

## Your Member Messages FAQ's

### **Is this an email system?**

No, this is a message system that does not utilise any email protocol and therefore provides a level of security that an email system is unable to match.

### **Will I require either Secure SMS, or Factor 2 Token authentications to access this facility?**

Yes, this facility will only be available if you have registered for one of these second tier authentication methods.

### **What if I do not have access to Secure SMS, or Factor 2 Token authentication, can I still send a message to the Credit Union?**

Yes, you can use the message system 'Contact Us' which is available from the Service Options menu of Internet Banking. However, you should avoid sending information of a confidential or personal nature as any response to these messages will be via the normal email system.

### **How will I know that a new message is available?**

When you login to Internet Banking the number of unread messages will be displayed on the welcome page. Simply access Your Member Messages from the menu on the top right corner of Internet Banking and any new message will display with a status of 'Not Read'.

### **I currently communicate via the Secure Email system, why should I use the 'Your Member Messages' instead?**

This system utilises the security of Internet Banking and a second tier authentication system that allows us to respond to your messages by placing the response in your secure inbox on Internet Banking providing a history of your original request and any subsequent responses.

### **Can I copy and paste screen images when sending a message?**

No, the message you compose can only accommodate text.

### **Is there a limit on the amount of text I can enter?**

Yes, text is limited to 1,000 characters.

### **Is the timeout period when composing a message the same that applies to the normal Internet Banking timeout?**

Yes, the normal 10 minute Internet Banking timeout limit applies.

### **What if the amount of text I wish to enter is likely to take longer than 10 minutes?**

We recommend that you enter the text in another application e.g. Word, Notepad etc. then copy and paste the information into the body of the composed inbox message after starting a new Internet Banking session.

### **Can I maintain the messages myself within both the Inbox and Outbox screens of Your Member Messages?**

Yes, messages from both your inbox and outbox can be deleted as required.

### **Is there an upper limit on the number of messages that can be retained in the message queue prior to automatic deletion?**

Yes, user messages are limited to 20 messages, but this does not include messages that are broadcast to all users by the Credit Union.

### **What if I want to retain a copy of the message before the record is removed?**

Simply print or copy and paste the details of the message into another application on you PC.

### **What if I need to check on the progress of a query I have raised?**

Simply refer to the message ID number allocated when you sent the message, which you can find in your outbox.