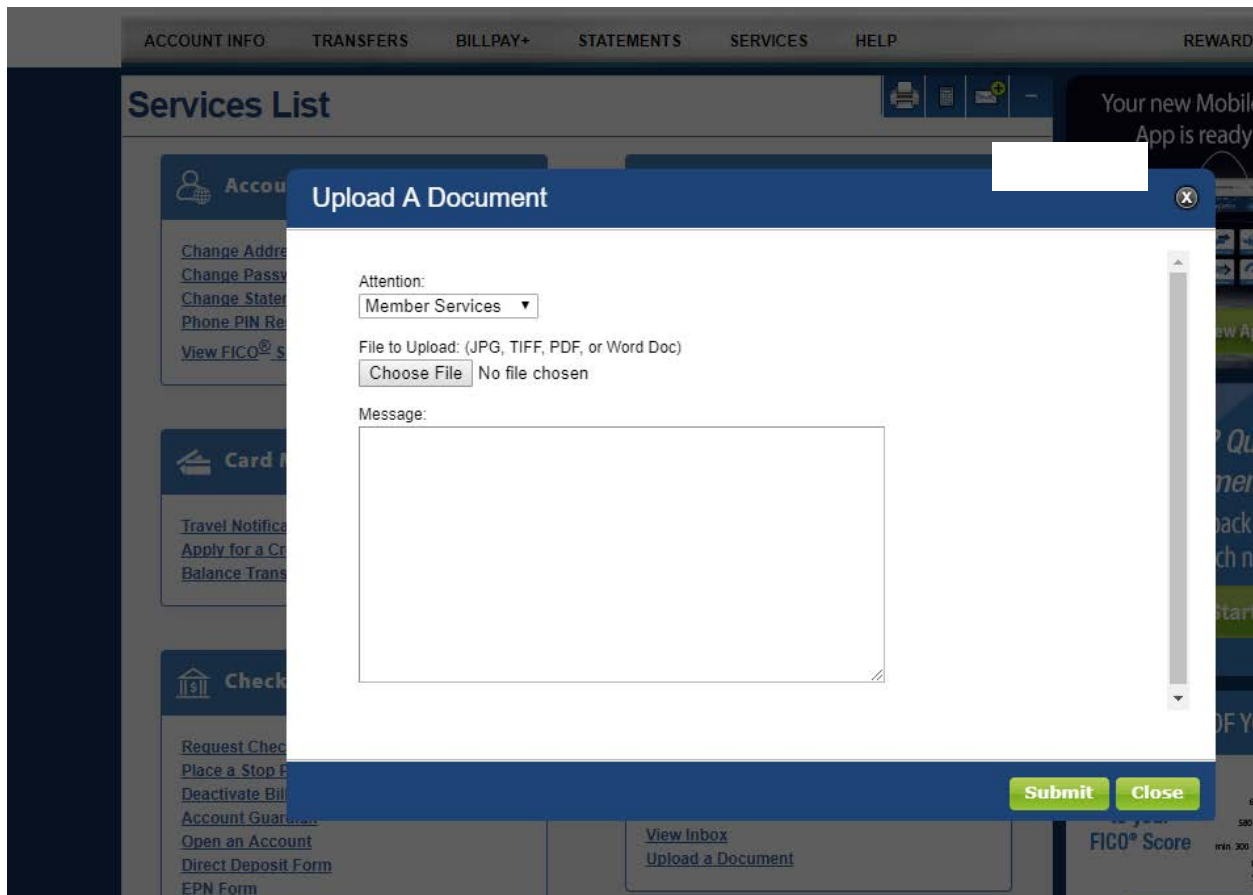


## Sending and Retrieving Secure Documents in eBranch

### To Send a Secure Document:

1. Login to eBranch
2. Select 'Services' then under 'Message Center,' select 'Upload a Document'
3. Choose the appropriate department from the Attention dropdown box
4. Click 'Choose File' and select the file you wish to upload and click 'Open' (accepted file types are: JPG, TIFF, PDF, DOC, DOCX)
5. Type your message and click 'Submit'



The screenshot shows the 'Upload A Document' form in the eBranch interface. The form is titled 'Upload A Document' and has a close button (X) in the top right corner. It contains the following fields and options:

- Attention:** A dropdown menu with 'Member Services' selected.
- File to Upload:** A label indicating accepted file types: '(JPG, TIFF, PDF, or Word Doc)'. Below it is a 'Choose File' button and the text 'No file chosen'.
- Message:** A large text area for entering a message.
- Buttons:** 'Submit' and 'Close' buttons are located at the bottom right of the form.

The background shows the eBranch navigation menu with options like ACCOUNT INFO, TRANSFERS, BILLPAY+, STATEMENTS, SERVICES, HELP, and REWARD. The 'Services List' is visible, with categories for Account, Card, and Check.

### To Retrieve a Secure Document:

1. Log in to eBranch
2. Select 'Services' then under 'Message Center,' click "View Inbox"
3. Select your message
4. You can use the green cross to compose a new message, reply, delete or archive your messages

If you have any questions while sending or retrieving a secure document, or if you do not receive a response to a sent document within one business day, please contact us at 301-249-1800, ext. 203 or toll-free at 1-888-NASA-FCU (627-2328), ext. 203.