Hello, and thank you for choosing Cambridge Savings Bank! If you’re reading this, there is a good chance that you have recently received an encrypted email from someone within Cambridge Savings Bank.

As an organization that is constantly handling sensitive personal information; your security is our top priority. While we have used various forms of encryption in the past, the latest tool that we are utilizing is powered by Mimecast and utilizes Transport Layer Security (TLS) to protect our communications.

If your organizational email system or your email provider (Verizon, Comcast, Gmail, etc.) is capable of accepting email over TLS, then you will not need to use this guide. If your organization is not utilizing encrypted mail delivery, then you will need to follow the steps outlined in this guide to access your secure mail inbox.

1. **Welcome Email**
   If this is the first time that you are receiving a secure email, you will receive the email notification shown below. It is very important that you retain this email until you are able to successfully login to the platform. If you request a password reset, you will also receive this email notification.

   To access the Secure Messaging System, click the [here](#) link within the email. You will then use your email address along with the temporary password provided in the email under **Login Information** to log into the Secure Messaging System.

2. **Secure Message Notification**
   If you have already created a profile within Mimecast, you will receive the email notification shown below.

   To access the Secure Mail System, you will need to click the [here](#) link within each subsequent email that you receive. There is also a link within this notification where you can reset your password, if needed.
3. Initial Login Screen
If you are accessing the Secure Mail System for the first time (or for the first time since resetting your password), you will be prompted to login using your email address and the temporary password that was sent to you via email.

Due to the complexity of temporary passwords, we recommend that you utilize your device’s Copy and Paste function when entering your temporary password into the login box.

Upon successfully entering the correct temporary password, you will be prompted to create a new password. If you receive the error shown in the image to the right, simply close the current window and restart at Step 1.

**Please note:** Access to the Secure Messaging System is intended for the sole use of the intended recipient. Login details should not be shared with other parties.

4. Initial Password Setup
To create your Secure Messaging Password for the first time (or to reset a previously forgotten password), follow these steps:

1. Enter the temporary password that was sent to you in the **Welcome Email** (see step 1) into the **Current Password** field.

2. In the **New Password** field, create a new password according to the password specifications outline in the image to the right.

3. Once your password meets all password specifications, the bullet points next to each requirement will change from black/red to green.

4. Click the **Confirm** button to submit the changes.

5. Password Confirmation Screen
Once you press Confirm, you will receive a confirmation screen indicating that your password has been saved.

From this screen, you will be able to log in using your email address and the password that you just created in **Step 4**.

If you need to reset your password, click the **Forgot your Password?** link and start the process over from **Step 1**.
The following screenshots can be used as a reference for navigating the platform.

**Secure Mail Screen:**

```
Secure Mail Screen:

Messaging

Inbox

Selection:

- test account

11/08/2016
```

**Preferences & Settings Screen:**

```
Preferences & Settings Screen:

Preferences

Language:

- English

Date Format:

- MM DD YYYY

Time Format:

- 12 hour clock

First Day Of Week:

- Sunday

Signature:

Save Cancel
```

**Message Viewing Screen:**

```
Message Viewing Screen:

Inbox

Message:

- test account

Sender:

- cambridgesavings.com

Date:

- 11/08/2016

Time:

- 01:25 PM

To:

- test account

Display Images:

- For your security, images are not being displayed. Consider this before displaying them.

Attachments:

- 1 Attachment(s) Total 1.5 MB

View

Testing social and birthdate issues? Could it be ID related?

Please let me know if you need anything further!
```

**Changing Your Preferences Screen:**

```
Changing Your Preferences Screen:

Preferences

Language:

- English

Date Format:

- MM DD YYYY

Time Format:

- 12 hour clock

First Day Of Week:

- Sunday

Signature:

Save Cancel
```

**Menu Options Screen:**

```
Menu Options Screen:

Cambridge Savings Bank

- Inbox
- Sent Items
- Deleted Items

Inbox

- test account

11/08/2016
```

**Logging Out Screen:**

```
Logging Out Screen:

@cambridgesavings.com

Log Out
```

- test account