# Secure Messages

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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.
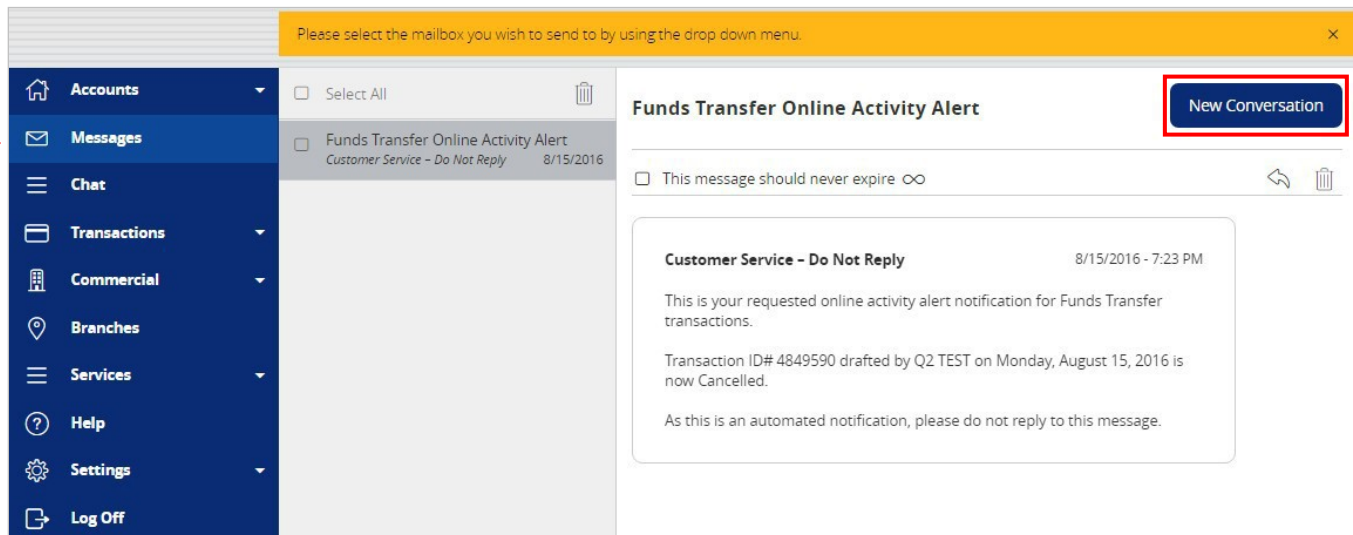

3. Select the appropriate topic from the drop-down menu.
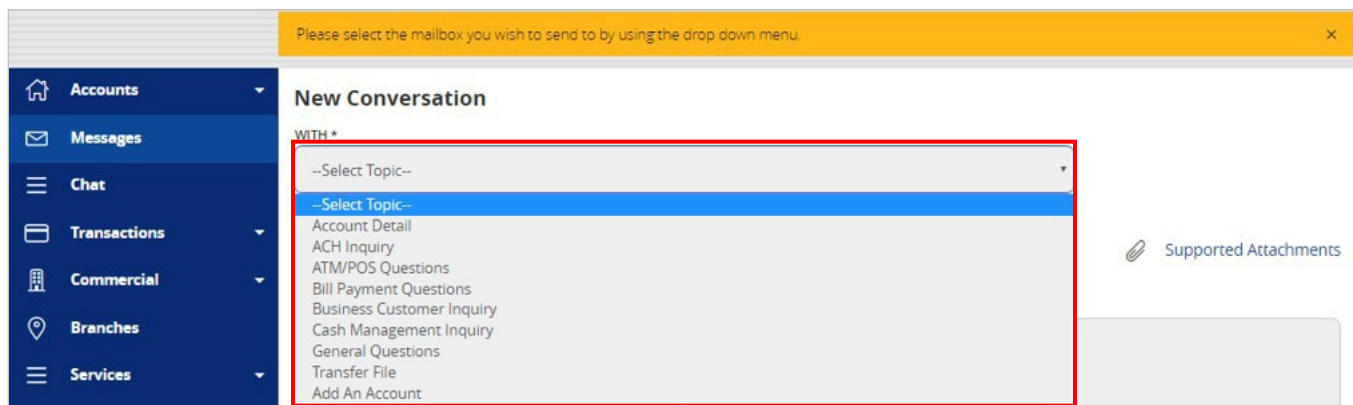
4. Click the 'Supported Attachments' link on the right side of the screen to show what file types are supported.

