Accessing Messages

Accessing Unread Messages

The Unread Messages page displays all messages you have received but have not yet opened.

- The Sent column indicates the date and time of the most recent message in a message history.
- Urgent messages are indicated by the urgent message icon.
- All messages (read or unread) are deleted after 120 days.To access the Unread Messages page, do one of the following.
- Click **Messages** in the Welcome Center and select a particular message from the **Messages** supermenu. Unread messages are displayed in bold.
- Click **Unread Messages** in the **I want to** menu of any other page on the Messages page.
- Click a message in the **Unread Messages** module on the Home page sidebar. The Unread Messages page appears.

The Unread Messages page appears by default if you have any unread messages.
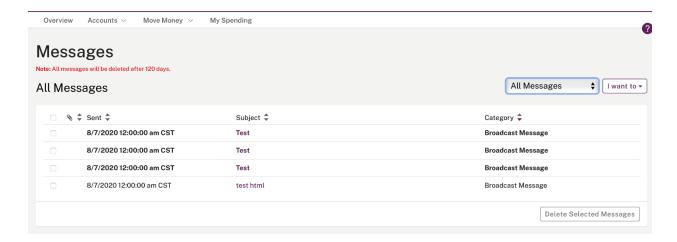
Accessing the Messages Inbox

The All Messages page displays all read and unread messages sent to you within the past 120 days, and any message replies that you have sent. The system automatically removes any message older than 120 days.

The urgent message icon in the Subject column indicates that a message requires your immediate attention.To access the All Messages page:

1. Click **Messages** in the Welcome Center and then click **View All Messages** from the Messages supermenu, or click **Go To Inbox** in the **I want to** menu on any Messages page.

The All Messages page appears.

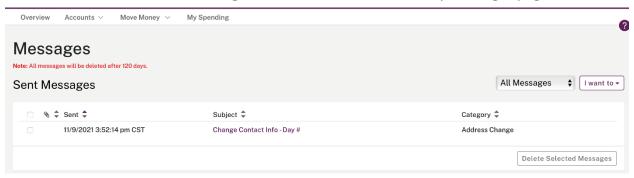1. Click a link in the Subject column to view a message.

Accessing Sent Messages

The Sent Messages page displays all messages and service requests that you sent to the financial institution in the last 120 days. After 120 days, all messages will be deleted. The Sent column indicates the date and time of the most recent message in a message history.

To access the Sent Messages page:

1. Click **View Sent Messages** in the **I want to** menu on any Messages page.

1. Click a link in the Subject column to view a message.