CCB Email Encryption by Zix

Q: What type of data gets automatically encrypted:

- Sensitive Financial for Healthcare
- HIPAA (Health Insurance Portability and Accountability Act)
- PCI (Payment Card Industry)
- SSN (Social Security Numbers)
- PII (Personally Identifiable Information)

Q: Does the email get encrypted automatically or do I need to do something?

A: Both

1. Automatically Encrypt - Zix Email Encryption uses algorithms to look for character data in the email body and determine if it contains personal or sensitive data deemed Private (i.e., Social Security Number). If found, then it will encrypt the email.
2. Manually Encrypt - If an email needs to be encrypted and does not meet the automatic encryption policies, then simply add the keyword "encrypt" in the subject line after the subject (i.e., email subject – encrypt)

Q: What if circumstances require me to send an email without encryption even though it may contain personal information?

A: If the email body contains personal or sensitive data deemed Private and the sender has an exception and does not want to send the email encrypted, please reach out to your email administrator and they can assist with this.

Q: How do I know if the email I sent was encrypted automatically or manually as intended?

A: An email receipt acknowledging the email was encrypted, will be sent back to the sender. An example of the receipt will look like this:
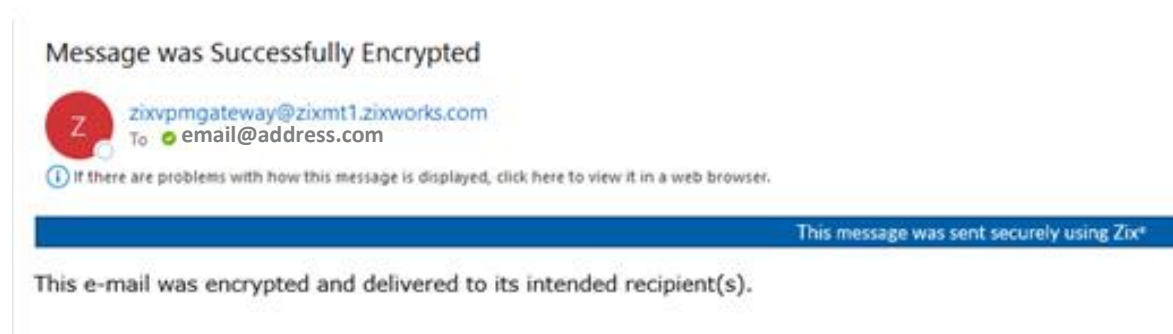
Q: If I send an email that contains personal or sensitive data deemed Private to someone on my domain, does it encrypt the message?
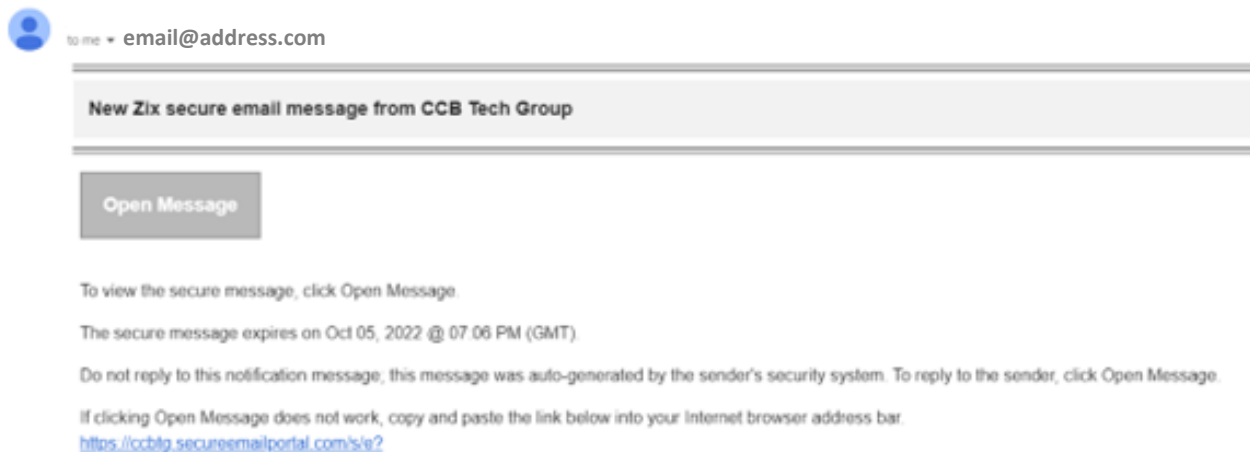
A: No. Since the email never leaves the Mail server and stays local, there is no need to encrypt the message.

