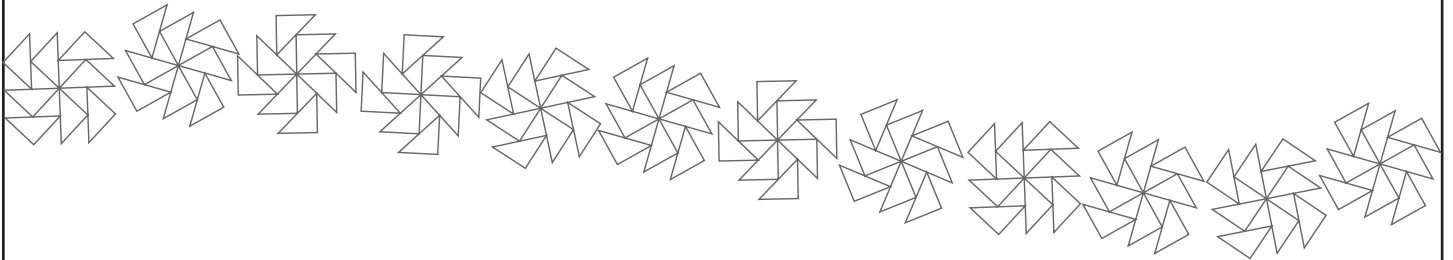


Using SecureIT

Kindred's Secure Messaging System

Members and Third Parties Guide



www.kindredcu.com | info@kindredcu.com

**BANKING
WITH
PURPOSE**

Greetings,

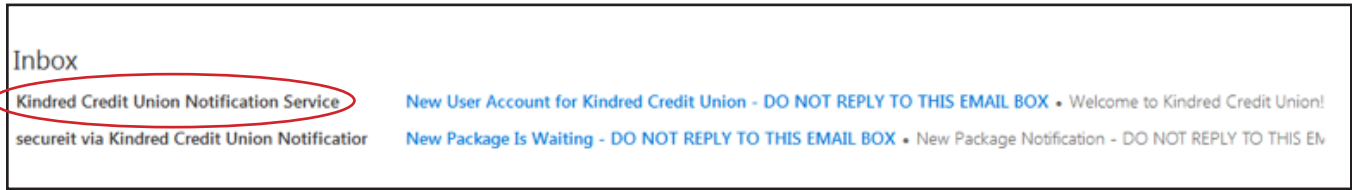
At Kindred we're committed to protecting member privacy and safeguarding your personal and financial information. While electronic communications has revolutionized the way we do business, it also raises legitimate concerns about privacy and security.

As you may already know, email is not a secure method of communicating confidential information. That's why we've recently implemented a secure message system called SecureIT that will allow us to communicate electronically with you while protecting your privacy. SecureIT allows Kindred staff members and members to share confidential documents using a web browser.

This guide walks you through how to set up and use SecureIT. If you have any technical questions or comments, please contact the Kindred Help Desk by calling 519.746.1010, ext. 5250 or emailing helpdesk@kindredcu.com.

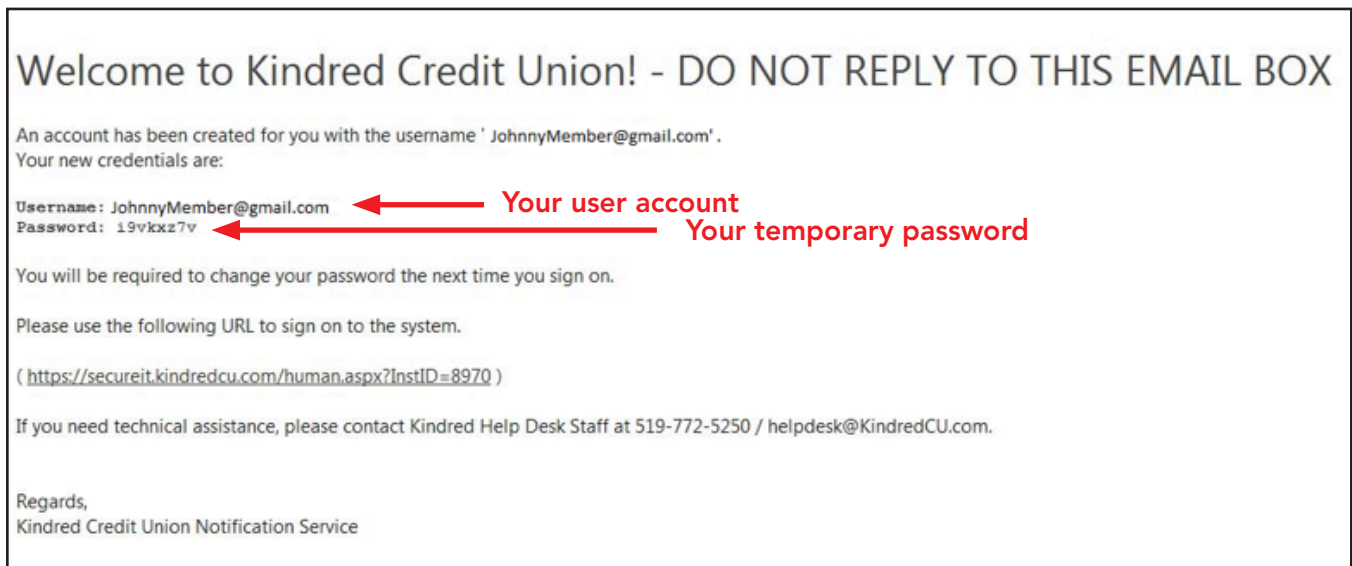
1. How to prepare your computer for sending and receiving packages using SecureIT:

- To provide access to SecureIT, you will receive two emails from Kindred staff (eg. John Smith).



Do not reply to these emails. Please login to our secure site <http://secureit.kindredcu.com> and reply to the sender through there.

- Open the email from Kindred with the subject "New User Account for Kindred Credit Union (secureit.kindredcu.com)". This email contains your username and your temporary password. Your username is your email address; your password will be assigned. You will be able to change your password when you login to SecureIT.



- Click on the link.
- When the login screen appears (<https://secureit.kindredcu.com/>), save this address to your favourites.
- Use your username and temporary password to log in. When entering your temporary password, please be sure you are entering the exact letter/number/character sequence that was provided in the email.

Username

Password


Security Notice
You are about to access a secured resource.
Kindred Credit Union reserves the right to monitor
and/or limit access to this resource at any time.

[Sign On](#)

 [Help](#)

[Français](#) - [Deutsch](#) - [Español](#) - [日本語](#) - [简体中文](#) - [繁體中文](#)

- Click "Sign On". The Change Password screen will appear. Follow all seven requirements to enter a new password. If the password is not secure enough, an error message will appear. Please re-enter a new password and click "Change Password".


Sign on successful

Password Change Required

- Must be at least 8 characters.
- Must not contain or resemble Username.
- Must contain at least one letter and one number.
- Must not contain dictionary words.
- Must not match any of the previous 3 passwords.

New Password

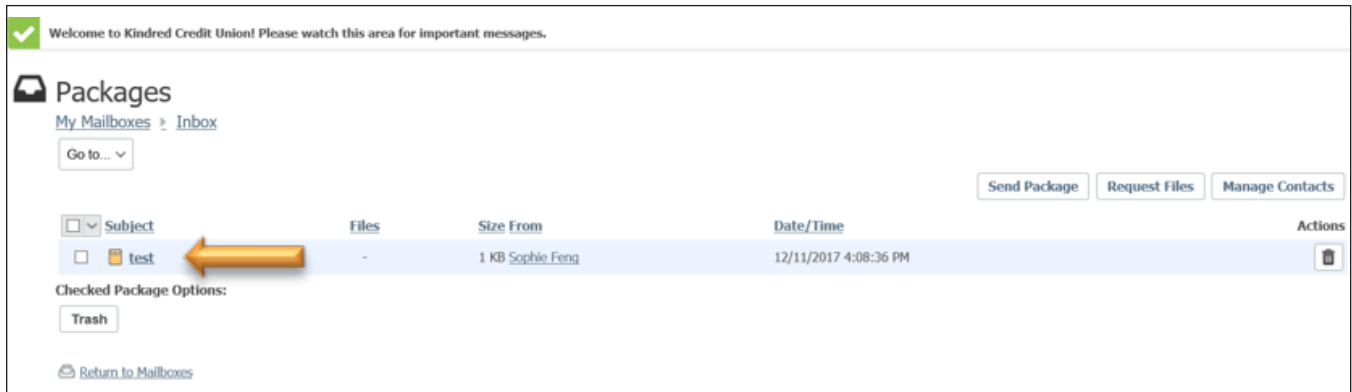
Re-type Password

[Change Password](#)

