

# Secure Messages

## Secure Messages

1. Click on the 'Messages' menu on the left side of the screen.
2. Click on the 'New Conversation' button 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 Rockland Trust. Since the message is delivered securely within Online Banking, sensitive material (i.e. SSN, account number(s)) may be safely included in the body of the message.

The screenshot shows the 'Conversations' interface. On the left is a navigation menu with 'Messages' highlighted in red. The main area displays a list of messages, with the top one selected. On the right, a detailed view of the selected message is shown, with a 'New Conversation' button highlighted in red. The message content is as follows:

**Security Alert Notification: Password Changed**

This message should never expire

**Customer Service - Do Not Reply** 4/10/2017 - 9:46 AM

This is your requested security alert notification.

On 4/10/2017 9:46 AM, your password was changed for ROSIE TOBIN in the Internet channel.

If you suspect fraudulent activity, please contact us at 508-732-7072 during business hours. As this is an automated notification, please do not reply to this message.

3. Select the appropriate topic from the drop-down menu.

The screenshot shows the 'New Conversation' form. The 'With' field is highlighted in red and contains the text '--Select Topic--'. Below it are fields for 'Subject' and 'Message'. At the bottom right are 'Cancel' and 'Send' buttons.

- Click the 'Supported Attachments' link on the right side of the screen to show what file types are supported.
- Click the paper clip icon to attach a file or document if desired.
- Click 'Send' at the bottom of the screen to submit the message to Rockland Trust.

- Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).
- A numeric indicator will appear in red next to the 'Messages' menu indicating how many unread messages are currently listed in the online mailbox.