Secure Messages



Secure Messages

- 1. Click on the 'Messages' menu on the left side of the screen.
- 2. Click on the pencil icon on the right side of the screen.

NOTE: The 'Messages' feature is a secure messaging function which allows for two-way communication between the online banking user and Veritex Community Bank. Since the message is delivered securely within the Online Banking system, sensitive material (i.e. SSN, account number(s)) may be safely included in the body of the message.

3. Select the appropriate topic from the drop-down menu.

ଜ	My Accounts	Conversations		
	Messages	Sample	0	
٥		User Demo 11:13 pm		
G				
8				
=			· · ·	
<i>8</i> 33			Secure Messages & Conversations	
252			Select a message to view or click the button to create a message.	
0				
B				

essage recipient	
Select Recipient	\sim
Select Recipient	
Customer Service	
Travel Notifications	
Treasury Support	
WD Service Messages & Peturns	

Customer Service	~
Message subject	
Sample	
Message	
This is a sample.	
Attachments	Ø Attach a file
Attachments	Ø Attach a file
Attachments Supported attachment ft .ach, .csv, .doc, .docx, .qbo, .qfx, .rtf, .text,	Attach a file types: , log, .ofx, .pdf, .ppt, .pptx, .txt, .wpd, .xls, .xlsx

4. Enter the Message subject.

- 5. Enter the Message.
- 6. Click 'Attach a file' to link a file or document to the message if desired. This is an optional step.
- Click 'Send Message' at the bottom of the screen to submit the message to Veritex Community Bank.

Questions? Call our customer support. Phone: 833-VERITEX (833-837-4839) or 469-443-9912 (Treasury Support: 972-349-6195)

Revised 10/21/2023

8. Both incoming and outgoing messages will appear in the column directly to the right of the menus in descending date order (newest on top).

Sample User Demo	11:13 pm	NEW CONVERSATION
		Message recipient
		Customer Service 🗸
		Message subject
		Sample

 Click on the arrow icon beneath 'New Conversation' to reply to a secure message.

Sample User Demo	11:13 pm	SAMPLE	
		This message should never expire	× & 1
		User Demo	10/16/2023 - 11:13 PM
		Sample	