

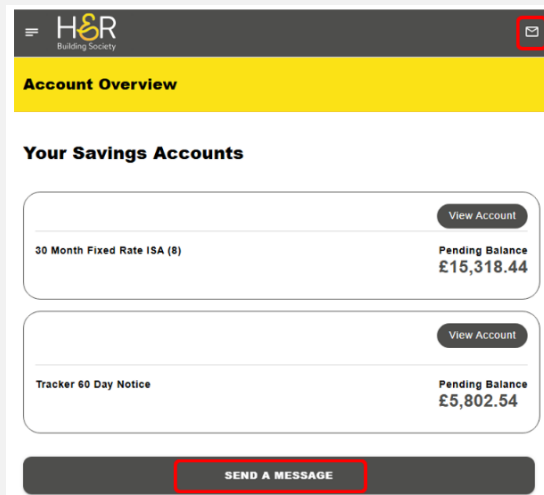
Secure Messages

You can send and receive secure messages through H&ROnline.
You can send us a general enquiry or speak to us about a specific account.

Sending a Secure Message

Step 1

To send a secure message, you will need to click on the “**Send A Message**” button on the “**Account Overview**” screen.

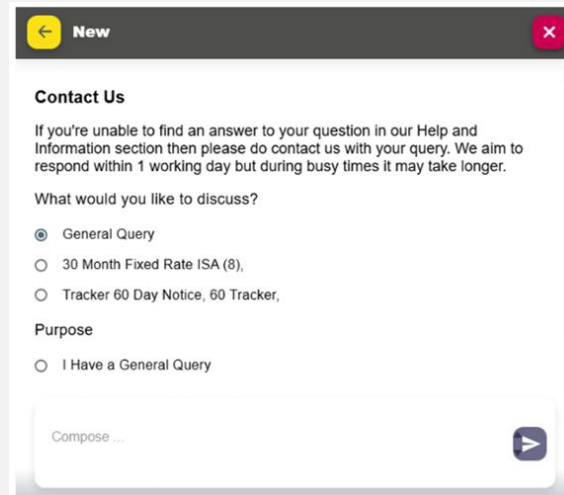


Step 2

You will have some options to narrow down the purpose of your message.

Once you have written their message and it's ready to send, you will need to click the arrow at the bottom of the page.

Ensure you have selected all relevant options from the radio buttons before sending your message.



Quick Access to Guides

[Sending a Secure Message](#)

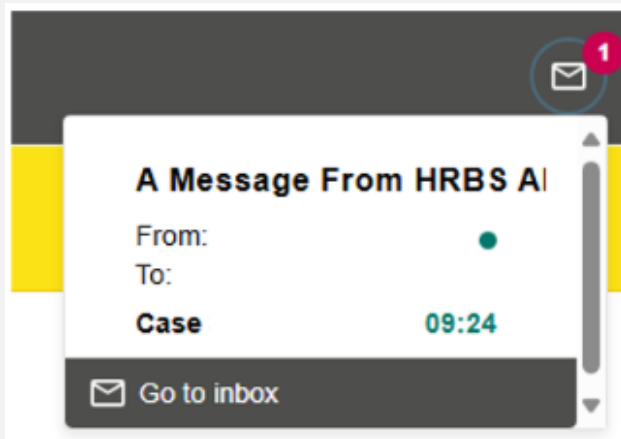
[Receiving and replying to a Secure Message](#)

Receiving and replying to a Secure Message

Step 1

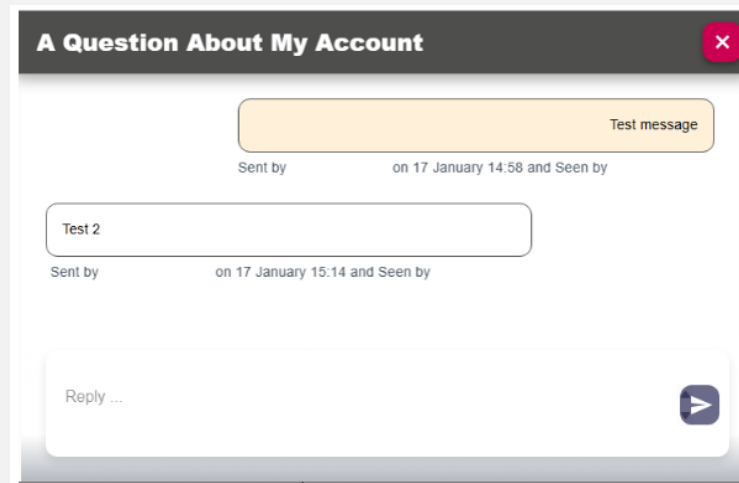
If you have been sent a Secure Message, you will be notified by email to your registered email address.

To view a Secure Message, you will need to click on the envelope icon on the top right of your screen and click on the relevant unread message.



Step 2

You will then be able to view the full conversation and reply back if required. Once you have written your message, you will need to click the arrow at the bottom of the page.



Quick Access to Guides

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