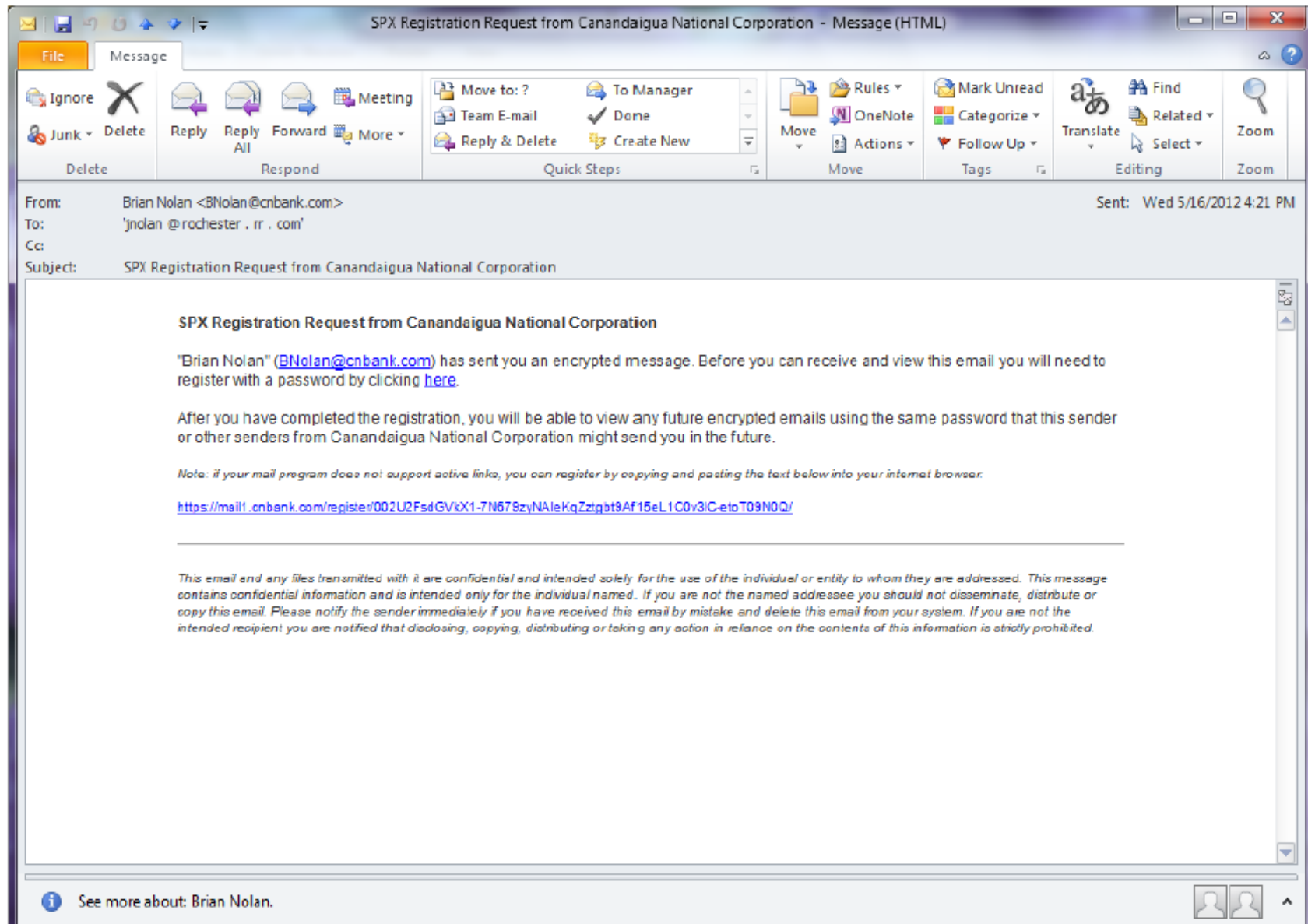


Secure Email User Guide



Canandaigua
National
Bank & Trust

The first time you receive a secure email under the new process, you will receive an unencrypted email asking you to register as seen in the screen shot below.



Click on the link in the registration email and complete the form that pops up. Note the password requirements on the right hand side of the page.

