

# Messaging Module - Navigation - Web Portal

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**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. All users can send a message to DCI Support.

**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

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