

Secure Messaging

Secure Messaging through northwestfcs.com

Protecting the safety of your personal information is critical. To increase the security of your data Northwest Farm Credit Services has implemented a secure messaging system through northwestfcs.com for your account communications.

This system is available in conjunction with electronic balance sheets accessed through your northwestfcs.com online ID.

How it Works

Each time Northwest FCS sends a message in your Secure Messaging inbox, the system will send a notification to your personal email address with a link to northwestfcs.com. You can then log in to access the message. When you reply to the message or create a new one, you can also upload documents. Messages and attachments will go directly to Northwest FCS staff without leaving our secure environment.

If you don't have a northwestfcs.com member account the system notification will prompt you to create one. Once you've created an account, you can use the same login for future messages from Northwest FCS.

Contact your Northwest FCS relationship manager with questions about this feature.

Secure Messaging Experience

For customers with an existing northwestfcs.com member account.

1. Notification sent to customer's personal email address. Select the hyperlink to click to northwestfcs.com.



You have received a secure message from John Smith at Northwest Farm Credit Services.

Northwest FCS is now using a new online secure messaging system through our website.

Click here to login to your member account and view your message

2. Customer signs into their northwestfcs.com member account.



3. Upon sign in, customer is redirected to the secure message.

Compose	🗲 Back To Inbox 🦘 Reply 🦚 Reply All 🖨 Print 🛍 Delete Move To 🗸							
🖕 Inbox								
Sent R	New Secure Message							
Deleted								
🕞 Add Folder								
	From: Northwest FCS							
	Sent: Fri 10/9/15 10:41 am							
🤽 My Contacts	To: Northwest ECS Customer							
♠ Member Account								
	This is a new secure message being sent to a secure messaging customer							



Secure Messaging

Secure Messaging Experience

For customers without a northwestfcs.com member account.

1. Notification sent to customer's personal email address. Click link to northwestfcs.com secure messaging sign up.



2. Customer creates a northwestfcs.com member account.



3. Upon sign in, customer is redirected to the secure message.



Sending a Message

1. Create message from My Inbox.

номе	ABOUT US	SERVICES	RESOURCES	CAREERS	STEWARDSHIP					
Home > Membe	r Account > Secure Messagir	ng								
	Compose		2 Refresh Inbox	Se	Search Inbox					
Inbox Sent	10									
Deleted	1									
🔁 Add Fol	der									
👢 My Cor	ntacts									

2. Click Compose and start typing,



- 3. Click Send.
- 4. Northwest FCS staff member receives message in their Outlook Inbox.



Secure Messaging

Features

Secure messages may be sent to multiple recipients. *Note: You cannot add another contact that is not included in the original email, unless the contact is already a member or active user of the Secure Messaging system.*

Secure messages may include attachments up to 80 MB in size.

Compose	🗲 Back To Inbox 🦘 Reply 🦚 Reply All 🖨 Print 📋 Delete Move To 🗸
🖨 Inbox	↑
Sent Sent	New Secure Message
Deleted	0 -
F3 Add Falder	
Add Polder	From: Chad Fogus
Be blue Constants	Sent: Fri 10/9/15 10:41 am
X My Contacts	To: . John Smith
♠ Member Account	
	This is a new secure message being sent to a secure messaging customer

Organizing Secure Messages

Add folders, move messages.



Organizing Secure Messages

Delete folders

HOME ABOUT US	SERVICES	RESOURCES	CAREERS	STEWARDSHIP	MEMBER ACCOUNT	
ome > Member Account > Secure Messagi Compose	ing	2 Refresh Inbox	Se	arch Inbox		Q
Inbox						
Sent Sent			Confi	rm Deletion of		
Deleted			Mess	ages		
2015 Secure Messages	8					
🔁 Add Folder	🖑 De	lete Folder	folder an	sure you want to delete this d all of its contents?		
1 My Contacts				Vec No		

Organize messages without opening.

HOME	ABOUT US	SERVICES	RESO	URCES	CAREERS	STEV	ARDSHIP	MEM	BER ACCOUNT
Home > Mem	ber Account > Secure Messagin	g							
	Compose		Select All	🛍 Delete Sel	ected Move To		Sear	ch Inbox	Q
🖿 Inbox			_		2015 Secu	re Messages			
Sent Sent				John Smith	New Sec	ure Message	-		10/9/15 10:41 am
🖿 Delet	ed								
b 2015	Secure Messages	8							
🔁 Add F	older								

Organize messages after opening.

номе	ABOUT US	SERVICES	RESOURCES	CAREERS	STEWARDS	нір	MEMBE	RACCOUNT		
Home > Mem	nber Account > Secure Messagir	g								
Secur	re Messaging	r D								
	Compose		🗲 Back To Sent 🥱 Repl	y 🦱 Reply All	🕀 Print 🍵 Delete	Move To				
🖿 Inbox	x					Deleted				
🖙 Sent			Balance Sheet Lind	late for Charl	otto CroditDro	2015 Sect	ire Messages			
🖿 Delet	ted		balance sheet opd							
2015	5 Secure Messages	Ē	-							
🔁 Add F	Folder		Sent: Thu 2/19/15 9:47 a	o am						
1. My (Contacts		To: NW Relationship Man	nager						