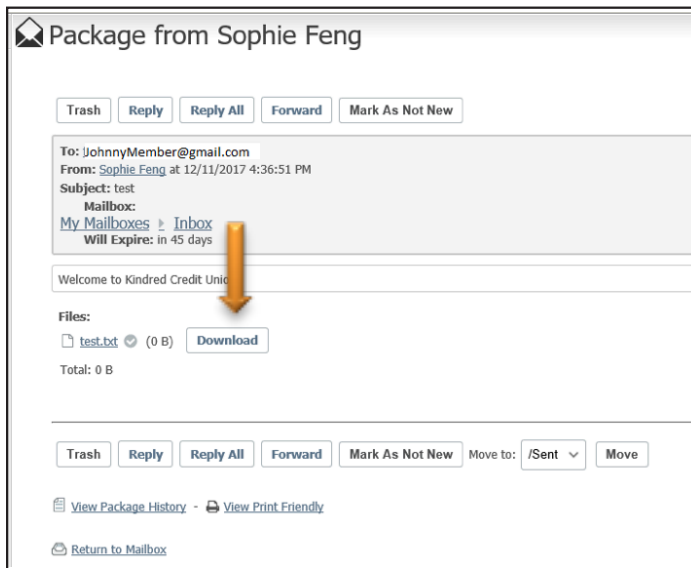
[Sign Out](#)

2. How to receive a package using SecureIT:

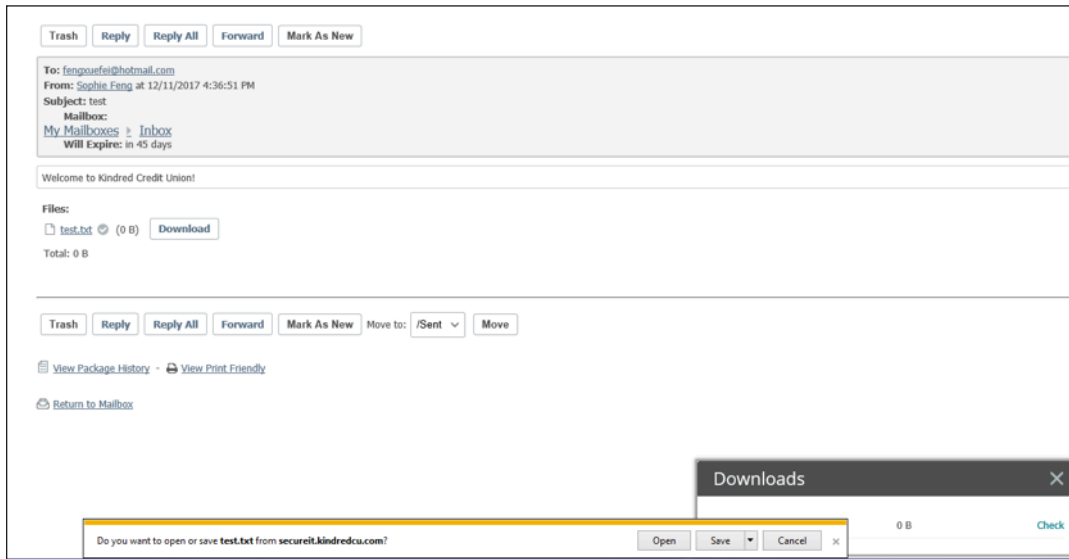
- Now you're ready to check the package from Kindred's Secure Site email box. Click on the subject line to open the message.



- To download the secured package, click "Download".

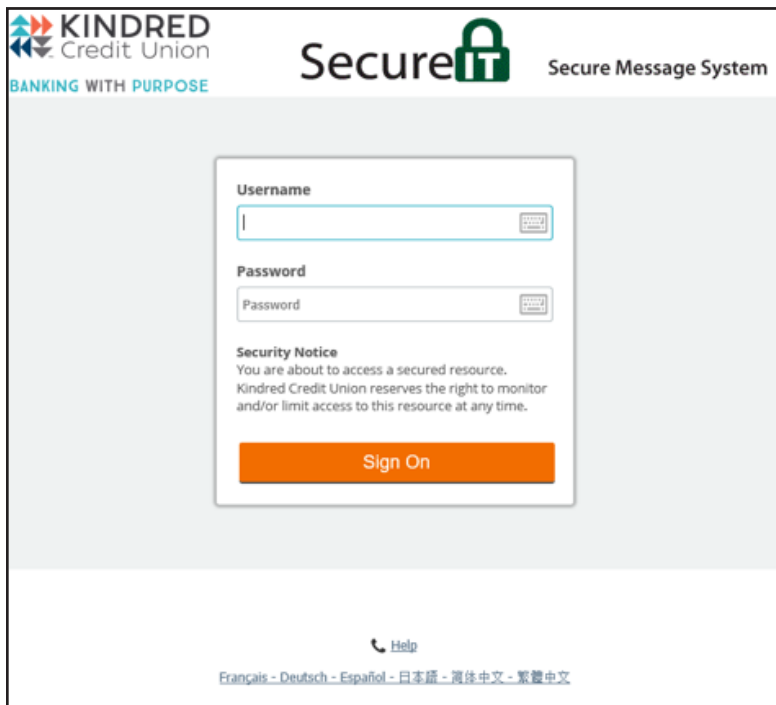


- Choose to “Open” and/or “Save” the contents of the package as you would with any other file you receive.



