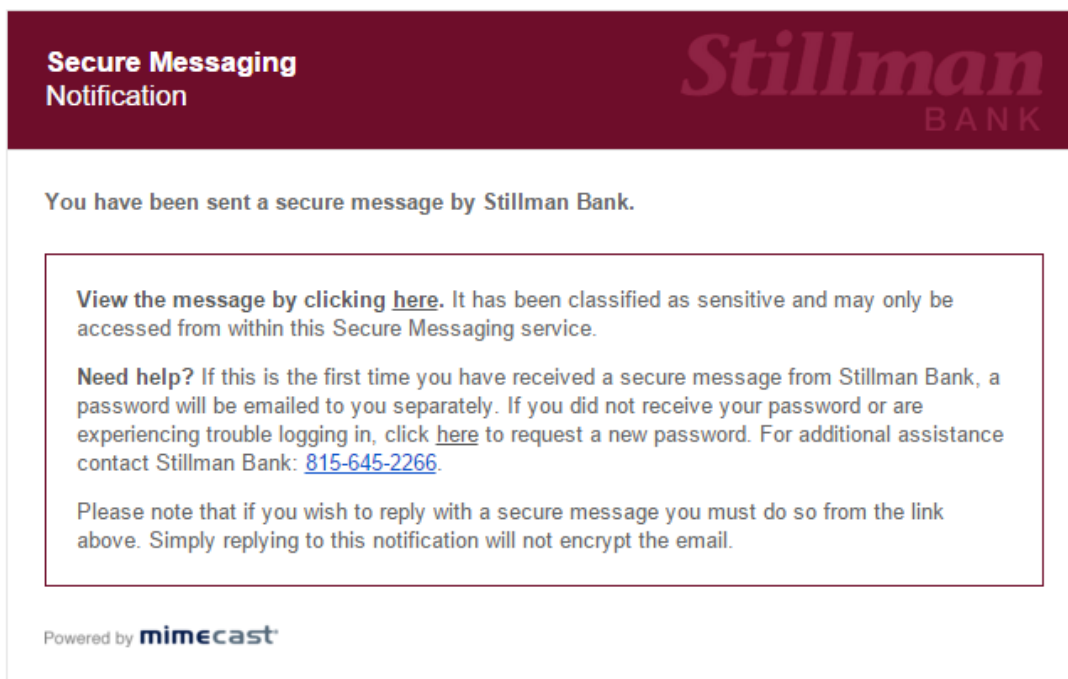# Mimecast Secure Mail for Stillman BancCorp N.A.

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. Please note then that replies to these emails are not sent encrypted back to us unless you encrypt it some way on your end.
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. All replies from this message system will be encrypted back to us. Sometimes we may force this method to be used when we ask for any sensitive information from you via email.

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 using the Secure Message Portal 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:

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.
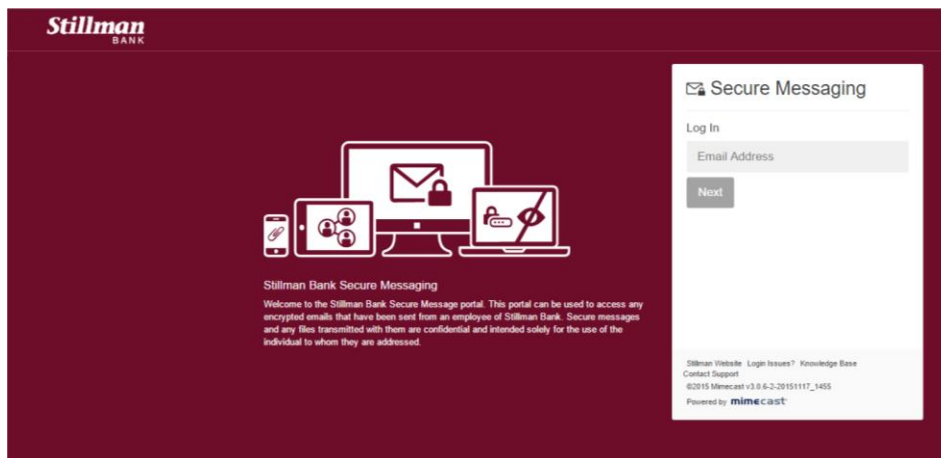
At the login screen enter your email address and hit enter or click next. Then enter your password and hit enter or Log In. If you have forgotten your password click on the link that says "Forgot your password?" This will provide instructions on how to reset your password.

