

Secure Message Center Reference Guide

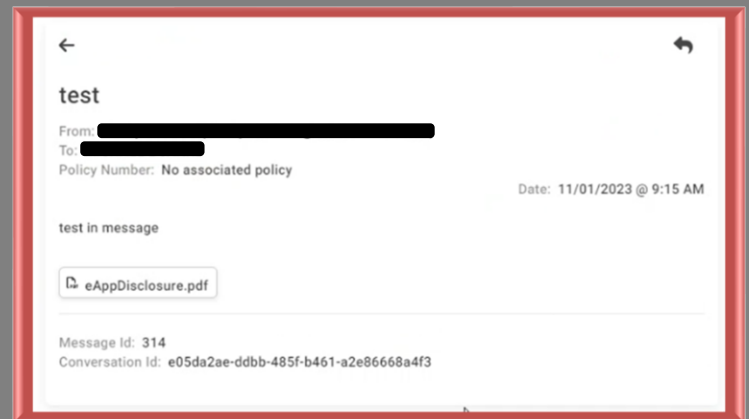
This Reference Guide shows how to view and send messages and documentation via the Secure Message Center located on the Agent Portal.

Step 1: Log in to the Agent Portal

- Click on “Secure Messaging Center” along the left-hand menu

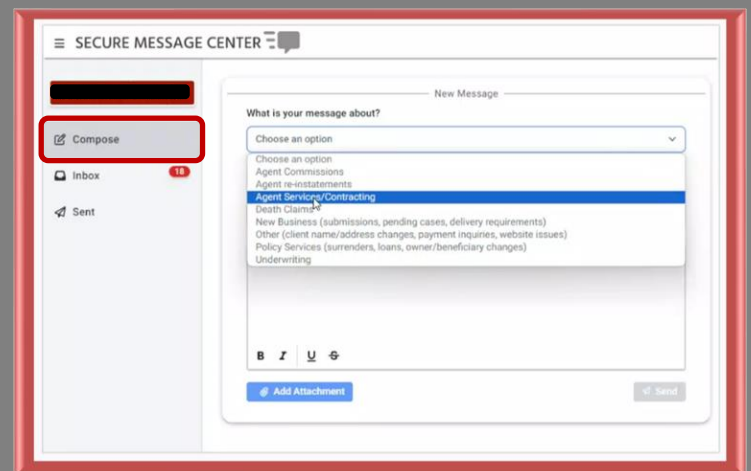
Step 2: Viewing Inbox

- New Messages will show up in red next to “Inbox”
- Clicking on a message will allow the viewing of it and any attachments



Step 3: Composing a message

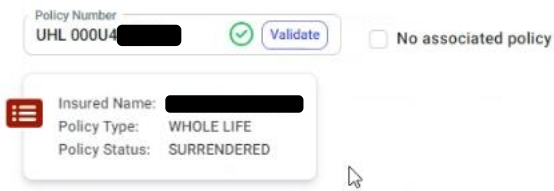
- Click “Compose”
 - Chose the option from the dropdown menu that best matches the subject matter for the communication.



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Step 4: Fill in the necessary fields

- Fill in the Associated policy number (if necessary) and click “Validate”



- If no associated policy, click “No associated policy”
- Fill in the Subject of the message
- Type the message
- Add any attachments pertinent to the message
- Click “Send”

Notes:

- After 90 days of inactivity, the message will "expire"
 - This means that the message cannot be responded to. Any discussion on the topic will need a new message to continue
 - A response within the 90 days restarts the timer for inactivity
- After 180 days, the message will no longer be viewable in the Secure Message Center

