STEP-BY-STEP GUIDE:
First Tech Secure Email Solution

The following step-by-step guide was developed to assist you in navigating First Tech's new (as of April 23, 2018) secure messaging system. You can also contact us at 855.855.8805.
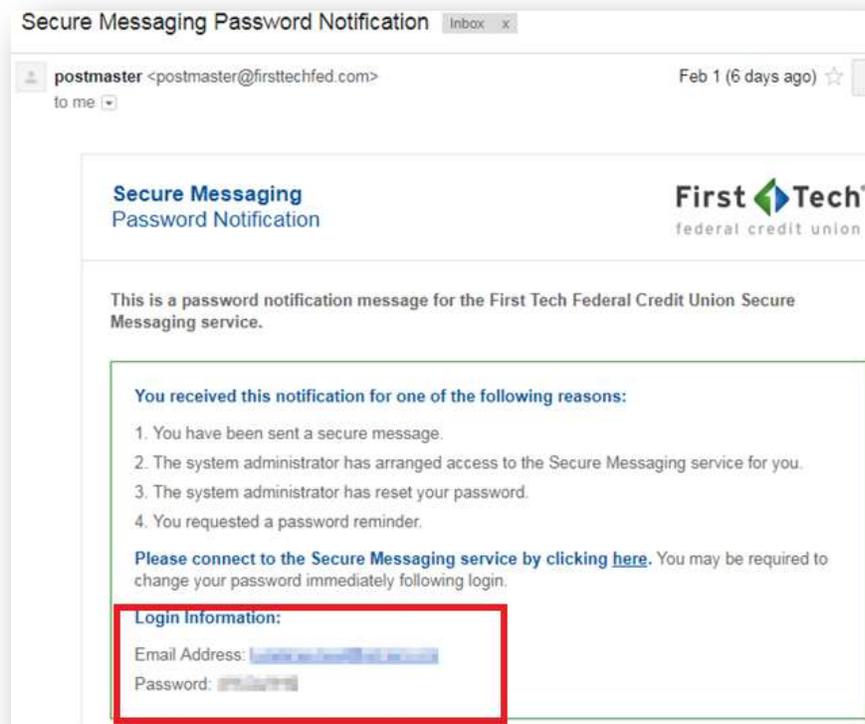
1) **Receiving "Secure Messaging Password Notification" and your temporary login credentials**

When the new secure email messaging system is implemented (April 23, 2018), during the first communication from First Tech, you will receive **TWO emails at once**.

One message with your username and temporary password will come from **postmaster@firsttechfed.com.** The second message will be the secure message notification and will come from the email address of the First Tech employee or service that sent it.

A). <u>The first email, entitled</u> **Secure Messaging Password Notification,** will contain temporary login credentials. An example message is shown below.
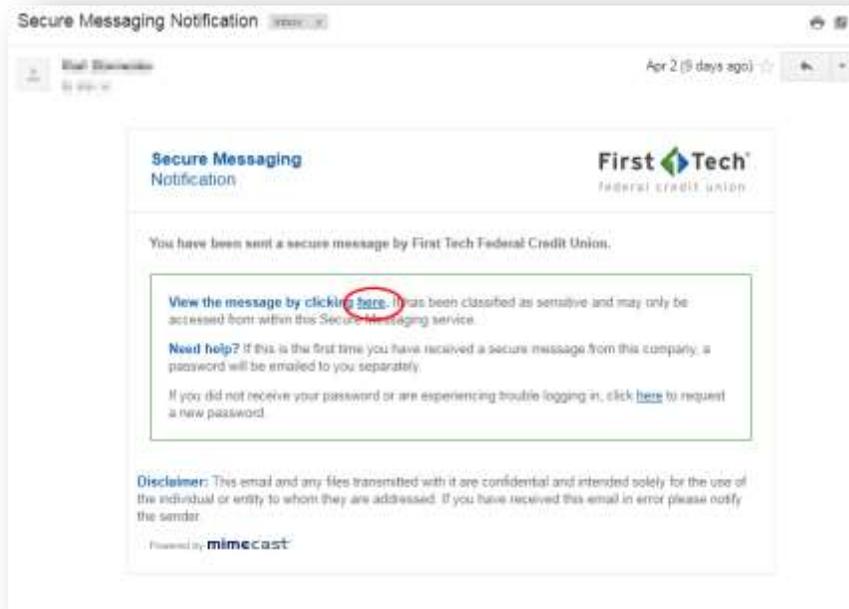
You will need to use the credentials during your first login. Take note of your temporary login information and reference the second email to continue forward.

