# 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.

g Compose	Choose an option
🖬 Inbox 🚥	Choose an option Agent Commissions Agent re-instatements
4 Sent	Agent Berkang/Dontracting Death Claimse <sup>4</sup> New Business (ulumitistions, pending cases, delivery requirements) Other (viewn harmoraddess changes, payment ingunes, wribitet (stated) Policy Services (surrenders, loans, owner/beneficiary changes) Underwrifing
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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

Aichael L Jahre - Mi Jahre	New Message	
	What is your message about?	
g Compose	Agent Committations	-9
ם Inbox	Policy Number No associated policy	
	Policy founded must be at least 7 characters.	
	Subject	
	Enter secure massage and drop attachments have	
	B Z <u>U</u> ⊕	
	👔 Add Arrachment	1.000