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.
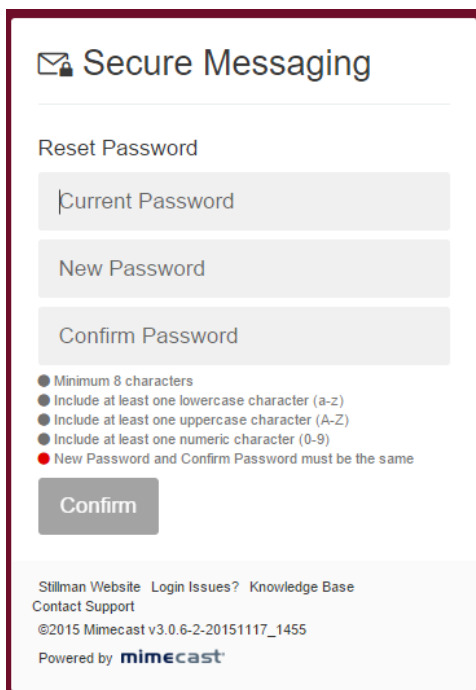
You have now reached your Inbox. Here you will find a list of emails that have been sent to you. Single Clicking on a message will bring it up to the right for review. Double clicking on it will bring up the message full screen. Using the tools at the top you can Reply, Reply All, Delete, Mark Read or Unread, or Print any message in the portal, as long as you have the rights to do so. Certain cases may warrant a secure message to be sent where we cannot allow you to print or reply to it. If you reply to the email it will send a secure message back to the sender of the email.
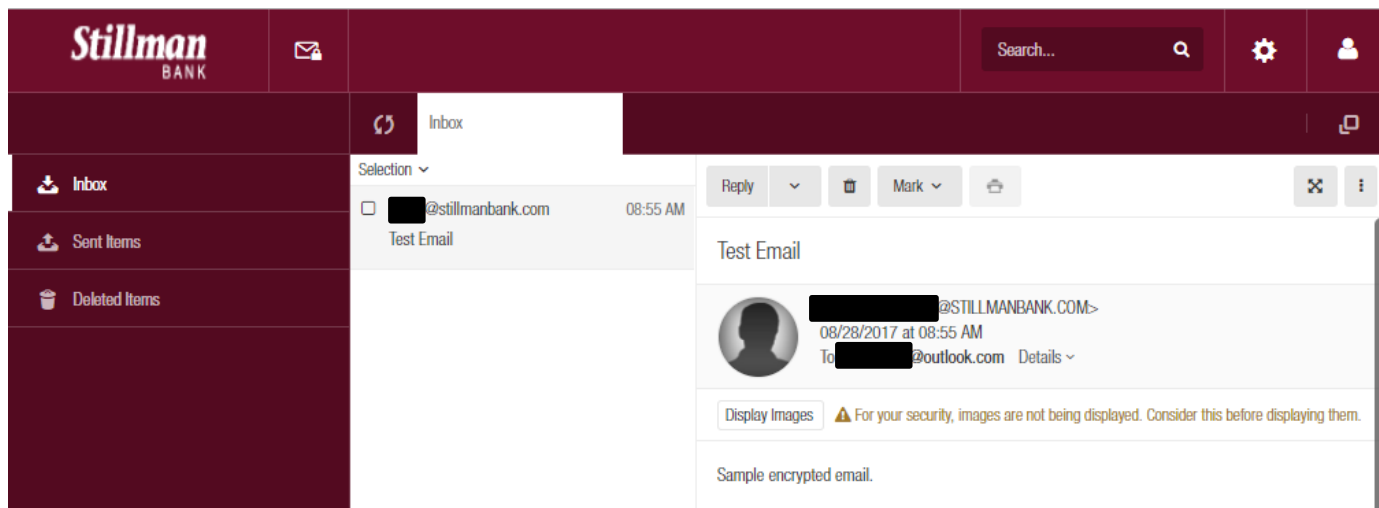
When you reply to a message you will have the ability to attach documents to securely send back to us. Just click on the 'Attach' button in the upper right corner and select your files. When you are ready to send the email just click the 'Send' button located next to the Attach button in the upper right hand corner of the message.

If you'd like to Compose a new secure email to any employee at the bank just click on the grey Compose button at the top left.


This allows you to send an encrypted email to anyone with an @stillmanbank.com email address. You can also attach documents to a new message the same way you would when replying to a message.

Towards the top right of the portal 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 user icon in the upper right hand corner and select 'Log Out'.
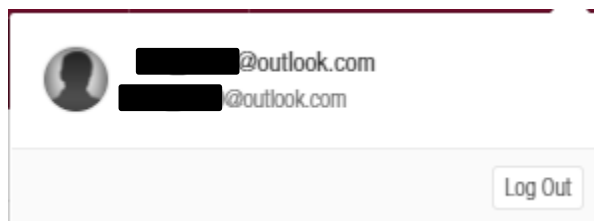
Now that your account has been setup with a password you can access the secure portal at any time by going to https://stillmanbank.login-us.mimecast.com/m/secure/login/#/login and use your email address and password to login.

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.