



To Log Into or Create a Zix Secure Email Account:

1. Browse to: <https://securemail-shepherd.org/s/welcome.jsp?b=shepherd>

A screenshot of the Shepherd Center Secure Message Portal login page. The page features the Shepherd Center logo and name at the top. Below the header, it says "Welcome to the Shepherd Center Secure Message Portal". The main content area contains a login form with fields for "Email Address:" and "Password:", a "Remember Me" checkbox, and a "Sign In" button. Below the form are three buttons: "Reset" (labeled "Forgot your password?"), "Register" (labeled "New to secure email?"), and "Help" (labeled "Need more assistance?"). At the bottom, there is a link to "Learn more" about receiving secure messages and a customer support email address: support@shepherd.org. A footer note states "This service is hosted by Zix on behalf of Shepherd Center" and includes the Zix logo with the text "Secured by Zix".

2. If you have previously created a Zix account, log in with your email address and password:

A screenshot of the Shepherd Center Secure Message Portal login page, identical to the previous one but with the login form fields populated. The "Email Address:" field contains "johndoe@gmail.com" and the "Password:" field contains a series of asterisks. The "Remember Me" checkbox is still unchecked. The "Sign In" button and the three support buttons ("Reset", "Register", "Help") are visible below the form. The footer information, including the Zix logo and "Secured by Zix" text, remains the same.

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3. If you have previously created a Zix account but do not remember your password, click **Reset** under “Forgot your password?”:

The screenshot shows the Shepherd Center Secure Message Portal. At the top left is the Shepherd Center logo. Below it, the text reads "Welcome to the Shepherd Center Secure Message Portal". There is a login form with fields for "Email Address:" and "Password:", a "Sign In" button, and a "Remember Me" checkbox. Below the login form are three buttons: "Reset" (under "Forgot your password?"), "Register" (under "New to secure email?"), and "Help" (under "Need more assistance?"). At the bottom, there is a footer with a "Learn more" link, a support email address "support@shepherd.org", and a "Secured by zix" logo.

On the Reset Password page, enter your email address and your new password. Be aware of the password rules listed on the Reset Password page. Then click **Reset**.

The screenshot shows the Shepherd Center Reset Password page. At the top left is the Shepherd Center logo. Below it, the text reads "Reset Password". The instructions say "Enter the email address you registered with and a new password to receive a reset verification email." There is a form with fields for "Email Address:" (containing "JohnDoe@gmail.com"), "New Password:" (with asterisks), and "Re-enter New Password:" (with asterisks and an eye icon). Below the form are "Password Rules" listed as bullet points: "Passwords must be at least 6 characters in length, and meet 2 of the following conditions:", "Contain both alphabetic and numeric characters", "Contain both uppercase and lowercase characters", and "Contain at least one special character, such as: ~!@#\$\$%^&". A note states "Passwords cannot match email address." At the bottom right of the form are "Cancel" and "Reset" buttons. The footer includes a "Learn more" link, a support email address "support@shepherd.org", and a "Secured by zix" logo.

An Account Change Confirmation page will be displayed as follows:

The screenshot shows the Shepherd Center Account Change Confirmation page. At the top left is the Shepherd Center logo. Below it, the text reads "Account Change Confirmation". The instructions state: "A confirmation email has been sent to your email address. Follow the instructions within the email to activate your new password. If you do not receive the confirmation email, make sure you are a registered user for this portal. You should also check your spam email folder for the confirmation email." At the bottom right, there is a "Secured by zix" logo.

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You should receive an email from Shepherd Center as follows - Click the link:

Shepherd Center Notification



notification@securemail-shepherd.org <notification@securemail-shepherd.org>
To:

Your Shepherd Center password is pending.

To activate or decline your new password, click the link below:

<https://securemail-shepherd.org/s/prc?b=shepherd&c=ABDVXW3t8dfa3rcI77Y3pFpK>

If the link above is disabled, copy and paste it into your Internet browser address bar.

To activate your pending password, click **Activate**:

The screenshot shows the top of an email with the Shepherd Center logo and name. Below the header, the text reads "Change Password" and "Your Shepherd Center password is pending." A central box contains two options: "To activate your new password, select the button below:" with an "Activate" button, and "To decline your new password, select the button below:" with a "Decline" button. At the bottom, there is a "Learn more" link and a customer support email address. A footer indicates the service is hosted by Zix on behalf of Shepherd Center and is secured by Zix.

You should receive the following message regarding **Activation Successful**:

The screenshot shows the top of an email with the Shepherd Center logo and name. Below the header, the text reads "Activation Successful" and "You have successfully activated your new password. Click Continue to return to the Sign In page." A "Continue" button is visible. A note below the button states: "Note: Your password is important. Please store it in a safe place." The footer indicates the service is hosted by Zix on behalf of Shepherd Center and is secured by Zix.

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4. If you have never created an account with Zix, click **Register** under New to Secure Email:

On the Register Account page, enter your email address and your password. Be aware of the password rules listed on the Register Account page. Then click **Register**.

An Account Change Confirmation page will be displayed as follows:

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You should receive an email from Shepherd Center as follows - Click the link:

Shepherd Center Notification



notification@securemail-shepherd.org <notification@securemail-shepherd.org>
To:

Your Shepherd Center password is pending.

To activate or decline your new password, click the link below:

<https://securemail-shepherd.org/s/prc?b=shepherd&c=ABDVXW3t8dfa3rci77Y3pFpK>

If the link above is disabled, copy and paste it into your Internet browser address bar.

To activate your pending password, click **Activate**:

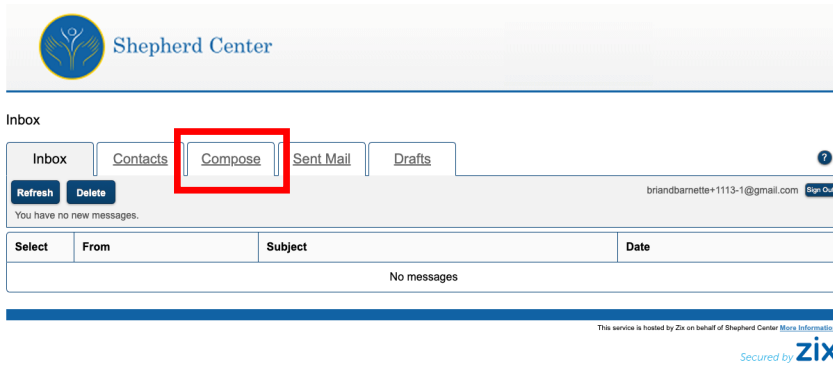
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5. Once you successfully log into Zix, click the **Compose** tab to create a new message:



Enter the appropriate Shepherd email address to send to, the subject, the body of the email, and attach any attachments. Then click **Send**

