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.
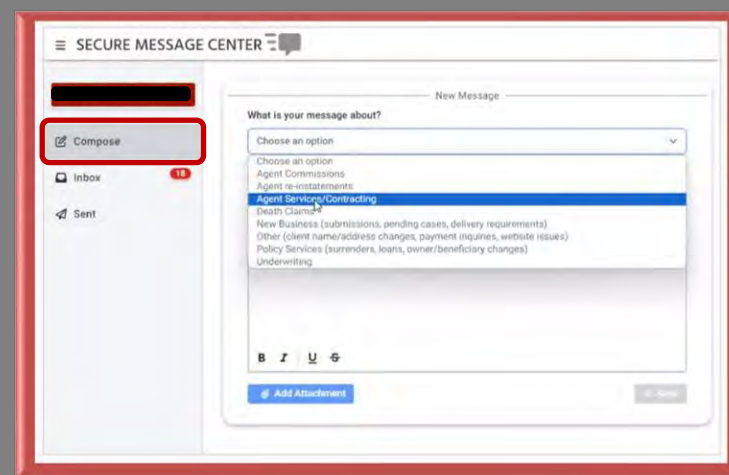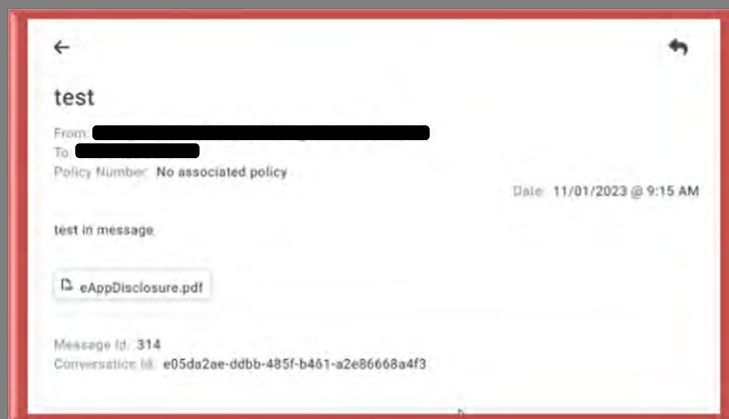
Step 1: Log in to the Agent Portal
- Click on "Secure Messaging Center" along the left-hand menu

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
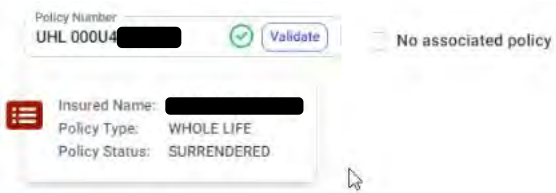

Step 3: Composing a message
- Click "Compose"
  - Chose the option from the dropdown menu that best matches the subject matter for the communication.

Step 4: Fill in the necessary fields

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

  - o 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"
  - o This means that the message cannot be responded to. Any discussion on the topic will need a new message to continue
  - o 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