

Creating a secure message

You can create a secure message in online banking or the mobile banking app.

In online banking, you can attach a file to a message. The file can be any of the following formats:

- ach
- doc
- docx
- gif
- jpeg
- jpg
- log
- pdf
- png
- ppt
- rtf
- text
- txt
- wpd
- xls
- xlsx
- zip

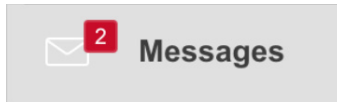
To create a secure message

1. In the Menu, click or tap **Messages**. The Messages page appears.
2. Click or tap **New**. The New Message window appears.
3. Click or tap the message recipient. The message window appears.
4. In the **Subject** field, enter a subject.
5. In the **Message** field, enter the message.
6. (Optional) In online banking, click the attach file icon (📎). In the Open dialog box, select a file to attach to the message, and click **Open**.
7. When your message is complete, click or tap **Send**. Your new message appears on the Messages page.

Reading a secure message

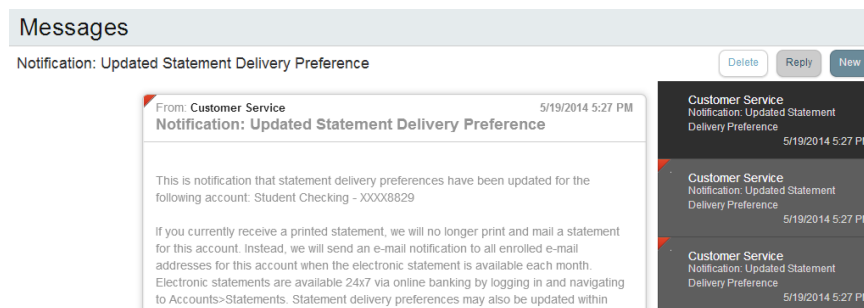
When you have unread messages, the number of unread messages appears on the Messages item in the Menu. In the Inbox, unread messages include a red triangle in the top left corner. A message and all replies are grouped in a conversation.

Unread message notification



To read a secure message

1. In the Menu, click or tap **Messages**. The Messages page appears.



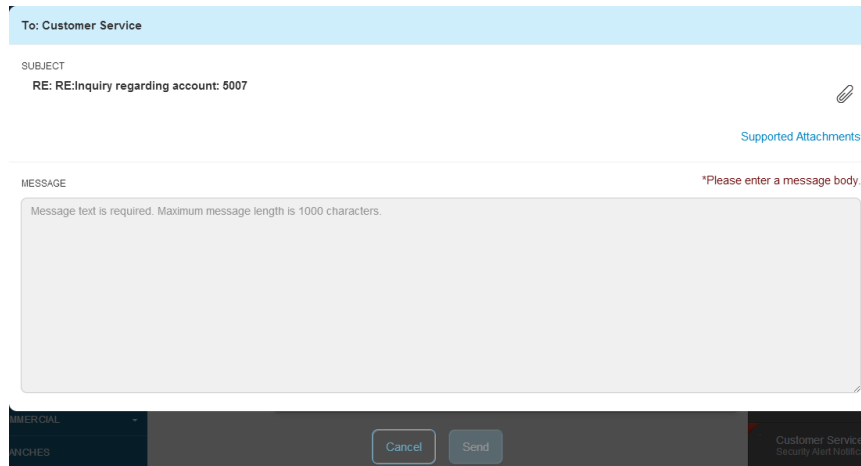
2. Do one of the following:
 - If the Inbox appears on the right side of the screen, click or tap the message that you want to read.
 - If the Inbox does not appear, click or tap **Inbox**, and click or tap the message that you want to read.The original message and all related replies appear.

Replying to a secure message

You can reply to a secure message in online banking or the mobile banking app.

To reply to a secure message

1. After you read a secure message, click or tap **Reply**. The Reply window appears.



The screenshot shows a mobile banking app interface for replying to a secure message. At the top, there is a light blue header with the text 'To: Customer Service'. Below this is a 'SUBJECT' line with the text 'RE: RE:Inquiry regarding account: 5007'. To the right of the subject line is a small icon of a paperclip. Below the subject line is a 'MESSAGE' field with a large text input area. The input area contains the text 'Message text is required. Maximum message length is 1000 characters.' and a red asterisk with the text '*Please enter a message body'. To the right of the input area is a link for 'Supported Attachments'. At the bottom of the screen, there is a dark grey bar with a 'Cancel' button and a 'Send' button. On the far right of this bar, there is a small logo for 'Customer Service Security First Division'.

2. In the **Message** field, enter the message.
3. (Optional) In online banking, click the attach file icon (📎). In the Open dialog box, select a file to attach to the message, and click **Open**.
4. When your reply is complete, click or tap **Send**.

Deleting secure message threads

After you have read the secure messages in a message thread, you can delete the thread and all messages in it. You can delete a single thread, multiple threads, or all threads. Message threads stay in the Inbox until you delete them.

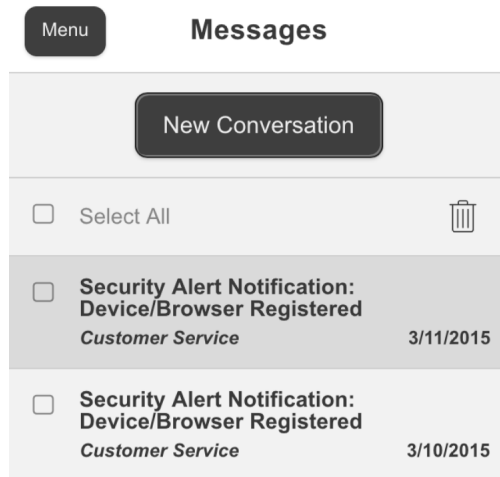


Caution: When you delete a thread, the system permanently deletes it. Make sure that you do not need the information in the message before you delete it.

To delete secure message threads

1. In the Menu, click or tap **Messages**. The Messages page appears.
2. Do one of the following:
 - If the Inbox appears on the right side of the screen, click or tap **Delete**.
 - If the Inbox does not appear, click or tap **Inbox**, and click or tap **Delete**.

The Delete Message pane appears.



3. On the Delete Message pane, do one of the following:
 - Click or tap the check boxes for the message threads that you want to delete.
 - Click or tap **All** to select all message threads.
4. Click or tap **Delete**.
5. When prompted, click or tap **Delete** to verify the deletion. The Inbox reappears without the deleted messages.