Firefox

Sophos SPX Secure Email Reply

cnbank.com <https://mail1.cnbank.com/register/002U2FsdGVkX1-7N679zyNAIeKqZztgbt9Af15eL1C0v3> Google

Set your password below to access secure emails you have been sent.

Email Address:

Password:

Confirm password:

Password Requirements:

- ✘ Passwords must be 8-32 characters in length
- ✘ Passwords must be alphanumeric
- ✘ At least one special character (!&%\$@*) is required
- ✘ Passwords must match

Password Reset/Recovery:
Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1:

Answer:

Question 2:

Answer:

Question 3:

Answer:

Complete the form by filling in the appropriate information. When the password requirements have been met the box will show all green check marks and the “Register” button will be active. Click on the “Register” button when it is active.

Sophos SPX Secure Email Reply

cnbank.com https://mail1.cnbank.com/register/002U2FsdGVkX1-7N679zyNAIeKqZztgbt9Af15eL1C0v3

Set your password below to access secure emails you have been sent.

Email Address: jnolan@rochester.rr.com

Password: ●●●●●●●●●●

Confirm password: ●●●●●●●●●●

Password Requirements:

- ✔ Passwords must be 8-32 characters in length
- ✔ Passwords must be alphanumeric
- ✔ At least one special character (!&%\$@*) is required
- ✔ Passwords must match

Password Reset/Recovery:
Password questions and answers must be unique. Answers must contain at least 2 characters.

Question 1: What street did you live on as a child?

Answer: 42nd Street

Question 2: In what city does your nearest sibling live?

