

Secure Messaging

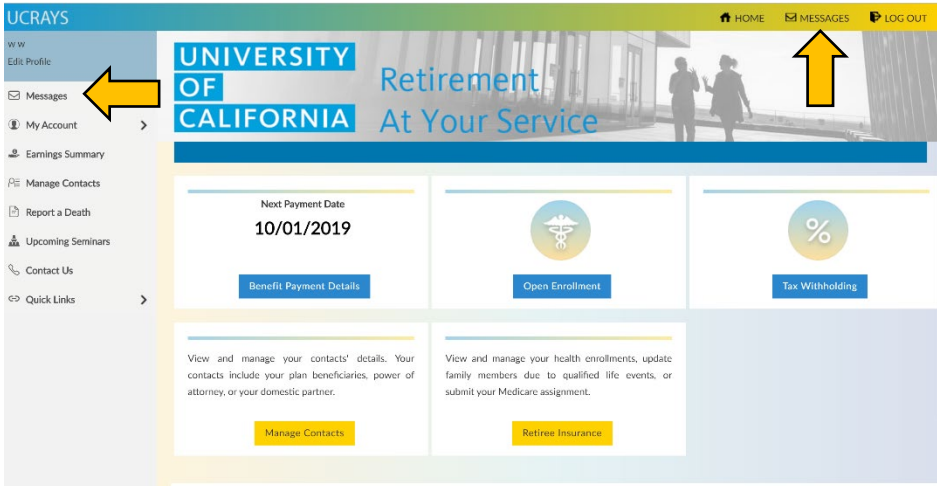
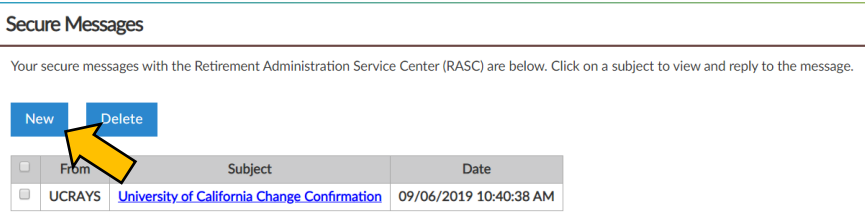
1 Overview

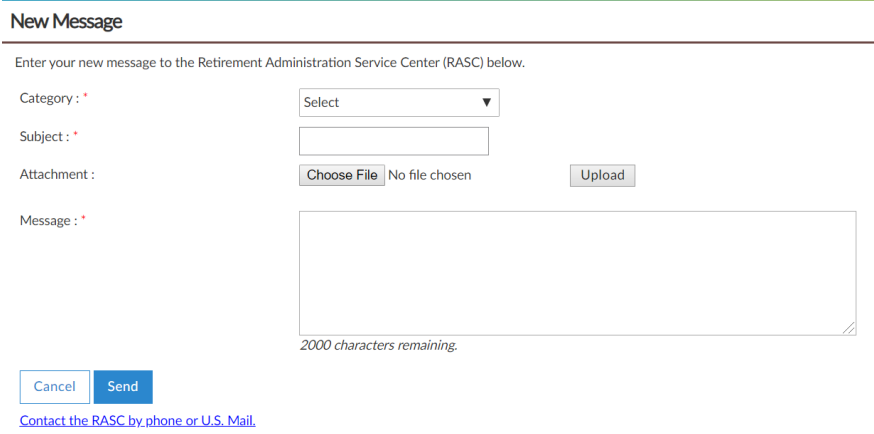
The scope of this document is the Secure Messaging process.

- **Goal:** Explain to UC members how to use Secure Messaging.
- **Objectives:**
 - [Send Secure Message](#)
 - [CSR Responds to Secure Message](#)
 - [View Secure Message Response](#)

2 Business Process Flows

2.1 Send Secure Message

Step	Action						
1	<p>On the Home page, click the Messages link on the upper right of the screen <u>or</u> on the left side navigation menu.</p> 						
2	<p>On the Secure Messages webpage, click the New button.</p>  <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>From</th> <th>Subject</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>UCRAYS</td> <td>University of California Change Confirmation</td> <td>09/06/2019 10:40:38 AM</td> </tr> </tbody> </table>	From	Subject	Date	UCRAYS	University of California Change Confirmation	09/06/2019 10:40:38 AM
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UCRAYS PARALLEL ACCESS STOPS							

3	<p>On the New Message webpage, select the Category, enter the Subject (topic), and write the Message. These fields have a red asterisk and are required.</p> 
4	Click the Send button.
5	The Confirmation message will display.

2.2 CSR Responds to Secure Message

Step	Action
1	In Redwood, navigate to CCM Case Lookup screen.
2	<p>Enter the following search criteria and then click the Search button:</p> <ul style="list-style-type: none"> • Assigned To: Customer Care • Contact Method: UCRAYS • Status: Open <p>Note: In the Search Results, the Status Date column can be used to sort.</p>