# Secure messages

1. A number will appear next to the Messages menu indicating how many unread messages are currently listed in the online mailbox.

2. Select the Messages menu in the navigation bar on the left side of the screen to read received messages and send secure messages to the bank.

3. To send a secure message, select the button with the pencil on the right side of the screen.

NOTE: The Messages feature is a secure messaging function which allows for two-way communication between the online banking user and Bank. Since the message is delivered securely within the Online Banking system, sensitive material is protected.
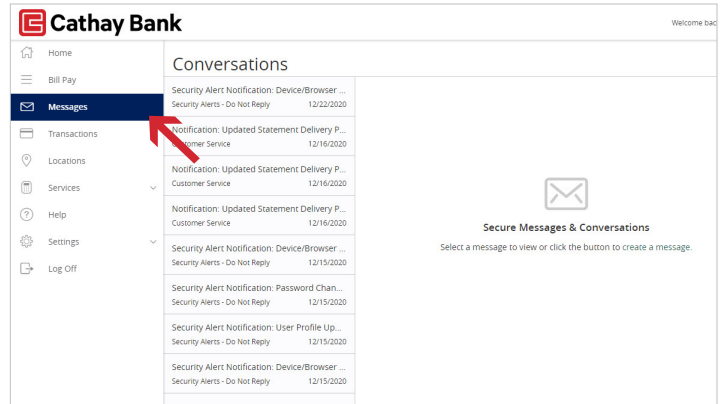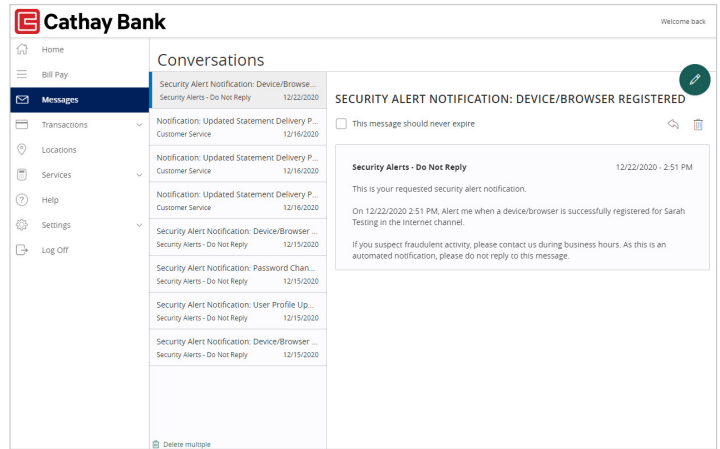

4. Select Customer Service from the drop-down menu.
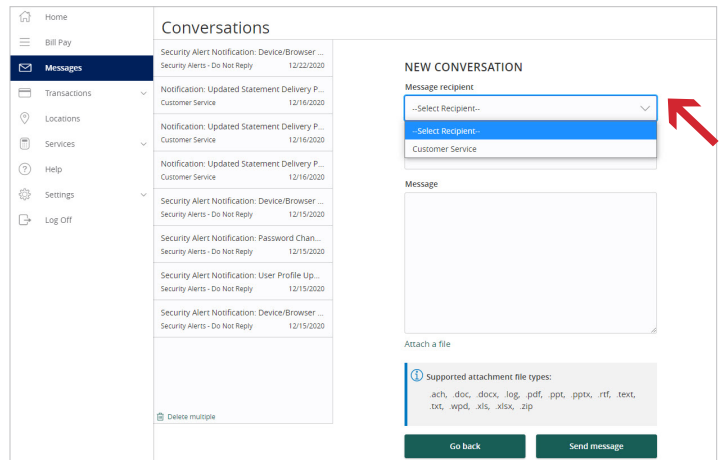
5. Click the Attach a file link to attach a file or document if desired.

6. Click Send at the bottom of the screen to submit the message.
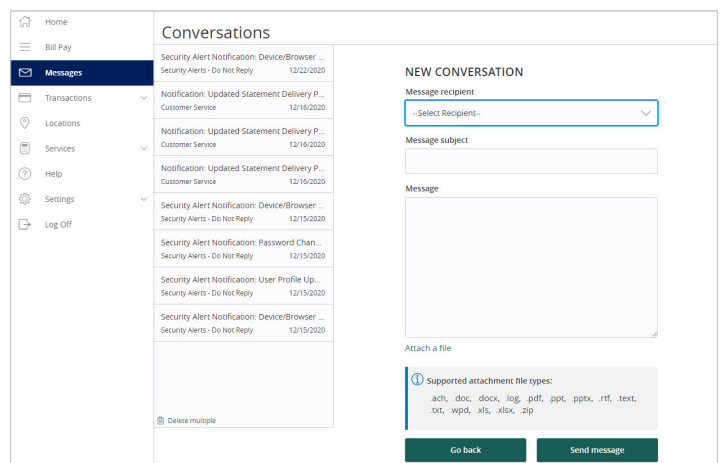
7. Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).

8. Select the arrow icon beneath New Conversation to reply to a secure message or the trash icon to delete the message.