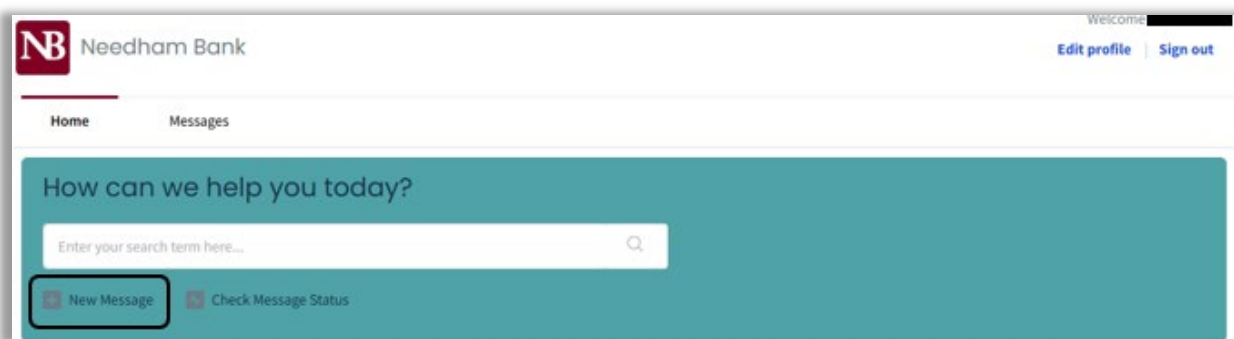


Creating a Secure Messaging

1. From the top right of the main menu, select “**Secure Messaging**”



2. From the “**Home**” default selection, select “**New Message**”

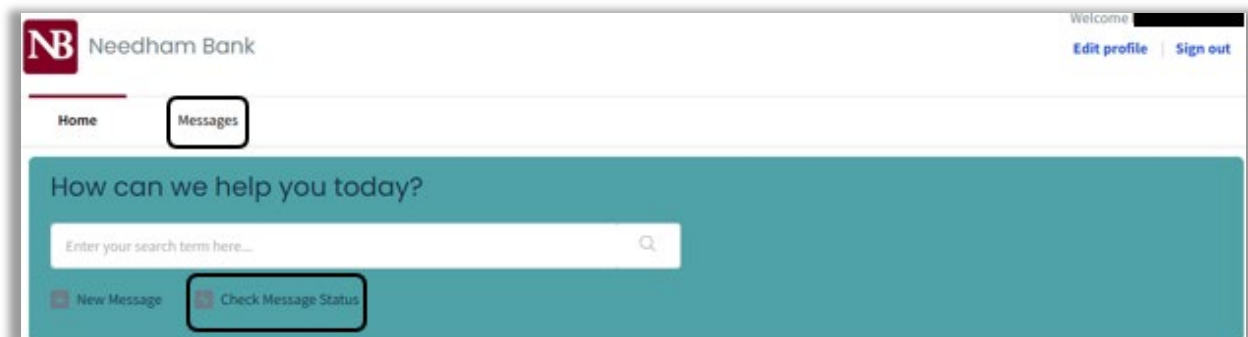


3. Submit a ticket by completing the following fields:
 - **Subject:** A short description for an “overview” of the message.
 - **Description:** Full details for the message including screenshots (+Attach a file), if applicable.
4. ✓ I’m not a robot
5. Click “**Submit**”

6. Complete the **Transactions**, **Features**, and **Accounts** tabs for the new user to assign their rights

Reviewing the status of a Secure Messaging

7. From the main Secure Messaging screen, select the “**Messages**” option or “**Check Message Status**”



8. Here you can:

- Search by using a **keyword**
- **Itemize** your search by selecting:
 - All Tickets
 - Open or Pending
 - Resolved or Closed
 - Archived
- **Sort** your search by selecting:
 - Date Created
 - Last Modified
 - Status
 - Ascending/Descending

