

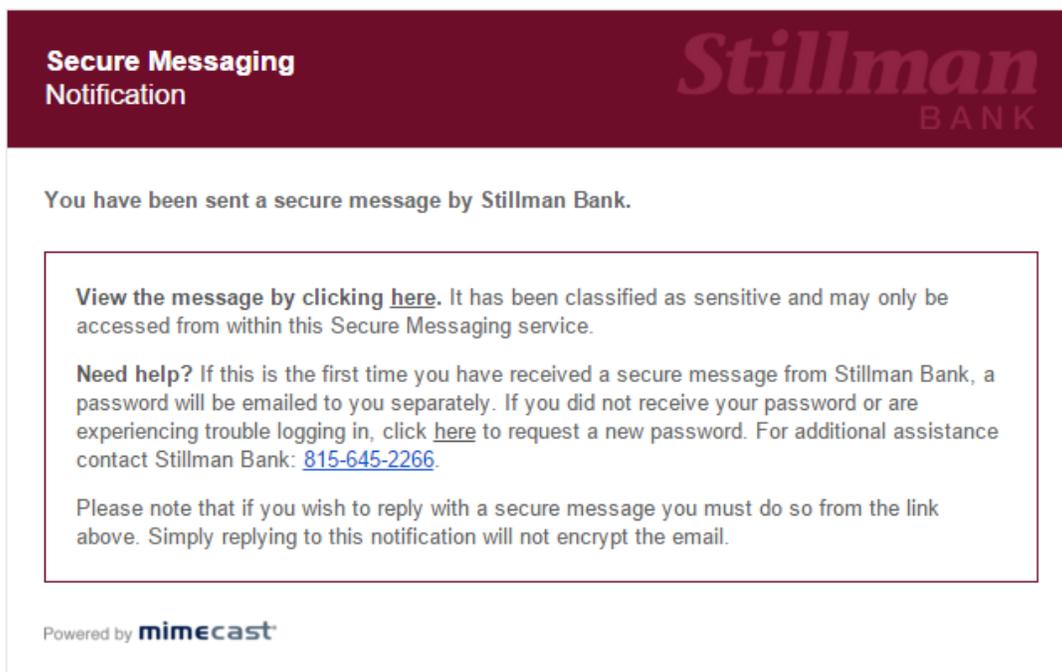
Mimecast Secure Mail for Stillman BancCorp N.A.

At Stillman Bank we use encryption from Mimecast to protect sensitive information. Depending on your email system settings you will receive an encrypted email one of two ways.

1. If your email system supports something called TLS you will receive the email directly into your inbox. The encryption will be transparent to you and it will appear as a normal email.
2. If your email system does not support TLS you will receive a notification email that states a secure message has been sent and you must click on a link to log in to our secure portal to retrieve it.

The rest of this guide assumes that option 2 was used to deliver the encrypted email. Option 1 delivery would not require any additional steps to view the message.

In the event that an employee of the bank sends you an encrypted email and your system does not support TLS you will receive a notification email that will come from 'Stillman Bank Postmaster'. The subject will be 'Secure Messaging Notification'. If this is the first time that you have received a secure message from Stillman Bank you will also receive a second email with a temporary password. Here is what the notification will look like:



The screenshot shows an email notification with a dark red header. The header contains the text "Secure Messaging Notification" on the left and the "Stillman BANK" logo on the right. Below the header, the main body of the email is white with a thin red border. It starts with the text "You have been sent a secure message by Stillman Bank." followed by a box containing instructions on how to view the message, a "Need help?" section with contact information, and a note about replying to the notification.

Secure Messaging Notification

Stillman BANK

You have been sent a secure message by Stillman Bank.

