



**ARBORONE**  
FARM CREDIT

## SECURE MESSAGING USER GUIDE

2020

# Contents

HOW TO SEND DOCUMENTS FROM A SECURED LINK ..... 2

HOW TO SEND DOCUMENTS FROM THE SECURE PORTAL ..... 4

HOW TO RESET YOUR PASSWORD ..... 7

# HOW TO SEND DOCUMENTS FROM A SECURED LINK

## STEP PROCEDURE

1. Your loan officer may request documents electronically. You may receive an email similar to the one below. **Click the link** to open the portal.



2. Enter your **email** and **password**. Re-enter your password and click **Register**.



**Register Account**

Register below for your mailbox to send and receive secure messages.

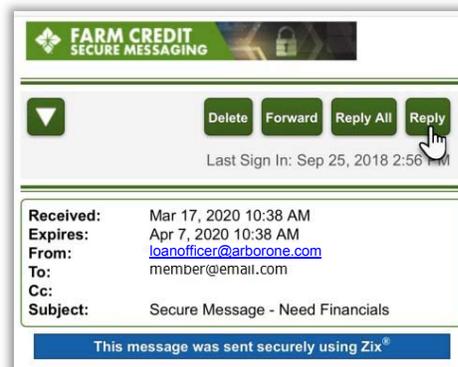
Email Address:  
member@email.com

Password:  
●●●●●●●●

Re-enter Password:  
●●●●●●●●

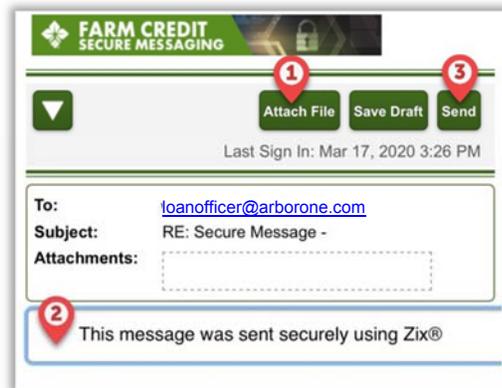
Cancel Register

3. The portal will direct you to the secured message. Click **Reply**.



## STEP PROCEDURE

4. **Attach** the relevant files, **compose** a message, and click **Send**.



# HOW TO SEND DOCUMENTS FROM THE SECURE PORTAL

## STEP PROCEDURE

1. Your loan officer may have a link to the portal at the end of their signature line. You can **click the link** and send loan documents at any time.

**Loan Officer**  
loanofficer@arborone.com

[Click here to send your sensitive documents via Secure Messaging](#)



2. Enter your email and password and click **Sign In**.

A screenshot of the secure portal's login interface. It features two input fields: "Email Address:" containing "member@email.com" and "Password:" with masked characters. To the right of these fields is a green "Sign In" button. Below the input fields are three separate boxes: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button. A hand cursor is positioned over the "Sign In" button.

3. If you are new to secure email, click **Register**. Otherwise, skip to step 5.

A screenshot of the secure portal's login interface, identical to the previous one. However, a hand cursor is now pointing to the "Register" button in the "New to secure email?" section.

4. Enter your **email address** and create a new **password**. Re-enter your **password** and click **Register**.



**Register Account**  
Register below for your mailbox to send and receive secure messages.

Email Address:  
member@email.com

Password:  
••••••••

Re-enter Password:  
••••••••

Cancel Register

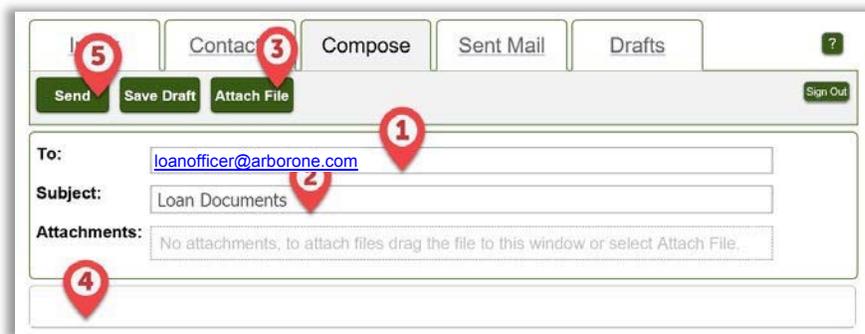
The image shows a 'Register Account' dialog box. It has a title bar with the text 'Register Account'. Below the title bar, there is a subtitle: 'Register below for your mailbox to send and receive secure messages.' The form contains three input fields: 'Email Address:' with the text 'member@email.com', 'Password:' with ten dots, and 'Re-enter Password:' with ten dots. At the bottom right, there are two buttons: a grey 'Cancel' button and a green 'Register' button. A mouse cursor is pointing at the 'Register' button.

## STEP PROCEDURE

5. Within the portal, you can (1) **compose** new messages, and (2) view existing messages.



6. After you have clicked compose, a new message will populate. (1) Enter your **loan officer's email address**. (2) Add a **subject** line, (3) **attach** relevant **files**, (4) add **message** text, and (5) **send** the email.



# HOW TO RESET YOUR PASSWORD

## STEP PROCEDURE

1. If you forget your password, you can reset it through the portal. On the welcome screen, click **Reset**.



>Welcome to the Farm Credit Secure Email Message Center

Email Address:

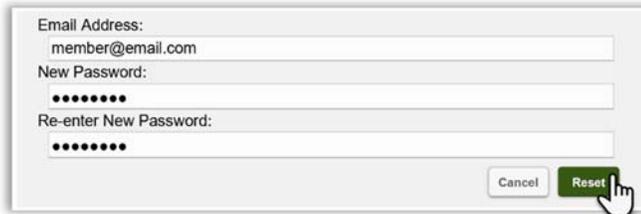
Password:

**Sign In**

Forgot your password? **Reset**

New to secure email? **Register**

2. Enter your email and new password. Click **Reset**.



Email Address:

New Password:

Re-enter New Password:

**Cancel** **Reset**

3. You will receive the below **confirmation** prompting you to activate the changes via **email**.



**FARM CREDIT SECURE MESSAGING**

**Account Change Confirmation**

A confirmation email has been sent to your email address for this account. After you receive the confirmation email, please follow the instructions to activate the changes to your account.

4. Within the email, click **Activate** to accept the new password.



**Change Password**

Your Farm Credit Secure Email password is pending.

To activate your new password, select the button below:

**Activate**

To decline your new password, select the button below:

**Decline**

STEP PROCEDURE

5. **Sign In** with your email and password.



The image shows a sign-in form with two input fields and a button. The first field is labeled "Email Address:" and the second is labeled "Password:". Below the fields is a green button with the text "Sign In". A mouse cursor is pointing at the button.

Email Address:

Password:

Sign In