

Online/Mobile Banking – attaching documents to a message using the Support feature

BEST way to send documents (system monitored 9am-5pm weekdays, Pacific Time, except for federal holidays)

- Secure for your sensitive information: name, account number, address, social security number, signature and more.
- Stays with member name & account, easier to find by multiple staff across multiple branches.
- Phone call conversations, please confirm: “Document sent using secure message while logged into account.”

1. Go to Support
2. Start a Conversation
3. Type message
4. Attach file
5. Send

IMAGES for this process:

