

# Online Banking Guide

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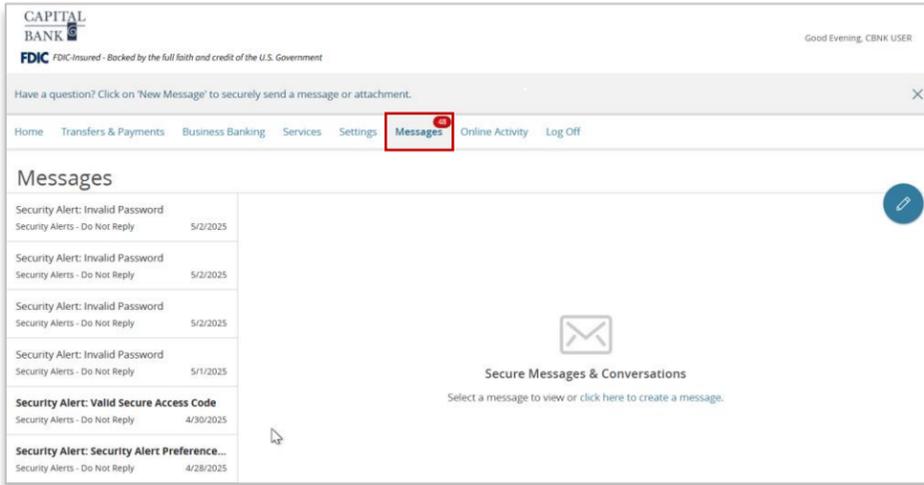
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# User Guide- Secure Messages

## 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.

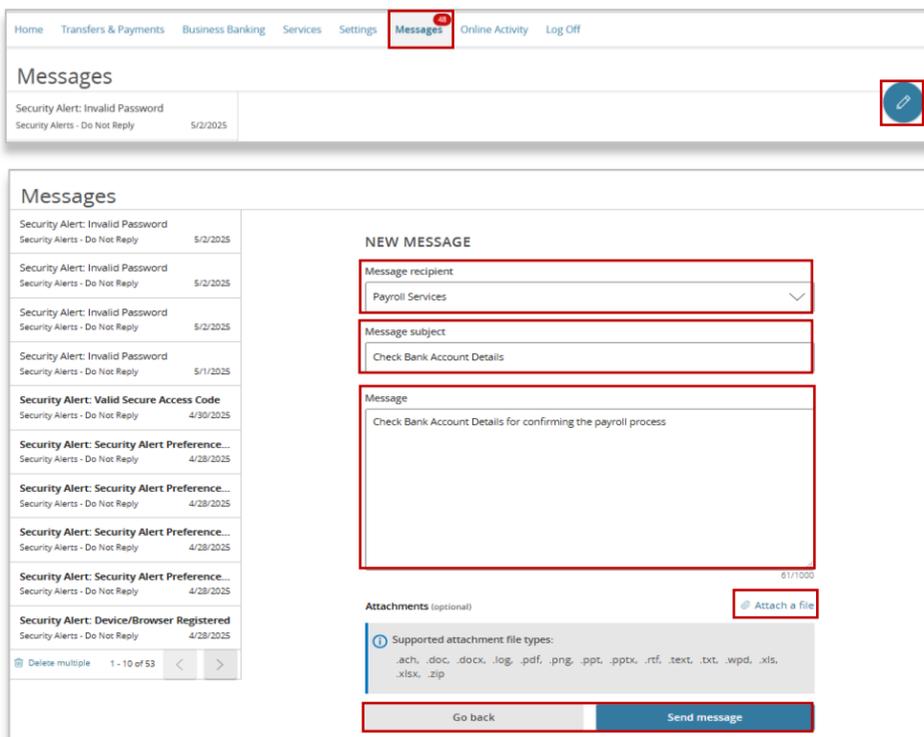


### Security Alerts Overview:

This user guide explains the process of managing secure messages within your Digital banking platform. You will learn how to create a new internal message, view existing messages in your Secure Inbox, delete messages, and navigate through your message history.

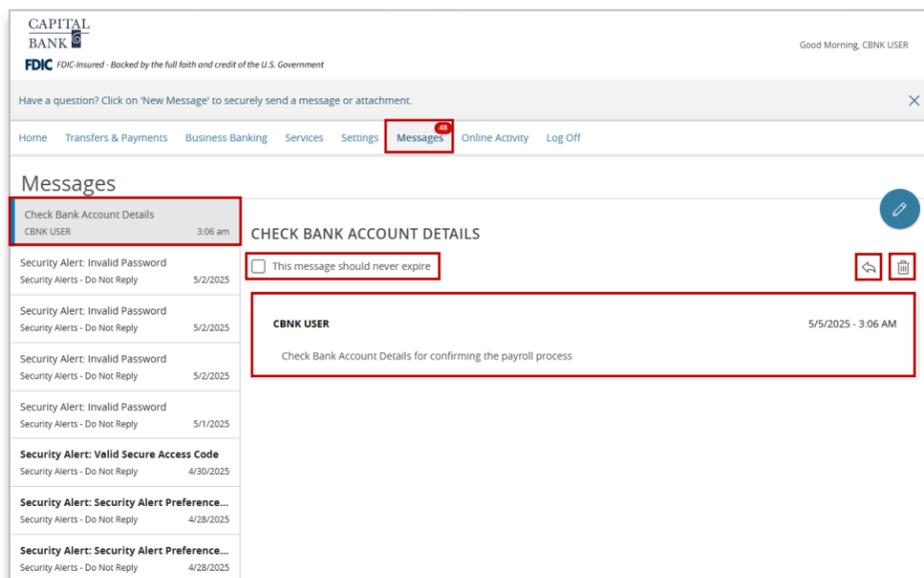
### Section 1: Accessing Secure Messages

1. Log into your online banking account.
2. Click the 'Messages' tab from the top navigation menu.
3. The Messages tab displays a list of secure messages, such as alerts, security notifications, and password-related messages.
4. The red box above the 'Messages' tab displays the number of unread messages.



### Section 2: Creating a Secure Message

1. Click the pen icon on the top right side to start a new message.
2. Select the appropriate recipient from the 'Message recipient' drop-down list.
3. Enter a brief subject for your message in the 'Message subject' field.
4. Type your message (up to 1,000 characters) in the 'Message subject' field.
5. Click 'Attach a file' to attach a document to the message.
6. Click 'Send message' to send your secure message or click 'Go back' to return to the Messages tab without sending it.
7. A confirmation message will appear indicating your message has been successfully sent.



### Section 3: Viewing and Deleting a Secure Message

1. In the left panel, select the subject of the message you want to view.
2. The full message will display on the right side, showing the sender, timestamp, and message content.
3. Check the checkbox labeled "This message should never expire" to keep the message permanently in the inbox.
4. Use the trash icon to delete a message permanently.
5. Click on the Reply icon to reply to the message.