

# 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.

	Simmons Bank.
T	his is a secure message that has been sent by a Simmons
A	associate.
	Click here by 2020-07-17 16:27 CDT to read your message. Ifter that, open the attachment.
N	fore Info
Disclain	ner: This email and its content are confidential and intended solely for the
ise of th	re addressee. Please notify the sender if you have received this email in
error or	simply delete it.
Disclain	ner: This email and its content are confidential and intended solely for the
use of the	the addressee. Please notify the sender if you have received this email in
error or	simply delete it.
Secured	I by Proofpoint Encryption, Copyright © 2009-2020 Proofpoint, Inc. All rights
eserved	d.
Disclain	ner: This email and its content are confidential and intended solely for the
use of the	re addressee. Please notify the sender if you have received this email in
error or	simply delete it.
Secured	I by Proofpoint Encryption, Copyright © 2009-2020 Proofpoint, Inc. All rights
eserved	d.

# **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.

reate your accou	nt to read secure email.
Email Address:	jane.doe@email.org
First Name:	
Last Name:	
Password:	
Confirm Password	k
Question :	Your childhood best friend
Answer:	

# 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.

Reply Reply All Forward	Help
RE: Document rom: Jane Doe ro: john.smith@simmonsbank.com rc: ent: 7/14/2020.4:27:36 PM	Digital Signature is VALID ✔
John, Here is the information you requested. – Jane	

### **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.

Send	Cancel
To:	john.smith@simmonbank.com
Subject:	RE:
Attach	a file 🕖 552DF-C499-4660-80C1-27E41F844064.jpeg [X] 🔊 98FED2C3-4543-41C2 8
A5E	07892-7C40-4547-AB8C-1CA682D2F824.jpeg [X] 📃 BE34CFC1-C532-48E8
- CCO	40E03 0100 4001 DDDA 0DC0EEE307C1 mmm [V] 07414C4D ED01 4004
× Γο Ι	10052-5150-4654F-5D5A-65267E1207C1.phg [X]
Trom: Ja Sent: Tur o: john.	10052-5100-4691-5668-6628-65207CL.phg [X] [2 97A14C46-5091-46C46 2 ← → Q t <sub>3</sub> Format - Font - Size - A - B ane Doe e, 14 Jul 2020 21:27:36 +0000 smith@simmonsbank.com
irom: Ja irom: Ja ient: Tur io: john. λc: iubject:	10052-5100-4691-5664-6623FE5207CL.phg [X] [2 97A14C45-5091-46C45 2 ← → Q t <sub>3</sub> Format - Font - Size - A - B ane Doe e, 14 Jul 2020 21:27:36 +0000 smith@simmonsbank.com
Trom: Ja Sent: Tur o: john.: Cc: Subject: Hohn,	1032-2100-4931-5658-6628-65207CL.pig (A) (a) 97A14C45-5051-46C45 (a) ← → (Q, b <sub>3</sub> ) Format → Font → Size → (A - B) ane Doe e, 14 Jul 2020 21:27:36 +0000 smith@simmonsbank.com
Trom: Ja Trom:	ane Doe e, 14 Jul 2020 21:27:36 +0000 smith@simmonsbank.com

# **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.

	Simmons Bank. Login	
Log in to read you	r secure message.	
	il.org	
Password		
Forgot Password		
	Continue	

### **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	
<b>67</b>	
Simmons Bank.	
Password Reset Request Sent	
password reset message was sent to your	email
set your password.	je lu
simmonsfirst hosted@simmonsfirst.com	12:32 PM
To: Jane Doe >	12-0211
ofpoint Encryption Password Reset	
is the URL to reset your password. Please click the following	ng link to reset your
word to read a secure message: <u>https://securemail.simmor</u> rereader/activate?	<u>isfirst.com/</u>
_	
Simmons Bank.	
Enter New Password	
Password Policy	×
Passwords must be 7-20 characters lo	ong.
<ul> <li>At least one digit (0-9) is required.</li> <li>At least one symbol character is required.</li> </ul>	red.
• Your username may not appear in the	password.
iane doe⊚email org	
jane.doe@email.org	

# 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.

