



Why Secure Email?

Email is generally an insecure communications channel. Messages sent via standard email are written in “plain text” and cross many networks to reach their final destination. As a result, there exists an opportunity for third parties to view your email without your knowledge. As confidentiality cannot be guaranteed, you should never send confidential or sensitive information (social security numbers, account numbers or information, etc), via standard email channels.

How Does Secure Email Work?

If a Members First employee sends you an encrypted email through our message center, the message is sent to a secure data center where it will be held for you to retrieve. At the same time, a notification message is sent to you to inform you that a secure message from Members First is waiting to be retrieved. The notification message will contain a link to the Members First Secure Email Message Center. Simply click on the link, log into the secure website, and retrieve your message. The only two parties able to see this email are the original sender at the Credit Union and you.

When you send an encrypted email to an employee at the Credit Union, the process works the same way; your email will be sent to the same data center, where it will then be retrieved by said employee.

Creating Your Account

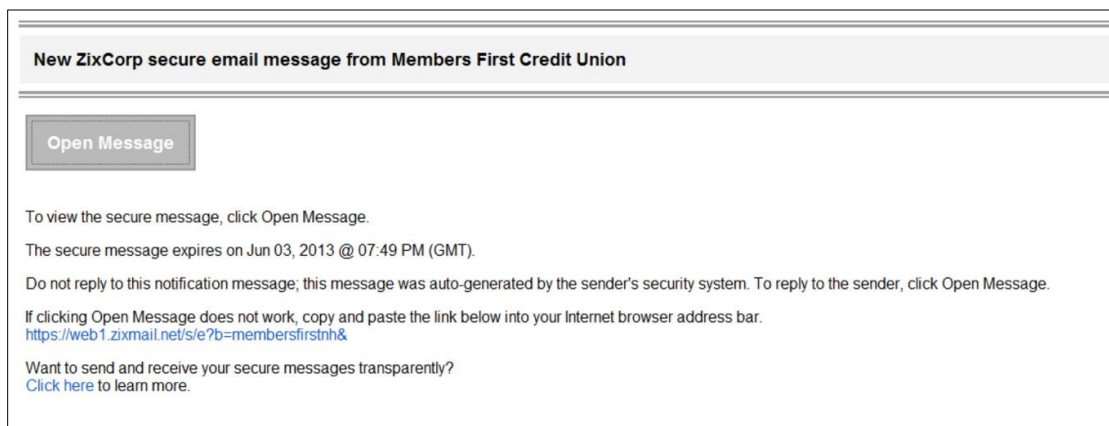
The first time you use the Members First Secure Email Message Center, you will be prompted to create an account. You will need to supply your email address and create a password to establish your account. You will then use this password every time you log into the Message Center. Once your account has been created, you may begin using the Message Center.

Sending a Secure Email

To send a secure email to Members First, click on the link to the Members First Secure Email Message Center link located below. The link can also be found on the Contact Us page of our website. You will be taken to the log in screen where you will be prompted to enter your email address and the password that you established. Once logged in, you can create a new secure email message by clicking on the “Compose” tab.

Retrieving a Secure Email

If Members First sends you a secure email message, you will receive a notification message through standard email. Within that message is a statement that you have a ZixCorp secure email message from Members First Credit Union, and a link, which once clicked on will open the Members First Secure Email Message Center. Enter your email address and the password that you established. Once logged in, you can read your Members First secure email, download it to your computer, or send a secure reply message.



Your Secure Email Account

Your Members First Secure Email Message Center Account functions similar to a standard email account. You can set up contacts at Members First within your Address tab, and keep emails in your inbox for future review.

Contact Us

If you have any questions about the Members First Secure Email Message Center or encrypted email, please contact us at (603) 622-8781.

Send us a secure email by clicking here – <https://web1.zixmail.net/s/login?b=membersfirstnh>