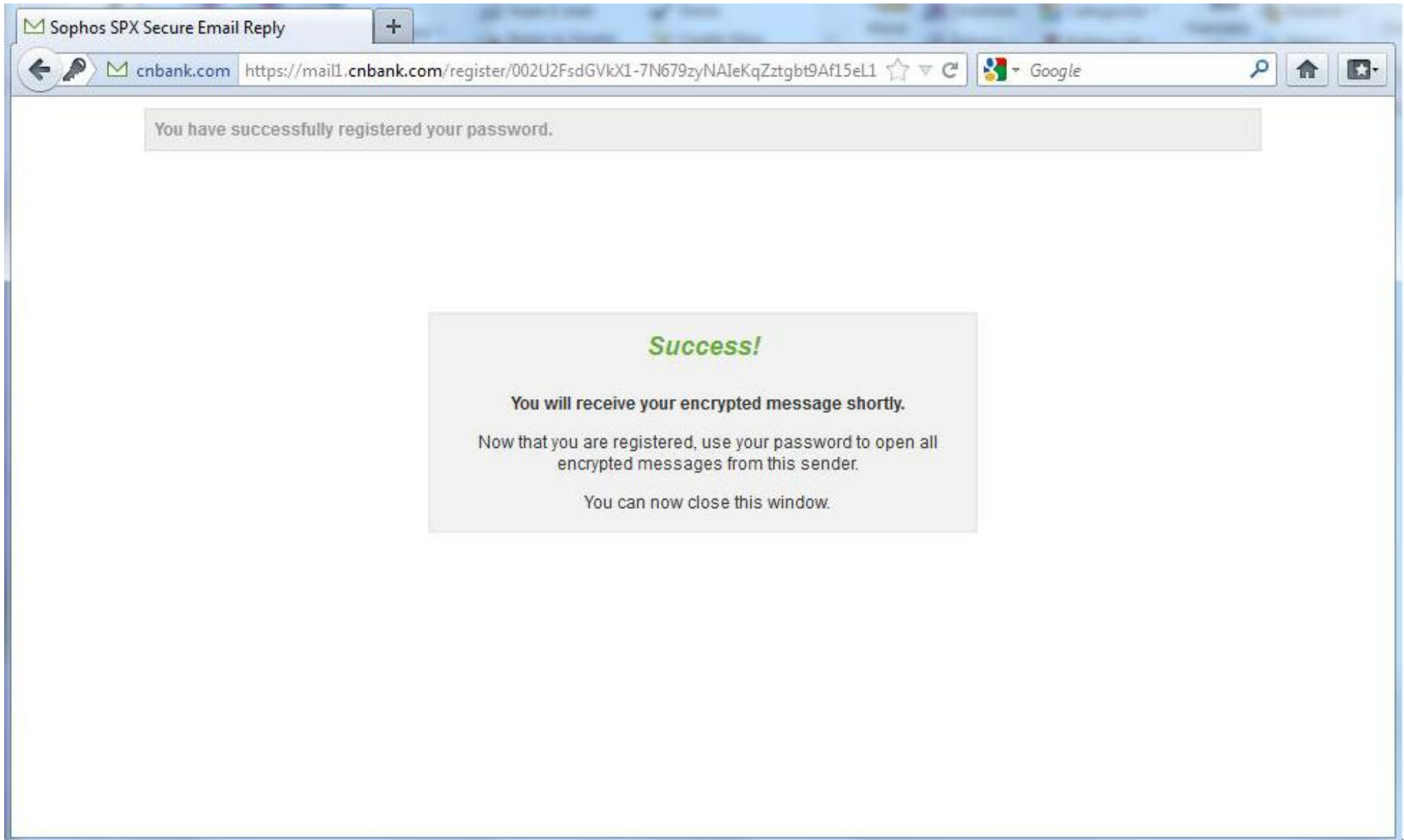
Answer: New York

Question 3: What was the make and model of your first car?

