

# SECURE MESSAGE CENTER

## A STEP-BY-STEP GUIDE

**KEEP YOUR DATA SAFE**

Here at Simmons Bank, keeping your data safe is a top priority. It is sometimes necessary to email sensitive information. Because email is not a safe way to send information, Simmons uses an online platform with advanced encryption to communicate with customers securely.

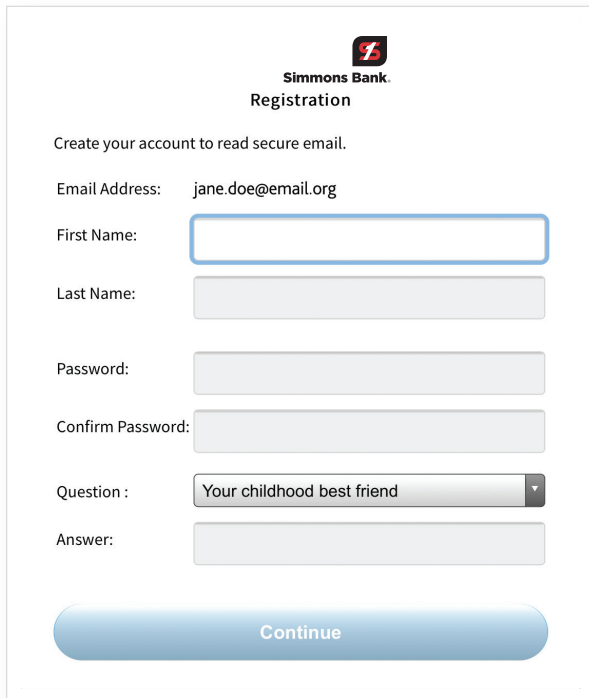
This guide provides step-by-step instructions for using our Secure Message Center, from registering as a new user to viewing emails and resetting your password.

### RECEIVING A SECURE MESSAGE

When we send you a secure message, it will look like this. It will include an attachment with the file name *SecureMessageAtt.html*.

To view your message, select **Click Here** to open the login screen for our Secure Message Center.





**Simmons Bank**  
Registration

Create your account to read secure email.

Email Address: jane.doe@email.org

First Name:

Last Name:

Password:

Confirm Password:

Question : Your childhood best friend

Answer:

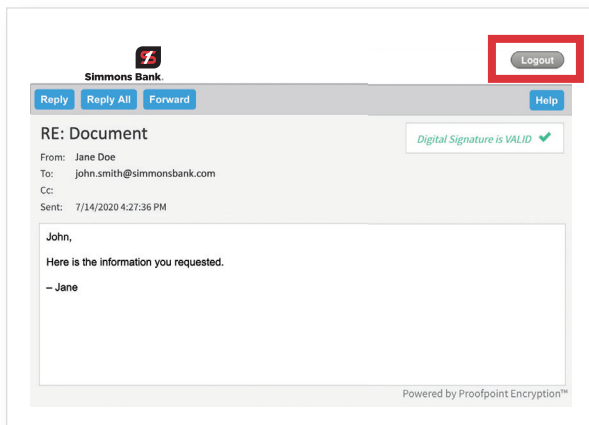
[Continue](#)

## VIEWING A MESSAGE FOR THE FIRST TIME

If this is your first time receiving a secure message from a Simmons Bank associate, you will need to create an account with our Secure Message Center.

### Registration is simple:

1. Provide some basic information and create a strong password.
2. Choose a security question and enter the answer.
3. Click **Continue** to view your message. There is no need to log in again.



**Simmons Bank**

[Logout](#)

[Reply](#) [Reply All](#) [Forward](#) [Help](#)

**RE: Document** Digital Signature is VALID ✓

From: Jane Doe  
To: john.smith@simmonsbank.com  
Cc:  
Sent: 7/14/2020 4:27:36 PM

