

ILLINOIS MUTUAL'S

# SECURE MESSAGE CENTER USER GUIDE





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## User Guide

Illinois Mutual believes electronic communication provides quick and efficient transmission of important information to our customers and our agents regarding their insurance transactions with our company. Unfortunately, the Internet poses security issues to confidential information. We understand the importance of keeping your personal information private and secure; that's why we established our new **Secure Message Center** that uses an encrypted email service from ZixCorp to help us maintain the security and privacy of our customer's non-public personal information (NPI). While Illinois Mutual will use this secure service to send you emails, it is your choice whether you want to use the service to send us emails. Note: For insurance licensees, there are independent obligations for keeping your customers' personal information secure. We recommend you use our secure email service for sending us emails containing your customer's non-public personal information (NPI), unless you use another secure service.

In the pages that follow, we will walk you through the experience of accessing an email through our Secure Message Center.

### Notification Email

Below is an example of an email you may receive. Simply click the green "Open Message" button to take you to our **Secure Message Center** where you can register for the first time or log in to access your email message.

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New secure email message from Illinois Mutual

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Open Message

To view the secure message, click Open Message.

The secure message expires on Feb 08, 2012 @ 01:55 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://sendsecure.m86security.com/s/e?b=illinoismutual&m=ABDBhflnFTfpjVGywhknW8yp&em=>

After you click the “Open Message,” button, you will be redirected to the Secure Message. If this is your first visit you will see the **Register Account** page and your email address will already be entered.


### How to Register

Complete your registration by entering a password of your choice. You may select any password you like as long as it meets the Password Rules listed at the bottom of the screen. Please note this is the same password you will use on future visits to the Secure Message Center.

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SECURE MESSAGE CENTER



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**Register Account**

To ensure the security of your information, all emails sent from Illinois Mutual containing potentially private information are routed through our Secure Message Center. Register below to ensure you can send and receive secure e-mail messages with Illinois Mutual.

Email Address:

Password:

Re-enter Password:


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**Password Rules**

Passwords must contain 6 to 25 characters, and meet the following conditions:

- Contain both uppercase and lowercase characters

For Customer Support, please contact Illinois Mutual at (800) 437-7355.

Secured by 


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On subsequent visits to the Secure Message Center you will simply enter your password to log in.


**IMPORTANT NOTE: Messages in your account will only be available for 120 days after being created before being automatically deleted and your account will be deleted after 180 days if there's no activity. If your account is deleted, simply enter your password on the registration page the next time you receive a secure email to start a new account with the same password**

## Login Page

Once you create an account, you can log in by entering your email address and password.



# SECURE MESSAGE CENTER



Please enter your email address and password below to access your encrypted emails from Illinois Mutual.

Email Address:


Password:

Forgot your password?  
Reset

New to secure email?  
Register


Need more assistance?  
Help

For Customer Support, please contact Illinois Mutual at (800) 437-7355.


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## Inbox

After logging in, your Inbox will be displayed showing any waiting and previously read messages.



# SECURE MESSAGE CENTER



Inbox

Address

Compose

Sent Mail

Drafts

?

Refresh


Delete

smkostouros@illinoismutual.com

Sign Out

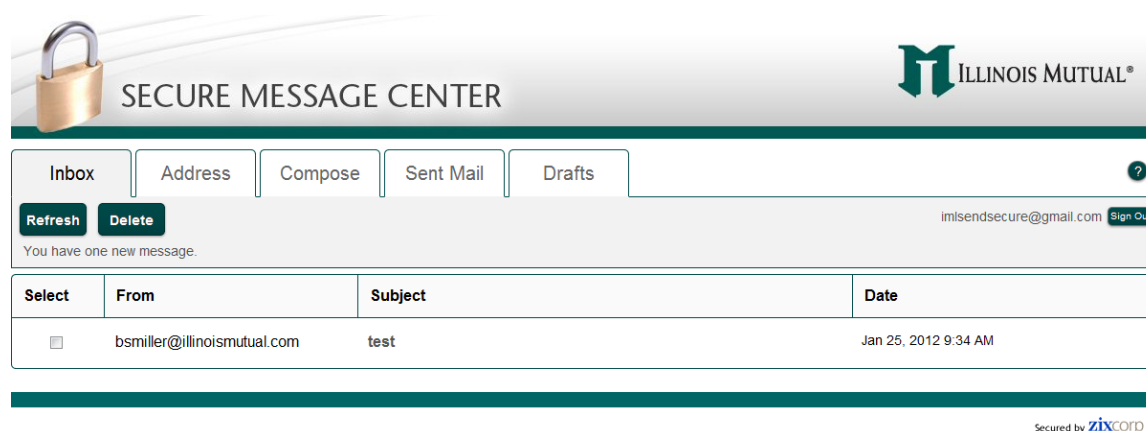
You have no new messages.

Select	From	Subject	Date
No messages			

Secured by 

## Opening an Email

To open an email, click anywhere under the From, Subject or Date columns on the line where the email message appears and the contents of that message will be displayed. Clicking a message in the **Inbox** will display the contents of that message.

