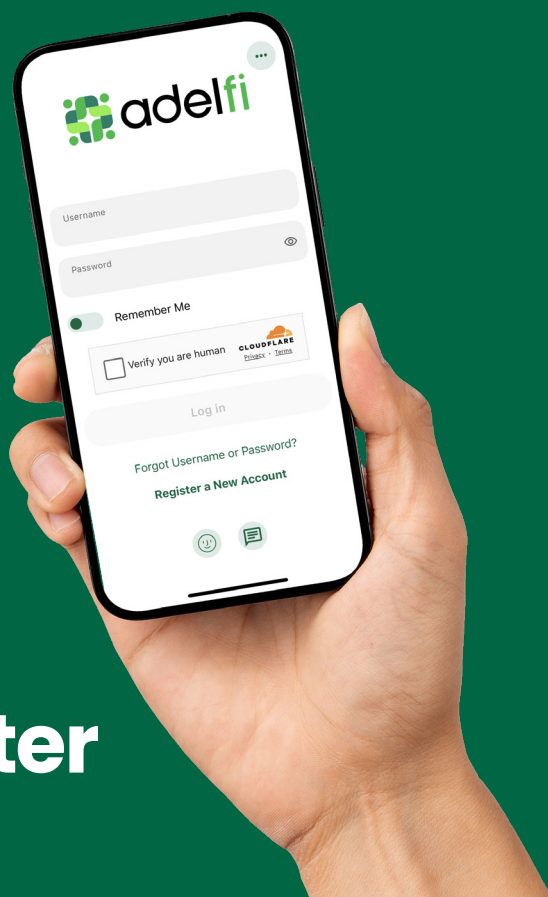


# AdelFi's Online Banking User Guide: Secure Message Center



Welcome to the AdelFi - A Division of CCCU Banking Online User Guide!

We're excited to introduce our upgraded online banking platform, designed to enhance your digital banking experience. Our goal is to provide you with a convenient, user-friendly environment that allows you to manage your personal and business finances anytime, anywhere.

This guide will help answer your questions as you navigate our new banking platform. Thank you for being a part of the AdelFi Banking community!





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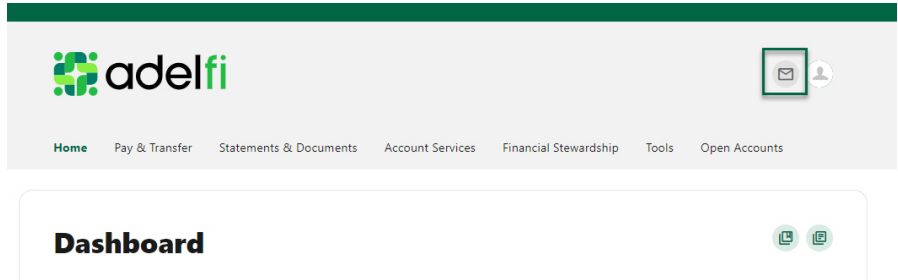
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Your privacy is our top concern. You can securely send sensitive information, such as your member number and other personal details, using the Secure Message Center.

