North Coast Credit Union - Secure Email

Here at North Coast Credit Union (NCCU) we take every step to make sure your personal and confidential information is secure and protected. One step we take is using a secure and encrypted email service provided by Barracuda Email Security.

Your emails can travel through many different servers before they reach the intended mailbox. Our Barracuda Email Security Service secures your mail by encrypting it during transport to the Barracuda Message Center, encrypting it at rest for storage in the cloud, and providing secure retrieval by you and NCCU staff using HTTPS Web access. Data in-motion is secured via Transport Layer Security (TLS), and data at-rest is secured via AES 256-bit encryption.

Using Secure Email

To use the NCCU Secure Email a NCCU staff member needs to securely email you first. When you receive an encrypted email message via the Barracuda Message Center, we secure the message content so that only you, the recipient, can view the body of the message.

Once we send the first email you will receive a message in your inbox from noreply@barracuda.com with the subject of You have a new encrypted message. (If you do not see this email please check your SPAM folder)

The email you get will look like the example below:
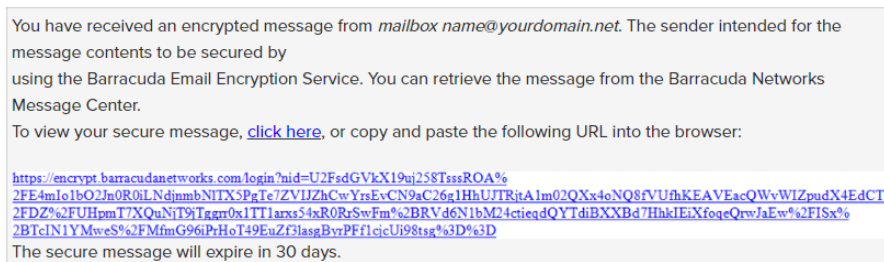
When you click the link or paste the URL from the email notification into your browser, the **Barracuda Networks Message Center** page displays. Log into Barracuda Message Center:

1. Enter your **Email Address**, if it is not already present, and click **Next**.

   o The first time you access the Barracuda Message Center, you must create a password.

      ▪ Type your new password in the Password field. This new password will allow you access to the system and will become your official password.

   o Accessing the Barracuda Message Center after the first time:

      ▪ If you click a link or paste the URL within 72 hours of when the encrypted message was sent to you, you are automatically logged into the Barracuda Message Center. If you do not click within 72 hours, you must log into the Barracuda Message Center manually.

      ▪ If you forgot your password, use the **Password Reset** option on the Barracuda Message Center Login page. Type your new password in the **Password** field. This new password will allow you access to the system and will become your official password.

2. The **Encrypted Messages** page opens.

Access Secure Email Message

Once you get to the Encrypted Messages page you will see that the Barracuda Message Center provides you with a web interface much like any web-based email program. View a list of all encrypted messages, view the contents of a single message, delete messages, or download messages to your local system.
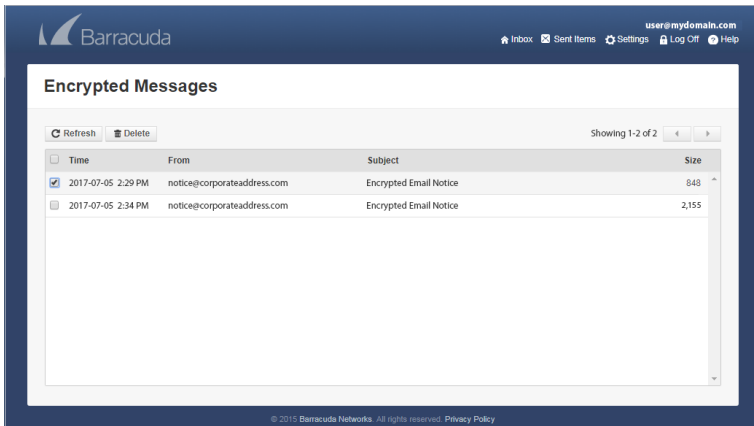
View Messages

Click on a message to view the contents. You are the only one who can read the message body. Click **Show All Headers** in the upper right to view the message headers. From the message window you can select from the following options: **Reply to**, **Reply All**, **Print**, **Delete**, or **Download** the message. Click on an attachment to download it to your local system.

Reply to Messages

Click **Reply** to reply to the sender of the encrypted message, or click **Reply All** to send your encrypted response to all other recipients of the message. The contents of your reply is also be encrypted.

If you want to include attachments with your encrypted message, click **Choose File** to navigate to and select a file to attach, then click **Add**. Do this for each attachment you want to send.

Click **Send**; the message and attachments are encrypted before returning to the sender.

Save Message Content

To save the original email, click **Download** to save the entire message, including attachments, to your local system.

Troubleshooting

The Barracuda Message Center is built on technology that uses a web browser and is designed to work best on a Desktop or Laptop computer. Mobile devices are not recommended.

The Barracuda Message Center works best on modern up-to-date web browsers including:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari