



Secure Messaging Center Registration Quick Tips

1) For Users without an SMC Account:

- Navigate to the SMC Homepage through the Census Bureau Business Help Site <<http://www.census.gov/econhelp>>. Select your survey link from the main page. Click the “Contact Us” link in the center of the screen, or on the left-hand navigation bar. Click the “By Secure Messaging Center” link. To determine if your survey is activated for SMC, please check the following page: <<https://www.census.gov/econhelp/smc/whatsurvey>>
- You can also access the SMC directly at the following address: <<https://www.census.gov/econhelp/smc>>
- Click the “**User Registration**” link.
- Enter your Username (UID), Password (PW), and select the survey name from the drop down menu. You can typically locate this information on the first page of your survey forms. Click the “**Submit**” button.
- ❖ If you need to register for more than one company or survey, you may do so after the initial registration process.
- If your e-mail address is not listed, enter your e-mail address in the text box and click the “**Register**” button.
- Fill in all required fields, then click the “**Register**” button. If any erroneous information exists, the system will prompt you to alter your response.
- Follow the on-screen directions to validate your account. You will receive a message from “Census Bureau SMC” in your normal e-mail client (whatever program corresponds with the e-mail address you used to register). Click the blue link – once – in the body of the message to validate your account.
- ❖ If this is the only survey you wish to register for, you may log in after validation. If you need to register for additional companies or surveys, click the “User Registration” link to enter a new Username and Password. You will not be required to re-submit your profile information.
- When you finish registering all companies and surveys, you will be required to log in from the SMC Homepage.



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2) For Users with an SMC Account:

- Navigate to the SMC Homepage through the Census Bureau Business Help Site <<http://www.census.gov/econhelp>>. Select your survey link from the main page. Click the “Contact Us” link in the center of the screen, or on the left-hand navigation bar. Click the “By Secure Messaging Center” link. To determine if your survey is activated for SMC use, please check the following page: <<https://www.census.gov/econhelp/smc/whatsurvey>>
- You can also access the SMC directly at the following address: <<https://www.census.gov/econhelp/smc>>
- Enter your e-mail address and password in the appropriate text boxes. Once your information is entered, click the “**Login**” button.
- You will see a list of surveys you are registered for. Click the “**Go to Messaging Center**” button to proceed to the SMC.

3) For Users Who Forgot Their Password:

- Navigate to the SMC Homepage: < <https://www.census.gov/econhelp/smc>>
- Click the “**Change/Forgot your password?**” link.
- Enter your e-mail address in the text box, then click “**Continue**”.
- ❖ You will be asked one of the challenge questions you selected during the initial registration process. You will have up to three attempts at different questions before your account locks.
- Enter your response in the text box, then click the “**Next**” button.
- If you provide the correct answer, you will be taken to the Password Reset screen. Enter a new password in the text boxes (making sure they match), then click the “**Next**” button.
- If you provide three successive incorrect answers, your account will automatically lock. Please call 1-800-838-2640 to obtain a new password.
- You should receive notification that your password was successfully reset. Click the “**SMC Login**” button, and proceed to log in using your new password.



Secure Messaging Center Messaging Quick Tips

1) To Compose a Message:

- Click the “**Compose**” button.
- ❖ For Census Bureau users, enter the Company ID in the “**Enter Company ID...**” field, then click the “**Go**” button.
- Go to the “**Select Company & Survey**” drop down menu and select the appropriate company.
- Go to the “**To:**” drop down menu and select the appropriate email address.
- ❖ If you want to copy a person on the message, enter the complete email address in the “**cc:** ” field. If entering more than one email address in the field, separate each email addresses with a space.
- Enter text in the “**Subject**” field.
- Enter the message in the “**Content**” field.
- ❖ To delete content within this white composition area, press “**Reset**”.

2) To Attach a File:

- From the composition screen, press “**Browse**” which will take you to your file listings.
- Select the appropriate file from the listing, then press the “**Open**” button. This will copy your file to the browse field box.
- ❖ To erase this file from the browse box, press “**Reset File**”.
- Press the “**Attach File**” button to include the chosen document to the composed message.
- ❖ An information message (with a Stop sign) will appear if the attached file does not contain the respective company’s name. This is simply a precautionary measure; the system will still allow you to send the message.

3) To Send a Message:

- After composing the message and attaching all necessary documents, press “**Send**”.