3. How to send a package using SecureIT:

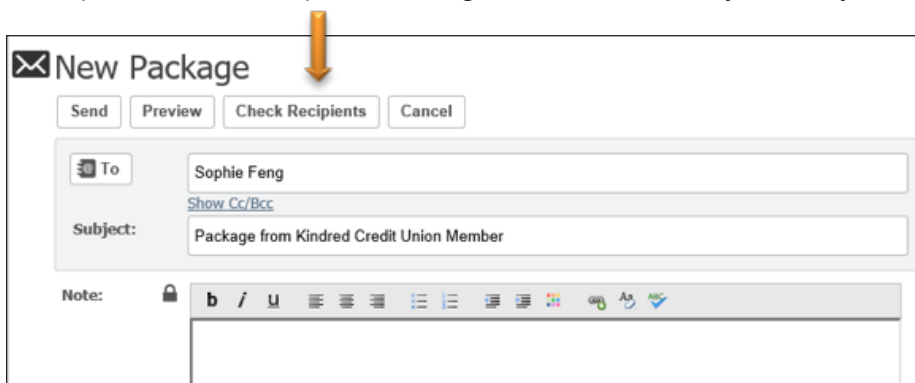
- Open Internet Explorer(IE) and type in <https://secureit.kindredcu.com>.
- Enter user name (**your email address**) and password.



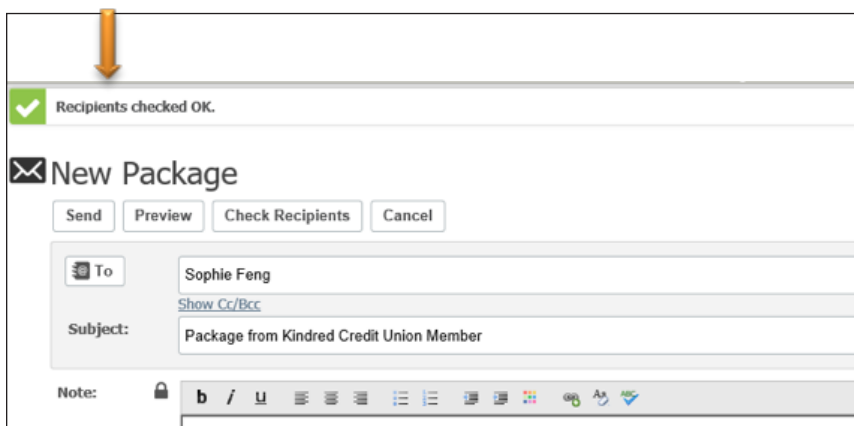
- Click "Send Package" from the options below..



- Type the receiver (Kindred staff)'s first name and last name on the address bar, then click "Check Recipients". If the recipient is recognized, enter the subject line, your message and then upload your file.

