



User Manual for Encrypted Email Services

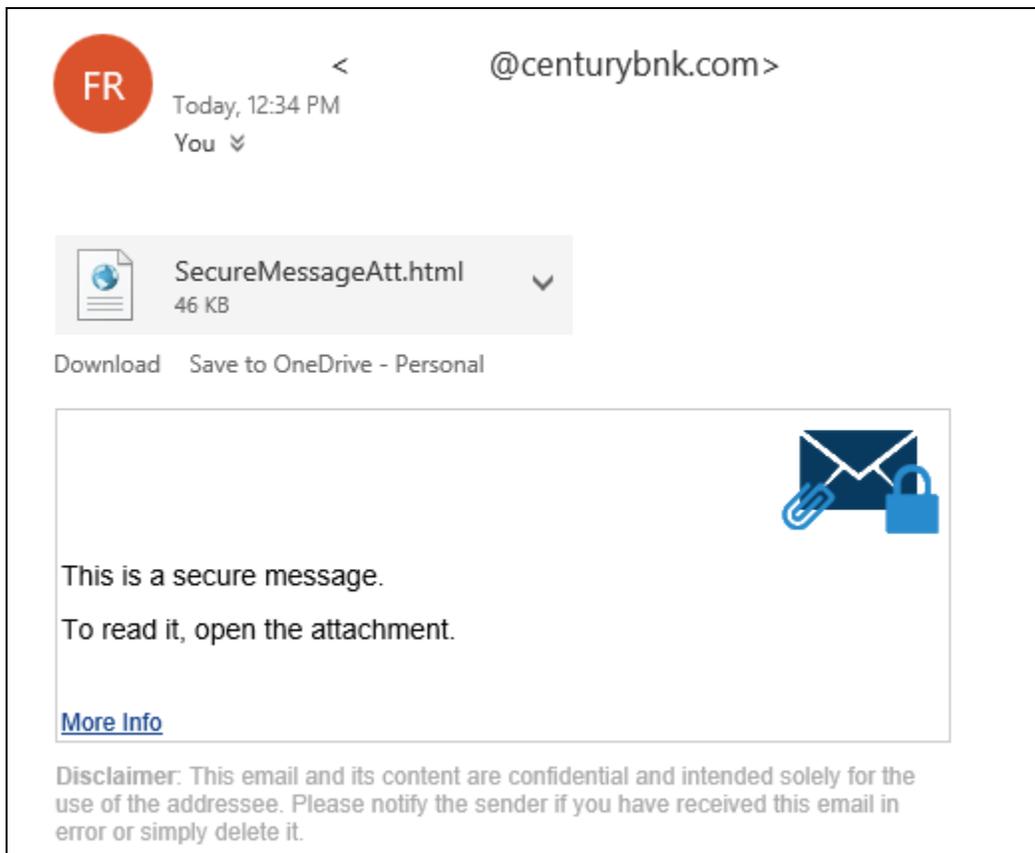
CENTURY BANK

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Instructions for Using Century Bank's Encrypted Email Services

This document is being provided to assist you in opening encrypted emails sent from Century Bank. If you have problems opening an encrypted email from Century Bank, please contact the sender of the message for assistance.

To open (decrypt) a secure email from Century Bank, click on the **SecureMessageAtt.html** link in the attachment section of the email. Some browsers will display a “logo.gif” and a “lock.gif” in the attachments. This occurs because of security settings within the browser. Some browsers also display a second image box with a “click to read message” button. This is just an image and the email will not open if you try to click on this button. **You must click** on the **SecureMessageAtt.html** link in the attachment section of the email to open the encrypted email.



A new browser window (or browser tab) will launch that will take you to the Century Bank's Secure Email portal.

Click “**Open**” and the following screen will be displayed. Some browsers (like Outlook.com) will require you to save the **SecureMessageAtt** before you are prompted to “open”.

Click on the “**Click to read message**” box.



Disclaimer: This email and its content are confidential and intended solely for the use of the addressee. Please notify the sender if you have received this email in error or simply delete it.

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First Time Users

The first time you receive an encrypted email from Century Bank, you will be asked to create your account. The following screen will be displayed.

Registration

Create your account to read secure email.

Email Address:

First Name:

Last Name:

Password:

Confirm Password:

Question :

Answer:

Continue

Enter your first and last name.

When you tab to “Password”, the Password Policy is displayed identifying the password requirements. The password you establish can be used to open subsequent encrypted emails sent to you from Century Bank.

Password Policy ✕

- ⚠ Passwords must be 7-20 characters long.
- ⚠ At least one digit (0-9) is required.
- ⚠ At least one symbol character is required.
- ✔ Your username may not appear in the password.

