

Secure Email Message Center Quick Start Guide

The Department of Banking and Securities, Secure Email Message Center allows anyone to send and receive messages and documents using advanced encryption technology. This helps to ensure that the information can only be accessed and read by the intended recipient.

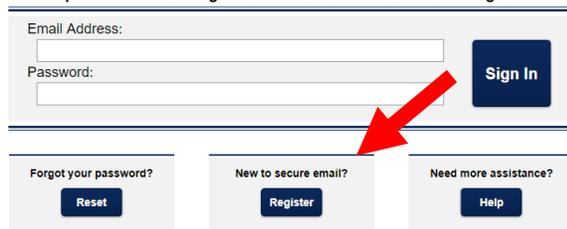
Getting Started

If you are a new user, you will first need to register your email address and create a password to log into the message center.

1. You can reach the login screen from the Department website, dobs.pa.gov. Or by following this link: <https://web1.zixmail.net/s/login?b=pdb>
2. Next, click on the link near the top of the login screen to create a new account. Doing this will take you to the registration page.



Welcome to the Pennsylvania Department of Banking and Securities Secure Email Message Center



The screenshot shows a login form with two input fields: 'Email Address:' and 'Password:'. To the right of the 'Password:' field is a 'Sign In' button. Below the form are three buttons: 'Reset' (under 'Forgot your password?'), 'Register' (under 'New to secure email?'), and 'Help' (under 'Need more assistance?'). A red arrow points from the 'Register' button towards the 'Sign In' button.

[Learn more](#) about receiving secure messages directly to your inbox.

For Customer Support, email us at bn-thehelpdesk@state.pa.us

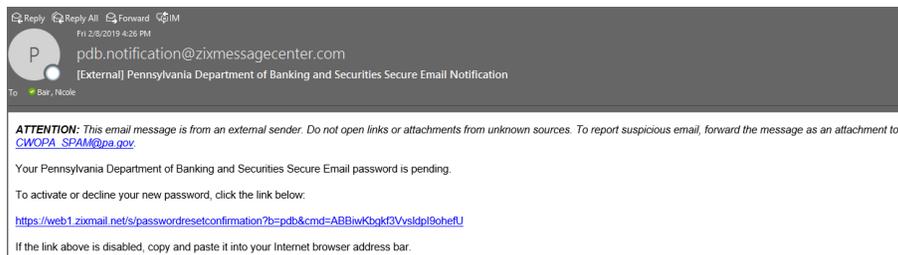
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3. Enter your email address into the first field on the registration page.
4. Next, Passwords must be at least 6 characters in length, and meet 2 of the following conditions:
 - a. Contain both alphabetic and numeric characters
 - b. Contain both uppercase and lowercase characters
 - c. Contain at least one special character, such as: ~!@#\$\$%^&

*Passwords cannot match email address.

5. When you submit your email and password, it will notify you that it has sent your email a verification email, such as this:



6. An internet window will

open with the below image, where you can choose to 'Activate' or 'Decline' your password:



Change Password

Your Pennsylvania Department of Banking and Securities Secure Email password is pending.

To activate your new password, select the button below.

To decline your new password, select the button below.

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7. If you choose to 'Activate' your password, you will be told that everything was successful:



Activation Successful

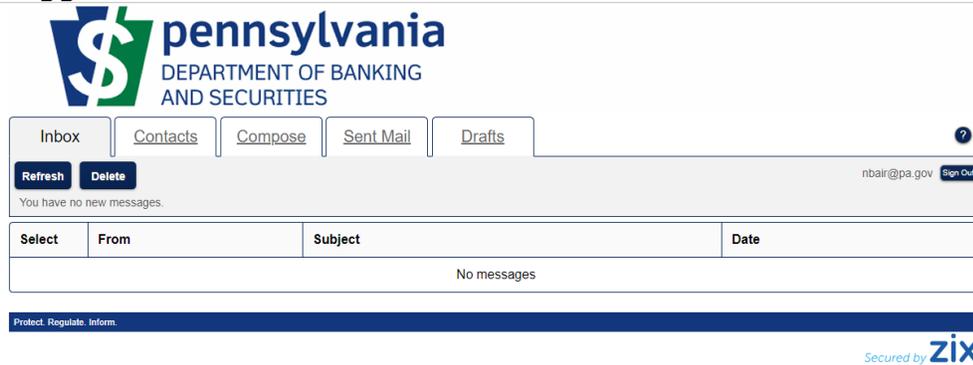
You have successfully activated your new password. Click Continue to return to the Sign In page.

Note: Your password is important. Please store it in a safe place.

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8. You may then return to the login page, and login. You will see the below page once logged in:



The screenshot shows the message center interface. At the top is the Pennsylvania Department of Banking and Securities logo. Below the logo are navigation tabs: **Inbox**, **Contacts**, **Compose**, **Sent Mail**, and **Drafts**. There are also **Refresh** and **Delete** buttons. The user's email address, **nbair@pa.gov**, and a **Sign Out** button are visible in the top right. The main area displays the message "You have no new messages." Below this is a table with columns for **Select**, **From**, **Subject**, and **Date**. The table is currently empty, showing "No messages". At the bottom, there is a footer with the text "Protect. Regulate. Inform." and "Secured by zix".

9. The basic functions of the message center are organized into tabs across the top of the screen. You will be taken automatically to your inbox whenever you log in. TO use other functions, simply click to highlight the appropriate tab.