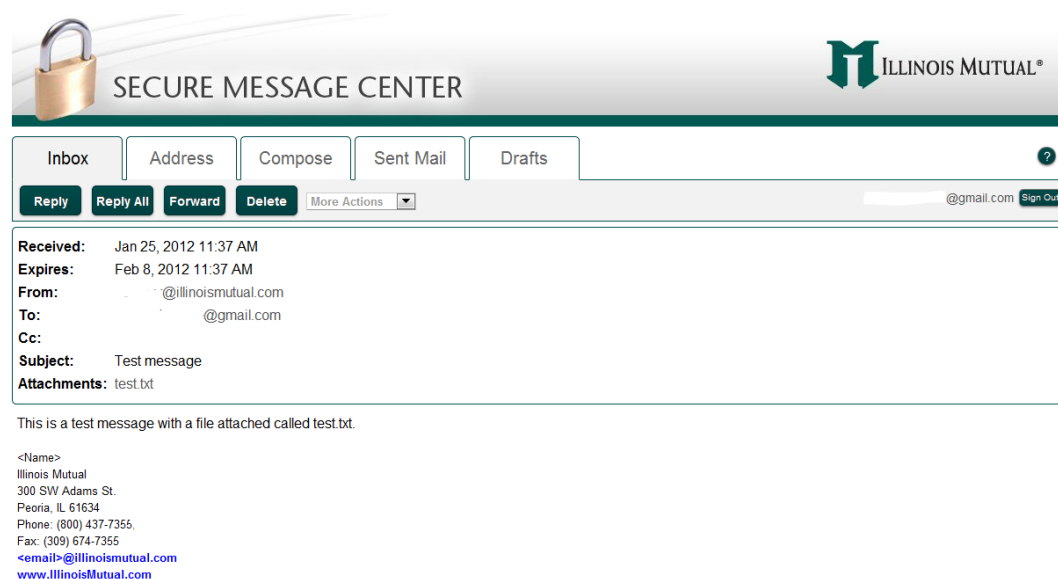


## Returning to Inbox

To return to your **Inbox** and see your list of messages again, click the “Inbox” tab.

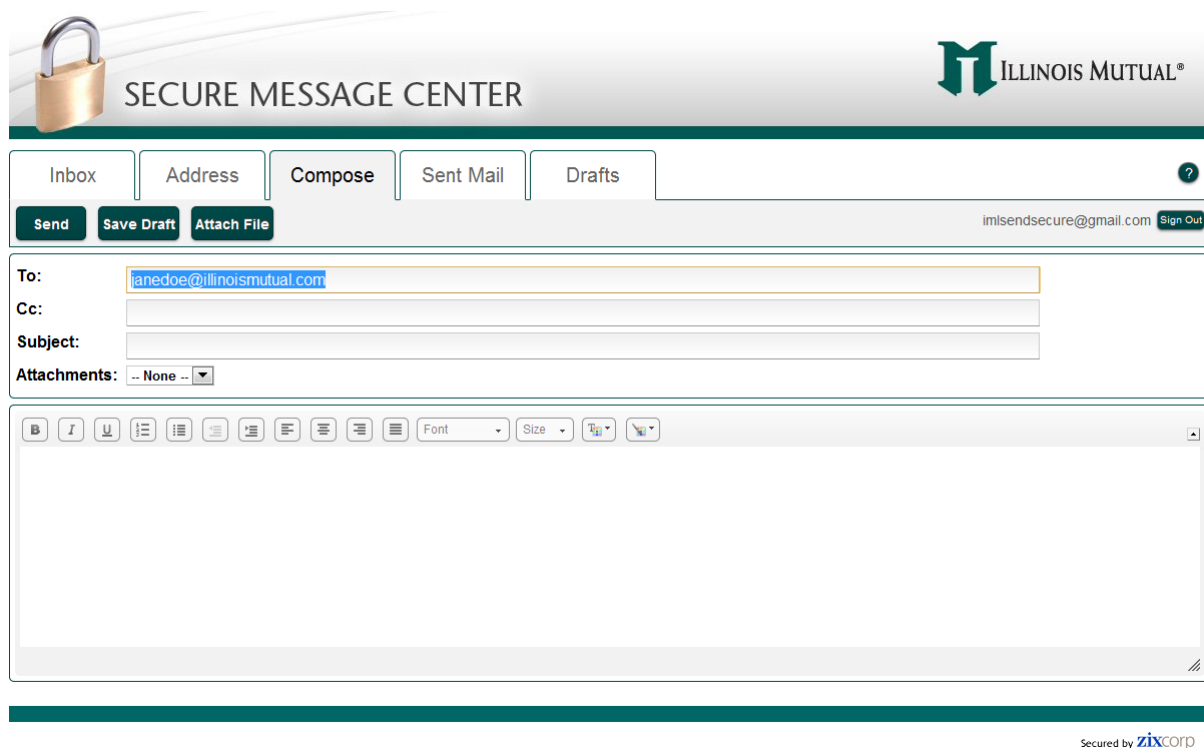
## Saving an Email

**IMPORTANT NOTE: Your messages will only be available on the Secure Message Center for 120 days after being sent to you before being automatically deleted.** Therefore, if you want a copy, we suggest you save a copy to your computer. Clicking the “More Actions” drop box located to the right of the green “Delete” button will allow you to select the item you want to save. The “Save Message” option will download a text copy of the email in your web browser (i.e. Internet Explorer, Firefox, Chrome, etc.). If there are any files attached to the message, you can also select the “Save Attachments” option to download the files attached to the message in your web browser. You can also print your email and any attachments and save in your personal paper files or scan them and save it to your personal computer.



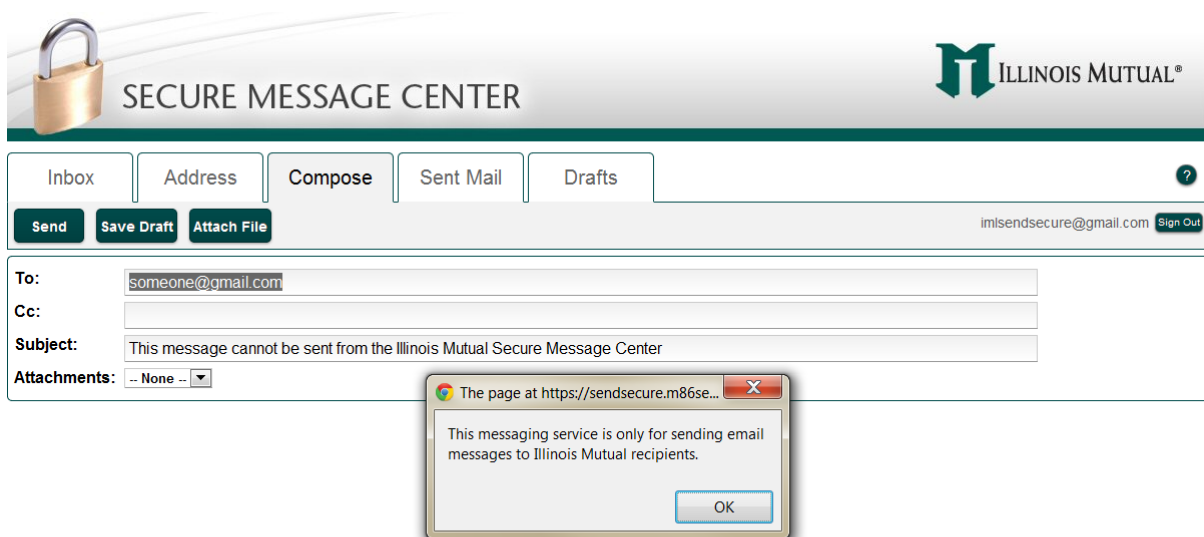
## Replying to Emails

Replying to Illinois Mutual, By clicking the “Reply” or “Reply All” button, you will be taken to the “Compose” tab where you can respond to the message you received. The response will be sent through the Secure Message Center. Keep in mind that the Secure Message Center will only allow you to send messages to *illinoismutual.com* email addresses.



The screenshot shows the 'Compose' tab of the 'SECURE MESSAGE CENTER'. The header includes a padlock icon and the Illinois Mutual logo. Navigation tabs at the top are 'Inbox', 'Address', 'Compose' (selected), 'Sent Mail', and 'Drafts'. Below these are buttons for 'Send', 'Save Draft', and 'Attach File'. The user's email 'imlsendsecure@gmail.com' and a 'Sign Out' link are in the top right. The 'To:' field contains 'janedoe@illinoismutual.com'. The 'Cc:' and 'Subject:' fields are empty. The 'Attachments:' dropdown shows '-- None --'. A rich text editor with various formatting tools is below the fields. At the bottom right, it says 'Secured by zixcorp'.

Replying to other than Illinois Mutual If you try to enter an email address that doesn't end in *illinoismutual.com*, you will see the following error:



This screenshot shows the same 'Compose' screen as above, but with an error. The 'To:' field now contains 'someone@gmail.com'. The 'Subject:' field has the text 'This message cannot be sent from the Illinois Mutual Secure Message Center'. An error dialog box is overlaid on the screen, titled 'The page at https://sendsecure.m86se...', with the message 'This messaging service is only for sending email messages to Illinois Mutual recipients.' and an 'OK' button. The 'Secured by zixcorp' text is also present at the bottom right.

## Forwarding Emails

Clicking the “Forward” button will allow you to forward the message ONLY to an email address that ends in @illinoismutual.com. If you try and forward the secure message to anyone else, you will see the same error as above.

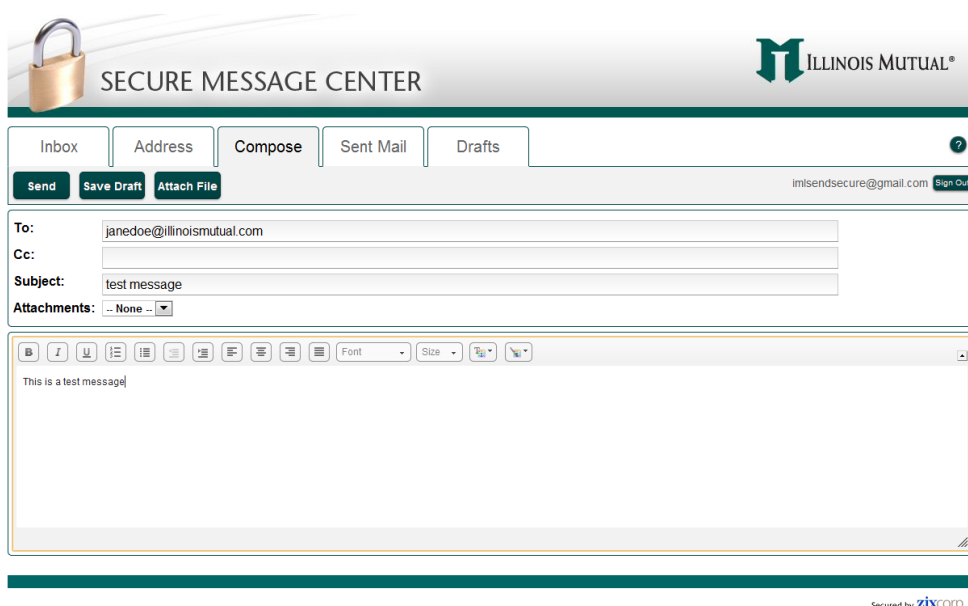
If you wish to forward any email you receive in the Secure Message Center to a non-Illinois Mutual address, you may do so by copying and pasting the information into your personal email application and sending it to whomever you wish. However, please note that in doing so, the security of your information is no longer guaranteed.