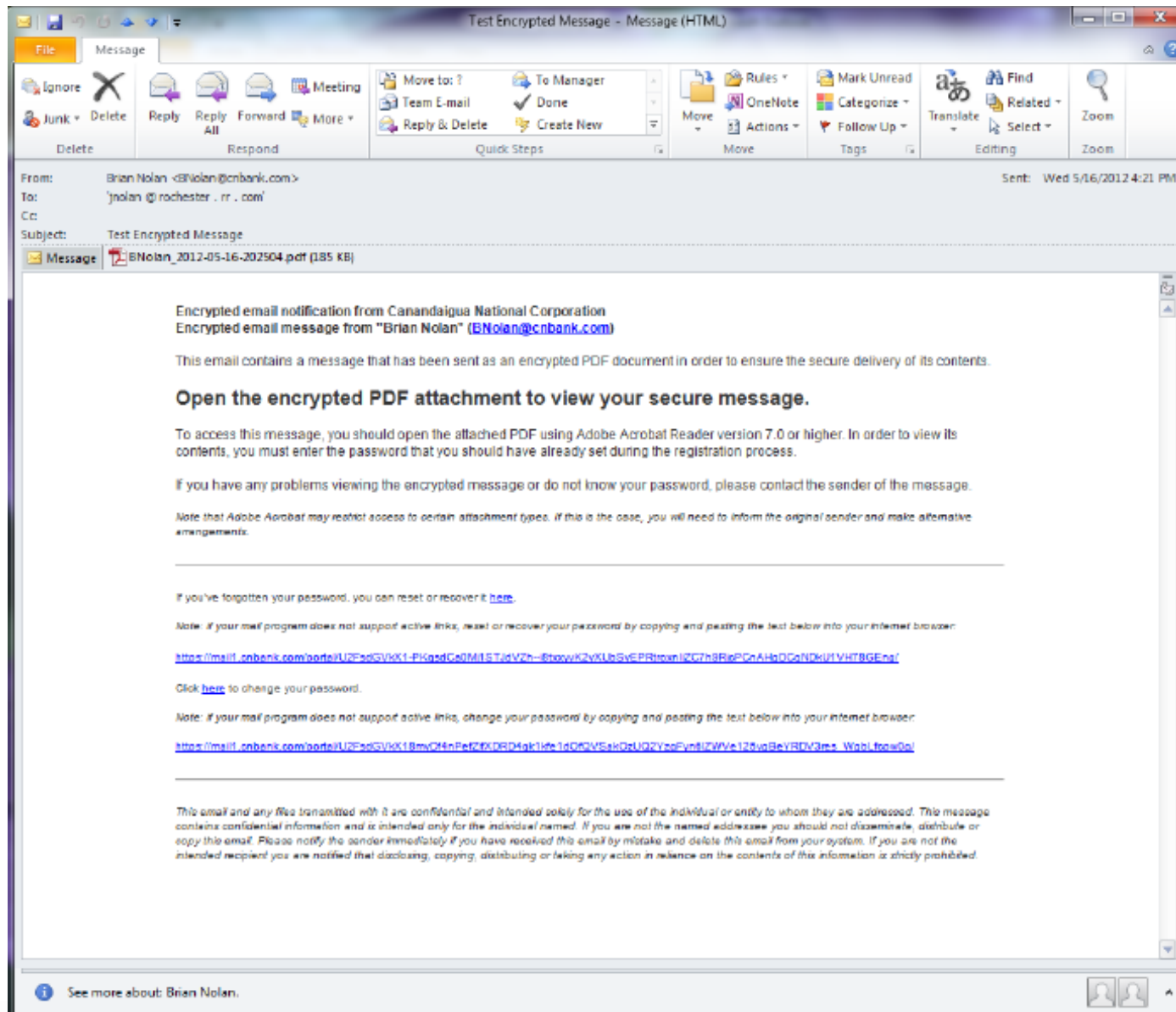
Answer: Model A Ford

Register

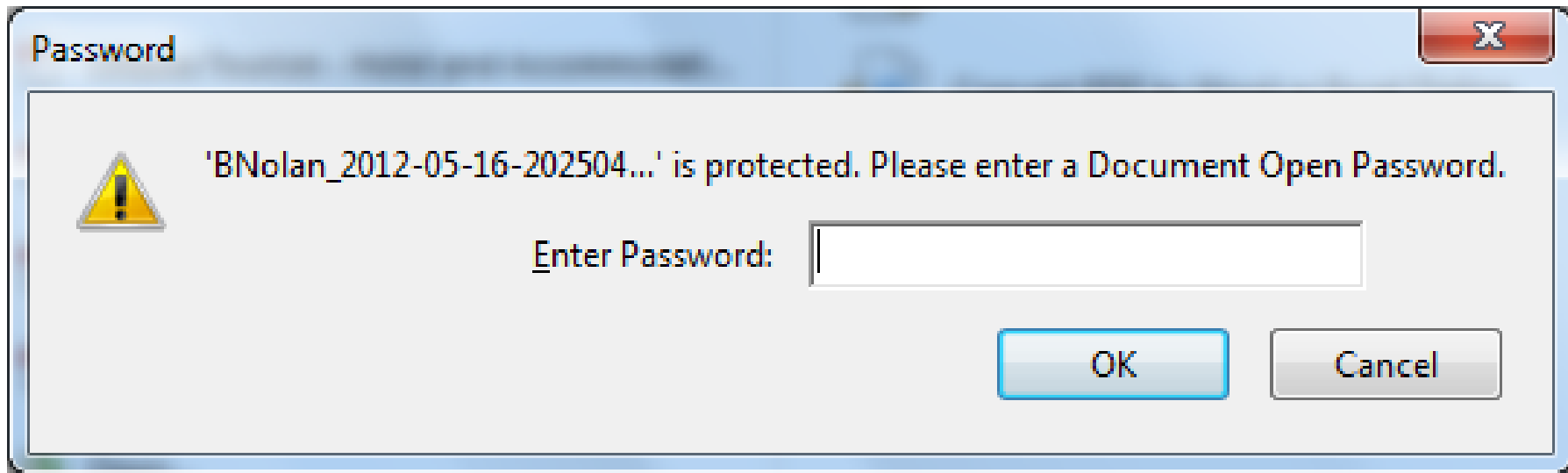
After a successful registration, you will see this message:



You will now receive the encrypted message that was originally sent via email, similar to the one picture below. The encrypted message is contained within the attached PDF.



The encrypted PDF must be opened with a PDF viewer that supports encrypted PDF files such as Adobe Reader or Apple Preview. The password created during the registration process must be used to open the file. Enter your password.



The PDF file contains this coversheet on page 1 of 2:

BNolan_2012-05-19-005912.pdf (SECURED) - Adobe Reader

File Edit View Window Help

Tools Sign Comment

Attachments

message.eml
Test Attachment.docx

Canandaigua National Corporation

Canandaigua National Bank & Trust ■ CNB Mortgage Company ■ CNB Insurance Agency
Genesee Valley Trust Company ■ Canandaigua National Trust Company of Florida

ENCRYPTED EMAIL MESSAGE

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this email. Please notify the sender immediately if you have received this email by mistake and delete this email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance of the contents of this information is strictly prohibited.

The encrypted message is revealed on page 2 of 2. Note the “Reply” button. This button may be used for you to make a secure reply to the sender. Also note the attachment to the original email is included in the left hand pane.