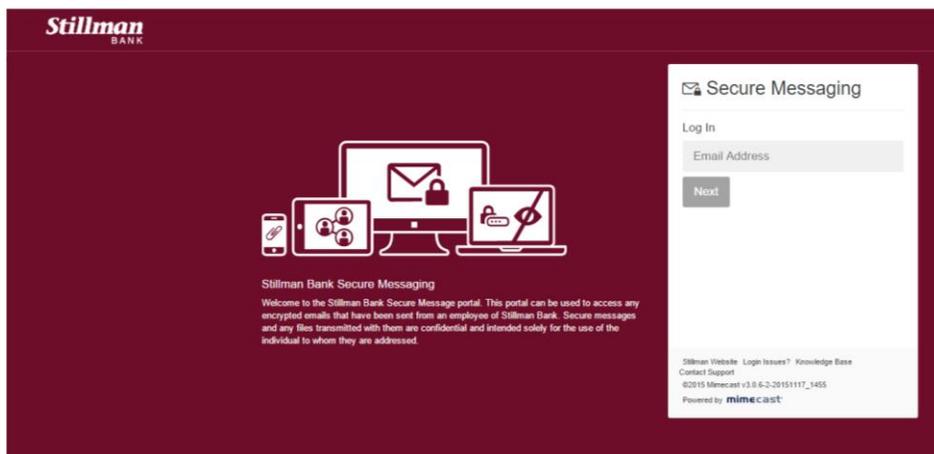
View the message by clicking [here](#). It has been classified as sensitive and may only be accessed from within this Secure Messaging service.

Need help? If this is the first time you have received a secure message from Stillman Bank, a password will be emailed to you separately. If you did not receive your password or are experiencing trouble logging in, click [here](#) to request a new password. For additional assistance contact Stillman Bank: [815-645-2266](tel:815-645-2266).

Please note that if you wish to reply with a secure message you must do so from the link above. Simply replying to this notification will not encrypt the email.

Powered by **mimecast**

To view your secure message just click on the word 'here' located in the first line that reads 'View the message by clicking here'. You will then be taken to the login page for the secure message portal.



At the login screen enter your email address and hit enter or click next. Then enter your password and hit enter or Log In. If you have forgotten your password click on the link that says "Forgot your password?" This will provide instructions on how to reset your password. You can also contact our call center and they can assist with a password reset as well.

If this is the first time logging into the portal you will be prompted to create a new password. Enter a new password that matches the requirements given and then type it a second time to confirm it. Click on Confirm. *Note the 'Current Password' would be the temporary one that you received. Log in with the new password.