## Compose Tab

Use this screen to create a new outgoing message to an *illinoismutual.com* recipient.

## Saving Drafts

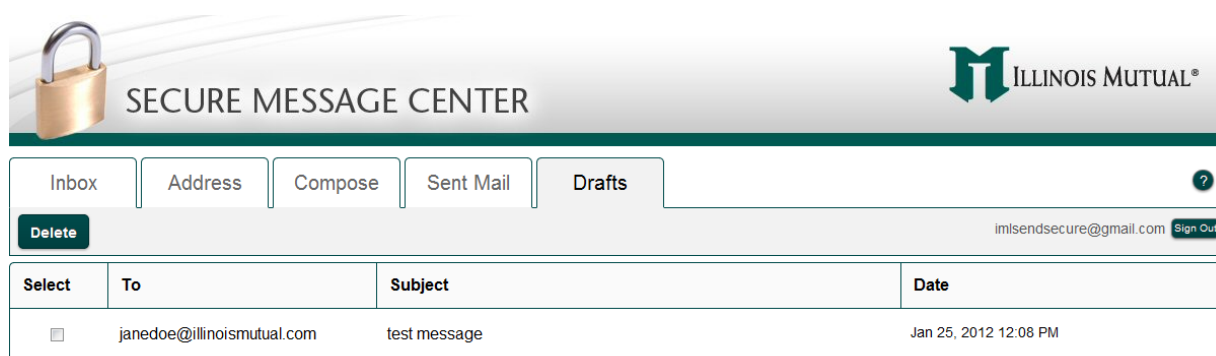
The “Compose” tab has a “Save Draft” button. When you click that button, your draft email is saved to the Secure Message Center and can be retrieved from the “Drafts” tab.



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You will be able to open the draft at a later time by clicking the Drafts tab and selecting the message.

**IMPORTANT NOTE: Your draft will only be available on the Secure Message Center for 120 days after being created and then it will be automatically deleted.**



Select	To	Subject	Date
<input type="checkbox"/>	janedoe@illinoismutual.com	test message	Jan 25, 2012 12:08 PM

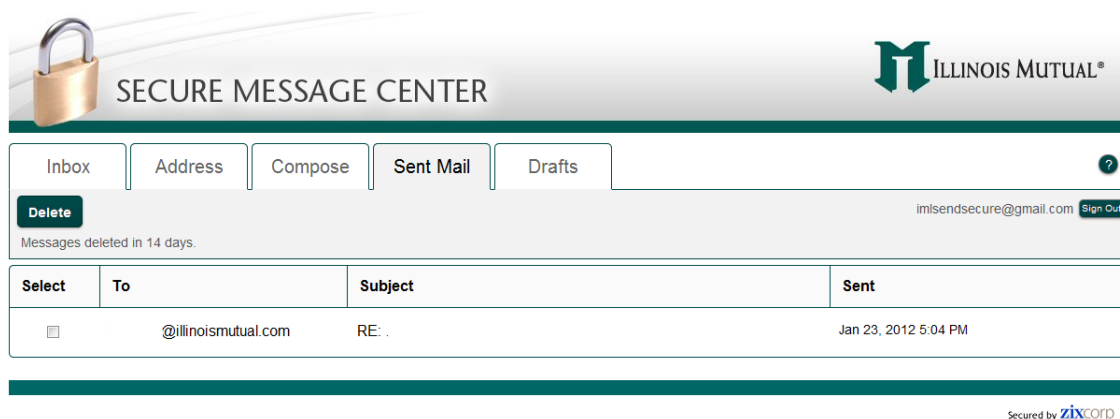
Secured by **zixcorp**



## Sending Email

After clicking the “Send” button, click the “Sent Mail” tab to see a record of the message you sent. A copy of each message sent from the Secure Message Center can be seen by clicking the “Sent Mail” tab.

**IMPORTANT NOTE: Your sent messages will only be available on the Secure Message Center for 120 days after being sent and then they will be automatically deleted.** Therefore, if you require a copy, it is suggested you open the message and save a copy.