Select a security “question” from the drop down menu and provide a corresponding “answer” to the selected question. This will be used to help you to reset your password if you forget it.

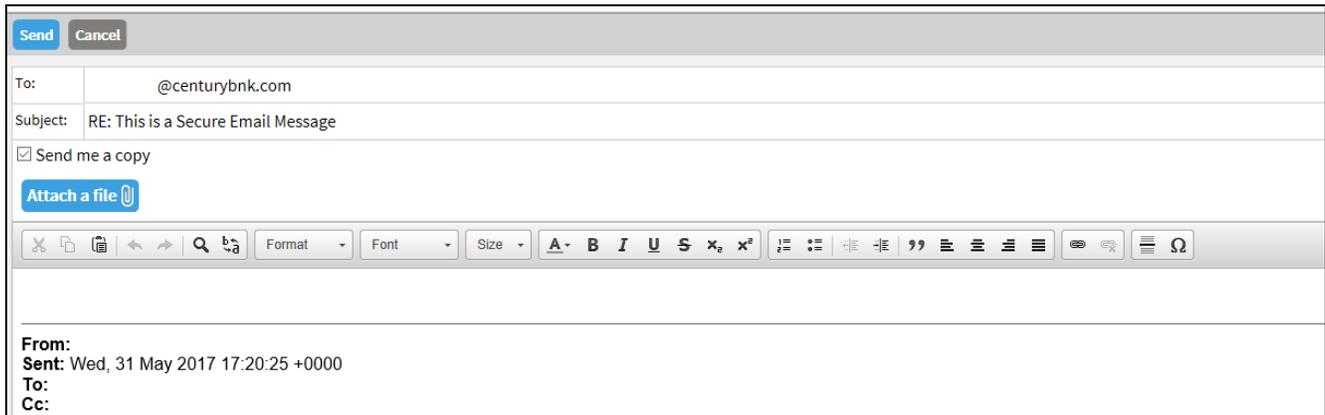
Select the “**Continue**” button. The following window will open to display the message.



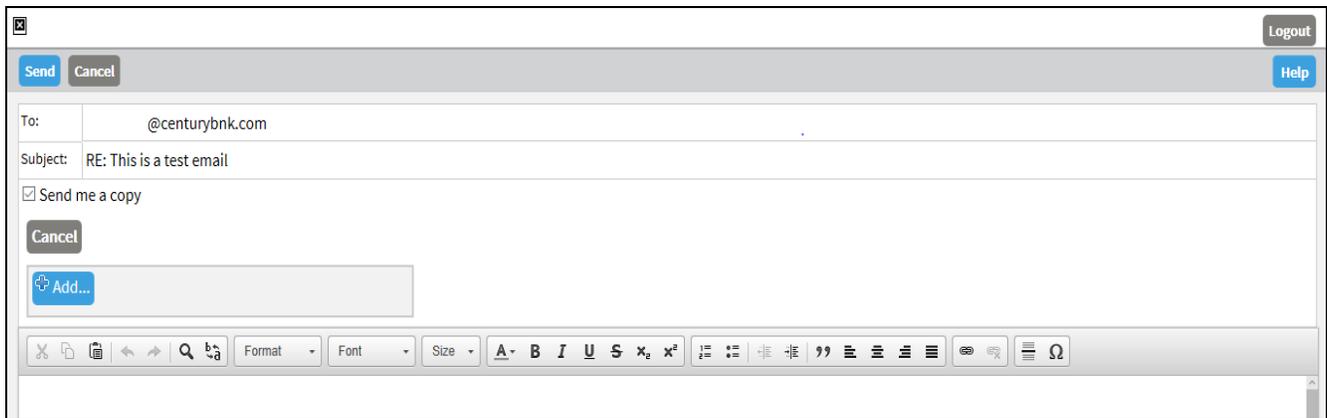
Logout will end the secure email session.

“**Reply**” or “**Reply All**” is used to send a secure message back to the bank.