B). The second message will be entitled "**Secure Messaging: Notification.**" Click into the "here" link (as *circled in red*) in the below image.

2). You will be redirected to the Secure Messaging Center login page. Please reference the image below.

A. Use your temporary login credentials and enter your email address in the login area as shown


below.

After entering your email address, the password box will appear. Use the temporary password supplied in the Password Notification email, and then click the "Next" button.

b). After successfully logging in using the temporary password, you will be prompted to enter a new password. Please use this new password in the future. Next, click the blue "Confirm" button, and you will be redirected to the message in your inbox.
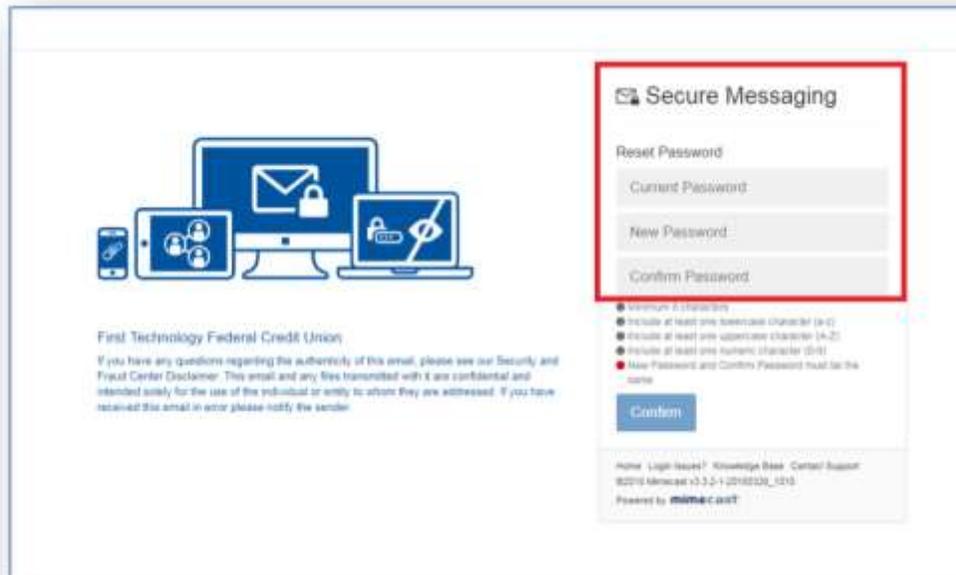
3. Once you have logged in, you will be taken to the secure message in your inbox. You'll want to ensure you use the "Reply" button within the secure messaging system to securely communicate back to First Tech.
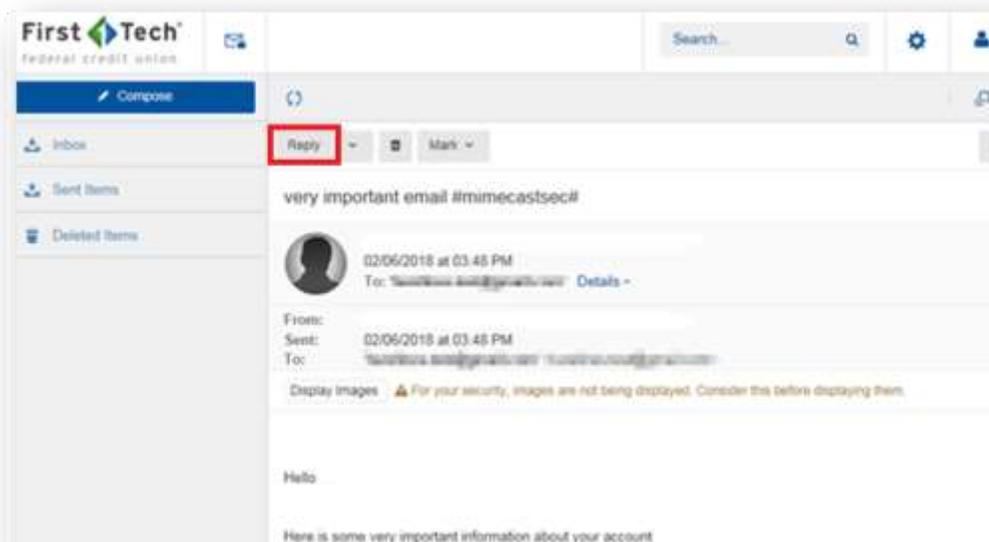
FAQs

