

Welcome to training on how to use the **Message Center** and **Submit a Question** feature of the Employer Self-Service portal.

### **How Do I View Messages from the RSA?**

The **Secure Message Center** is used to view correspondence from the RSA. The message center is similar to most web-based messaging programs, making it very easy to use. Once you are logged in, select the Services menu.

The **Inbox** screen displays your messages. If the subject is bold, the message has not been read. If it is not bold then you have already opened it. To open a message, simply click on the Subject link.

Details of the message display for you to read. If there are any attachments in the message, click on the file name to open them.

After you are done reading the message, click the **Back** button to go back to your Inbox.

From here you can select the message you just read and choose to delete it. To do this, click the check box next to the message.

Click **Delete**.

Please note that any Items sent to the message center inbox will only be available for 90 days. After 90 days have elapsed, the messages will be automatically deleted. If you want to keep certain messages, you can flag them as important.

By clicking the flag icon so they will not be automatically deleted following 90 days.

### **How Do I Submit a Question to the RSA?**

You can submit questions directly to the RSA using The **Question Center**. Select the **Services** menu.

Then select **Question Center**.

Choose a category that your question falls under from the **Category** drop-down menu.

Select a category.

Type your question in the field.

Then click **Submit**.

You will receive a response from the RSA within 5 business days via the **Message Center**. Click **OK**.

For additional information or assistance, please contact an Employer Services Representative (ESR) at 334-517-7005, or [employer.services@RSA-al.gov](mailto:employer.services@RSA-al.gov).