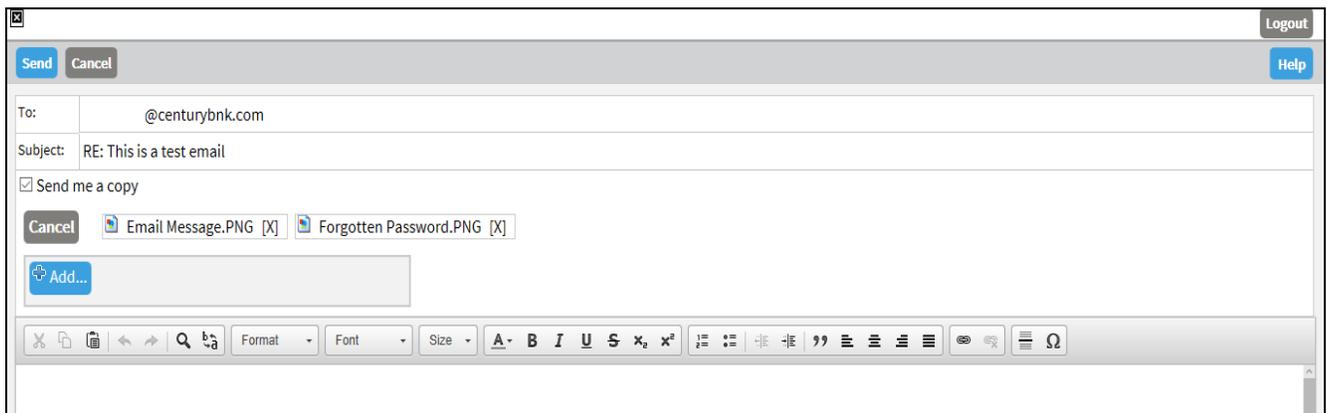
If you wish to send a file or files back to the bank, select the “**Reply**” button. On the next screen, select “**Attach a file**”



And then “**Add**”. You will browse out to select the file.

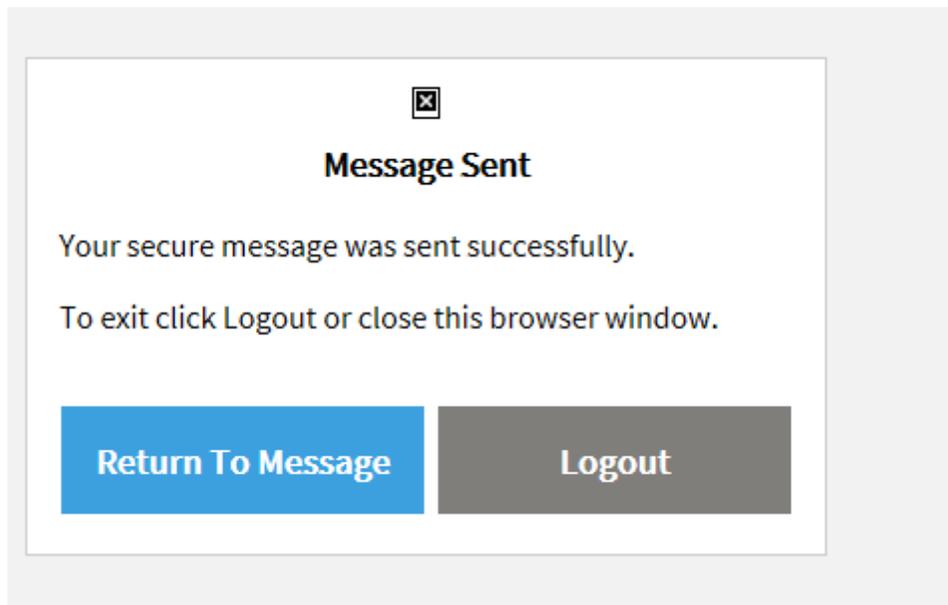


You can continue to use the “Add” button until all files have been selected. Then select “Send”. The attachment(s) will be sent back to the bank encrypted.

