

## 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.

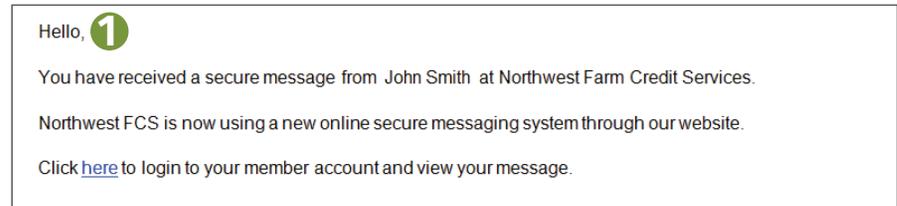
If you don't have a northwestfcs.com member account the system notification will prompt you to create one. Once you've created an account, you can use the same login for future messages from Northwest FCS.

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

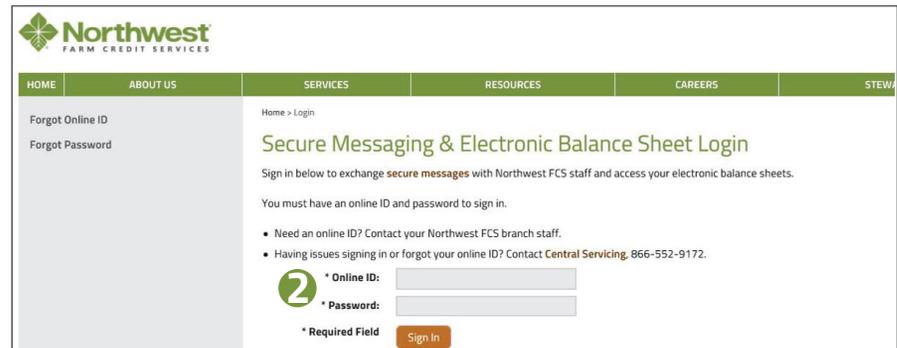
## Secure Messaging Experience

For customers with an existing northwestfcs.com member account.

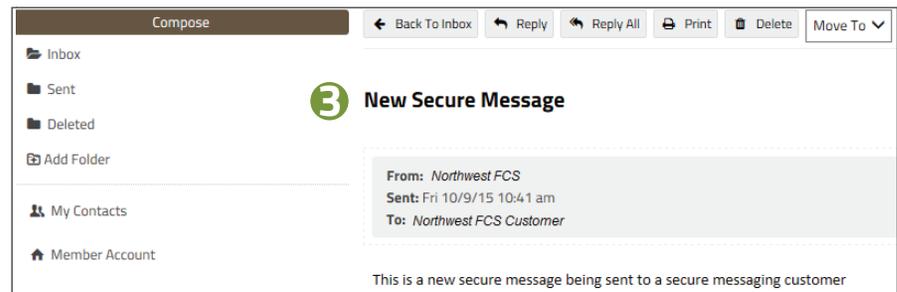
1. Notification sent to customer's personal email address. Select the hyperlink to click to northwestfcs.com.



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



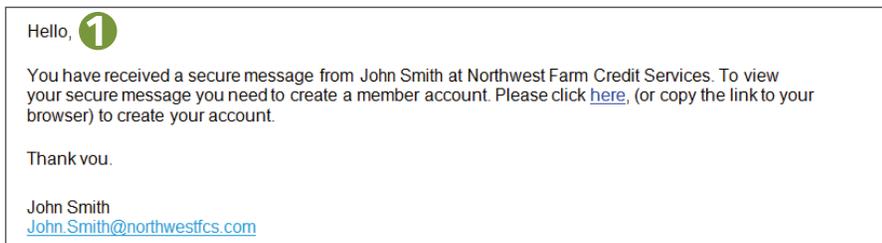
3. Upon sign in, customer is redirected to the secure message.