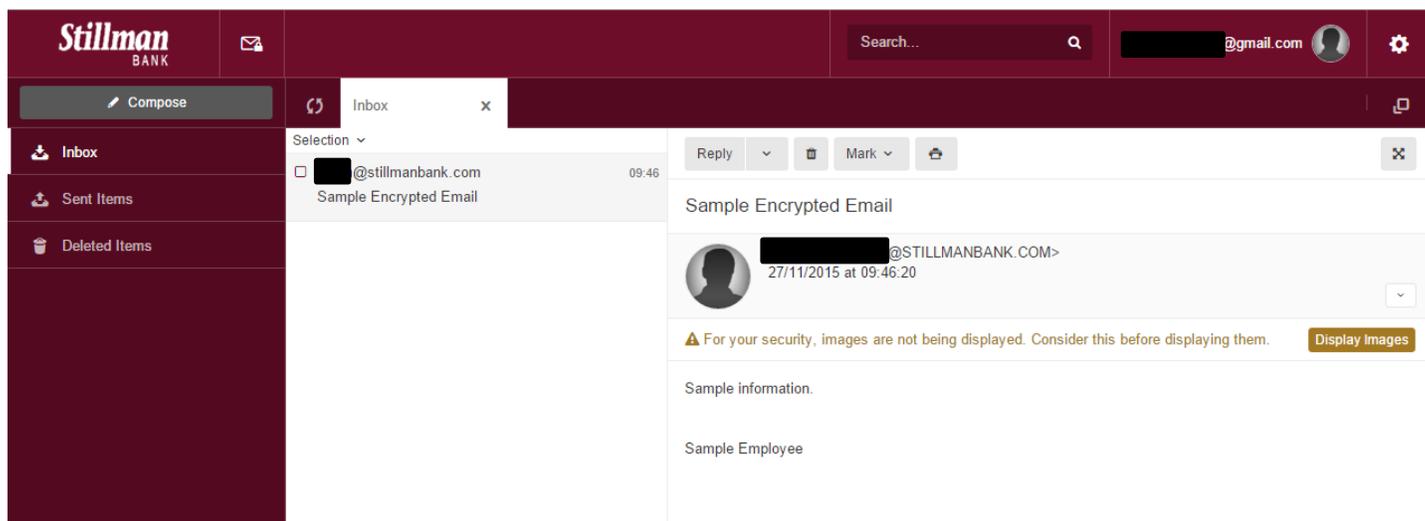
 Secure Messaging

Reset Password

- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- New Password and Confirm Password must be the same

Stillman Website Login Issues? Knowledge Base
 Contact Support
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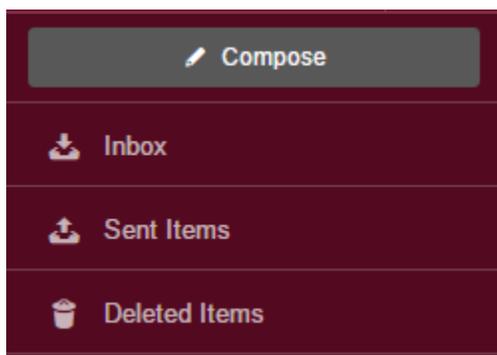
You have now reached your Inbox. Here you will find a list of emails that have been sent to you. Single Clicking on a message will bring it up to the right for review. Double clicking on it will bring up the message full screen. Using the tools at the top you can Reply, Reply All, Delete, Mark Read or Unread, or Print any message in the portal. If you reply to the email it will send a secure message back to the sender of the email.



When you reply or compose a new message you will have the ability to attach documents to securely send back to us. Just click on the 'Attach' button in the upper right corner and select your files. When you are ready to send the email just click the 'Send' button located next to the Attach button in the upper right hand corner of the message.



On the left side of the portal you have the ability to compose a new message to an employee of the bank as well as view your sent and deleted emails.

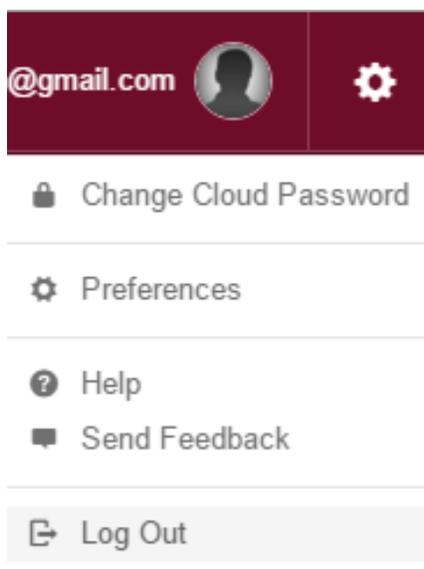


At the very top in the middle you can also do a keyword search for emails sent in the past 12 months. If you click inside the search box you can also select 'More options...' to generate a more detailed search.



In the upper right corner there is a gear icon that lets you adjust some settings and preferences. Here you can change your password, edit preferences such as the date and time format, as well as logout of the portal.

When you are finished using the portal click on the gear in the upper right hand corner and select 'Log Out'.



You can also access the secure portal at any time by going to <https://stillmanbank.login-us.mimecast.com/m/secure/login/#/login> and use your email address and password to login.

If you need any additional help or have questions about email encryption do not hesitate to reach out to us and we'll be glad to assist you. 815-645-2266.