

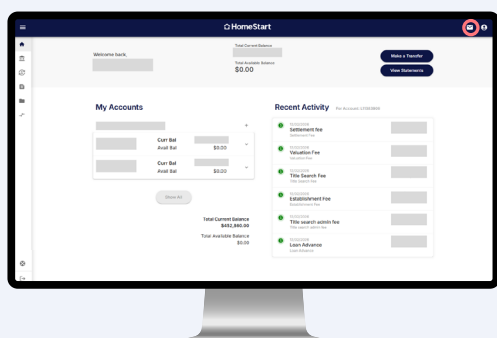
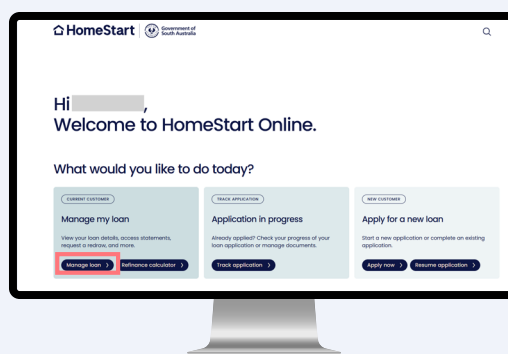
# How to secure message through HomeStart Online

Secure Messages is a safe and convenient way to get in touch with us online. You can use secure messages to request forms or documents, stop payments, get help managing your direct debit, or ask general account questions.

This guide will show you how to check for replies, read and respond to messages, and understand what to expect when using the secure message service.

## Step 1 – Log into your HomeStart Online account.

- > Navigate to your dashboard by selecting the [Manage loan](#) button.



## Step 2 – Open secure messaging tool

- > Select the mail icon in the top right corner.

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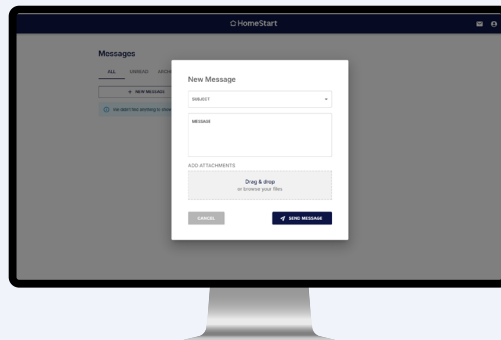
 **HomeStart**



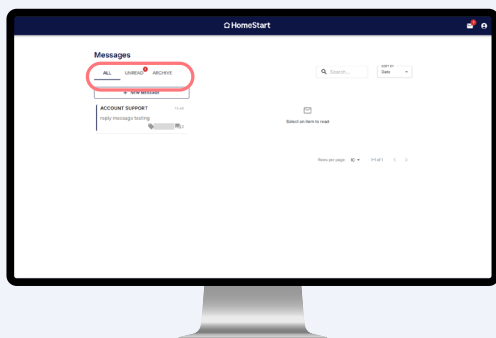
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### Step 3 – Send a message

- > Select [New message](#).
- > Choose the subject from the dropdown menu. If needing account support, also select the account number from the following drop down.
- > Write your message, attaching any documents under [Add attachments](#).
- > Click [Send message](#).



Note: Secure messages is not a live chat service, so responses are not instant.



### Step 4 – Check for responses

- > Ensure you are logged into your HomeStart Online customer dashboard.
- > If you have a new or unread message, a red notification will be visible on the mail icon. You need to be logged into HomeStart Online to view any new messages.
- > Any new messages will appear in the unread tab.
- > You can reply directly to this message to continue the chat.

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