mimecast, you'll receive an email notification like the one shown below:



To Access the Secure Messaging Portal

1. To access the Secure Messaging Portal, select the link in the notification message. The Secure Messaging Portal login dialog box will open.
2. Enter your Email Address.
3. Select **Next**.
4. Enter your Secure Messaging Portal Password.
5. Select **Log In**. The Secure Messaging Portal is displayed.

Note: If this is your first time logging in to the Secure Messaging Portal, see the First Time Users section below.

First Time Users

If this is the first time you have accessed the Secure Messaging Portal, you'll receive a separate (second) email (see image below) with the login details required to access the Secure Messaging Portal.

How to Open and Send Secure Emails



This includes the email address to use and a temporary password. You will be asked to create a new password as part of the login process. This new password can then be used whenever you access the Secure Messaging Portal in the future.

Note: If you have difficulty using your temporary password or need a new one, please reach out to the Salal employee assisting you and they will help you get a new password.

To Change Your Password

1. In the top field, enter the temporary **Password** displayed in the second email notification (pictured above) containing your login details.

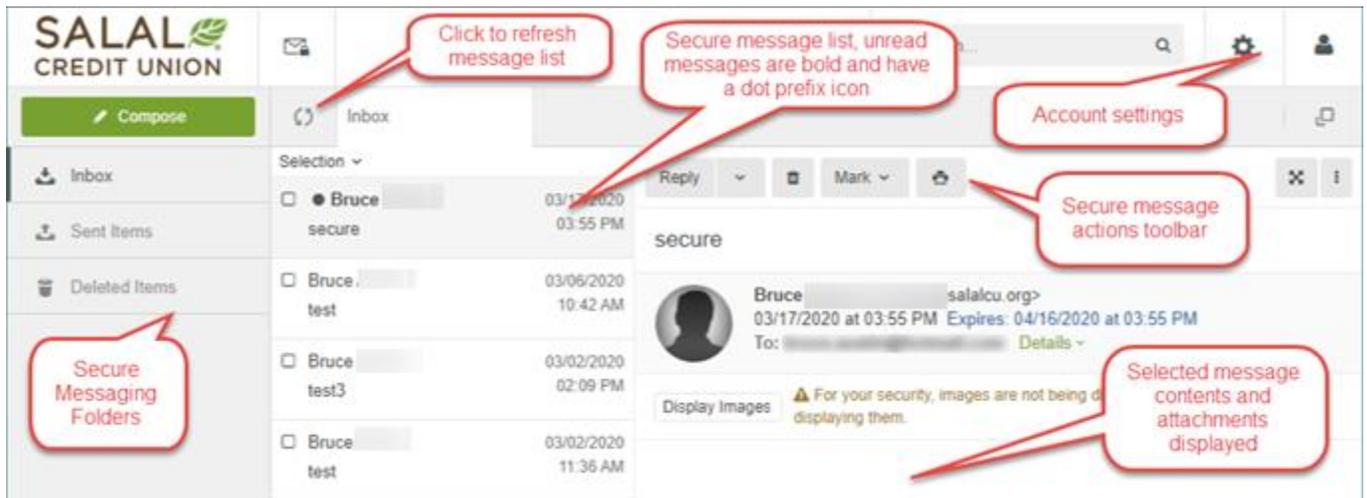
Note: If you use the "copy and paste" feature to copy the initial password, make sure this does not add an extra space at the beginning or end of the password. If it does, this will create an error preventing you from logging in.

2. Enter a **New Password** in the middle field.
3. Confirm the **New Password** in the bottom field.
4. Ensure the new password meets Mimecast's requirements displayed below the Reset Password fields:
 - A green check means the criteria is met.
 - A red cross means the criteria isn't met and must be corrected.
5. Select **Confirm**. The Secure Messaging Portal is displayed.

Using the Secure Messaging Portal

Use the Secure Messaging Portal to send or receive secure email messages with a Salal employee. It looks like this:

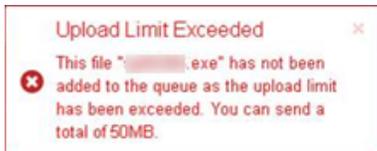
How to Open and Send Secure Emails



Replying to a Secure Message

To reply to a secure message:

1. Select **Reply**.
2. Type your response.
3. Select **Attach** to add any attachments. A total file size limit of 50 MB is allowed. If the attached file size exceeds this limit, the following error is displayed:

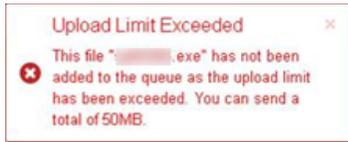


4. Select **Send**.

Creating a Secure Message to a Salal Credit Union Employee

1. Select **Compose**.
2. You have two ways to specify the recipients:
 - Select the **To** field to display a list of contacts from which you can select one.
 - Select the contacts icon () to display a list of contacts, from which you can:
 - Add more than one contact.
 - Add contacts to either the **To** or **CC** list.
 - Filter the contacts displayed by your most used contacts or your global addresses.
3. Type your secure message.
4. Select **Attach** to add any attachments. A total file size limit of 50 MB is allowed. If the attached file size exceeds this limit, the following error is displayed:

How to Open and Send Secure Emails



5. Select **Send**. The Secure Messaging Options dialog box is displayed.

Need Help? Give Us a Call

If you have questions or need further assistance, feel free to call our Virtual Branch at **206.298.9394**.