

UNIVERSITY OF CALIFORNIA

Retirement at Your Service (UCRAYS)

SECURE MESSAGING

DF Retirement CALIFORNIA At Your Service

Secure Messaging

Overview

The scope of this document is the <u>Secure Messaging</u> process.

- Goal: Explain to UC members how to use Secure Messaging.
- Objectives:
 - o <u>Send Secure Message</u>
 - o <u>CSR Responds to Secure Message</u>
 - o View Secure Message Response

2 Business Process Flows

2.1 Send Secure Message

Step	Action				
1	On the Home page, click the Messages link on the upper right of the screen on the left side navigation menu.				
	UCRAYS WW Edk Politic MyAccount E tamings Summary Pi Manage Contacts Next Payment Date				
	Report a Death 10/01/2019 Upcoming Seminars 10/01/2019 Contact Us Benefit Payment Details Open Enrollment Tax Withholding				
	View and manage your contacts' details. Your contacts include your plan beneficiaries, power of attorney, or your domestic partner. View and manage your health enrollments, update family members due to qualified life events, or submit your Medicare assignment. Manage Contacts Retirme Insurance				
2	On the Secure Messages webpage, click the New button.				
	Your secure messages with the Retirement Administration Service Center (RASC) are below. Click on a subject to view and reply to the message. New Delete From Subject Date UCRAYS University of California Change Confirmation 09/06/2019 10:40:38 AM				
	UCRAYS PARALLEL ACCESS STOPS				



New Message			
Enter your new message to the Ret	irement Administration Service Center (RASC) below.		
Category : *	Select 🔻		
Subject : *			
Attachment :	Choose File No file chosen	Upload	
Message : *			
	2000 characters remaining.		
Cancel Send			
Contact the RASC by phone or U.S	<u>5. Mail.</u>		
Click the Send h	utton.		

2.2 CSR Responds to Secure Message

Step	Action			
1	In Redwood, navigate to CCM Case Lookup screen.			
2	Enter the following search criteria and then click the Search button:			
	Assigned To: Customer Care			
	Contact Method: UCRAYS			
	Status: Open			
	Note: In the Search Results, the Status Date column can be used to sort.			