# Secure Messages

The Secure Messages feature allows account holders to send account questions directly to the financial institution from within Fusion Digital Banking. Entitled financial institution employees can view and reply to messages within the Fusion Digital Banking Console.

Composing and Sending Secure Messages

Follow the instructions below to send a secure message to the financial institution.

1. From the main side-bar menu, click Secure Messaging to open the Secure Messaging page. From this page, account holders are able read messages in the inbox and view sent and archived messages.
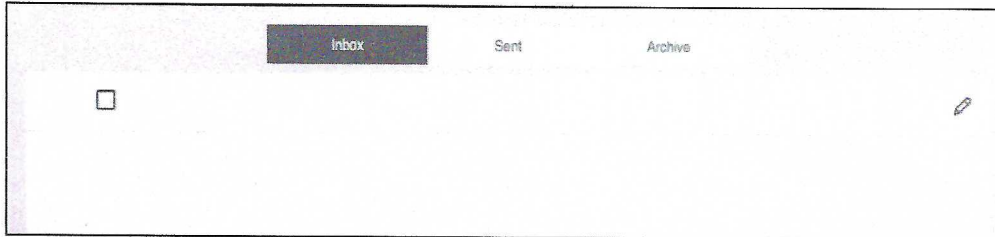
2. Click the envelope/pencil icon to open a new message in edit mode.
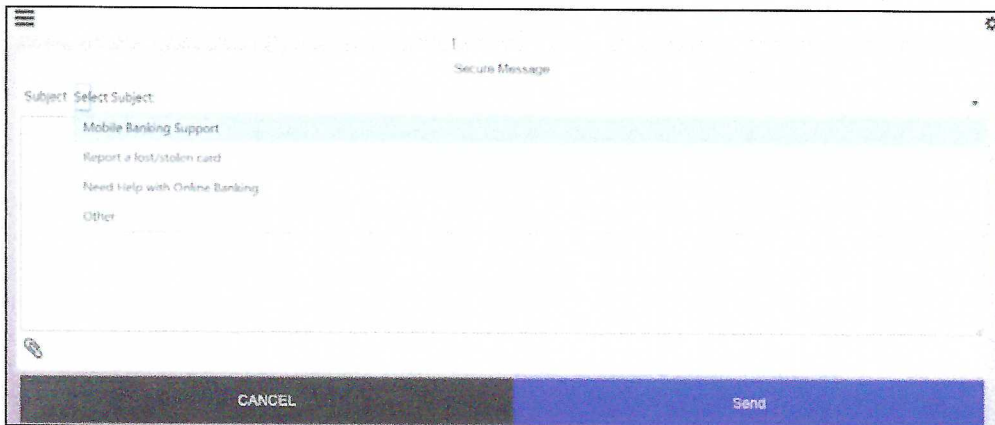
3. From the drop-down list, select the subject of the message. Default options are: Account Inquiry, NSF Removal Request, Card Blocked/Stolen, Bill Pay Question, General Questions, and Check Stop Request.

4. Type the message in the text box.

5. Click the paper clip icon to attach a file to your message if applicable. A window opens enabling you to select your file.

   Note: Attachments must be .pdf, .gif, .jpg, or .png files and cannot exceed 2.0 MB in size.

6. Click **Send**.

   Note: Your financial institution can respond to account holder messages using Console.
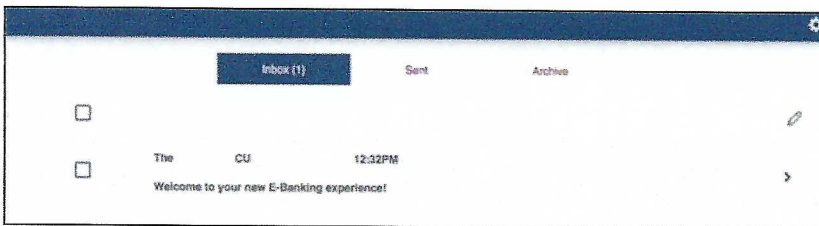
Viewing Secure Messages

Fusion Digital Banking displays a numerical indicator to notify the account holder that your financial institution has replied to an earlier message or sent a new message. Follow the instructions below to view a secure message.

1. From the left side-bar menu, click **Secure Messaging**.

2. The Secure Message inbox opens. Account holders are able read messages in the inbox and view sent and archived messages.

3. Double-click a message in the inbox to open the message.

Deleting Secure Messages

Follow the instructions below to delete a secure message.

1. Click **Secure Messaging** to open the main Secure Messaging page. From this page, account holders are able read messages in the inbox and view sent and archived messages.

2. Select the check box corresponding to the message.

3. Click the trash can icon to delete the message.