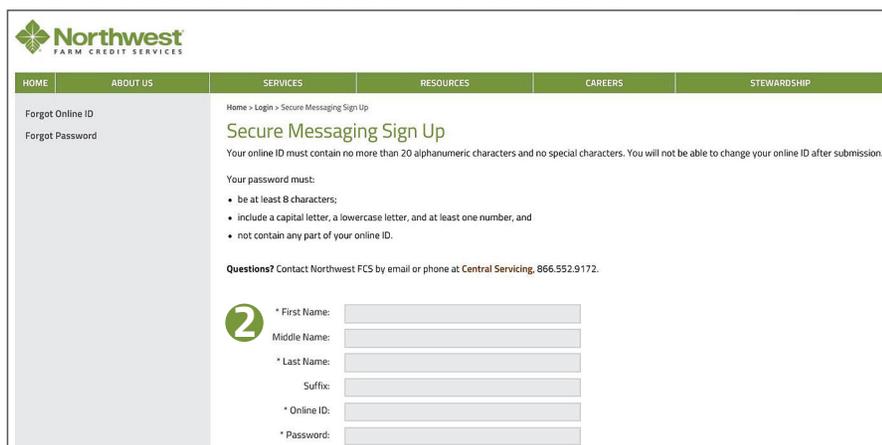
## Secure Messaging Experience

For customers without a northwestfcs.com member account.

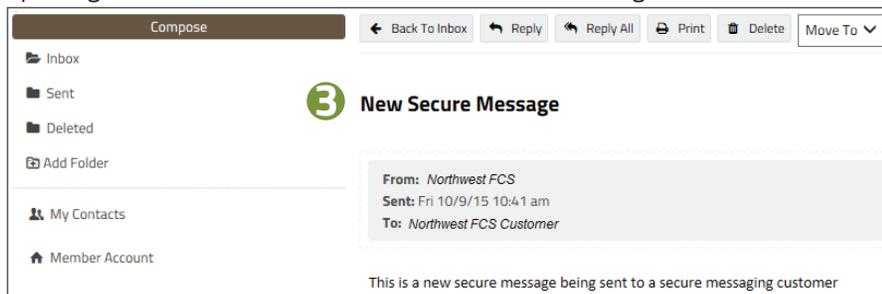
1. Notification sent to customer's personal email address. Click link to northwestfcs.com secure messaging sign up.