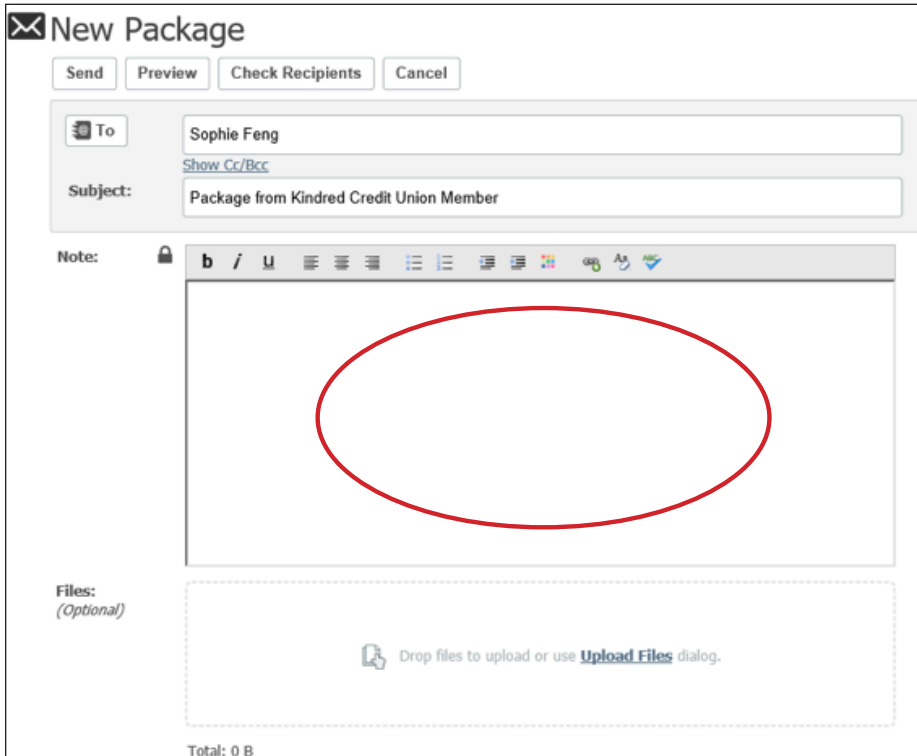


Your message will be successful if you use the staff member's name (e.g. Sophie Feng).
 Your message will not be successful if you use the staff member's regular email address (e.g. sophie.feng@kindredcu.com).

