

Secure Messages

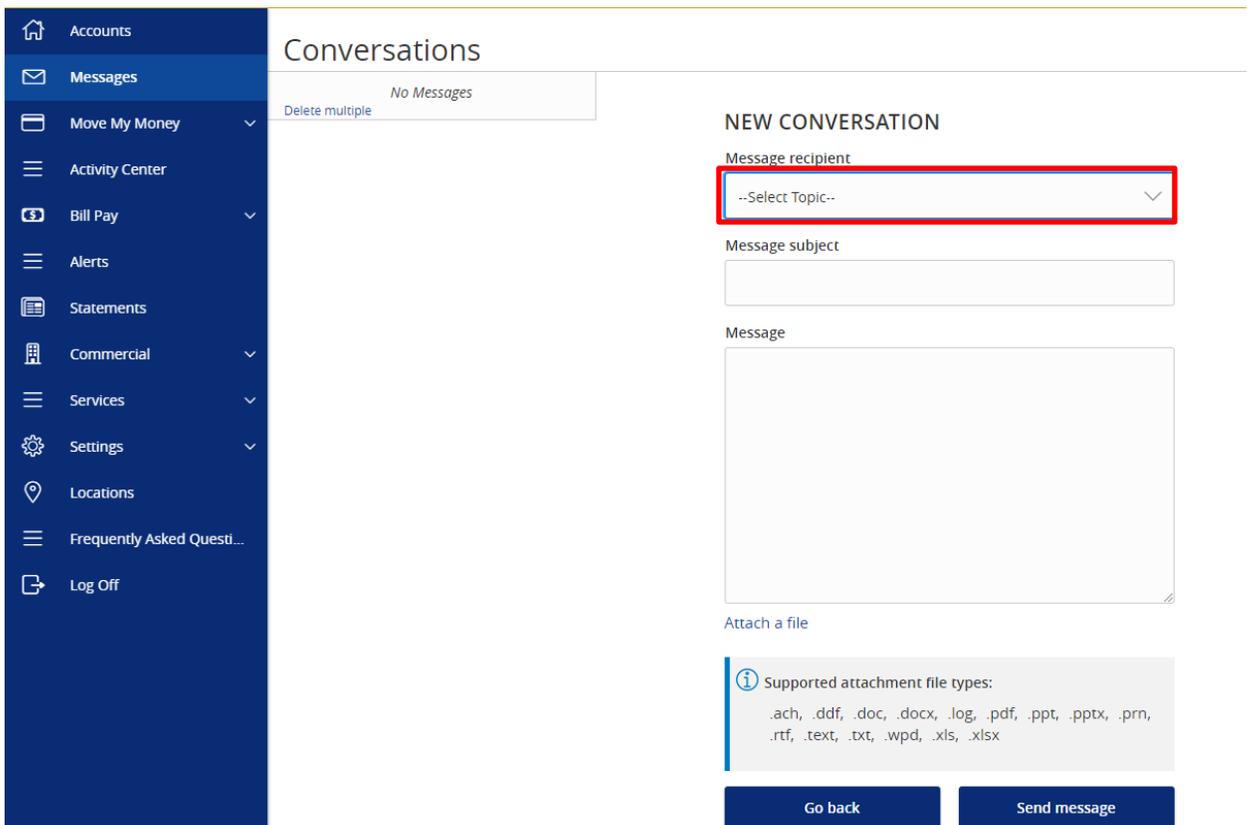
Secure Messages

1. Click on “Messages” on the left hand menu and click “New Conversation”.



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 materials like account numbers and Social Security Numbers can be safely included in the body of the message.

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



3. Enter a *Subject* and a *Message*. Click “Attach a file” link to bring up your computer’s files. Attach the items that support your *Secure Message* then click “Send Message”.

The screenshot displays the 'Conversations' interface. On the left is a dark blue navigation menu with the following items: Accounts, Messages (highlighted), Move My Money, Activity Center, Bill Pay, Alerts, Statements, Commercial, Services, Settings, Locations, Frequently Asked Questi..., and Log Off. The main content area is titled 'Conversations' and shows 'No Messages' with a 'Delete multiple' link. To the right is a 'NEW CONVERSATION' form with the following elements: a 'Message recipient' dropdown menu with '--Select Topic--' selected; a 'Message subject' text input field; a large 'Message' text area; an 'Attach a file' link; an information box listing supported attachment file types: .ach, .ddf, .doc, .docx, .log, .pdf, .ppt, .pptx, .prn, .rtf, .text, .txt, .wpd, .xls, .xlsx; and two buttons at the bottom: 'Go back' and 'Send message' (which is highlighted with a red border).

NOTE: Incoming and outgoing messages will appear in the column directly to the right of the menu bar in descending date order with the newest messages up top. A numeric indicator will appear in red next to Messages indicating how many unread messages are in your mailbox.