

# Zix Secure Email System Instructions

## What do I do to send secure email to an outside email address:

- Type the word “**Secure**” as the first word of the subject line of your message:

Ex. **Subject:** Secure – <<Insert Your Subject Here>>

## How the recipient will receive the message:

### **If the recipient is on an email system that does not use Zix:**

*(Examples: A client’s personal Hotmail account, or a company account at a company that does not use Zix.)*

1. The recipient will receive a message from Zix that will inform them that you sent them a secure email, and they will need to set up a Zix account for them to retrieve it.
2. In that message, there will be a link to the Zix site, where they set up their account.
3. Once they have set up their account, they can read the message on the Zix site and reply to you directly from the Zix site to keep their responses secure.
4. Messages will be kept in their “Inbox” at Zix’s site for 14 days (“Sent Mail” will also be kept for 14 days).

If you would like to see an example of the steps they will have to go through to set up their account, please look at the following link:

<http://userawareness.zixcorp.com/sites/index.php?b=6d4e5a4789c6f20ed7a401a6a110dc32&type=0&p=3>

### **If your email recipient’s agency also uses the Zix Secure Email System:**

*(Examples: Many State agencies and several other Minnesota counties)*

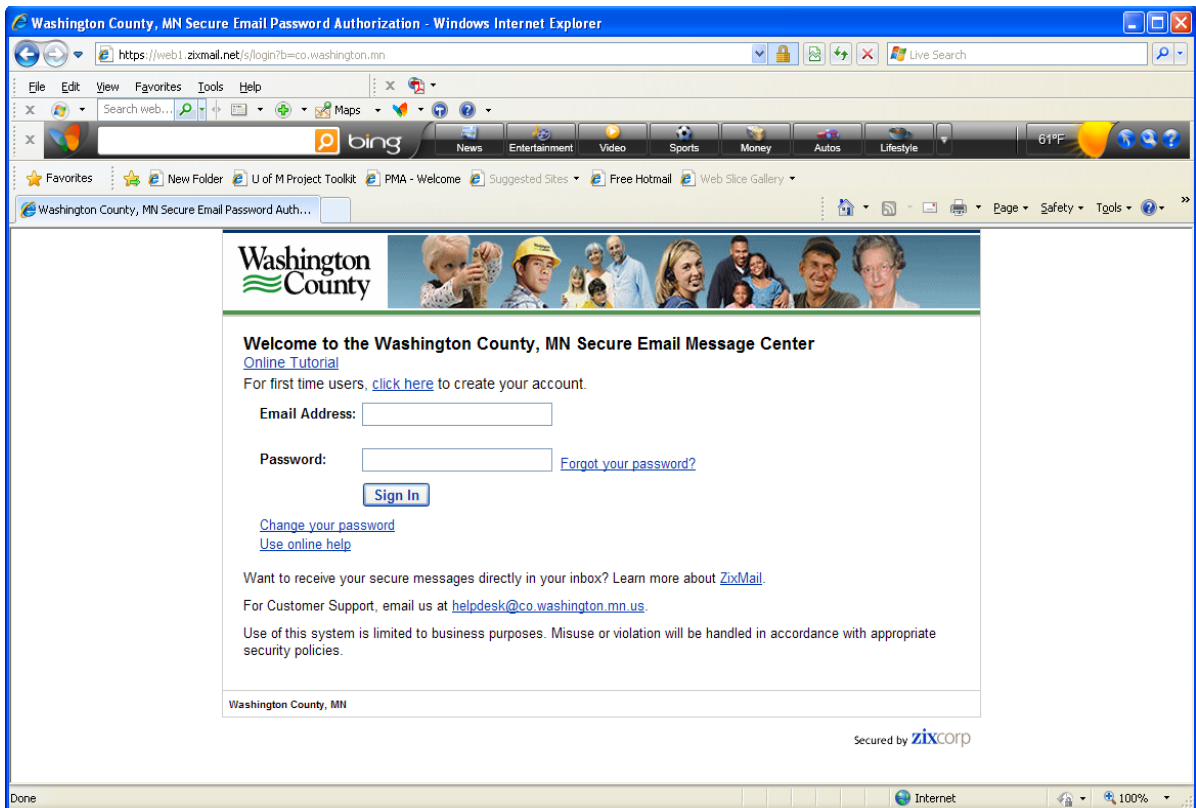
1. The recipient will receive the message normally in their main email mailbox. Our Zix system will talk directly to theirs in a secure fashion, so there is no need for them to set up a separate Zix mailbox to view and send messages.

## Outside Recipient Initiating a Secure Email

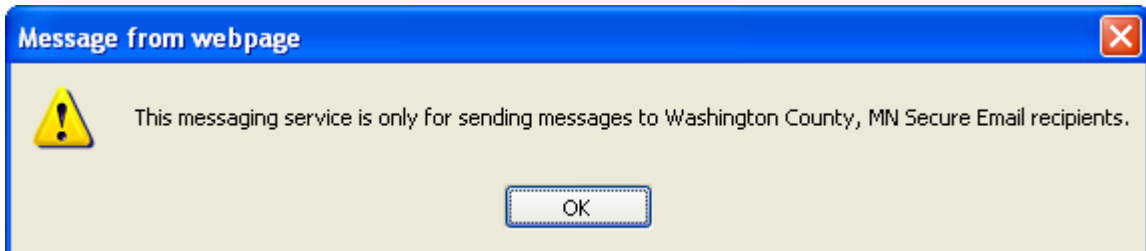
If an Individual outside of the county that has not previously received secure email from the county and wishes to communicate with the county via secure email, can go to the following website:

<https://web1.zixmail.net/s/messagecenter?b=co.washington.mn> and set up an account.

If the individual has previously received secure email from the county and has an account set up they would go to the site listed above and use their existing account credentials.



All emails sent from this portal must be addressed to an email address ending with @co.washington.mn.us. If an email is sent to an email with a different email address domain the following error message will be received:



### Other Details:

Please note that there is still a 10 MB size limit on email messages in our system. If the email is larger than 10 MB, please contact the Help Desk for other options.

### Questions:

If you have questions about Zix secure mail, please contact the DoIT Help Desk at extension 6411.