

Using Zix

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Signing In

If this is your first time to use the Secure Message Center, you must register before signing in.

See [Setting Up Zix Secure Messaging](#) for more information.

Note: If your organization has enabled OAuth for Google or Microsoft, you can access your account using those credentials. Administrators can enable or disable OAuth in the portal configuration menu.

If you have issues signing in with either Microsoft or Google, please ensure any pop-up blockers are disabled.

To sign in to Secure Message Center:

1. Enter your registered Email Address.
2. If you want to view the Secure Message Center in another language, select the language you want from Language.
 - a. Note: For more information on using the Language feature, see [Specifying Your Language](#).
3. Enter your Password.
4. Select the Remember Me check box if you want to save your sign in information on this computer.
 - a. Note: If you Sign Out, you will have to reenter your email address and password the next time you sign in. If you want your password to be saved, close the browser without using Sign Out.
5. Select Sign In.

If you previously signed in to your account, the date and time of your last account access appears on this screen as a security precaution.

Security Questions

To provide an additional layer of security, Secure Message Center sometimes uses security questions to authenticate you during registration and password resets. You will provide these questions immediately after registering for an account.

Security question responses can:

- ▢ Be any length
- ▢ Use alphanumeric characters
- ▢ Use the following special characters including space: !@#\$%^&*()

Registration

During registration, you will have to configure security questions for your account. You cannot modify these after you create them, so use answers you will remember.

Note: If you registered from the Register button, you must sign in before seeing the security questions.

After selecting Activate in the Registration Email:

1. Select a question for all available drop-downs.
2. Supply answers for all selected questions.
3. Select Register.

The Secure Message Center opens and displays your email message. You now have access to the Secure Message Center.

Composing Messages

The Compose screen gives you the ability to initiate and send secure messages to certain domains.

Note: The message body field is compatible with CK Editor. For more information on how to activate and use CK Editor, see the CK Editor help.

To compose a new message:

1. Select Compose.

2. Enter one or more email addresses, separated by a comma or semi-colon, in the To field or choose from the select list.
3. If you would like to send a copy of this email message, enter one or more email addresses in the Cc field.
4. Enter a description for your message in the Subject field.
5. Type your email message text below the Attachments field.
 - a. Select Attach File or drag-and-drop to attach files to your message before sending it.
 - b. Select Save Draft to save this message to the Drafts screen and send it later.
 - c. Use the formatting toolbar to customize your message text.
6. Select Send to send your completed message.

Attachments

In the Secure Message Center, you can send and receive message attachments.

Note: If you use Secure Message Center in a mobile view, you must set your device to landscape orientation to view all attachments.

Opening and Saving Attachments

To open or save a file attached to an email message, from the Message Details screen, select the file name of the attachment you want to view and then follow the browser instructions.

Note: If you do not have the program required to open the file, you will not be able to view the file.

Attaching Files to a Message

While composing, replying to, or forwarding a message, you can attach one or more files to be sent with the message.

1. To attach a file to a message you are composing:
2. Select Attach File at the top of the message.
3. Select Browse. You can also type the path to the file.
4. Select the file you want to attach by navigating to the folder and highlighting the file name.

5. Select Open.
6. Select Add File.
7. Repeat the steps above for each file to be attached.
8. Select Finish.

You can also drag-and-drop a file to the message to attach the file. To verify that all of your files are attached, view the files in the Attachments field. All of the attached files are listed.

Removing Attachments from a Message

To remove an attachment from a message you are composing:

1. Select Update Attachments at the top of the message.
2. Select the file you want to remove by selecting it in the Attachments field.
3. Select Remove File.
4. Select Finish.

Note: You can also remove a file while composing your message by selecting it from the Attachments list and selecting Remove File.

Changing your Password

Warning: Do not close your browser before completing the reset password procedure entirely.

To change your password, go to the Secure Message Center by typing in the URL or selecting the Open Message button in a new message notification, then select the Reset button on the password prompt.

Reset Password allows you to change your password at any time. If you have set Remember Me, you need to sign out to see the Sign In screen.

To change your password:

1. From the Sign In screen, locate Forgot your password and select Reset.
2. On the Reset Password screen, enter your Email Address.
3. Enter a Password that complies with the password rules shown.

4. Re-enter your new password.

5. Select Reset.

6. If the One-time Password feature is enabled, you will need to enter the code sent to your email address before you complete the password reset process.

7. You will receive a confirmation email in your regular email Inbox with instructions on how to activate your password. If you do not receive the confirmation email, make sure you are a registered user for this portal. In addition, search your Spam or Junk folder for the confirmation email in case it was filtered there.

Changing Your Password: Security Questions

If you change your password, you must provide the answer to the security question you configured during registration before your password is activated.

After selecting Activate in the Password Activation Email:

1. Enter your previously supplied answer for the displayed question.
2. Select Continue.

You can now sign in and have access to the Secure Message Center.