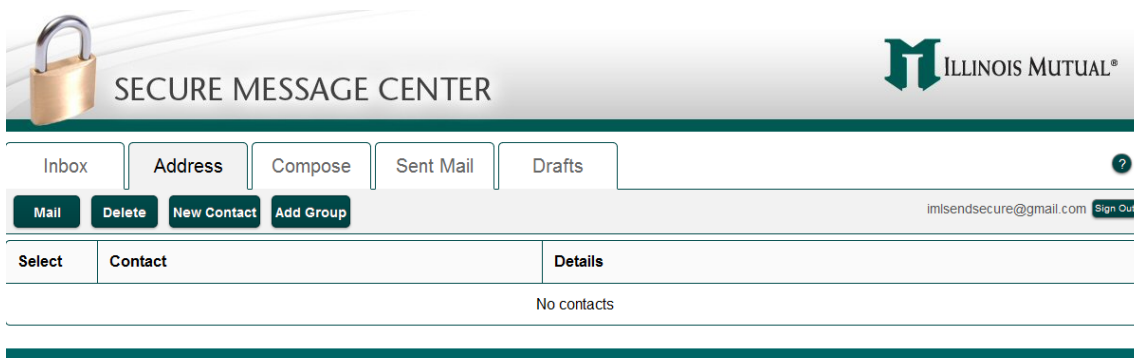


The interface shows the "SECURE MESSAGE CENTER" header with a padlock icon and the "ILLINOIS MUTUAL" logo. Below the header are tabs for "Inbox", "Address", "Compose", "Sent Mail", and "Drafts". The "Sent Mail" tab is selected. A "Delete" button is visible, with a note "Messages deleted in 14 days." The user's email address "imisendsecure@gmail.com" and a "Sign Out" button are in the top right. A table lists sent messages with columns "Select", "To", "Subject", and "Sent". One message is shown: To: "@illinoismutual.com", Subject: "RE: .", Sent: "Jan 23, 2012 5:04 PM". A "Secured by zixcorp" watermark is at the bottom right.

Select	To	Subject	Sent
<input type="checkbox"/>	@illinoismutual.com	RE: .	Jan 23, 2012 5:04 PM

## Addresses

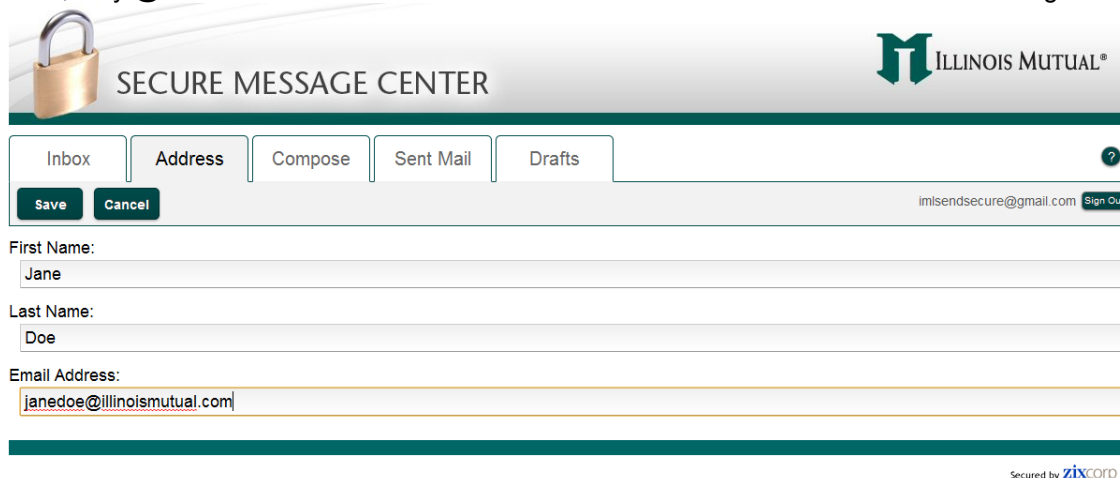
If you click the Address tab, you can save Illinois Mutual email contacts. Click “New Contact” to save contact information for an Illinois Mutual individual you email often.



The interface shows the "SECURE MESSAGE CENTER" header with a padlock icon and the "ILLINOIS MUTUAL" logo. Below the header are tabs for "Inbox", "Address", "Compose", "Sent Mail", and "Drafts". The "Address" tab is selected. Buttons for "Mail", "Delete", "New Contact", and "Add Group" are visible. The user's email address "imisendsecure@gmail.com" and a "Sign Out" button are in the top right. A table with columns "Select", "Contact", and "Details" is shown, with the message "No contacts" below it. A "Secured by zixcorp" watermark is at the bottom right.

Select	Contact	Details
No contacts		

Note, only @illinoismutual.com email addresses can be emailed from the Secure Message Center.



