



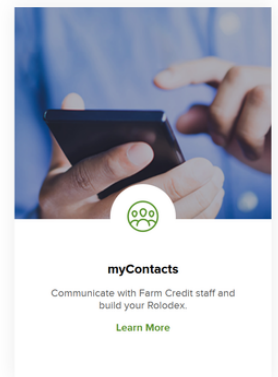
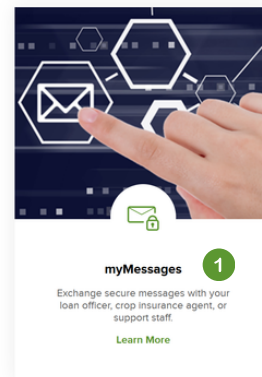
**Secure Messaging** is a function that allows for two-way communication between members and Farm Credit Illinois. Since this message is delivered securely, sensitive material can be included.

### There are two different ways to send secure messages with FCI.

- 1 To communicate with local Regional Office staff, upload important loan documents, or inquire about specific account information, use **myMessages** in myFCI.
- 2 For questions specific on how to use myOnlineBanking, use the **Messages** menu option within myOnlineBanking.

### Secure Messaging in myFCI

1. Once logged into myFCI, choose **myMessages**.
2. Click **Inbox** to review messages sent by local Regional Office staff.
3. Click **Compose** to send a new message.
4. Click the **To** icon.
5. **Select** desired **contact** from available contacts.
6. Enter the message **Subject**, attach documents if needed by selecting the paperclip icon, and populate the message.
7. Click **Send** when ready to submit message.



The screenshot shows the 'Secure Messaging' interface. At the top, there is a 'Compose' button (step 3) and a 'Refresh Inbox' button. Below this is a sidebar with 'Inbox' (step 2), 'Sent', 'Deleted', 'Add Folder', and 'My Contacts'. The main area shows 'There are no messages in this mailbox.' Below this is a 'Select Recipients:' section (step 4) with two contact cards: 'Andy Canning, Insurance Specialist, 618-882-7422' (step 5) and 'Jacob Fishbein, Primary Relationship Manager, 618-882-7424'. The 'To:' field is populated with 'Jacob Fishbein'. The 'Subject:' field (step 6) contains 'Information Requested'. Below the subject field is a paperclip icon for attachments. The message body contains 'Jacob, Please see the attached information you requested. Thank you!'. At the bottom right, there is a 'Send' button (step 7) and a 'Cancel' button.

## Secure Messaging in myOnlineBanking

1. Once logged into myOnlineBanking, click **Messages** in the left navigation menu

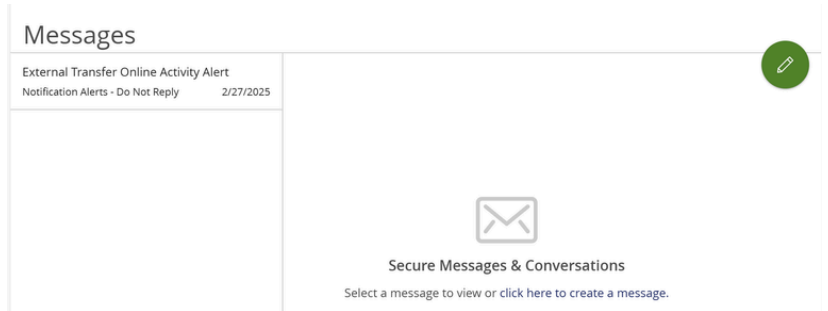
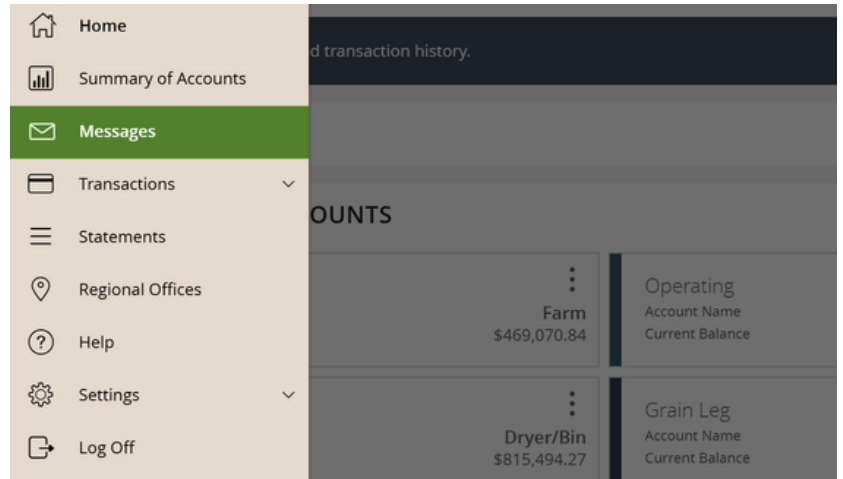
2. To send a new message, click the **Pencil** icon on the right of the page.

3. Select **Need Help with Online Banking** from the **Message Recipient** drop-down menu.

4. Enter the desired **Message Subject** and **Message**.

6. Click **Send Message** to submit the message.

7. Select the **Arrow** icon beneath the pencil to reply to a secure message or click the **Trash Bin** icon to delete the message.



**NEW MESSAGE**

Message recipient  
Need Help with Online Banking

Message subject  
Statements

Message  
Where can I find my most recent statement?

42/1000

Go back Send message