BNolan_2012-05-19-005912.pdf (SECURED) - Adobe Reader

File Edit View Window Help

2 / 2 75%

Tools Sign Comment

Attachments

message.eml
Test Attachment.docx

From Brian Nolan <BNolan@cnbank.com>
To "jnolan@rochester.rr.com" <jnolan@rochester.rr.com>
Subject Test Secure Email
Attachments 2

Reply

Test Message.

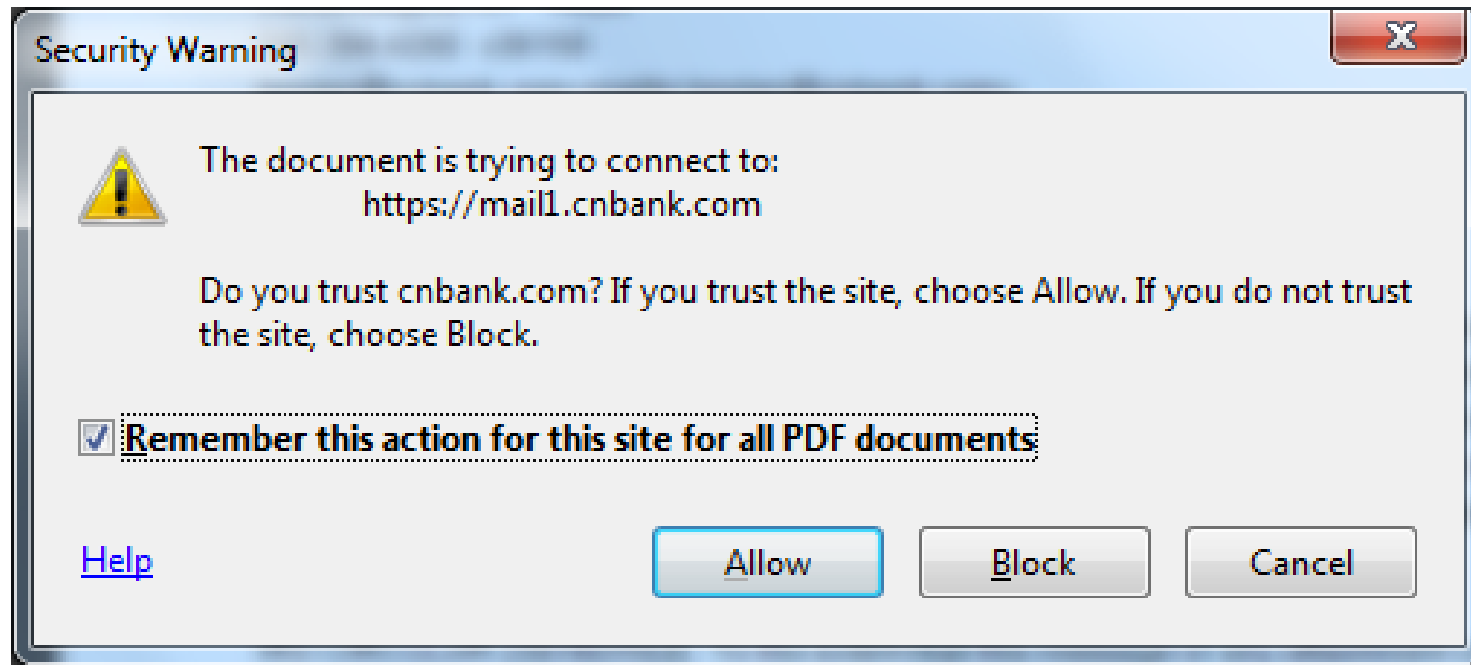
Sincerely,

Brian Nolan
Network Systems Analyst
Canandaigua National Bank & Trust
17 Chapin Street
Canandaigua, NY 14424
585.394.4260 x36158
bnolan@cnbank.com <mailto:bnolan@cnbank.com>