## Navigating the Message Center

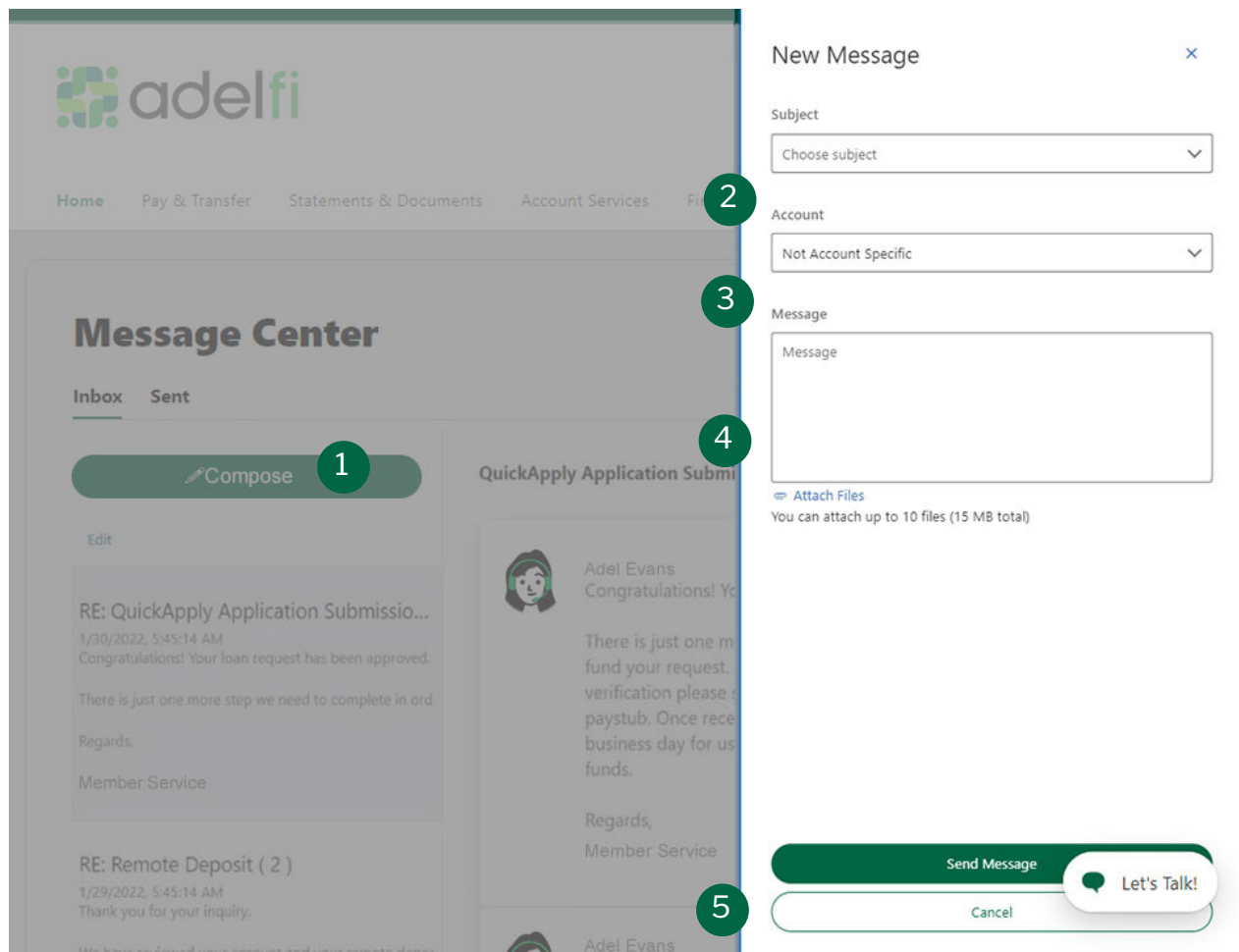
Access the Message Center by clicking the **Envelope** icon in the upper right corner. A notification will appear on the icon to inform you of any unread messages.



## Compose a Message

To compose a new message:

1. Click the **Compose** button on the Inbox tab of the Message Center.
2. Select the message **Subject** from the dropdown menu.
3. Choose the **Account** the message refers to from the dropdown menu.
4. Enter the **Message Body** and select the **Attach Files** link to attach files. You can send up to 10 files (15MB total).
5. Click the **Send Message** button to send your message or click **Cancel** to close the New Message window without sending.





## Respond to a Message

To reply to a message:

1. Select the message thread you wish to respond to and view the messages within that thread.
2. Enter your **Message Response**.
3. Select the **Attach Files** link to attach any necessary files.
4. Click the **Send** button to send your response.

The screenshot shows the 'Message Center' with 'Inbox' and 'Sent' tabs. A message thread for 'Statement Inquiry' is selected. The 'Compose' button is at the top. The message content includes a header with the sender's name and date, a body with a thank you message, and a 'Member Service' link. Below the message is a reply form with a text area, an 'Attach Files' link, and a 'Send' button. Numbered callouts 1-4 are placed over the interface to guide the user through the response process.

## Message Actions

You can manage your message threads by marking them as unread, read, or deleting them:

1. Click the **Edit** link to view message actions.
2. Check the box next to the message threads you want to act on.
3. Click the **Delete** (trash can) button to delete the selected message threads.

Click the **Unread** (envelope) button to mark the threads as unread.

Click the **Read** (open envelope) button to mark the threads as read.

The left screenshot shows the 'Message Center' with the 'Edit' link highlighted by a callout '1'. The right screenshot shows the 'Message Center' with the 'Select All' button highlighted by a callout '3' and a checkbox next to the 'Financial Health' message thread highlighted by a callout '2'. Both screenshots show the same list of message threads as the previous screenshot.

## Sent Message

The Sent tab allows you to view and delete messages that you have sent.

The screenshot shows the 'Message Center' with the 'Sent' tab selected and highlighted with a green box. The 'Inbox' tab is also visible.