2. Customer creates a northwestfcs.com member account.

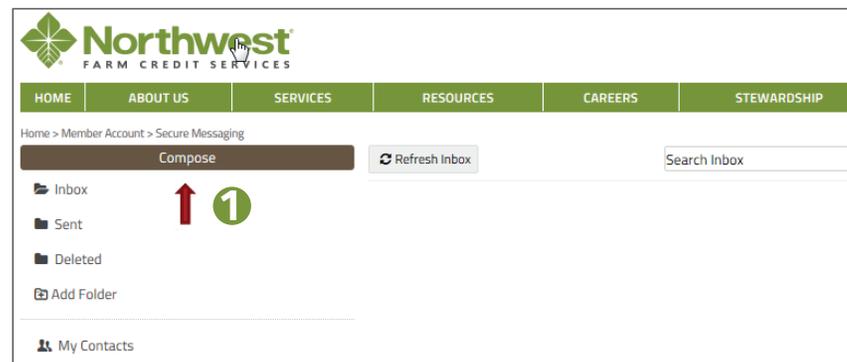


3. Upon sign in, customer is redirected to the secure message.

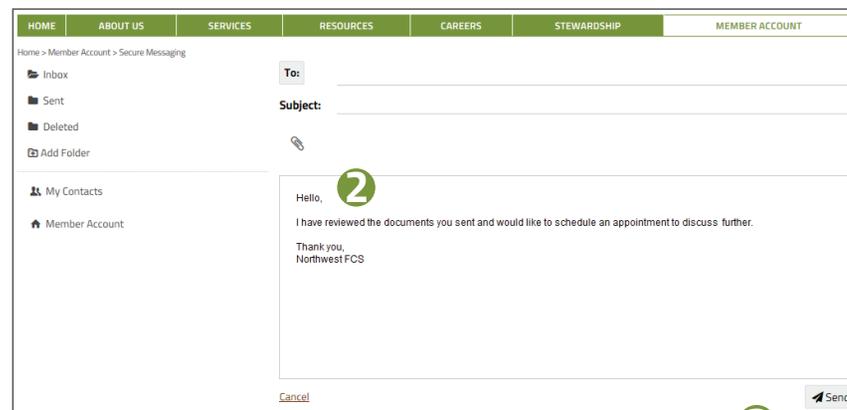


## Sending a Message

1. Create message from My Inbox.



2. Click Compose and start typing.



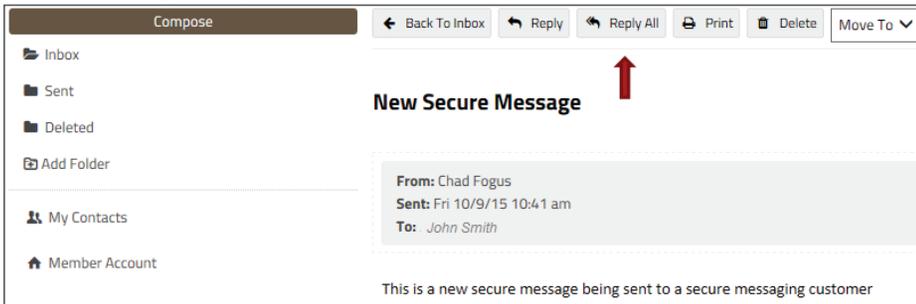
3. Click Send.

4. Northwest FCS staff member receives message in their Outlook Inbox.

## Features

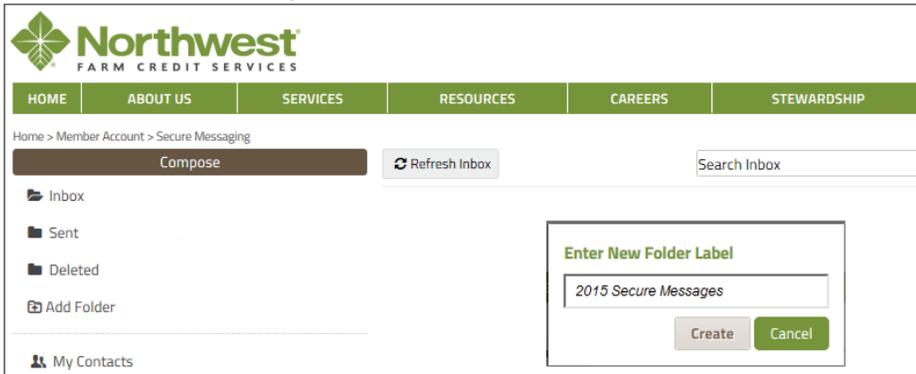
Secure messages may be sent to multiple recipients. *Note: You cannot add another contact that is not included in the original email, unless the contact is already a member or active user of the Secure Messaging system.*

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



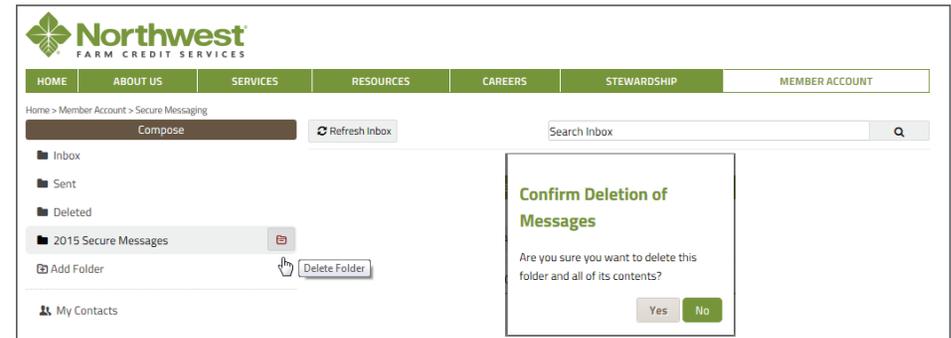
## Organizing Secure Messages

Add folders, move messages.

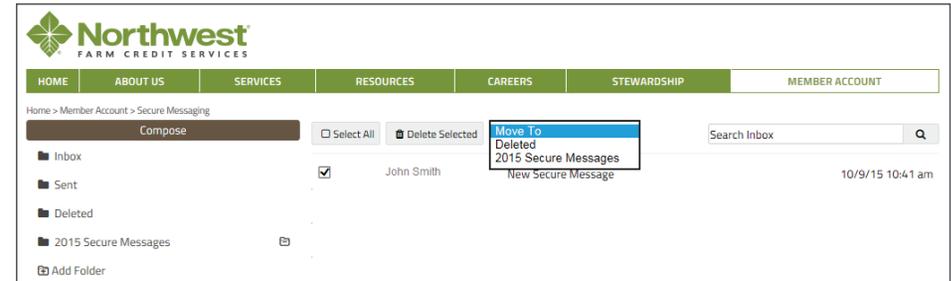



## Organizing Secure Messages

Delete folders



Organize messages without opening.



Organize messages after opening.

