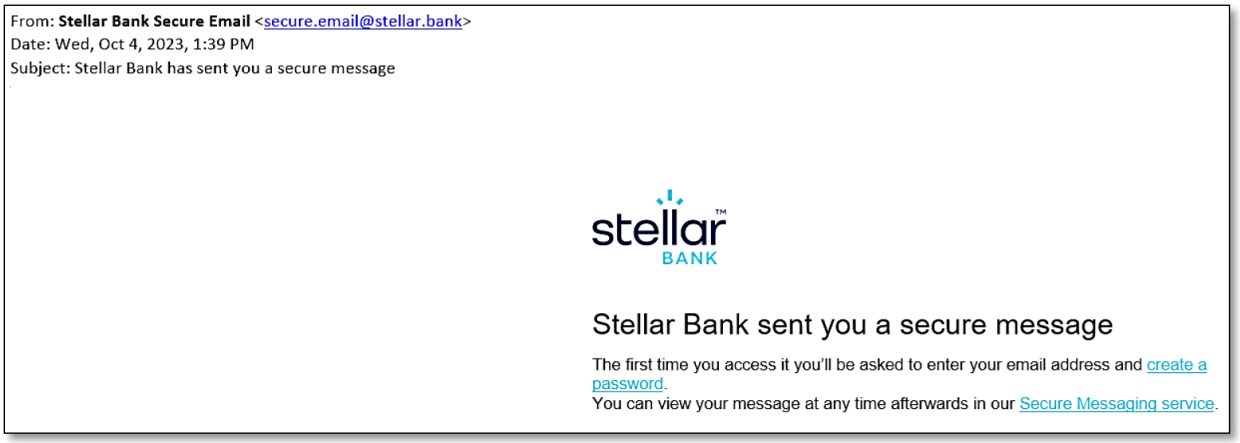
Instruction Guide

Reading and Composing Secure Emails

Stellar Bank uses a Secure Messaging Portal, which allows the bank to send information to customers in a secure manner enabling recipients to read and respond to the email, as well as compose and send emails all while keeping your information safe. It requires recipients to log in with their email address and create a secure messaging password (different from your online banking credentials) to access and respond to any messages.

When an employee of Stellar Bank sends you a secure message, you'll receive an email notification that looks like the image below:

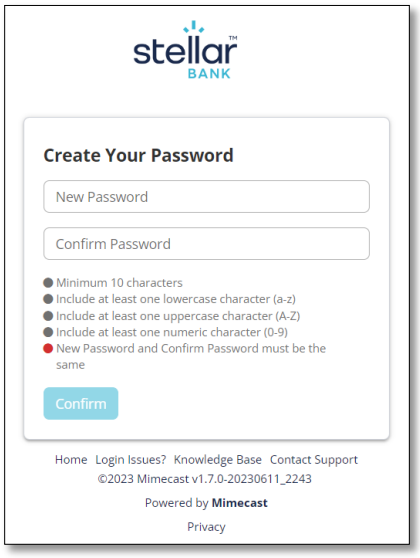


If you already have log in credentials from previous Mimecast Secure Messaging Portal emails or have previously accessed Stellar Bank's Secure Messaging Portal, see the ***Existing Users*** *section in this document.*

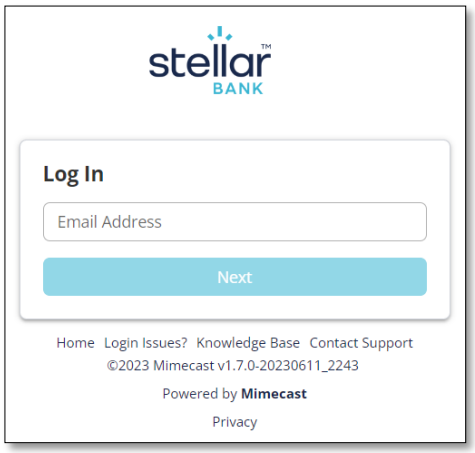
First Time Users:

To access the Secure Messaging Portal:

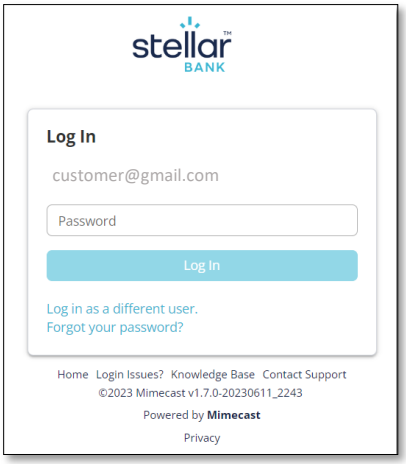
1. Your banker will initiate access by sending you a secure email like the one show above.
2. Click the **Create a Password** link in the notification email message.
3. The Create Your Password page is displayed. Follow the criteria to create your personal password and click **Confirm**. TIP: It is best practice to use different passwords for your various logins and store them in a password manager.



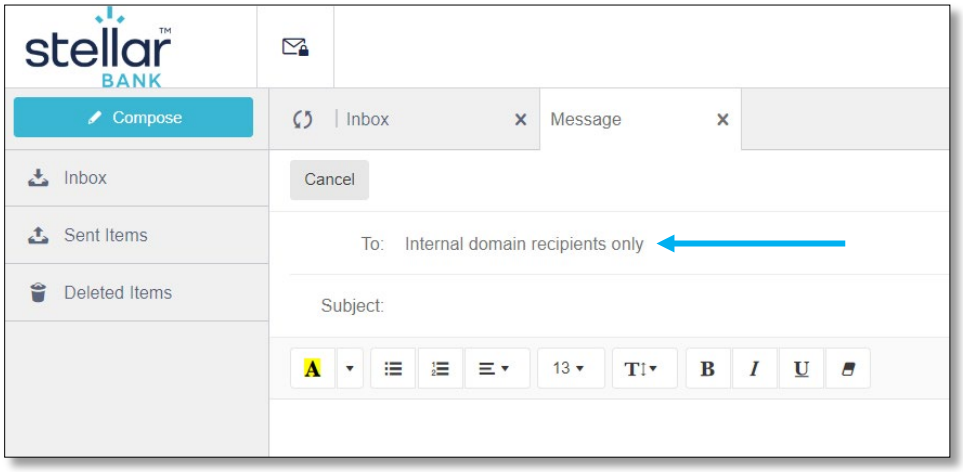
4. You are now ready to log in and access the Secure Messaging Portal. Enter your Email Address and click **Next**.



5. Enter your Password and click **Log In**.



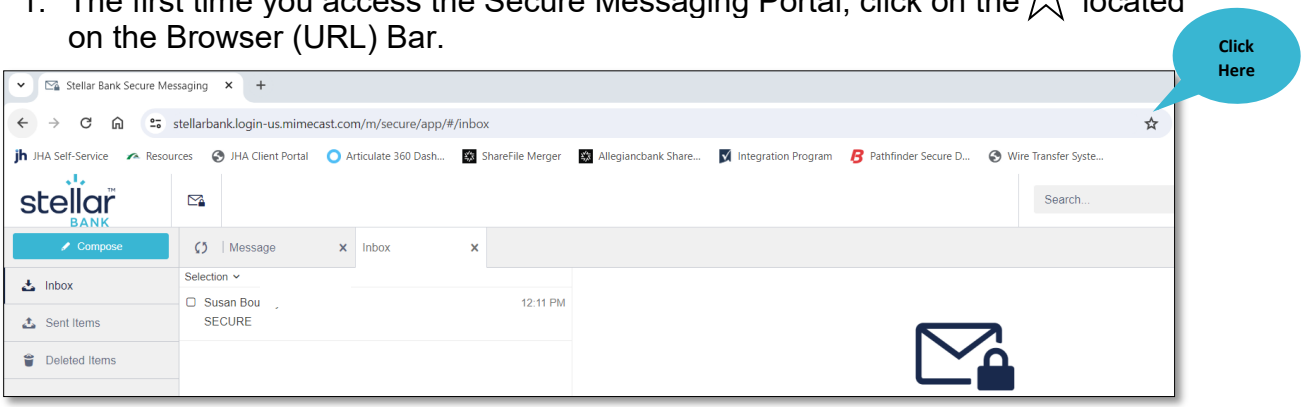
6. The Stellar Bank Secure Messaging Portal will display. You will be able to read your secure messages, respond, and compose new messages with the certainty that your confidential information is safe and secure.
7. For all future correspondence, you can log into the Secure Messaging Portal and either respond to an existing email chain or click **Compose**.
8. When composing a new email, you may need to manually enter the email address the first time.