I didn't get an initial password to log in.
Please see if you received an email from postmaster@firsttechfed.com. It's possible that this email was sent to your Junk/Spam folder.

If the initial Password Notification email can't be found, you can request a new one using the link circled in red below.

When I hover over the link, it doesn't reflect the message is coming from First Tech.
Your email does come from First Tech. Since we're using Mimecast as our secure message server provider, this gives you a second layer of protection. You'll see the message in Mimecast.

I replied back to your secure message, and it doesn't look like it was sent back to First Tech as a secure message.

In order to stay in the secure format, you'll want to use the "reply" option within the secure message portal and not reply to the original email message from us with the link to access your message.
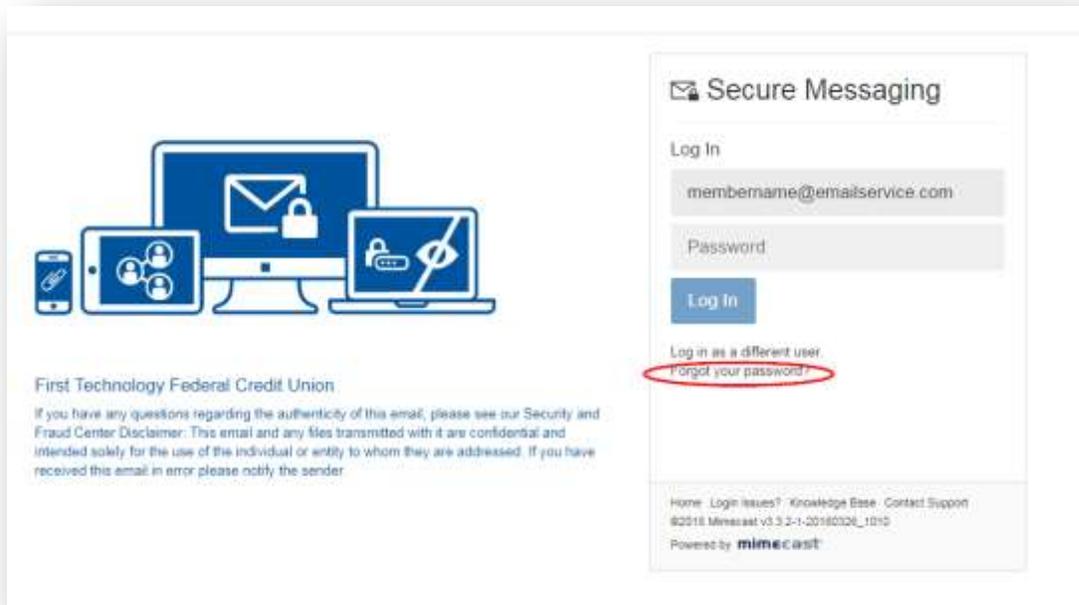
What steps can I, as a member or secure message recipient, take if I get locked out?
After entering your username (email address):

1. Click "Forgot Your Password" on the login page.
2. A message containing a temporary password is sent to the email address used to log on.
3. Enter the temporary password into the login dialog.
4. After you've logged in, change the temporary password.

What is the experience like for mobile users? Will they have to download an app as they do today?

As the new system is entirely browser based, no specific mobile app (beyond a web browser) is needed. And, there is no potentially large file download needed to read the message.

Is there a size limit for Secure Messages?

A total file size limit of 50 MB is allowed.