## Online Banking Guide



## capitalbankmd.com





## **User Guide- Secure Messages**

## Introduction to Secure Messages

Messages offer a secure way to communicate directly with your financial institution and are not used to contact outside parties. They appear in both online and mobile banking under the Messages tab.

	Security Alerts Overview:	
CAPITAL BANK Good Evening, CBNK USER FDC 7:0C:/mured-Backed by the full faith and credit of the U.S. Government Have a question? Click on 'New Message' to securely send a message or attachment. X Home Transfers & Payments Business Banking Services Settings Message? Online Activity Log Off Messages	This user guide explains the process of managing secure messages within your Digital banking platform. You will learn how to create a new interna message, view existing messages in your Secure Inbox, delete messages, and navigate through your message history.	
Security Alert: Invalid Password Security Alers - Do Not Reply 5/2/2025	Section 1: Accessing Secure Messages	
Security Alerts: Invalid Password Security Alerts: Do Not Reply 5/2/2025 Security Alerts: Invalid Password Security Alerts: Do Not Reply 5/2/2025 Security Alerts: Invalid Password	<ol> <li>Log into your online banking account.</li> <li>Click the 'Messages' tab from the top pavigation menu</li> </ol>	
Security Alers - Do Not Reply 5/1/2025 Secure Messages & Conversations Security Alers - Valid Secure Access Code Select a message to view or click here to create a message.		
Security Alers - Do Not Reply 4/30/2025 Security Alers - Do Not Reply 4/20/2025 Security Alers - Do Not Reply 4/20/2025	<ol> <li>The Messages tab displays a list of secure messages, such as alerts security notifications, and password-related messages.</li> </ol>	
	<ol> <li>The red box above the 'Messages' tab displays the number of unread messages.</li> </ol>	
Home Transfers & Payments Business Banking Services Settings Messages Online Activity Log Off	Section 2: Creating a Secure Message	
Messages	1. Click the pen icon on the top right side to start a new message.	
Messages Security Alert: Invelid Password	<ol> <li>Select the appropriate recipient from the 'Message recipient' drop- down list.</li> </ol>	
Security Alers - Do Nos Reply 5/2/2025 NEW MESSAGE Security Alers - Do Nos Reply 5/2/2025 Security Alers - Do Nos Reply 5/2/2025 Pavrol Services	3. Enter a brief subject for your message in the 'Message subject' field.	
Security Alert: Invalid Password Security Alert: Invalid Password Security Alert: Invalid Password Security Alert: Do Noc Reply 5/1/2025	<ol> <li>Type your message (up to 1,000 characters) in the 'Message subject' field.</li> </ol>	
Security Alert: Valid Secure Access Code         Message           Security Alert: - Do Not Repty         4/30/2025           Check Bank Account Details for confirming the payroll process           Security Alert: - Do Not Repty         4/30/2025	5. Click 'Attach a file' to attach a document to the message.	
Security Alert: Security Alert Preference	<ol> <li>Click 'Send message' to send your secure message or click 'Go back' to return to the Messages tab without sending it.</li> </ol>	
Security Alert: Security Alert Security Alert Preference       61/1002         Security Alert: Do Not Reply       4/28/2025         Security Alert: Do Not Reply       4/28/2025         © Delete multiple       1 - 10 of 53         Security Alert: Job Not Reply       4/28/2025         © Delete multiple       1 - 10 of 53         Security Alert: Do Not Reply       4/28/2025         Security Alert: Job Not Reply       4/28/2025         Supported attachment file types:	7. A confirmation message will appear indicating your message has been successfully sent.	
Source Serio message		
Good Morning, CBNK USER  Good Morning, CBNK USER  FDVC FIC forward - Backet by the full faith and credit at the U.S. Government	Section 3: viewing and Deleting a Secure Message	
Have a question? Click on 'New Message' to securely send a message or attachment.	1. In the left panel, select the subject of the message you want to view.	
Home Transfers & Payments Business Banking Services Settings Messages Online Activity Log Off           Messages         Online Activity         Log Off	<ol><li>The full message will display on the right side, showing the sender, timestamp, and message content.</li></ol>	

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Security Alert: Invalid Password Security Alerts - Do Not Reply	5/2/2025	CBNK USER	5/5/2025 - 3:06 AM
Security Alert: Invalid Password	Check Bank Account Details for confirming the payroll process		
Security Alerts - Do Not Reply	5/2/2025		
Security Alert: Invalid Password			
Security Alerts - Do Not Reply	5/1/2025		
Security Alert: Valid Secure Acco	ess Code		
Security Alerts - Do Not Reply	4/30/2025		
Security Alert: Security Alert Pro	eference		
Security Alerts - Do Not Reply	4/28/2025		
Security Alert: Security Alert Pro	eference		
Security Alerts - Do Not Reply	4/28/2025		

3:06 am CHECK BANK ACCOUNT DETAILS

- 3. Check the checkbox labeled "This message should never expire" to keep the message permanently in the inbox.
- 4. Use the trash icon  $\overline{\mathbb{I}}$  to delete a message permanently.
- 5. Click on the Reply icon  $\bigcirc$  to reply to the message.