John,  
Here is the information you requested.  
— Jane

Powered by Proofpoint Encryption™

## REPLYING TO MESSAGES

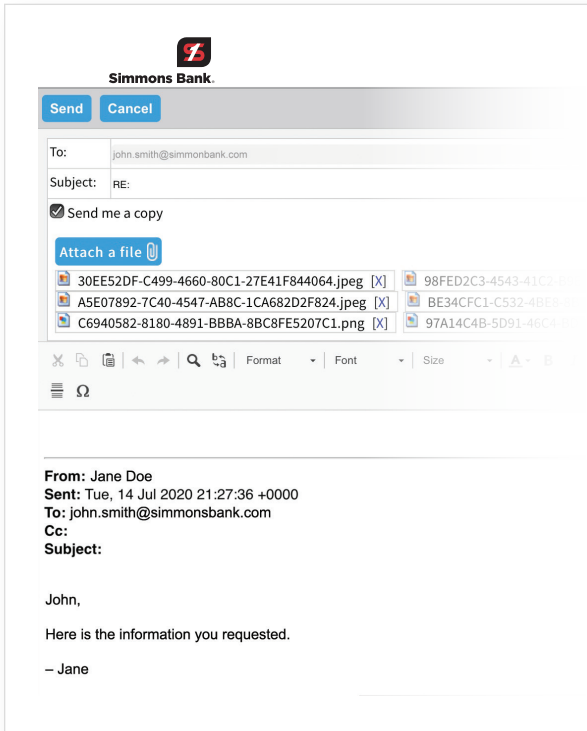
As with your regular email program, you can choose to **Reply**, **Reply All** or **Forward** a message.

- If you click **Reply**, you cannot add more recipients to the message.
- If you click **Reply All** or **Forward**, you can add new recipients to the message. *However, you can only add recipients who share your email domain or have Simmons Bank's domain.*

For instance, in a communication between jane.doe@email.org and john.smith@simmonsbank.com, only email addresses ending in email.org or simmonsbank.com can be included as additional recipients.



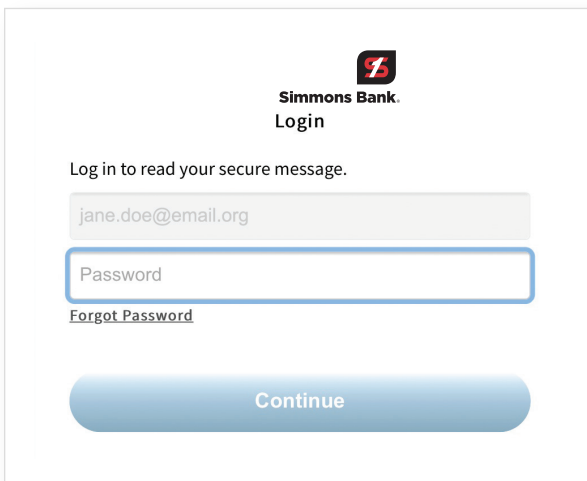
**IMPORTANT:** To help safeguard your information, remember to click **Logout** when you are done.



## ATTACHING FILES


It's easy to send one or more files along with your message.

- Click **Attach a File** to locate the files you would like to include. You can also drag and drop files from your computer.
- Please note that there is an attachment size limit of 15 MB.



## SIGNING IN AGAIN

The next time you want to read a secure message, click the link to our Secure Message Center and enter your email address and password.




**Simmons Bank.**  
Login

Log in to read your secure message.

jane.doe@email.org


Password

**Forgot Password**



**Simmons Bank.**  
Password Reset Request Sent


A password reset message was sent to your email address. Please click the link in that message to reset your password.



simmonsfirst\_hosted@simmonsfirst.com 12:32 PM  
To: Jane Doe >

**Proofpoint Encryption Password Reset**

This is the URL to reset your password. Please click the following link to reset your password to read a secure message: <https://securemail.simmonsfirst.com/securereader/activate?>



**Simmons Bank.**  
Enter New Password

**Password Policy** x

- 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.

Enter a new password.

jane.doe@email.org

New password

Confirm password

## FORGET YOUR PASSWORD?

Simply click the **Forgot Password** link in the Secure Message Center.

1. A password reset message will be sent to your email address.
2. Please click the link in that message to reset your password.
3. You will be prompted to enter a new password. Please note that the new password must follow the existing password policy.

## PASSWORD EXPIRATION

Your password to the Secure Message Center expires after 90 days.

- If your password is about to expire, when you log in you will see the message, “Your password will expire in X days.” Click the **Reset Password** link to update your password.
- A notification will also be sent 14 days before your password expires.
- If your password has expired, you will be prompted to reset it the next time you are signing in to read a secure message.