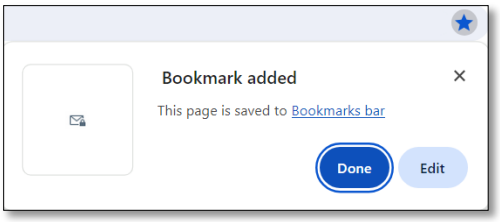
Bookmark the Stellar Bank Secure Messaging Portal:

To easily access the Stellar Bank Secure Messaging Portal in the future to send secure emails to Stellar Bank, we encourage you to bookmark the link in your preferred browser.

1. The first time you access the Secure Messaging Portal, click on the ☆ located on the Browser (URL) Bar.



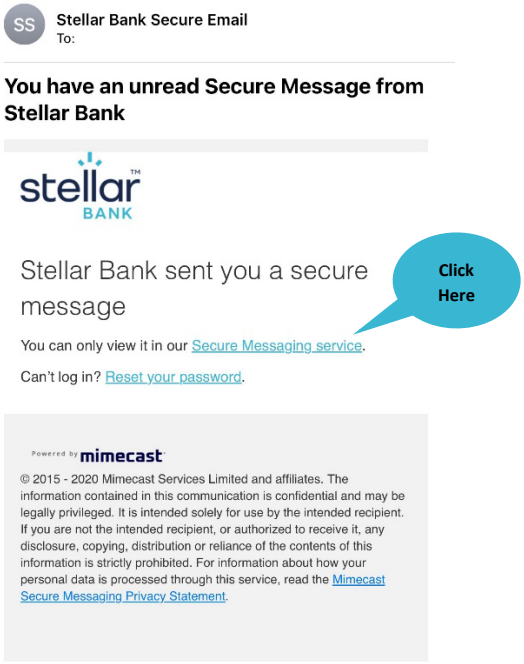
2. The Secure Messaging Portal has been bookmarked. Click **Done**.



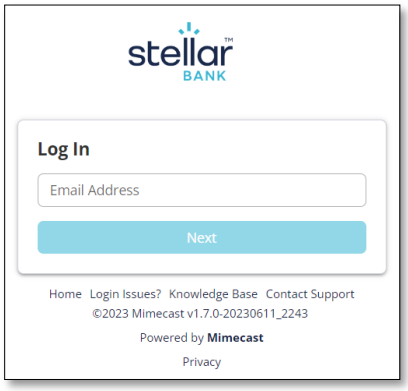
Existing Users:

When your banker sends a secure email, you will receive an email notification directing you to log into the Secure Messaging Portal.

1. Click on the Secure Messaging Service link.



2. Enter your email address and click **Next**.



3. Enter your password and click **Log In**.



4. Use the **Forgot Your Password** link if you cannot remember your password. If the link does work, your account may have been disabled. Please contact Stellar Bank for assistance.

Note: You can also access the Stellar Bank Secure Messaging Portal directly via Stellar Bank Secure Messaging Portal or from your browser's bookmark toolbar (if previously set up).

Troubleshooting Tips

- If **Forgot Password** link does not work, your account may have been disabled. Please contact your Banker to enable your account and reset your password.
- If your name or email domain changes, you will need to create a new Mimecast account. Correspondence sent to your former email address will be denied when accessing the Mimecast account.
- Mimecast works best on desktop computers using Chrome or Edge browsers.