

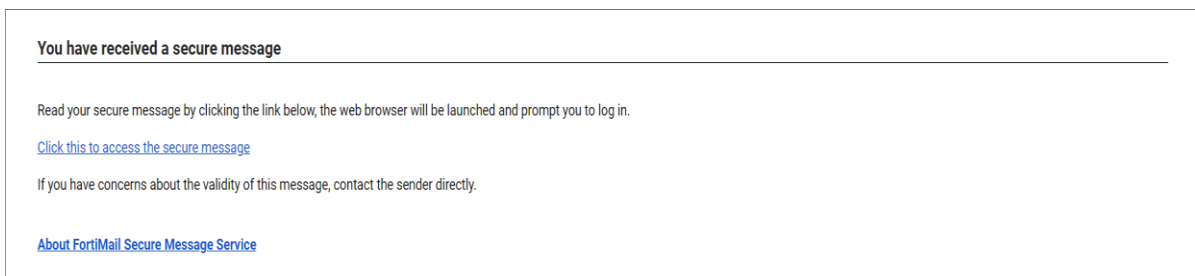
## Secure Email Instruction Guide

Bank Five Nine’s top priority is keeping your personal and confidential information protected at all times. FortiMail Identity Based Encryption “secure email” provides the capability of sending our customers encrypted email messages to ensure that sensitive information is kept secure and only read by the intended recipient.

This document provides instructions for viewing a secure email message from Bank Five Nine. Please know there is a one-time registration process to access secure email. A password will be created during this time which you will want to retain for your records.

### Viewing a Secure Email Message from Bank Five Nine

The recipient of the email, “you”, will receive an email message like the one shown below. Select “Click this to access the secure message”.



If this is your first time receiving a secure email message you will have to register. Select register to proceed to the registration screen.



Please fill out the appropriate information to register for your secure email account. Remember to select questions that you will easily remember the answers to as these will be how you recover your account in the event you do not remember your password.

**REGISTER NEW USER**

Email address: \_\_\_\_\_

Language: English ▾

Time zone: (GMT-6:00)Central Time ▾

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Password: \_\_\_\_\_

Confirm password: \_\_\_\_\_

Secure question 1: What is the first name of your oldest child? ▾  
Answer: \_\_\_\_\_

Secure question 2: What was the make of your first car? ▾  
Answer: \_\_\_\_\_

Secure question 3: What is the first name of your spouse's/partner's mother? ▾  
Answer: \_\_\_\_\_

**Register** **Cancel**

After completing the registration information, the following message will appear:

**REGISTER NEW USER**

Registration is successful, you can now open the secure document

**Continue**

Once the registration process has been completed, future secure emails can be opened by simply entering your password that was created during the initial registration.

**Identity Based Encryption** [ Help ]

From: \_\_\_\_\_

To: \_\_\_\_\_

Subject: Secure

Password: \_\_\_\_\_

[Forgot the password?](#)

**Open**

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If you have forgotten your password, select the forgot password hyperlink which is located beneath where you enter your password. You will be prompted to answer one of your security questions that you put in when registering for the account. If you do not remember your security questions, please call the support number listed below for assistance.

Important note: if you reply to the secure message through your secure email account, the message WILL NOT be encrypted! Please use caution when transmitting any personal identifiable information.

Should you have any questions when trying to access your secure email, please contact us toll free at: **(888) 569-9909** for assistance.