

## FAQs About Secured E-mail

Q: What is Secured E-mail?

A: Secured E-mail processes e-mails through an encryption filter. That means that e-mails and attachments containing sensitive information are automatically encrypted to ensure that only the intended recipient can open it.

Q: How do I use Secured E-mail?

A: The use of Secured E-mail will require that you complete a one-time registration process in order to be identified on MB's encryption server. It's easy and will only take a few minutes.

Q: How do I complete the one-time Password Registration Process?

A: When you receive your first encrypted e-mail from MB, it will walk you through the registration process.

Q: What happens if I forget my password?

A: If you forget your password, click on the "Forgot your password?" icon found within the encrypted email login.

Q: What if I'm completely "frozen out" of the system and not able to access Secured E-mail?

A: Please call your banker or the Telephone Banking Center at 1.888.i bank mb

Q: How often will I need to change my password?

A: You will be prompted to change your password every 60 days.

Q: What if I want to send MB an encrypted message?

A: You must be registered to compose an encrypted e-mail. If you haven't registered, call your banker to let them know that you need to send Secured E-mail. Your banker will then send you an encrypted message to start the registration process.

Q: What if I want to keep a copy of the e-mail for my files?

A: When you compose your e-mail, please click on the "Bcc" option found at the bottom of the form. It's important that you keep copies of your own files.

Questions? [Contact us.](#)