5. Click the paper clip icon to attach a file or document if desired.

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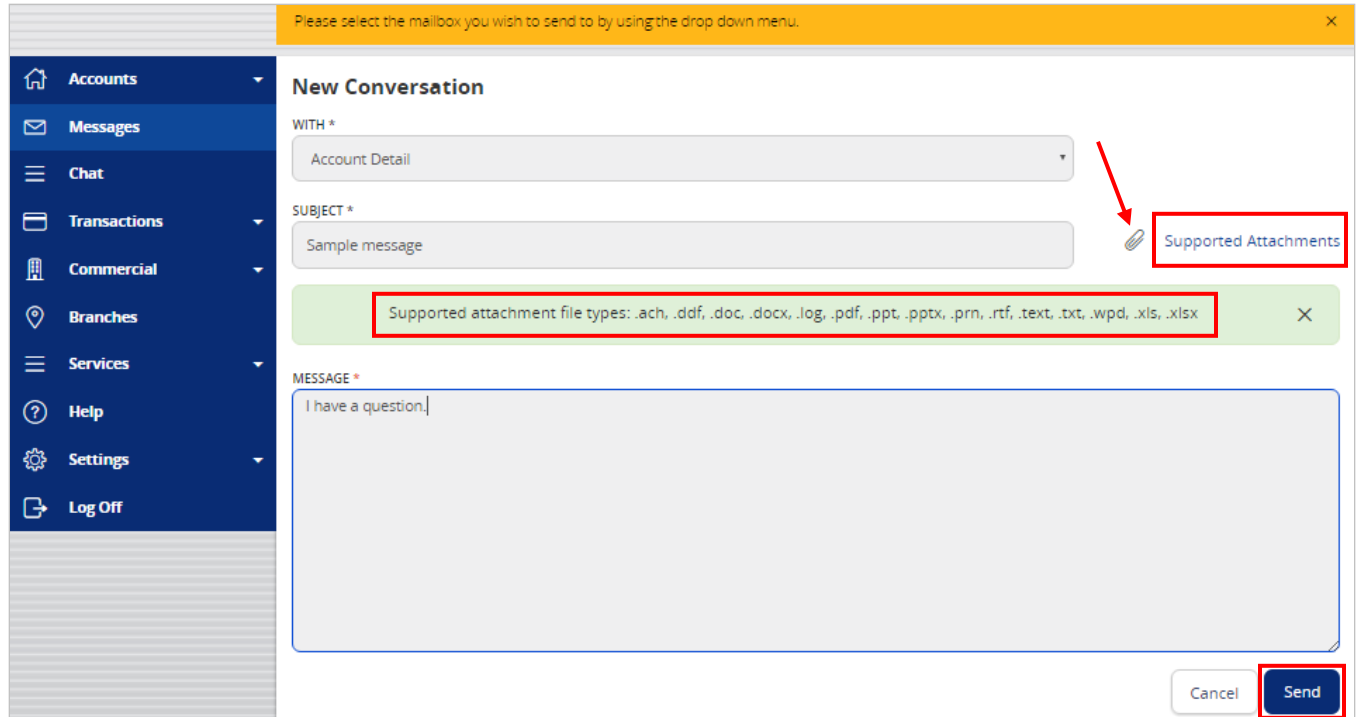
7. Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).

8. Click on the arrow icon beneath 'New Conversation' to reply to a secure message.
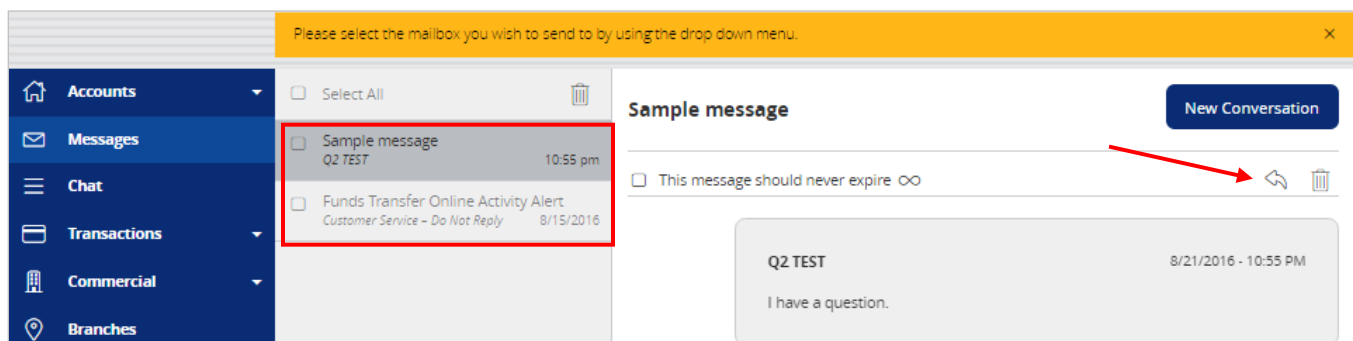
9. A numeric indicator will appear in red next to the 'Messages' menu indicating how many unread messages are currently listed in the online mailbox.