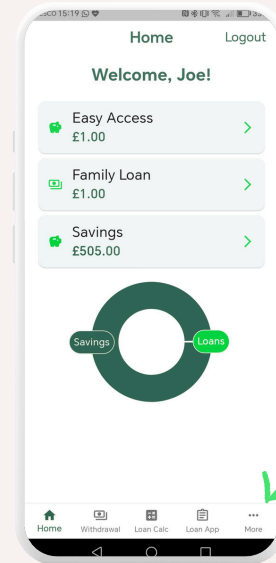
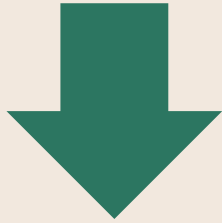


# How to send a **private message** through the app



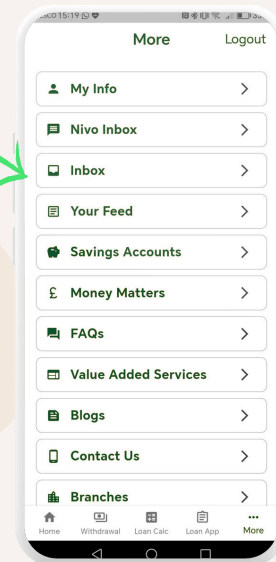
## STEP ONE

When you have logged into the app, click the more button in the bottom right hand corner.



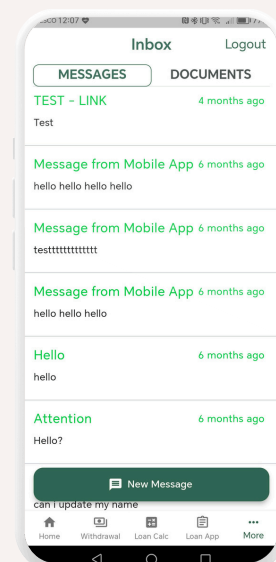
## STEP TWO

This menu will then appear on your screen. Click on the inbox button.



## STEP THREE

The inbox will open. To send us a new message click the **'new message'** button. Type your message then press send. You can reply to a message simply by clicking on the message in the inbox, then type your reply and hit send. If you have messaged us before, you can send us a new message **by replying to any message** in the inbox.



Please note: all app messages will be replied to during working hours 9:30am - 4:15pm  
(Friday's 9:30am - 3:00pm)