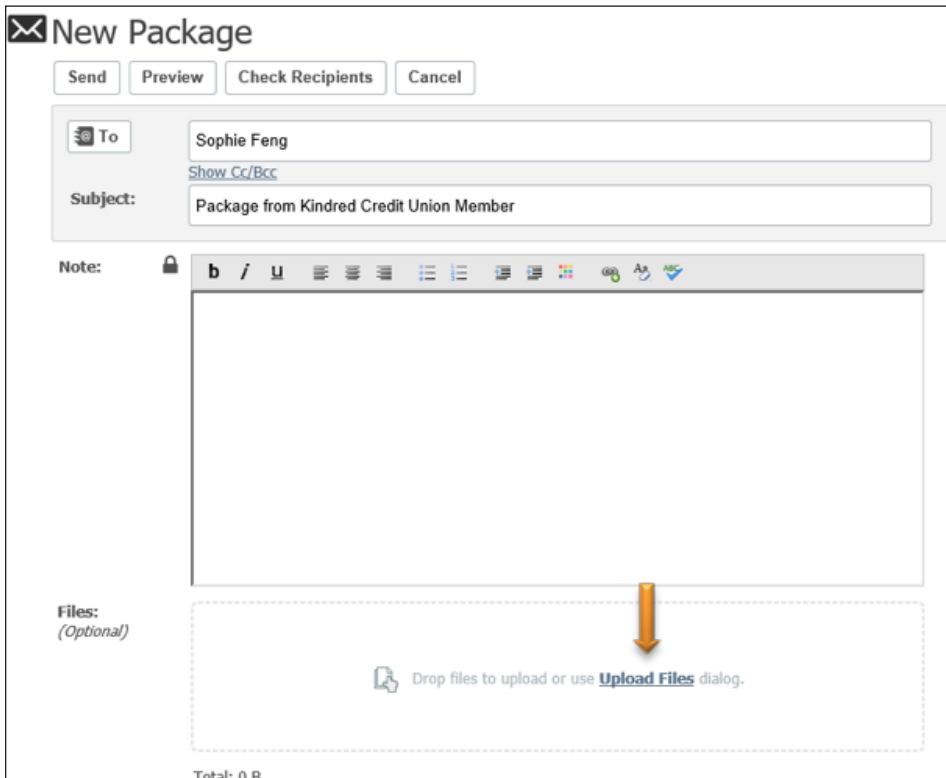


A. Attaching Packages

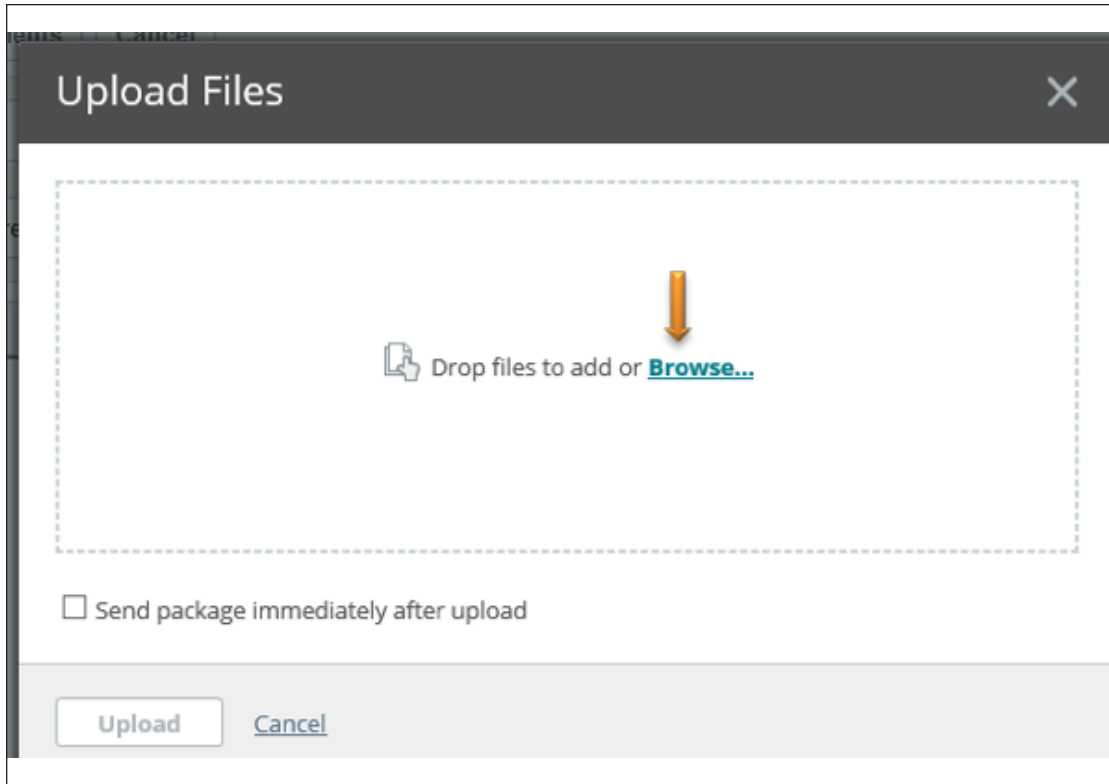
- There are two ways to attach your package:
 1. Drag the file to this area:



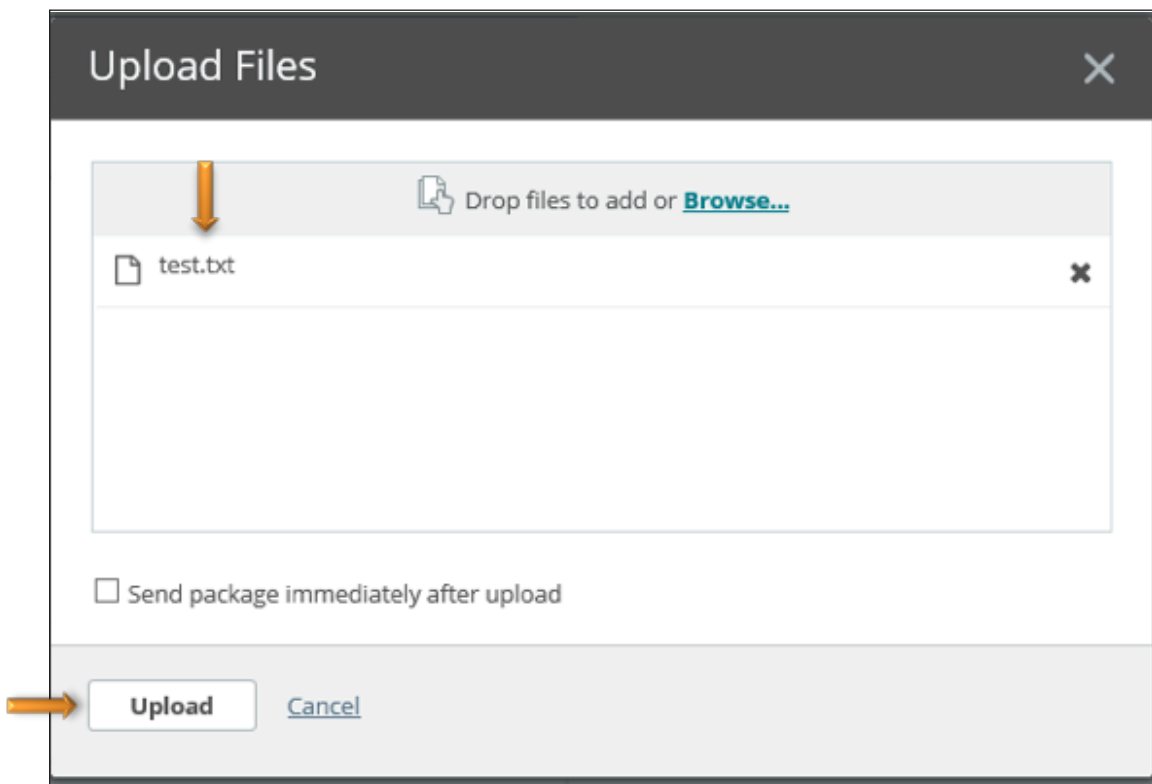
2. Or click on Upload Files:



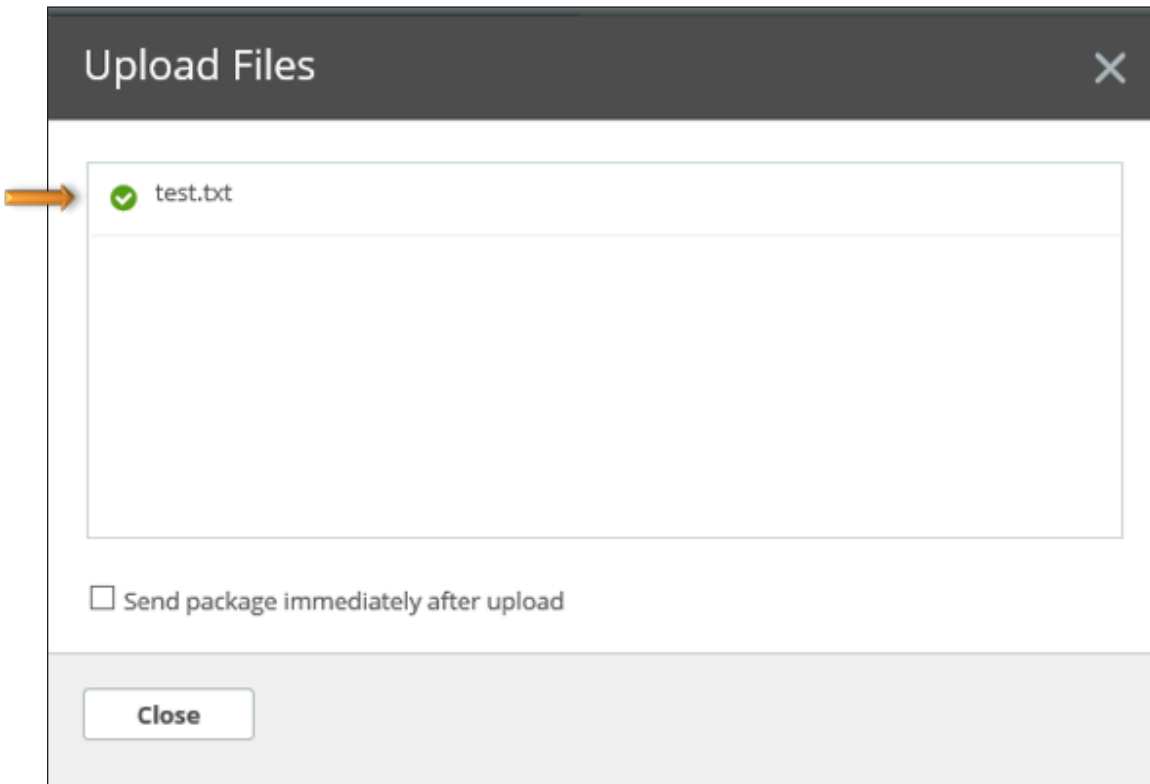
- Go to the folder containing the file(s) you want to send and select the file(s):



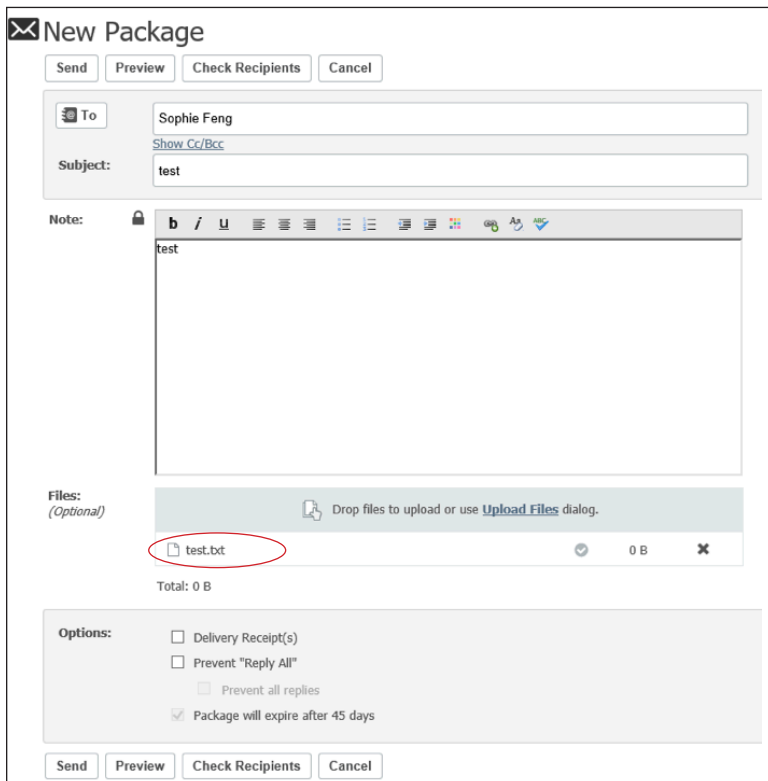
- You will see the file attached. Click Upload to attach the file.