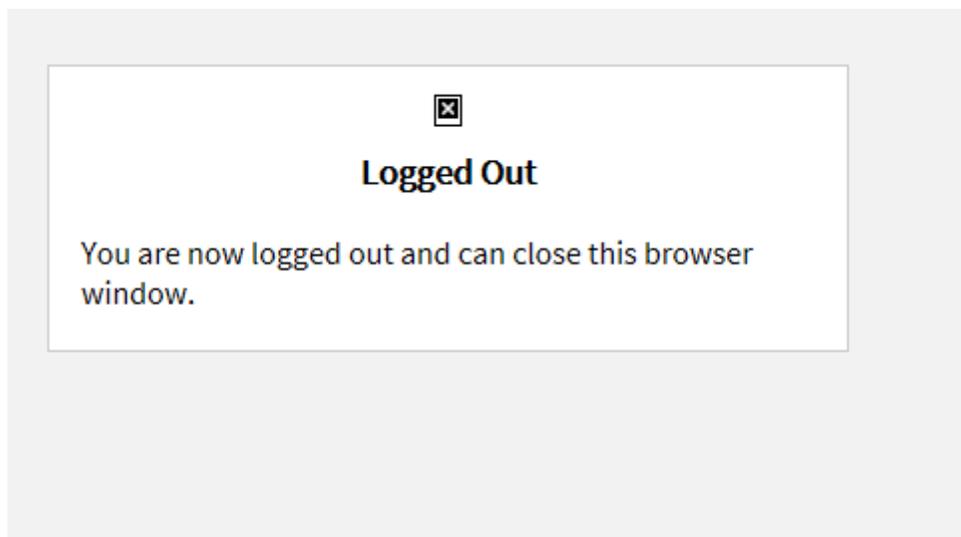


You can retain a copy of the reply, by clicking on the “Send Me a Copy” box. However, when you try to open the email at a later date, you will be redirected to the Century Bank’s secure email portal where you will be required to login to open the saved copy.

After you send the email, you will receive a confirmation that the message was sent. You can either return to the message or logout of the secure email session.

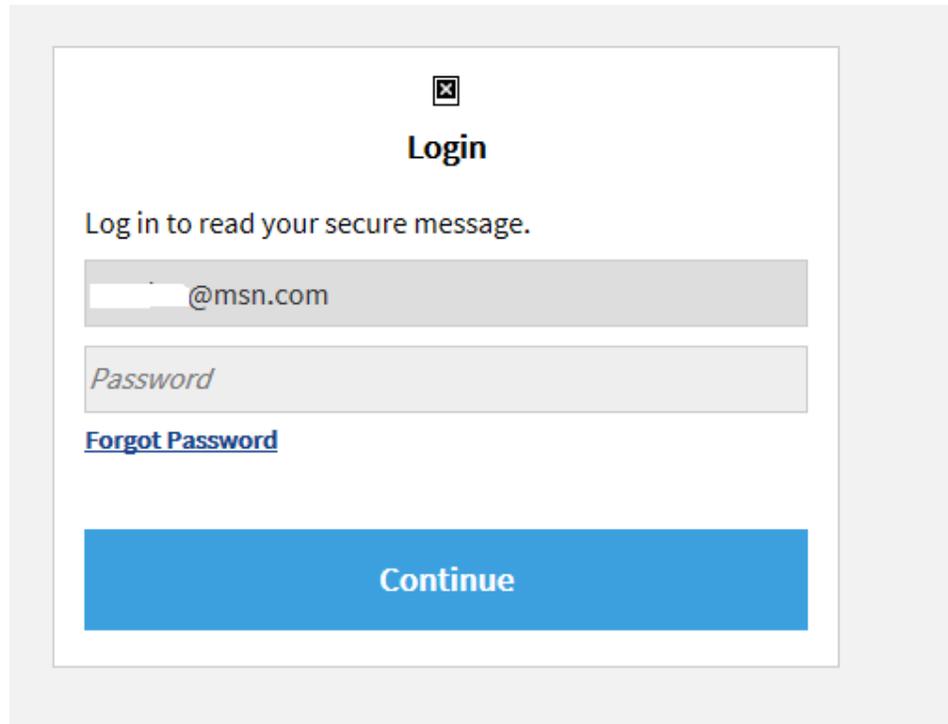


When you select “**Logout**”, the following screen will be displayed.