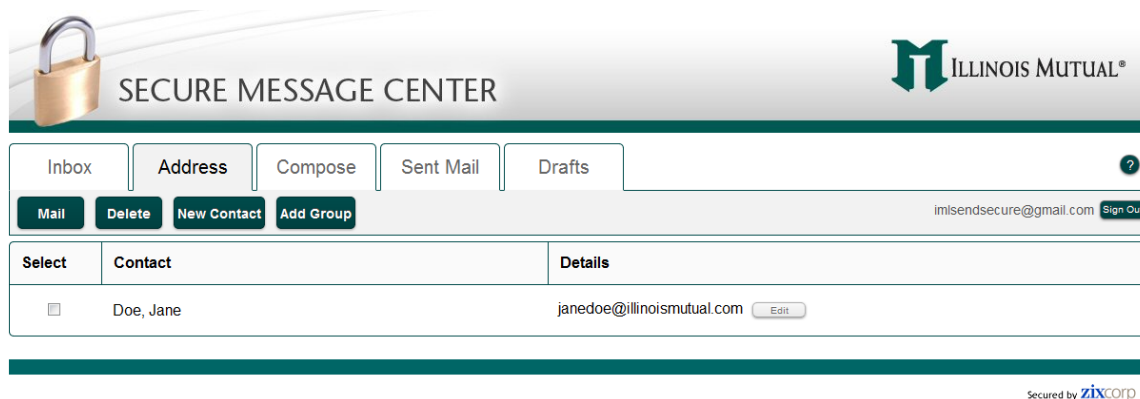
The interface shows the "SECURE MESSAGE CENTER" header with a padlock icon and the "ILLINOIS MUTUAL" logo. Below the header are tabs for "Inbox", "Address", "Compose", "Sent Mail", and "Drafts". The "Address" tab is selected. Buttons for "Save" and "Cancel" are visible. The user's email address "imisendsecure@gmail.com" and a "Sign Out" button are in the top right. The form fields are: "First Name:" with the value "Jane", "Last Name:" with the value "Doe", and "Email Address:" with the value "janedoe@illinoismutual.com". A "Secured by zixcorp" watermark is at the bottom right.

First Name: Jane

Last Name: Doe

Email Address: janedoe@illinoismutual.com

After clicking the Save button, to send an email to the contact, click the contact in the list and you will be taken to the Compose screen with the To: address already filled out. See the below for an example.

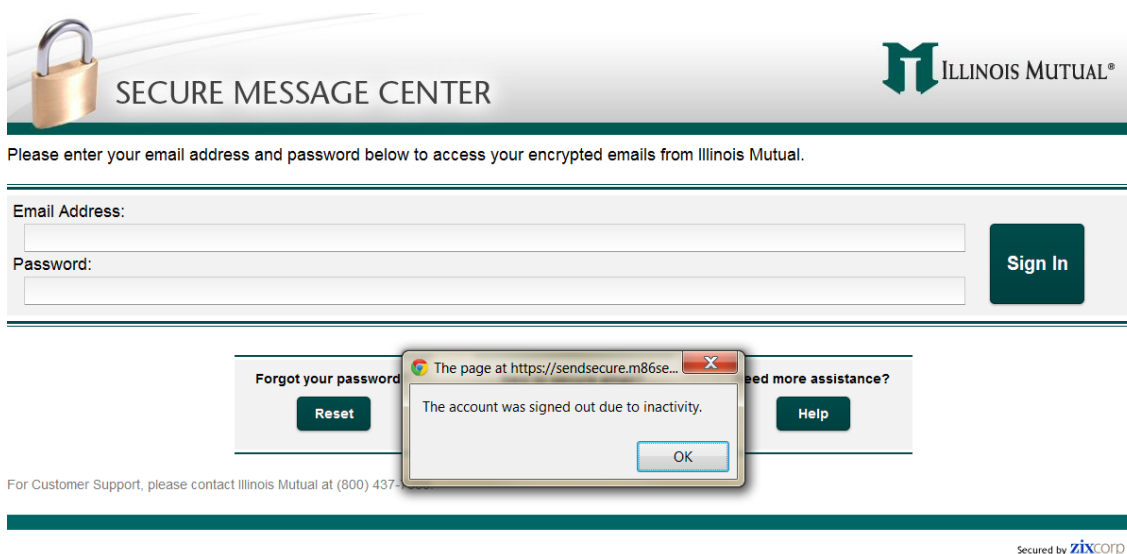


The screenshot shows the 'SECURE MESSAGE CENTER' interface for Illinois Mutual. At the top, there's a header with a padlock icon and the Illinois Mutual logo. Below the header is a navigation bar with tabs: 'Inbox', 'Address', 'Compose', 'Sent Mail', and 'Drafts'. Under 'Inbox', there are buttons for 'Mail', 'Delete', 'New Contact', and 'Add Group'. To the right of these buttons is the email address 'imisendsecure@gmail.com' and a 'Sign Out' button. Below the navigation bar is a table with three columns: 'Select', 'Contact', and 'Details'. The table contains one row for 'Doe, Jane' with the email address 'janedoe@illinoismutual.com' and an 'Edit' button. At the bottom right, it says 'Secured by zixcorp'.

## Important Reminders

### Inactivity Log Out

Once you are logged in, you will be logged out automatically if there is no activity after 30 minutes. When that happens you will be brought back to the **Login** page and the message below is displayed indicating you have been signed out. You will have to enter your email address and password again and click the "Sign In" button to get back to their messages.



The screenshot shows the 'SECURE MESSAGE CENTER' login page for Illinois Mutual. It has a header with a padlock icon and the Illinois Mutual logo. Below the header is a message: 'Please enter your email address and password below to access your encrypted emails from Illinois Mutual.' There are two input fields for 'Email Address:' and 'Password:', followed by a 'Sign In' button. Below the input fields, there are two buttons: 'Reset' (labeled 'Forgot your password?') and 'Help' (labeled 'Need more assistance?'). A modal dialog box is displayed in the center, titled 'The page at https://sendsecure.m86se...', with the message 'The account was signed out due to inactivity.' and an 'OK' button. At the bottom right, it says 'Secured by zixcorp'.

