

- ❖ [Why do I have an Urgent Messages bar on my page?](#)
  - ❖ [What are the icons next to balances and other items?](#)
  - ❖ [Can I choose the page to display when I log in?](#)
  - ❖ [Can I change my access ID?](#)
  - ❖ [How do I report a problem?](#)
  - ❖ [How do I send a secure message?](#)
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**Q: Why do I have an Urgent Messages bar on my page?**

A: If you have any unread urgent messages, an Urgent Messages bar appears on almost every page. Click the message subject to view the Messages page. You can hide the Urgent Messages bar for the rest of your current session by using the Remind me later link.

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**Q: What are the icons next to balances and other items?**

A: A icon indicates that quick information is available for the item. Click the icon to get a description of that item in a tooltip.

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**Q: Can I choose the page to display when I log in?**

A: No. You always start on the Home tab after logging in.

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**Q: Can I change my access ID?**

A: Yes, you can change your access ID at any time. Click your name in the Welcome Center, then in the drop-down menu, click Change Access ID. On the Change Access ID page, enter or select a new access ID. You must re-enter it for verification. A confirmation page appears.

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**Q: How do I report a problem?**

A: If you have any general questions, problems, or comments about your account(s) in Online Banking, please send a secure message to Liberty Bank.

The message will be sent securely to Support Services. Because it is encrypted, you may provide details containing your financial information with complete security. However, never provide your passcode to anyone, even Support Services. They will never ask you for it and do not need it to help you.

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**Q: How do I send a secure message?**

A: To send a secure message:

1. Click Contact Us in the Welcome Center.  
*The Services & Settings page appears.*
2. Click Send a Secure Message in the Contact Us panel on the right.  
*The Send a Message page appears.*
3. In the Regarding list, select the account that you have a question about, or select "Other" if it concerns some other issue. This information is required.
4. In the Category list, select the message type. This information is required and helps the system transmit it to the Support Services representative at Liberty Bank responsible for these messages.
5. In the Subject box, type a few words to identify your message. This information is required and has a maximum length of 128 characters. Again, do not include your passcode in the message; Support Services does not need it to help you.
6. In the Message box, type your message.
7. If you need to send a file to Liberty Bank, click Attach File to attach a file to the message. Some file types are not allowed for security reasons.
8. Click Send Message to transmit the message.  
*The Message Review/Confirmation page appears.*
9. Review the message, and then click Confirm to send the message.  
*The Secure Message Sent page appears.*