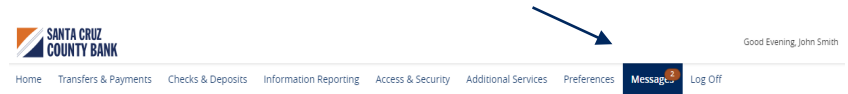


# Secure Messages Guide

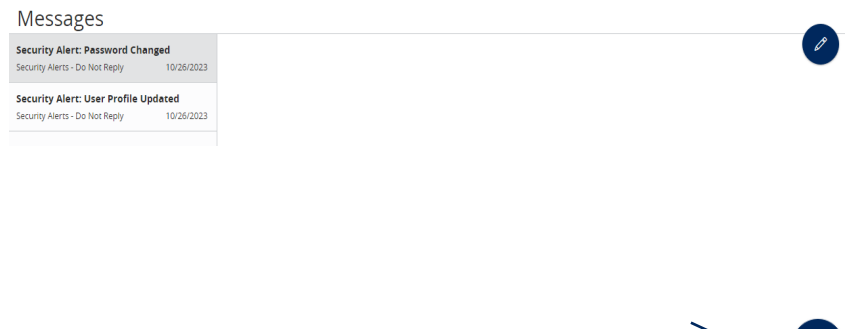
**NOTE:** The 'Messages' feature is a secure messaging function which allows for two-way communication between the online banking user and Santa Cruz County Bank. Since the message is delivered securely within the Online Banking system, sensitive material.

1. Select the 'Messages' menu.

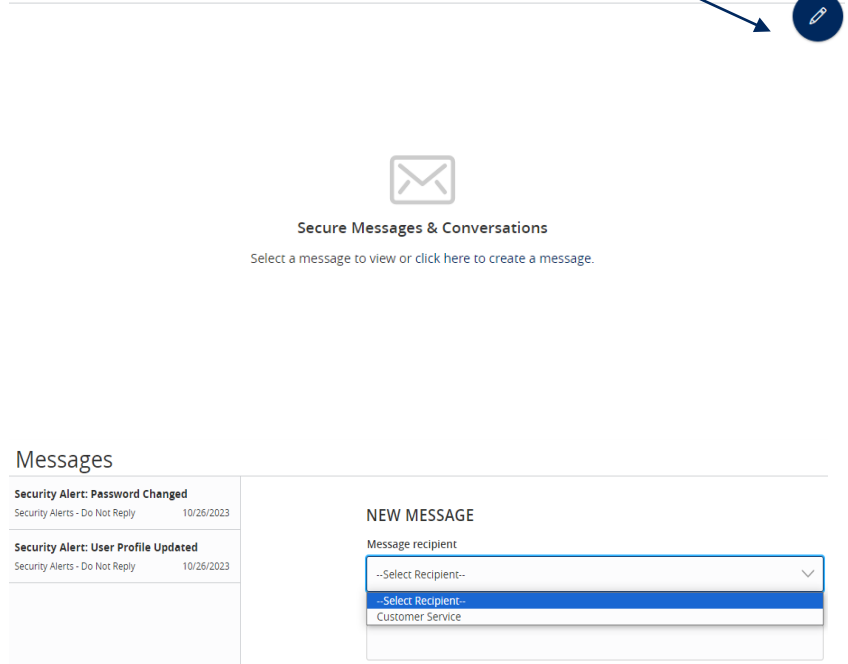


**NOTE:** Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).

2. Click pencil icon on the right side of the screen.



3. Select the appropriate 'Message recipient' from the drop-down menu.



Questions? We're here to help. [eBanking@sccountybank.com](mailto:eBanking@sccountybank.com). 831.457.5000 option 1



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4. Enter the desired 'Message Subject' and 'Message'.
5. Click the 'Attach a file' link to attach a file or document if desired.
6. Click 'Send Message' at the bottom of the screen to submit the message.

Message subject


Sample

Message

Sample

Attachments (optional)

 Attach a file

 Supported attachment file types:

.ach, .doc, .docx, .gif, .jpg, .log, .pdf, .png, .ppt, .pptx, .rtf, .text, .txt, .wpd  
, .xls, .xlsx, .zip

Go back

Send message

7. Select the arrow icon beneath the pencil to reply to a secure message or the trash bin to delete the message.

TEST

This message should never expire

John Smith

11/1/2023 - 9:57 PM

Test



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