## Incorrect Email or Password

If an incorrect email address or password is entered while logging in, you will get the message below. Note: You will only get this message after three unsuccessful attempts if you have entered the correct email address. Therefore, if you never receive the noted email in your inbox then there is something wrong with the email address you entered. Completely clear out the email address field and enter your email address again. If you do receive the email, there is likely a problem with the password you entered.

The screenshot shows the 'SECURE MESSAGE CENTER' login page for Illinois Mutual. It includes a 'Sign In' button and a 'Forgot your password?' link. A modal dialog box is displayed in the center with the following text: 'The page at https://sendsecure.m86se... Incorrect email address and/or password. After 3 unsuccessful attempts, the account will be locked and a message sent to the email address with instructions.' Below the dialog, there are links for 'Reset' and 'Need more assistance?'. The footer mentions customer support contact information and is secured by zixcorp.

## Getting Locked Out

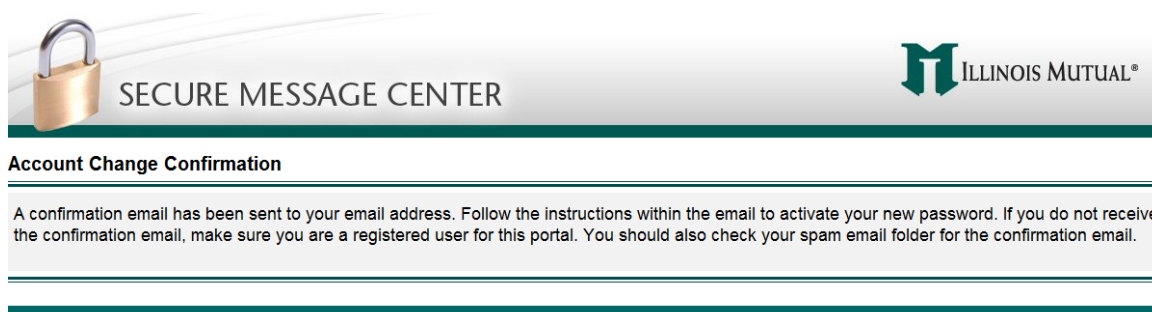
Below is an example of the email sent to you if you entered your password incorrectly three times. Note: Your account will be locked for 30 minutes. You can wait or use the Reset button on the Login page to change your password.

The screenshot shows an email notification from 'illinoismutual.notification@sendsecure.m86security.com'. The subject is 'Locked Account Notification'. The body of the email states: 'This email is to notify you that you have exceeded the allowed number of failed sign in attempts for Illinois Mutual. Your account has been temporarily locked for 30 minutes. Please try again later, or to unlock your account immediately, return to the Illinois Mutual Sign In page and follow the links to change your password.'

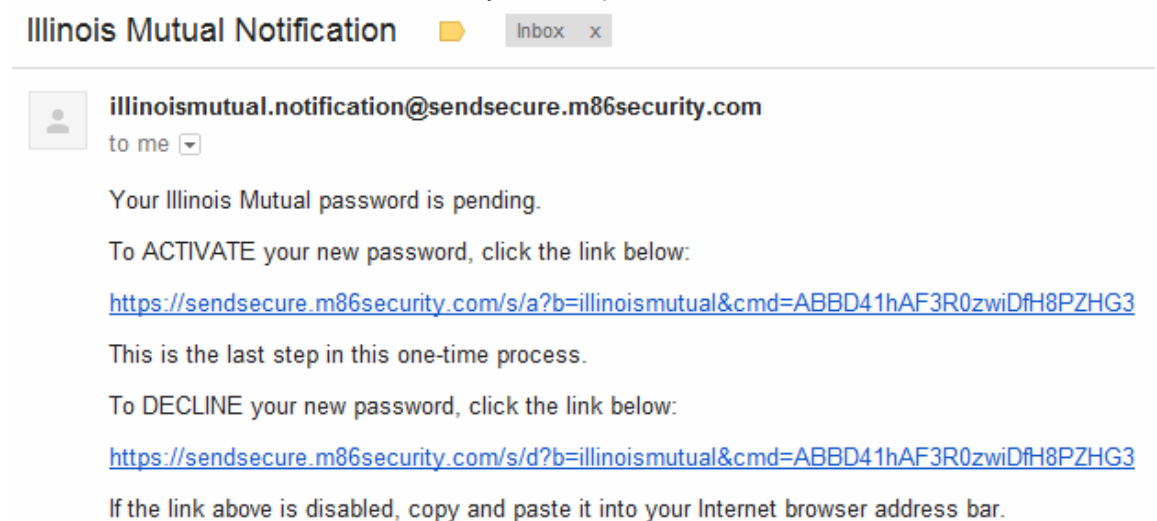
To reset your password, click the “Reset” button on the **Login** page. You must enter the email address for the account you are trying to log in and retrieve emails for. Once you have entered your email address and a new password, a verification email is sent to your email account. The login will not work until the link in that verification email is clicked.