- When you see the green checkmark, it means your package has been attached successfully. Click on Close.





- Once the file is attached and you've entered your message, you can either attach additional files or click Send to send your email.




- A green check box with the message "Sent package with ID 'XXX' OK" message will appear once your email sends successfully.





 **Sent package with ID '439975839' OK.**


 **Packages**

My Packages


 [Inbox](#) (1 Total)

 [test](#) (1 file) (from [Sophie Feng](#) at 12/11/2017 4:36:51 PM)

 [Sent](#) (1 Total)


 [Trash](#) (1 Total)

Package Mailboxes

 [View All Mailboxes](#)

Package Actions

[Send Package](#)

 [Manage Contacts](#)

Questions and Answers

Q: When will I be locked out of my SecureIT account?

A: Your account will be locked after 5 login attempts in 6 minutes

Q: What should I do when my account is locked?

A: Contact your local Kindred Branch. A staff member will be happy to assist you.

Q: When will my password expire?

A: Your password will never expire.

Q: What's the maximum size of attachment I can send?

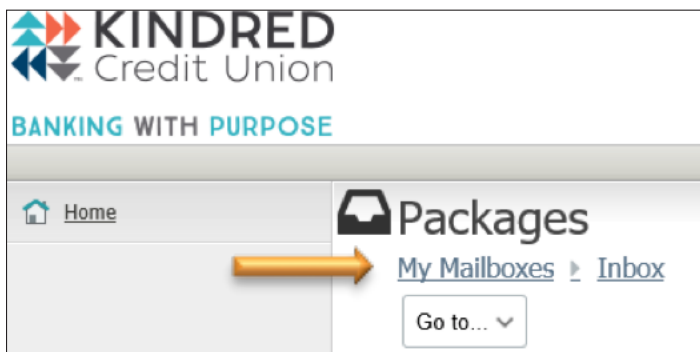
A: There is no limit in SecureIT. The size may be limited by your network connection and what it can handle.

Q. Can I do multiple signons?

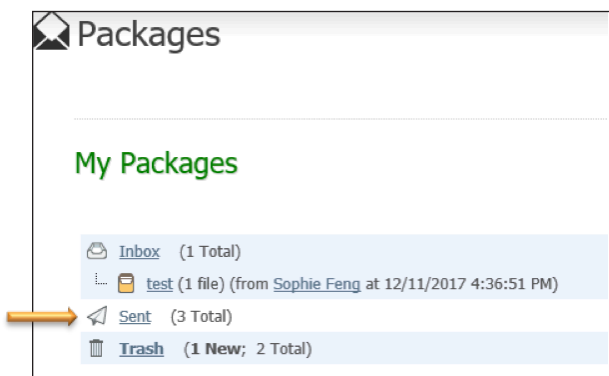
A: Yes. You can sign on to the SecureIT DMZ server multiple times using the same interface (web, FTP, SSH, etc) from different IP addresses.

Q. How do I know if the package has been sent and opened by the recipient?

A: Click on "My Mailboxes".



- Click on Sent.



- Two green dots indicate the package has been opened. Two white dots indicate the package has not been opened.



<input type="checkbox"/>	 test	1	1 KB		Sophie Feng	12/12/2017 11:17:34 AM
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If you have additional technical questions or comments about SecureIT, please contact:

Kindred Help Desk
519.746.1010, ext. 5250
helpdesk@kindredcu.com



Cooperative banking that connects values and faith with finances, inspiring peaceful, just, and prosperous communities.

24hr ATMs are available at each of our branch locations.

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Elmira 519.669.1529 | 800.265.1994

Kitchener 519.576.7220 | 800.565.6801

Leamington 519.326.8601 | 888.285.5501

Milverton 519.595.8796 | 800.952.2217

Mount Forest 519.509.6728 | 888.509.6728

New Hamburg 519.662.3550 | 800.567.4047

Waterloo 519.746.1770 | 800.265.4513

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