Q: What do the recipients from other domains see when they receive an encrypted email?

A: Zix to Zix - If the sender and the recipient are both using Zix encryption, then the recipient will receive the email just like any other email.   The only thing they will have is a message in the footer saying: "This message was secured by Zix(R)."

B: Zix to Non-Zix - If the sender is using Zix email encryption and the recipient is not, then the recipient will receive a request to "Open Message" and log into their account before they can view and respond to the email.

The email will look like this:

to me ▾ **email@address.com**

New Zix secure email message from CCB Tech Group

Open Message

To view the secure message, click Open Message.

The secure message expires on Oct 05, 2022 @ 07.06 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://ccbtg.secureemailportal.com/s/e?

Once the "Open Message" is clicked then the end user will need to create a password to register their account.

Open Message

Secure Message Center

Register Account

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

Email Address:

Password:
email@address.com

Re-enter Password:

Password Rules

Passwords must be at least 8 characters in length, and meet all 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.

Cancel   Register

Learn more about receiving secure messages directly to your inbox.

We use cookies, find out why in our cookie disclosure

This service is hosted by Zix on behalf of CCB Tech Group More Information

Secured by **ZiX**

Once logged in to the account, the recipiant can view, reply, forward, etc… to the message.   Here they will also be able to view past messages.

Secure Message Center

This is a Test - encrypt

| Inbox | Contacts | Compose | Sent Mail | Recall | Drafts |

Reply   Reply All   Forward   Delete   Save Message   Save Attachments   Sign Out

Received: Sep 21, 2022 3:06 PM
Expires: Oct 5, 2022 3:06 PM
From:
To:
Cc:
Subject: This is a Test - encrypt

Attachments: 📎 image001.jpg

Images in this message have been disabled. Show Images

This message was sent securely using Zix ®

This is a test

CCB Tech Group
4069 Inner Perimeter Road
Valdosta, GA 31602
229-259-0104

Q: What happens if a Zix to Non-Zix recipient receives another encrypted email?

A: They simply log in using their email address (Auto Filled) and password they created.

Secure Message Center

Welcome to the CCB Tech Group Message Center

Email Address:
email@address.com

Password:

Sign In

☐ Remember Me

Forgot your password?	New to secure email?	Need more assistance?
Reset	Register	Help

Learn more about receiving secure messages directly to your inbox.

We use cookies, find out why in our cookie disclosure.

This service is hosted by Zix on behalf of CCB Tech Group More Information

Secured by **ZiX**

Q: What happens if the recipient forgot their password?
A: Click on the "Forgot your password" link and follow the instructions.

Forgot your password?

Reset

Secure Message Center

Reset Password

Enter the email address you registered with and a new password to receive a reset verification email.

Email Address:

email@address.com

New Password:

Re-enter New Password:

Password Rules

Passwords must be at least 8 characters in length, and meet all of the following conditions:
- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#$%^&

In addition, your new password cannot match the previous 10 passwords.

Passwords cannot match email address.

Cancel   Reset

Q: How long will the encrypted email remain intact before it expires?
A: 14 Days

Q: If the recipient never opens the encrypted email, will I be notified? How long until it expires?
A: Yes - 14 days

From: ccbtg-notification@ccbtg.secureemailportal.com <ccbtg-notification@ccbtg.secureemailportal.com>
Sent: Friday, September 9, 2022 12:34 PM
To:
Subject: EXPIRED: FW: Borrower Payment Authorization For Appraisal

CCB Tech Group Message Expiration Notification:

To:
Cc:
From:
Subject: FW: Borrower Payment Authorization For Appraisal
Arrived on: Aug 26, 2022 @ 16:28 (GMT)
Expired on: Sep 09, 2022 @ 16:28 (GMT)

The following recipients failed to pickup the message above:|

Q: Is there anything special the Zix sender needs to do when replying to an encrypted email?
A: No. There will be a footer showing the email is still encrypted, but no other steps are needed.

From:
Sent: Wednesday, September 21, 2022 4:03 PM
To:
Subject: RE: Test 2 - encrypt

This is a test – Return

Thanks