Secure Messages

Composing and Sending

Follow the instructions below to send a secure message to Sterling Federal Bank.

1. From the main side-bar menu, click Secure Messaging. From the page, you can read messages in the inbox and view sent and archived messages.
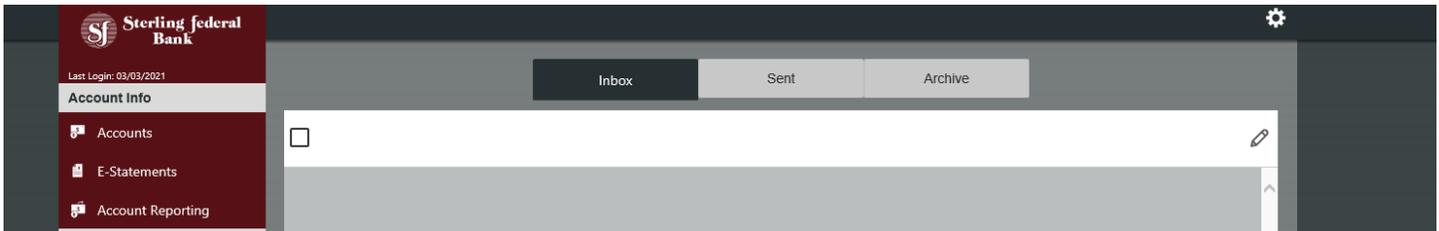
2. Click the envelope/pencil icon to open a new message in edit mode.
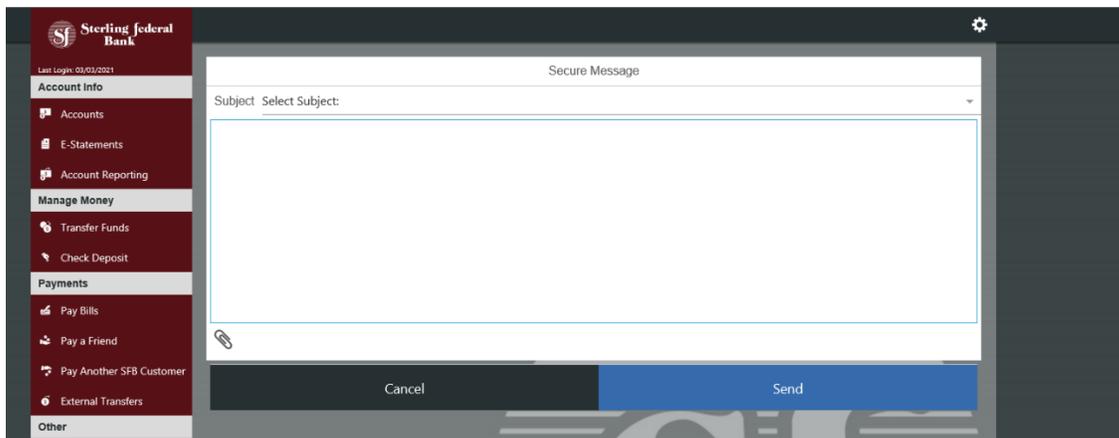
3. From the drop-down list, select the subject of the message. The default options are: Account Inquiry, Card Blocked/Stolen, Bill Pay Question, Check Reorder, and General Questions.

   Note: You do not have the ability to type in your own subject detail. You must choose from the Secure Message subjects.

4. Type the message in the text box.
5. Click the paper clip icon to attach a file to your message if applicable. A window opens enabling you to select your file.

   Note: Attachments must be .pdf, .jpg, or .png files and cannot exceed 2.0 MB in size.

6. Click Send.

Viewing a Secure Message

Sterling Federal Bank Internet Banking displays a numerical indicator to notify you that we have replied to an earlier message or sent you a new message. Follow the instructions below to view a secure message.

1. From the left side-bar menu, click Secure Messaging.
2. The Secure Message inbox opens. You can read messages in the inbox and view sent and archived messages.
3. Double-click the message in the inbox to open the message.

Deleting a Secure Message

Follow the instructions below to delete a secure message.

1. Click Secure Messaging. From this page, you can read messages in the inbox and view sent and archived messages.
2. Select the check box corresponding to the message.
3. Click the trans can icon to delete the message.