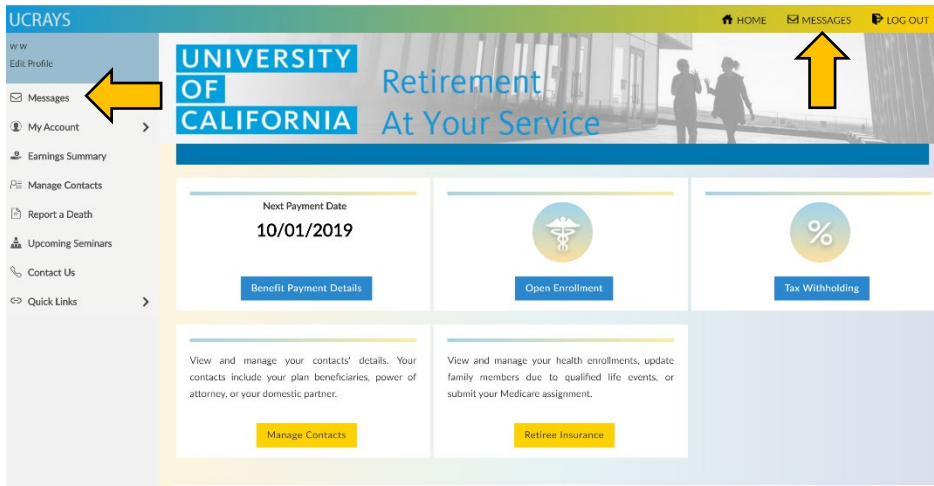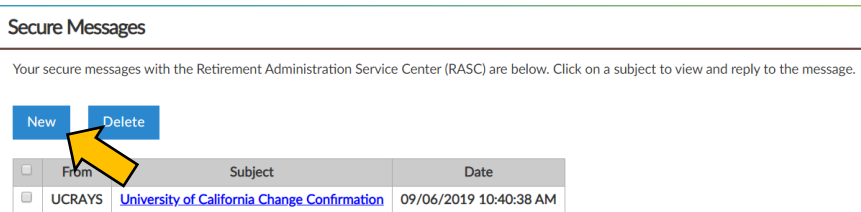## Secure Messaging

1   Overview

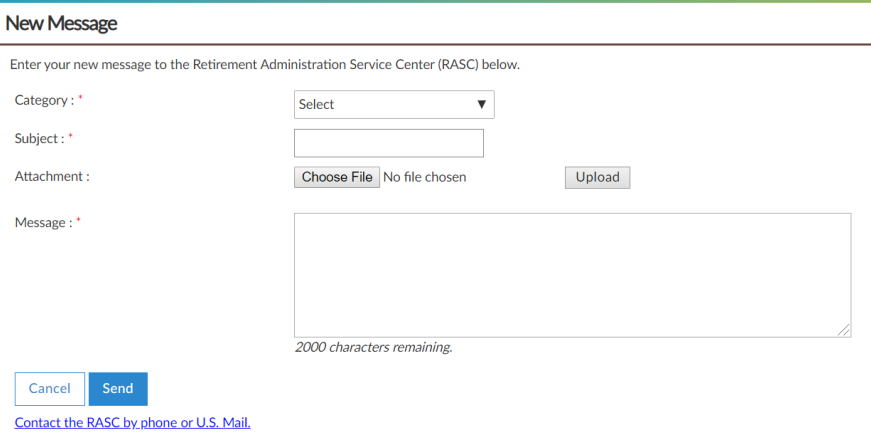The scope of this document is the _Secure Messaging_ process.

- **Goal**: Explain to UC members how to use Secure Messaging.
- **Objectives**:
    - Send Secure Message
    - CSR Responds to Secure Message
    - View Secure Message Response

2   Business Process Flows

2.1   Send Secure Message

Step	Action
1	On the Home page, click the **Messages** link on the upper right of the screen <u>or</u> on the left side navigation menu.
2	On the Secure Messages webpage, click the **New** button.
	UCRAYS PARALLEL ACCESS STOPS

3	On the New Message webpage, select the **Category**, enter the **Subject** (topic), and write the **Message**. These fields have a red asterisk and are required.
	New Message Enter your new message to the Retirement Administration Service Center (RASC) below. Category : * [Select ▼] Subject : * [ ] Attachment : [Choose File] No file chosen [Upload] Message : * [ ] *2000 characters remaining.* [Cancel] [Send] Contact the RASC by phone or U.S. Mail.
4	Click the **Send** button.
5	The Confirmation message will display.

2.2   CSR Responds to Secure Message

Step	Action
1	In Redwood, navigate to **CCM Case Lookup** screen.
2	Enter the following search criteria and then click the **Search** button: • Assigned To: **Customer Care** • Contact Method: **UCRAYS** • Status: **Open** **Note:** In the Search Results, the Status Date column can be used to sort.