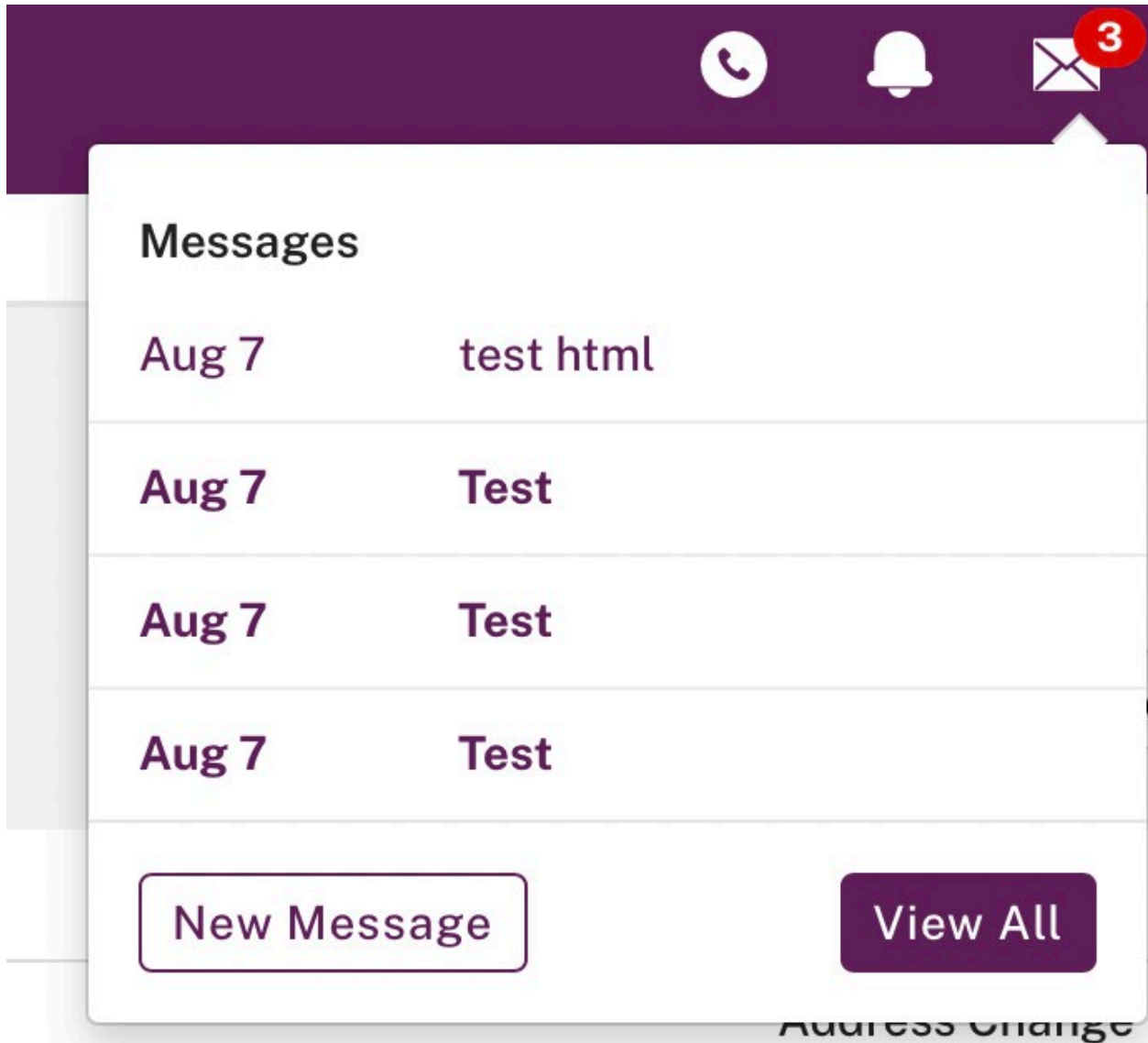


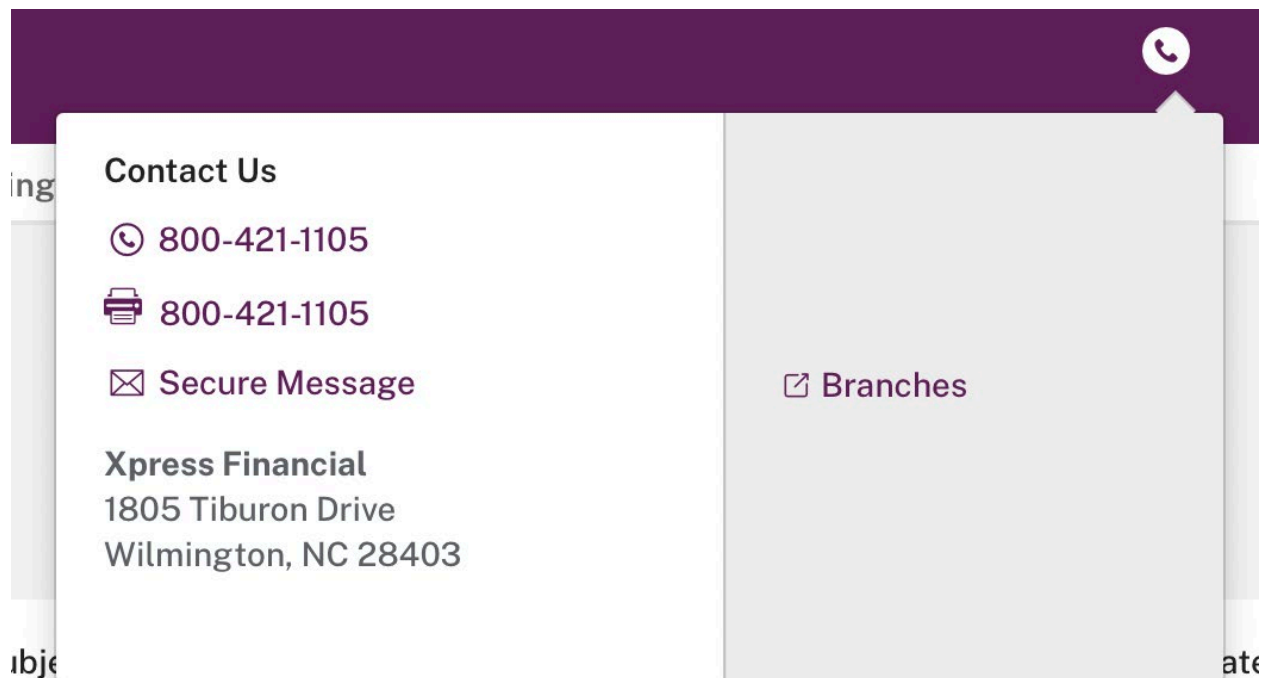
Sending New Messages

You can send a secure message to the financial institution in any of the following ways.

- The **New Messages** button on the Messages supermenu.



- The **Send a Secure Message** link in the Contact Us section of the Services & Settings page.



- The **Send a Secure File** link on the Services & Settings page if the financial institution offers the service.
- Any of several links on the Services & Settings page, such as **Stop check payment**, **Reorder checks**, or **Request documents**.
- The **Send a Secure Message to <financial institution name>** link on any error page.

If your financial institution allows file uploads, you can send attachments with your messages. To send a secure message:

1. Use one of the methods listed above to start your secure message. The Send a Message page appears.

Messages

Send A Message

Fields marked with a "*" are required.

* **Regarding:**

* **Category:**

* **Subject:**

* **Message:**

Drop file here... or browse

Max file size -5 MB
Files with the following extensions are not allowed:
.exe, .bat, .com

2. In the **Regarding** list, select the account that you are inquiring about, or select **Other** if it concerns some other issue. This field is required.
3. In the **Category** list, select the message type. This field is required and helps the system transmit the message to the responsible OLB Support representative at the financial institution.
4. In the **Subject** box, type a few words to identify your message. This field is required and has a maximum length of 40 characters.
5. In the **Message** box, type your message. Do not include your passcode in the message; OLB Support does not need it to help you.
6. To attach a file to the message before sending (if your financial institution offers this service):
 - a) Drag a file from another window and drop it in the attachment area below the **Message** box.
- OR -
 - b) Click **browse** to find and attach the file to the message.

You can attach a file of up to 5 MB. Some file types are not allowed. If you have secure file transfer privileges, the maximum file size is 20 MB. Any attached files are listed at the bottom of the page.

7. Click **Send Message**.

The Secure Message Sent page appears. You have successfully sent a secure message to the financial institution.