



Zix Email Encryption Training Guide for Portal Users



Introduction

To ensure the confidentiality of private information sent via email and comply with all privacy and regulation standards, we are implementing a new email encryption service through Zix Corporation.

The new Email Encryption software will allow users to securely send and receive emails. This new functionality will be available **December 3, 2019**.

The protection of confidential communication is important to us and we want to ensure your information stays private. This guide is to help you utilize the Email Encryption software.

Receiving Encrypted Email

When an encrypted message is sent to you, you will receive a notification email with instructions on how to open the message. The notification message arrives in your email **Inbox**. You select **Open Message** in the notification to go to the **Secure Message Center** and view your email.



New Zix secure email message from County of Summit

Open Message

To view the secure message, click Open Message.

The secure message expires on Nov 08, 2019 @ 08:01 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.

If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar.

<https://summitoh.secureemailportal.com/s/e?>

Want to send and receive your secure messages transparently?

[Click here](#) to learn more.

You must go through a one-time registration process.



Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:

Password:

Re-enter Password:

Password Rules
Passwords must be at least 6 characters in length, and meet 2 of the following conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#%&^

Passwords cannot match email address.

Sign In With:

[Learn more](#) about receiving secure messages directly to your inbox.

For Customer Support, contact The Office of Information Technology at 330-643-2013 or via the Self Service Portal at <https://summitcounty.service-now.com>

County of Summit, Ohio

Secured by **zix**

After you register and sign in, your message opens and you can view the message details and reply.



[Inbox](#) | [Contacts](#) | [Compose](#) | [Sent Mail](#) | [Drafts](#) ?

hbeagan@zixport.zixtest.com

Received: Oct 9, 2019 3:01 PM
Expires: Nov 8, 2019 4:01 PM
From: hbeagan@zixport.zixtest.com
To: employee@summitengineer.net, employee@summitoh.net, employee@sheriff.summitoh.net
Cc: hbeagan@zixport.zixtest.com
Subject: Hello

Attachments: [Personal Info.txt](#)

This message was sent securely using Zix®

This message contains **confidential** information!

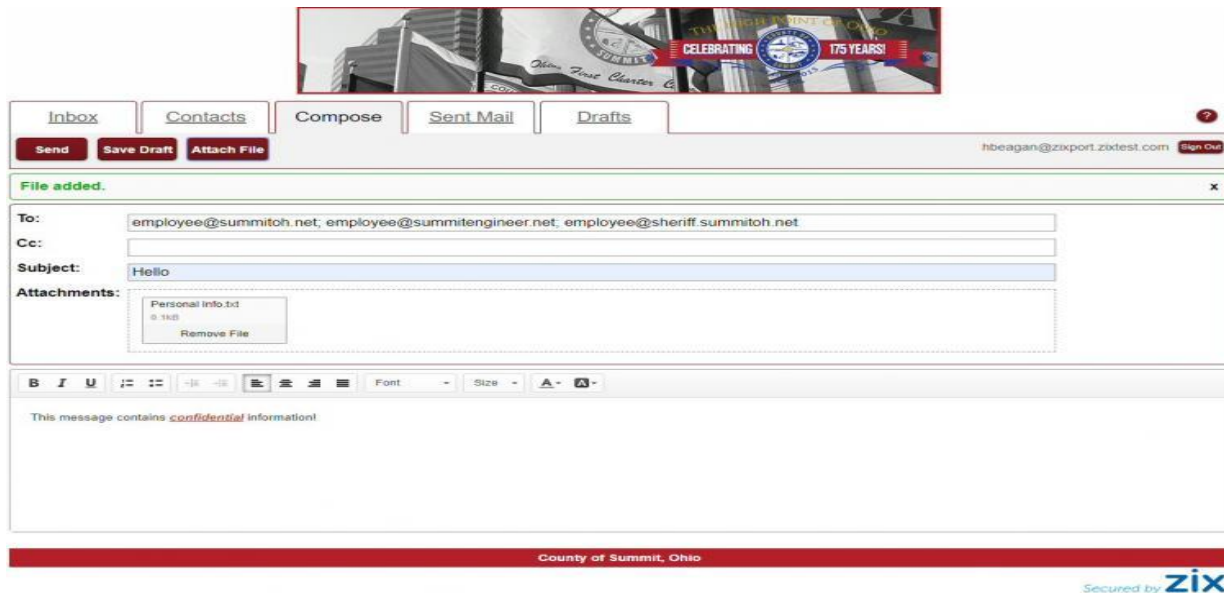
This message was secured by Zix®

County of Summit, Ohio

Secured by **zix**

Sending Encrypted Email

You can send an encrypted email to recipients at Summit County from the **Compose** tab within the **Secure Message Center**. When you select the **Compose** tab you are taken to a page where you can compose your message.



Frequently Asked Questions

What is Secure Messaging?

Secure Messaging is the process of:

- Identifying outbound email messages that need to be encrypted by using policies defined by the company.
- Encrypting the email messages.

What Internet browsers are recommended?

Most Internet browsers will work, including Microsoft® Internet Explorer®, Mozilla® Firefox®, Google Chrome® and Apple® Safari™.

What mobile devices can be used?

Most major mobile devices can be used, including Apple® iPhone® and iPad®, BlackBerry® and Android® devices.

How long do I have to read my message?

-Messages you receive expire 30 days from when you are sent the message.

-Messages are only available for 30 days, but if it needs to be retained for a longer period of time it can be downloaded and saved.

What if I need to send a message, but didn't receive a message from someone at Summit County first?

You can go to <https://summitoh.secureemailportal.com> to register for an account at any time. Once the account is created you can log in and send the email.