

How to Open a Secure Email from Hills Bank

Microsoft Purview Message Encryption (replacing the Zix portal)

Why does this look different?

Hills Bank has updated our secure email system. If you receive a secure (encrypted) message from us, you may be directed to a Microsoft Secure Message portal instead of the previous Zix portal. This is expected and helps protect sensitive information.

If you use Gmail.com, Yahoo.com, AOL.com, or other email providers

- 1) Open the notification email and select **Read the message**.
- 2) A browser window will open. Select **Sign in with a one-time passcode** (or sign in with your email provider if offered).
- 3) If you choose passcode, an email will be sent with a short code. Copy it.
- 4) Return to the secure portal, enter or paste the code, and select **Continue**.
- 5) Read the message and download attachments as needed.

If you use Microsoft 365, Outlook.com, Hotmail.com, Live.com

In most cases, encrypted messages open directly in Outlook (desktop, web, or mobile) without any extra steps. You may see an encryption banner or lock icon. If you cannot open the message directly, follow the *other email provider* steps above.

Safety tips

- Hills Bank will never ask you to share a one-time passcode with anyone.
- If you receive a passcode email, use it only in the portal window you opened from the original message.
- If the code expires, request a new one from the portal.

Quick check before you click:

Open secure messages only when you recognize and trust the sender. If anything feels unexpected, contact your Hills Bank representative using a trusted phone number before proceeding.

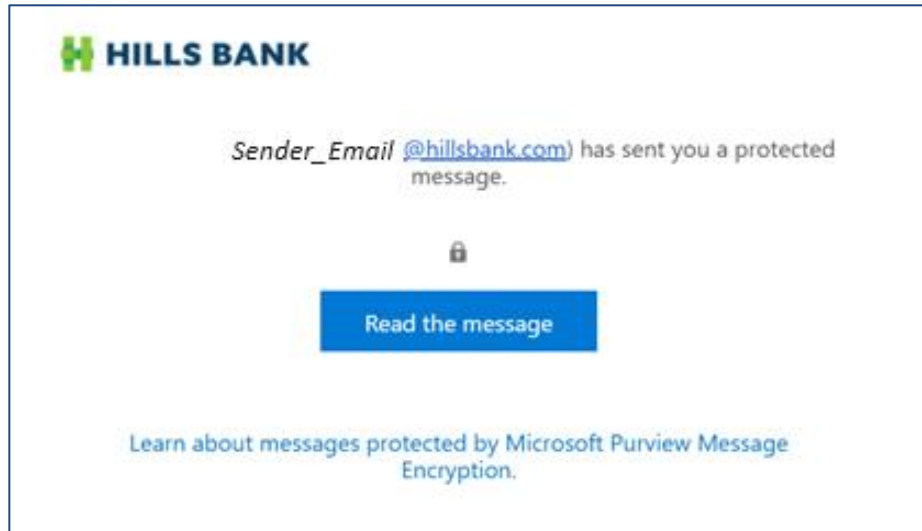
Need help?

If you have trouble opening a secure message, reply to your Hills Bank contact (if possible) or call our main line at 1.800.445.5725 and ask for assistance with a secure email.

What You Will See

Example Screenshots

1) Notification email with **Read the message**



2) Portal sign-in or one-time passcode option

