Messaging Module - Navigation - Web Portal

Description: In this topic, the user will learn how to navigate the messaging module in the DCI web portal.

*Please note: The recipient list (who the user can send a message to) is dependent upon the user's role or permission. The user profile must be in an active status to send a message.

Role Required: Employee (base user)

Permission Required: N/A

Accessing & Navigating the Messaging Module

- 1. Log in to DCI with personal profile
- 2. Select the **Mail** icon in the top right corner of the main menu
- 3. Select See All Messages
- 4. The submenu for the messaging module contains the following tabs:
 - a. Inbox Where messages are stored
 - i. Click on a message to read it and view any notes and/or attachments
 - ii. Messages indicated with a yellow star were sent with high priority
 - iii. To create a new message, click Actions, then select New Message.
 - iv. Use filters to search for specific messages
 - v. Archive or delete all, or only selected messages.
 - b. Sent Access sent messages
 - i. Click on a message to see if it was read by the recipient. If the recipient's name is orange, it has not been read. If the recipient's name is green, the message has been read.
 - c. Archive Access archived messages
 - d. Draft Access messages saved as a draft
 - e. Trash Deleted messages. Please note: This folder empties automatically.

Related articles

- Messaging Module Navigation Mobile App
- Messaging Module Navigation Web Portal
- Who can I send a message to in the messaging module?
- Case Workers Guide
- Message Templates Quick Reference