National Credit Union Administration Secure Email Message Center
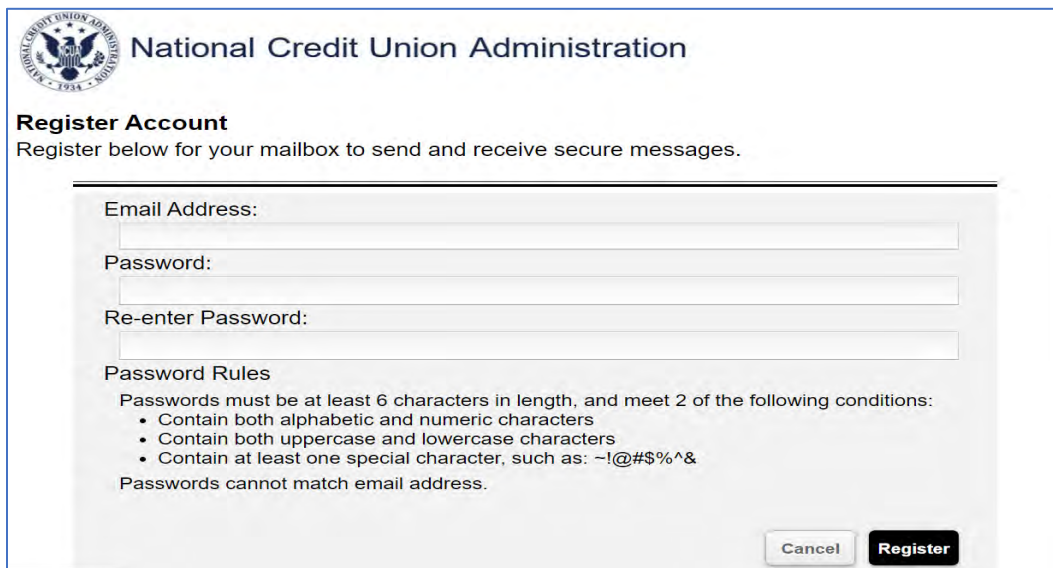
To use the National Credit Union Administration Secure Email Message Center,[1] you can follow these step-by-step instructions:

1. Access the National Credit Union Administration Secure Email Message Center: Open your preferred web browser and navigate to the https://web1.zixmail.net/s/login?b=ncua.


2. Sign into your account: Enter your username and password in the designated fields on the login page. If you don't have an account yet, click on the "Register" button to create a new account.


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[1] This service is hosted by Zix on behalf of National Credit Union Administration Secure Email.

3. Navigate through the portal: Once you have successfully logged in, you will be directed to the main dashboard.
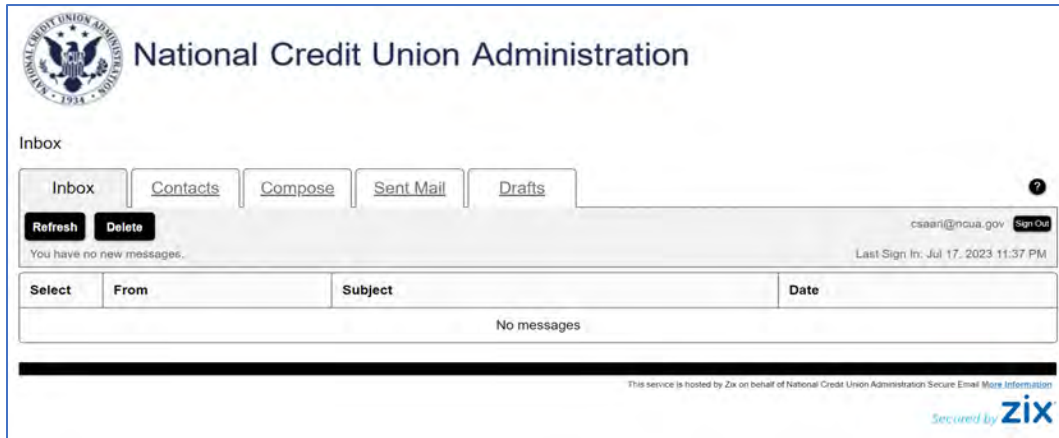
4. Compose and send emails: To compose a new email, locate the "Compose" button, usually found at the top or sidebar. Click on it to open the email composition window. In the "To" field, enter the cyber incident reporting email address, cybercu@ncua.gov. In the "Subject" field, enter the name of the credit union and charter number. Using the Quick Reference Guide, provide the reporting elements in the body of the email. Do not attach any files to the email. When you have finished entering all information, click on the "Send" button.
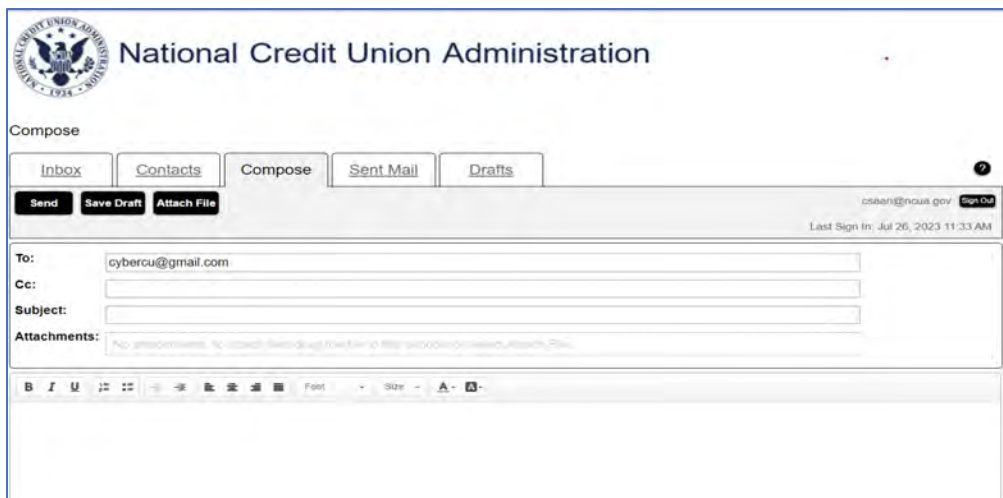
5. Manage your inbox: Access your inbox by clicking on the "Inbox" or "Mail" section of the portal. Here, you can view and read received emails, reply to or forward messages, and organize your inbox by creating folders, archiving emails, or performing other relevant actions.

6. If you have technical issues with the NCUA Secure Email Message Center, email us at OneStop@ncua.gov. If you have questions regarding reporting a cyber incident, contact your regional director.