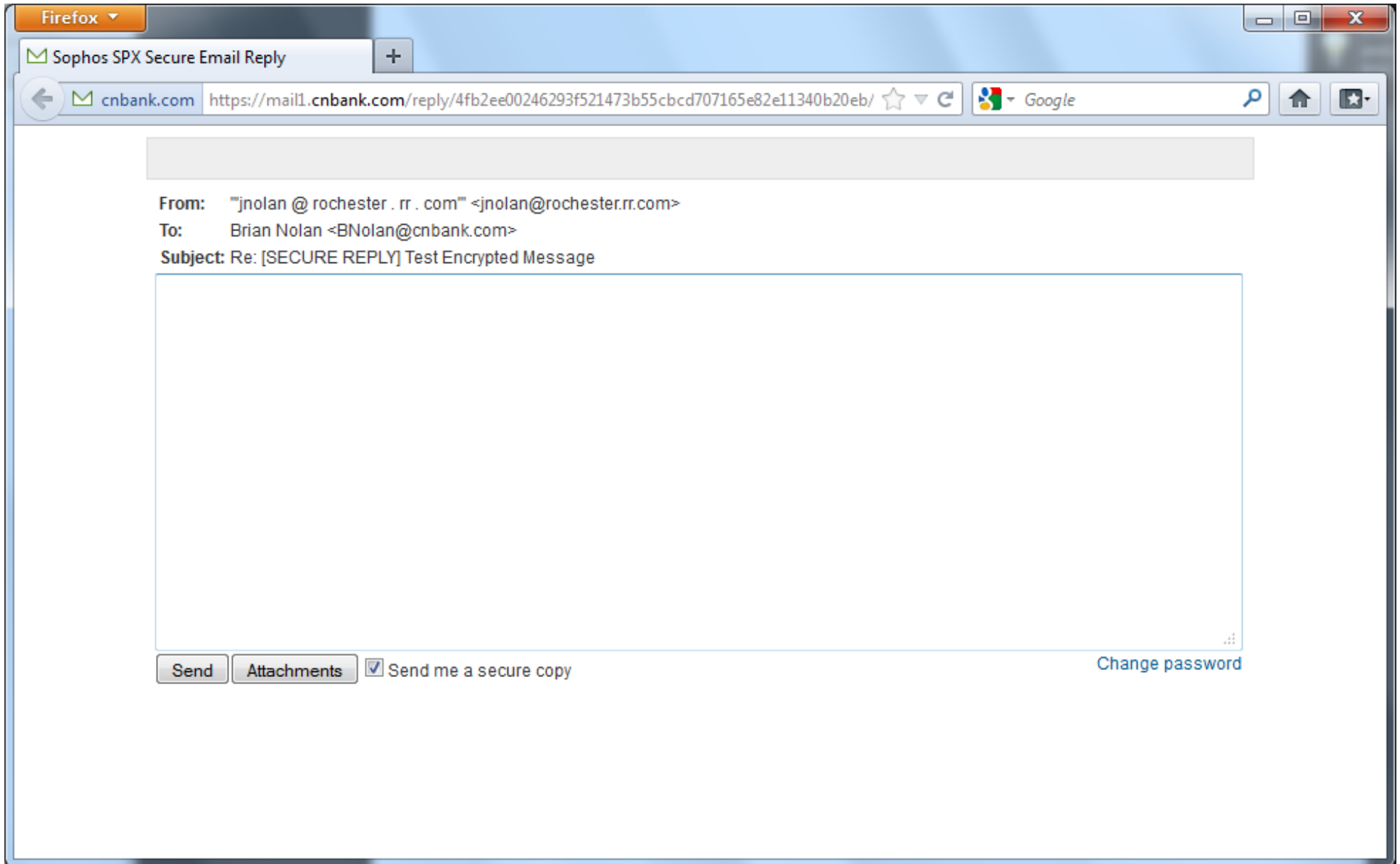
CONFIDENTIALITY NOTICE: The information contained in this email (and any attachments) is privileged and confidential, intended only for the use of the individual(s) or entity to whom it is addressed. If the reader of this message is not the intended recipient or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that dissemination, distribution or copying of this information is prohibited. If you have received this communication in error, please notify us immediately by telephone at (800) 724-2621. Thank you for your cooperation.

IRS CIRCULAR 230 NOTICE: To the extent that this message or any attachment concerns tax matters, it is not intended to be used and cannot be used by a taxpayer for the purpose of avoiding penalties that may be imposed by law.

