CITIZENS BANK

Secure Email Portal

Customer Instructions

1. Visit the Contact Us page of our website
   (https://www.citizenbank.bank/contact-us)

2. Click the link for **Secure Email via ZixPort.**

3. If this is your first time using the Secure Email Portal, complete steps 4 - 7.
   Otherwise, skip to step 8.

4. Find the **"New to secure email?"** box and click the button to **Register.**

5. Enter your personal email address and create a unique password based on the
   requirements listed on the site, clicking **Register** once completed.

6. You will receive an automatic email from **citizenbank.notification@zixmessagecenter.com**
   at the address you provided in the previous step. Check your email account and click on the
   link in the email you received to complete the activation of your password.

7. Click the **Activate** button to activate your password. Click **Continue** on the Activation
   Successful screen to return to the Portal main page.

8. Enter your personal email address and unique password for the Portal, then click **Sign In**.

9. Once you have logged in, you will have the following options, similar to the options found
   in other email providers:

   a. **Inbox:** This shows received messages.

   b. **Address:** This allows you to add or remove contacts or groups.
      (This option is not available when logged in via a mobile phone.)

   c. **Compose:** This allows you to create new messages, add attachments, and send them.
      You can also save the message as a draft to send at another time.
      (Attachments are not available when logged in via a mobile phone.)

   d. **Sent Mail:** This displays the emails you have sent out via the Portal.

   e. **Drafts:** This shows the emails you have saved as drafts but have not sent.

10. Click **Sign Out** when you have completed using the Portal for added security.