The screenshot shows the 'Reset Password' page of the 'SECURE MESSAGE CENTER'. It prompts the user to 'Enter the email address you registered with and a new password to receive a reset verification email.' The form includes fields for 'Email Address:', 'New Password:', and 'Re-enter New Password:'. There are 'Cancel' and 'Reset' buttons at the bottom right. Below the form, 'Password Rules' are listed: 'Passwords must contain 6 to 25 characters, and meet the following conditions: • Contain both uppercase and lowercase characters'. The footer includes customer support contact information and is secured by zixcorp.

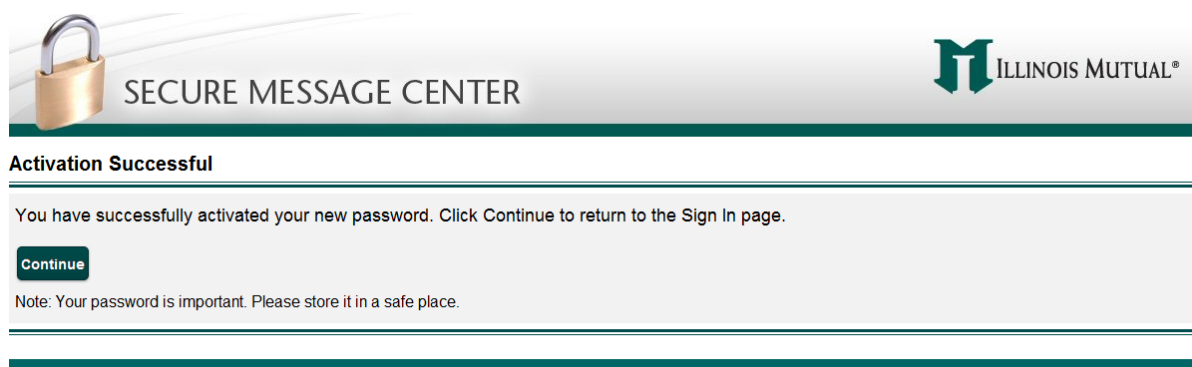
After resetting your password, an Account Change Confirmation screen will appear. The new password will not work until you retrieve the confirmation email in your inbox and follow the instructions provided.



Below is a sample of the notification email that is sent out when you reset your password. Note: You must click the first link in the email to activate your new password.



When you click the first link in the confirmation email you will be taken to the following page indicating your password has been activated. Clicking the "Continue" button will take you back to the Login page where you can now enter your email address and newly activated password.



Remember, the security of your information is very important to Illinois Mutual. Please report to us immediately any suspected security violations at (800) 437-7355.

## **Secure Message Center - Frequently Asked Questions**

### ***Why is security of my information with Illinois Mutual important?***

Illinois Mutual has had long standing practice of implementing measures to safeguard your personal information. With the advent of electronic transmission of information, we are taking additional steps to protect your information.

### ***What are the additional safeguards for protecting the security of customer information?***

Effective March 1, 2012, Illinois Mutual will send certain emails through a new **Secure Message Center** using ZixCorp's encryption service. Since studies have shown that the World Wide Web is an insecure transmission network, encryption services add a layer of protection while facilitating electronic communication e.g., email.

### ***Will all my email communication from Illinois Mutual be sent through the Secure Message Center?***

No. Illinois Mutual has established rules to identify certain emails to be sent through the Secure Message Center. Generally, any email with personal information, e.g., name, date of birth, medical information, financial information, etc., will be directed through the Secure Message Center. You may receive emails from the Secure Message Center which do not have personal information. This is because we have identified operational units with a high volume of emails with personal information. All emails from those operational units will be sent through the Secure Message Center.

### ***How does the Secure Message Center work?***

Emails sent from Illinois Mutual that may contain private information are routed to our **Secure Message Center** hosted by ZixCorp. You will receive a message from our ZixCorp portal indicating you have a message. The first time you visit the **Secure Message Center** you will need to create an account using your email address and a password of your choosing and you will then be taken to your message. If you have registered previously you will need to log in before you will be taken to your message.

### ***Are there any additional steps which I must complete?***

Yes. Initially you will be required to set up an account, free of cost, through our **Secure Message Center**. As with other online accounts, you will establish your own user ID and password that you will use each time you access your Illinois Mutual account.

### ***What if I already have a ZixMail account?***

If you're a current ZixMail portal customer, you can email any other ZixMail customer and that secure message will be delivered directly to the recipient's inbox so they will not have to retrieve the message from our **Secure Message Center**. This is possible because every ZixMail customer has established an encrypted connection with ZixMail that is used when the message is sent and received. Any of our agents that aren't already using ZixMail will have the option to set up a ZixMail account on their own which will allow them to bypass our portal. For more information, visit <http://www.zixcorp.com/products/zixmail/>

### ***Can I use more than one email account to enter the Secure Message Center.***

No. You can only use the email address to which you were sent a secure message from Illinois Mutual.

### ***How can I access the Secure Message Center if I accidentally delete my email?***

To access the login page at any time – simply visit:  
<https://sendsecure.m86security.com/s/e?b=illinoismutual>. A link to this page can also be found in the "Secure Message Center" link in the footer of our website at [www.IllinoisMutual.com](http://www.IllinoisMutual.com).

Should you need any additional information please feel free to contact Illinois Mutual at (800) 437-7355.