



BUSINESS ONLINE BANKING +PLUS

Conversations Guide

A conversation is a fully authenticated message chain between you and our support team with full access to your accounts, payments, transactions, and more.

STARTING A CONVERSATION

For your convenience, a conversation can be initiated from several locations.

Dashboard

on your *Dashboard*, select  *Message* to initiate a conversation.

Messages card

Start a conversation on the  *Messages* card by selecting  *Start a conversation*.

Messages screen

Mobile

On your *Dashboard*, select  *Message* to start a new conversation. Select  to submit your message and initiate the conversation.

Online

Select  *Start a conversation* to start a new conversation. Select *Send* to submit your message and initiate the conversation.

Support card

Start a conversation on the *Support* card by selecting  *Message*.

Support screen

Start a conversation on the *Support* screen by selecting  *Start a conversation*.

Accounts

For an individual account, select  *Attach to a conversation* presents you with options for account inquiries. Select  *Start a new conversation* to start a new conversation with account information pre-loaded.  *Add to a conversation* prompts you to select an existing conversation to send account information to.

Transactions

For an individual transaction, select  *Attach to a conversation* presents you with options for transaction inquiries. Select *Start a new conversation* to start a new conversation with transaction information pre-loaded. *Add to a conversation* prompts you to select an existing conversation to send transaction information to.

Payments

For an individual payment, select  *Attach to a conversation* presents you with options for payment inquiries. Select  *Start a new conversation* to start a new conversation with payment information pre-loaded.  *Add to a conversation* prompts you to select an existing conversation to send payment information to.

ACH batches

For an individual ACH batch, selecting  *Attach to a conversation* presents you with options for ACH batch inquiries. Select  *Start a new conversation* to start a new conversation with ACH batch information pre-loaded.  *Add to a conversation* prompts you to select an existing conversation to send ACH batch information to.

Wires

For an individual Wire, selecting  *Attach to a conversation* presents you with options for Wire inquiries. Select  *Start a new conversation* to start a new conversation with Wire information pre-loaded.  *Add to a conversation* prompts you to select an existing conversation to send Wire information to.

ADDING ATTACHMENTS

Selecting  allows you to attach files, accounts, transactions, payments, ACH batches, and Wires to your message. Selecting *files* opens the file browser, allowing you to upload files from your device. Selecting one of the other options prompts you to select one or multiple from the chosen category.

NOTIFICATIONS

Once you receive a response in your conversation, you will be notified via push notification and email. A notification icon appears on the *Messages* tab, signifying the number of unread messages. If you haven't viewed the message from us within 10 minutes, you're sent an email alerting you that you have a new message from us.