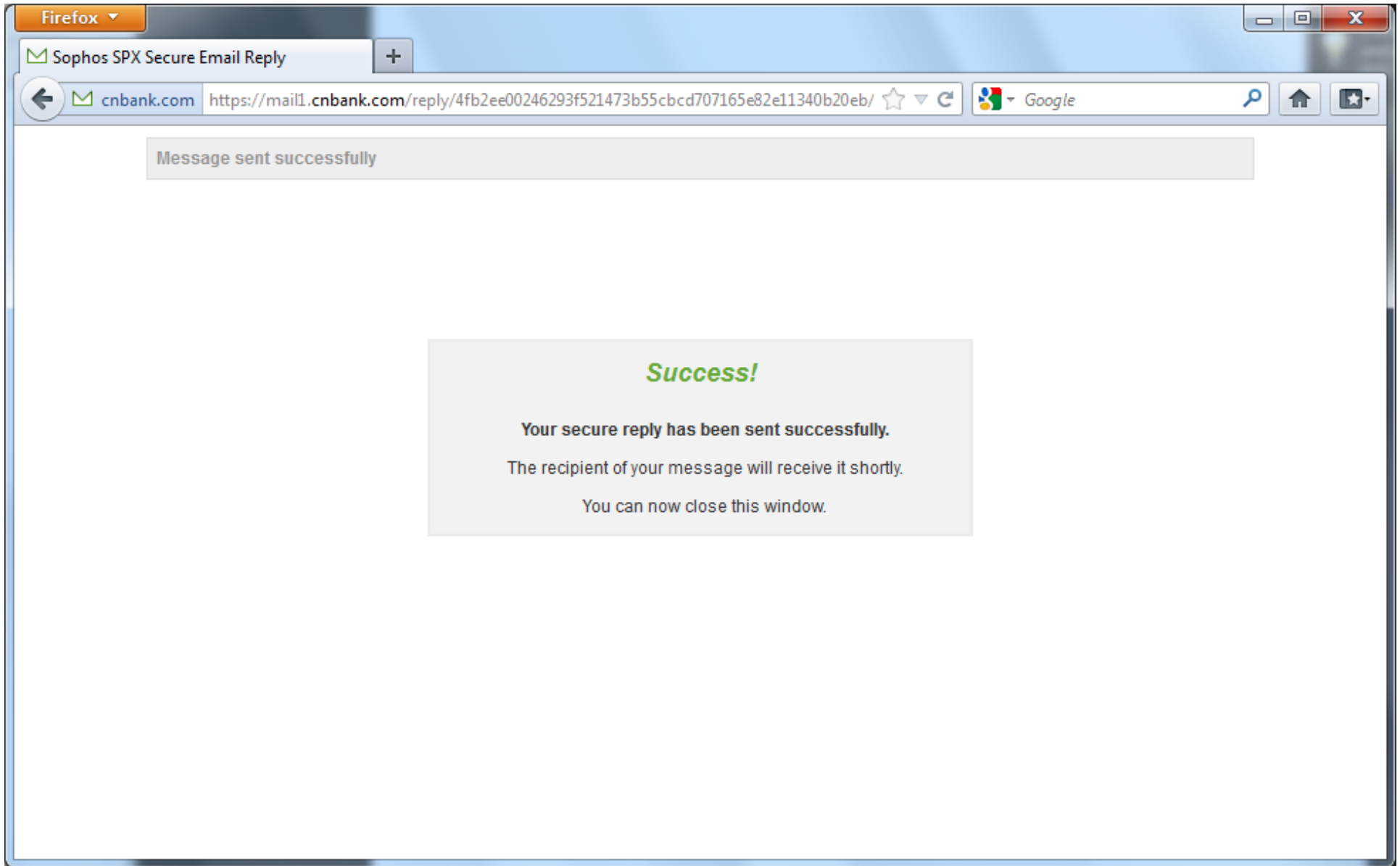
The first time you select “Reply” you may see a message like this because you are launching a web browser from a PDF viewer. If this message appears “Allow” must be clicked to continue.



The reply button launches this web page to create a secure message back to the original sender. Note that attachments can be uploaded. Click “Send” to send the message.



This message will be displayed after a secure message has been successfully replied to.



This completes the entire process of receiving, registering, and reading a first time encrypted secure email from Canandaigua National Corporation.

Next time you receive a secure email, you'll need to know the password established during the registration process.