

AppRiver Legacy Page | OpenText Cybersecurity

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What happened to AppRiver?

Quick history: AppRiver was acquired by Zix Corporation in 2019. Zix was then acquired by OpenText in 2021. You've been directed to the OpenText Cybersecurity site, which represents the consolidated product & service portfolios for AppRiver as well as our other products for data security and data protection.

What's changed about my account team?

Nothing. You'll still get the same great service and expertise that you're used to, just with a new brand. (Tip: you should really check out our complete offering.)

What's changed about managing my account?

Nothing. We've simply consolidated the marketing aspects of the AppRiver website within <https://cybersecurity.opentext.com>, but the existing Secure Cloud portal has stayed in place: [Secure Cloud Login](#)

How do I contact support?

Encrypted Email Recipients:

Recipients of encrypted email who need assistance should contact the sending organization's support group. This support contact information is provided on the portal login page.

ZixMail Non-Corporate Customers:

To open a ticket, please email support@zixcorp.com. Please allow up to 3 business hours for email responses.

Corporate Customers:

Corporate customer administrators may contact us:

by phone (888-576-4949.),

by email (support@zixcorp.com), or

via the [Support Portal](#) (Zixcorp.com).

Archive, Encrypt and Protect Customers:

For non-urgent issues, please email support@zixcorp.com. We will respond to the email within 3 business hours.

For urgent issues, email support or open a ticket via the support portal then call support at 888-576-4949.

How do I use the support portal?

When you arrive on our support portal, you can immediately access knowledge base articles for questions about email encryption and how to open an encrypted email. You can also access ZixMail user instructions and software downloads of ZixMail. Corporate administrators will need to login for additional knowledgebase articles and software downloads related to ZixGateway and the management of all Zix solutions.

What training is available for administrators?

After deployment, we offer three Tech Talk webinars for additional assistance and refreshers. Please login to the customer support portal to register for the webinars. Additionally, Zix has posted training videos in the ZixGateway section of the support portal.

Is there any cost to upgrade or maintain my software?

All patches, updates and new software releases for Zix are included in your service. There is no cost to upgrade. We recommend the use of latest versions, which are available in the downloads section of our support portal.

I received an email notification stating I have received an encrypted email. What do I do next?

Recipients of encrypted email can get support from the sending organization. The support email address can be found on the login screen when clicking on the encrypted email notification link. If you have any questions about why you received an encrypted email notification or the content of the message, please contact the sender.

Source: <https://appriver.com/resources/blog/november-2020/vjw0rm-back-new-tactics>