

# Partner Access Secure Messages Procedure

## Summary

The *Secure Messages* procedure describes how to use a secure channel to communicate with IMRF. You can read and answer messages from IMRF, compose messages without passing via normal non-secured email, and send attachments.

## Procedure

1. From the left Tool Bar, click the **Message Center** (envelope) Icon and click on **Secure Messages**.  
**OR**

Find the **Secure Messages** widget on the main dashboard click **View All** in the lower right corner or the **New Message** button.

**Note:** If you have access to more than one Employer account, enter the employer number to access the account.

2. To manage your Inbox select from six views from the **View** dropdown menu.
  - Click a column heading to sort the results in an ascending or a descending order.
  - Click the funnel symbol, to the right of each column heading, to search for specific information.
3. To send a message select **Create New Message** from your Inbox.
  - The screen following allows you to select a topic from the drop-down menu, create a subject title and compose your message to send to IMRF.
  - Files may be attached by dragging and dropping them or clicking 'select files from your computer'. Acceptable file attachments: .csv, .txt, .pdf, .png, .jpg, .tif, .tiff, .doc, .docx, .xls, .xlsx, .ppt, .pptx, and .log. **\*NOTE\*** - If you are attaching a document, ensure to include a message in the body of the Secure Message. If this is not done, you will not be able to submit the message.
4. To view your responses from IMRF, the main page will list all unread messages.
  - The number of unread messages will appear in a gold circle at the top of the widget next to its name. Click on any message to read or reply.
5. Secure Message capabilities in your Inbox are:
  - Ability to read and answer messages from IMRF
  - To compose new messages
  - Send attachments in back-and-forth communication
  - Choices for message viewing options
  - To keep a full train of messages and attachments when exchanging messages with IMRF
  - To Archive Messages
  - Specify which member the secure message is regarding
  - Text control for writing messages and spell check

**Note:** Once you send message to Archive, you will no longer be able to send a reply. To retrieve messages after archiving, select the Archive view from the drop-down menu in your Inbox.

**This procedure is complete.**