

# Online Banking Messages Page

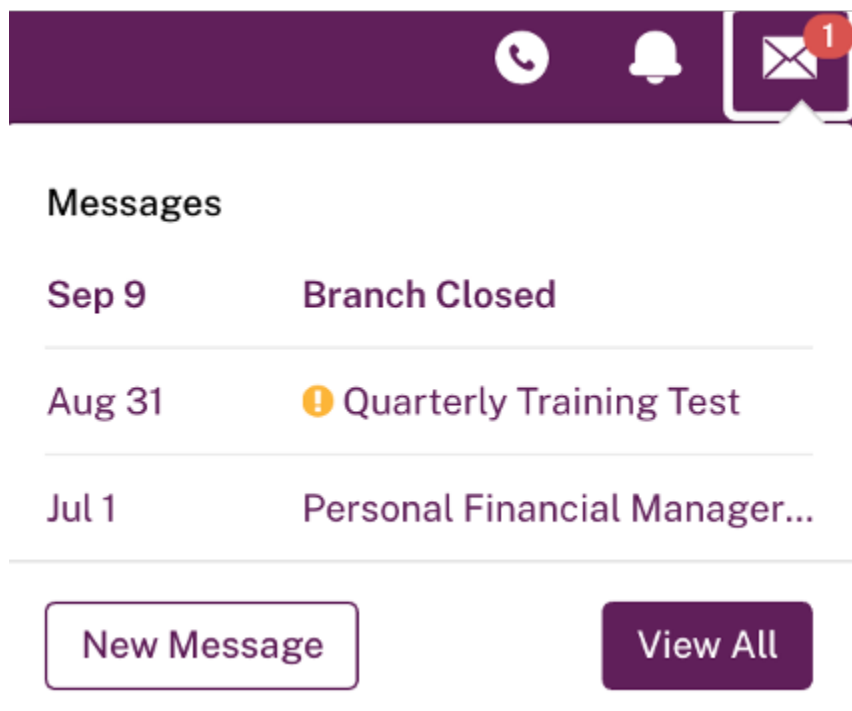
The Messages page allows you to read messages from your financial institution and to send secure messages to OLB Support in the event of a problem. The Messages page is also used to keep you informed of activity in your accounts. You will be notified when scheduled payments (Good Funds bill pay only) have been made, and when changes have been made in your account. For example, you receive confirmation every time your passcode is changed or funds are transferred between your accounts. You will also be notified if there were insufficient funds in your account to make a scheduled payment transfer.

Because the messaging system is secure and encrypted, you can send your account number in the body of the message. But please do not send your passcode. OLB Support does not need it to assist you.

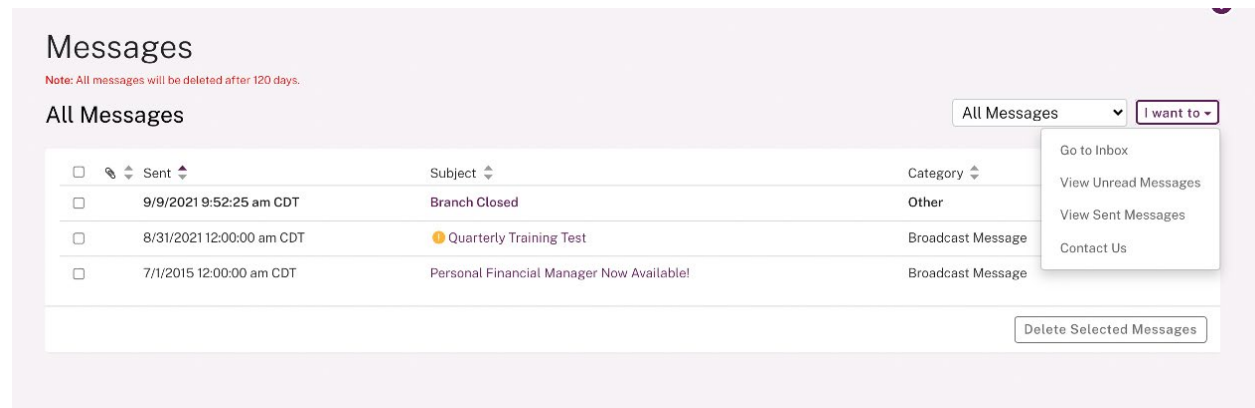
## Navigating the Messages Page

The Messages page allows you to securely communicate with your financial institution concerning topics related to your online accounts. The Unread Messages page is the main page for the Messages page.

To get to the Messages page, click **Messages** in the Welcome Center. From the Messages supermenu, select an unread message to view, or click **View All Messages**.



Within the Messages pages, you can navigate using the **I want to** menu.



- **Go To Inbox.** Contains links to all the messages that you have received and have not yet deleted.
- **View Unread Messages.** Contains links to new messages that you have not read yet.
- **View Sent Messages.** Contains links to view all sent messages from the past 120 days.
- **Contact Us.** Starts a secure message through which you can communicate your concerns to your financial institution.

If any urgent messages are waiting for you when you log in, an **Urgent Messages** bar appears at the top of most Online Banking pages until you read the message. In the sidebar and supermenu unread messages lists, urgent messages have the icon. All urgent messages are listed by date. Click a message subject link to open the Messages page.

You can temporarily hide the bar by clicking the **Remind me later** link on the right.