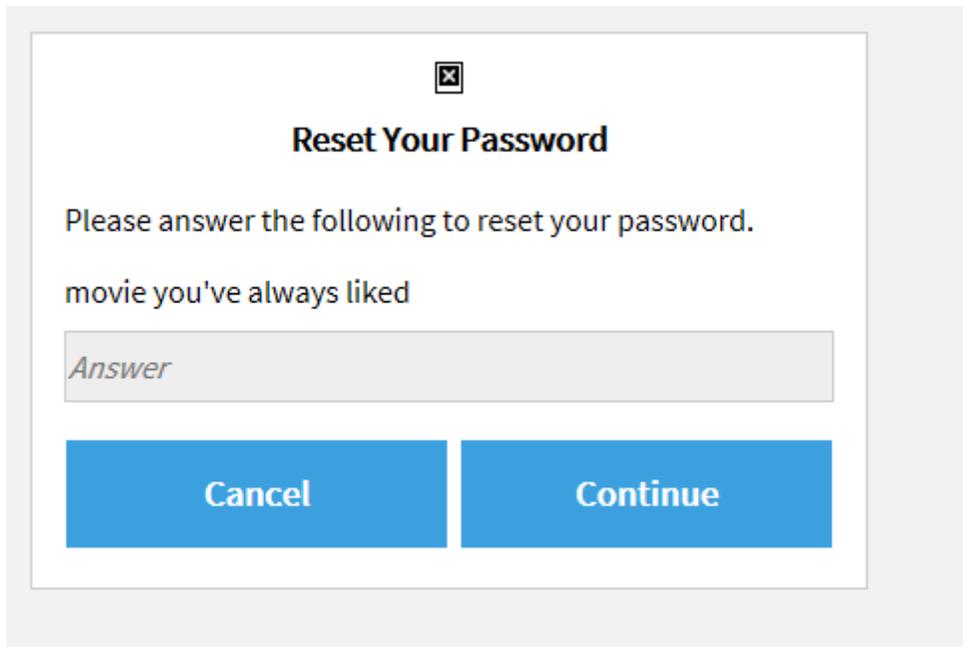
Forgotten Passwords

If you cannot remember the password you used when you registered your account, you can use the “Forgot Password” link on the login screen to create a new password for your account.



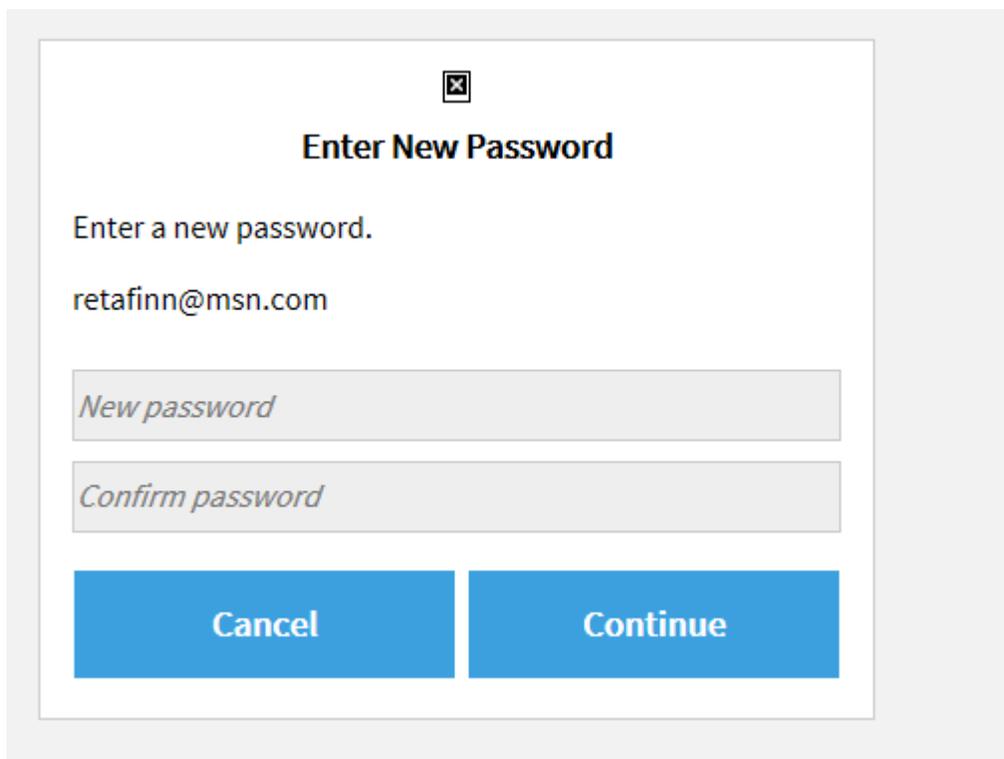
The image shows a login interface within a window. At the top center is a close button (an 'x' in a square). Below it is the word "Login" in bold. Underneath is the instruction "Log in to read your secure message." There are two input fields: the first contains a partial email address ending in "@msn.com", and the second is labeled "Password". Below the password field is a blue, underlined link that says "Forgot Password". At the bottom of the form is a large blue button with the word "Continue" in white text.

The next screen displays and you are prompted for the answer to your security question.



A dialog box titled "Reset Your Password" with a close button (X) in the top right corner. The text inside reads: "Please answer the following to reset your password." followed by "movie you've always liked". Below this is a text input field with the placeholder text "Answer". At the bottom are two blue buttons: "Cancel" and "Continue".

Once you answer the security question correctly, click “**Continue**” you will get the password change screen where you can establish a new password.



A dialog box titled "Enter New Password" with a close button (X) in the top right corner. The text inside reads: "Enter a new password." followed by "retafinn@msn.com". Below this are two text input fields: the first with the placeholder "New password" and the second with the placeholder "Confirm password". At the bottom are two blue buttons: "Cancel" and "Continue".

If you cannot remember the answer to the security question, you must call the sender of the message to have the account reset.

Once the account is reset, you will be prompted to complete the registration screen again.