

# How to Receive, Reply to and Compose a Secure Message

**1****2****3****4****5**

## Receiving a Secure Message

- The Bank of Holland's Secure Messaging system allows us to send secure, encrypted emails to you so that we can keep your private information safe. When you receive a secure message from us, you will see the image below in your mailbox.



- To view the message, open the attachment, SecureMessageAtt.html, to launch a browser. When your browser launches you will see the image below. Click "Read Message."



- After clicking "Read Message," you may be prompted by your web browser to submit information to an external page. If this message is received, simply click "OK."

## 1 Cont'd

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- If you are opening a secure message for the first time, you will be prompted to create an account. All that is needed is a name, a password and the choice of a recovery question with an answer. This step is required one time only. The password policy is as follows:
  - Use at least one capital character.
  - Passwords must be at least eight characters long and must contain at least one capital character and one number. They may not contain any white space (e.g. spaces, tabs).

**Registration**

THE BANK OF **holland**

Email Address: info@tboh.com

First Name:

Last Name:

Password:

Confirm Password:

Password Reset

Question : Your childhood best friend

Answer:

[Continue](#)

- If you have enrolled previously, you will only be prompted for your password.
- After you have enrolled or signed in to Secure Messaging, you will be able to view the contents of the message you received from us.

## 1

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### Replying to a Secure Message

- After viewing the contents of the email, you may select “Reply,” Reply to all” or “Forward” as response options.

THE BANK OF **holland**

Reply Reply All Forward Help Lo

From: info@tboh.com Sent: Wednesday, January 04, 2012 15:4

To: jsmith@email.com

Cc:

Subject: test

Digital Signature is VALID

- If you choose “Reply”, you cannot add recipients. You can add recipients if you select “Reply All” or “Forward”. Once a reply option has been chosen and your reply message is composed, click on “Send” to respond. Messages within the Secure Messaging system may only be sent to employees of the bank.

THE BANK OF **holland**

Send

To: user@domain.com

Cc:

Subject: Documents

Attachments: Attach a file

Font family Font size

1

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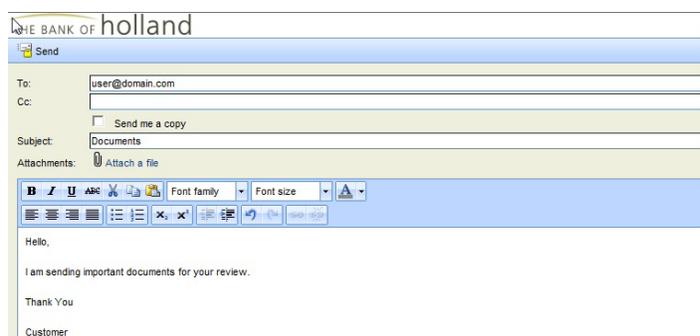
5

## Composing a Secure Message

- When you need to compose a secure message for correspondence with The Bank of Holland, direct your web browser to <https://securemail.lmfc.com/tboh>
- You do not need to have been previously enrolled to send us a secure message.
- If you have not been previously enrolled, you will be prompted for additional information (see Receiving a Secure Message under Tab 1).
- If you have previously enrolled, you will only need to enter your email address and password.



- After signing in, the email composition page will be displayed.



- Enter a recipient email address and compose your message.
- To add an attachment, click on "Attach: Choose File...." Locate the file you would like to attach and click "Insert." Note: Attachments are limited to 15 MB.
- When finished, click "Send Secure."

## Have Questions?

Any of our Client Service Representatives would be happy to assist you if you have any questions about how to use Secure Messaging. Call toll-free by dialing 877.393.2265 (Holland), or 866.854.0156 (Grand Rapids).



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