

Resend Notification

Description: In this topic, the user will learn how to resend notifications. When a message is sent, the recipient receives a notification. The notification can be viewed in the DCI messaging center, email (the email address associated with the user profile), and SMS text (if the mobile was verified). Notifications can be resent to the recipient as a reminder to read the message.

*Please note: The message status must be in unread to resend the notification. Resend message notifications feature is not available in the mobile app. Alternatively, for the mobile app and messages in a read status, reply to the original message, creating a new notification to the recipient.

Role Required: Employee (base user)

Permission Required: N/A

Resend Notification - Web Portal

1. Log in to personal profile
2. Click the **envelope icon** on the main menu
3. Click **See All Messages** to open the inbox
4. Click **Sent** on the submenu
5. Click on the **message** to open and view details
 - a. To resend the notification, the message must be in unread status.
 - i. The recipient name will be highlighted in red if the message status is unread
 - ii. The recipient name will be highlighted in green if the message status is read
6. Click **Actions**
7. Select **Resend Notification** from the drop-down menu
8. **Select the checkbox** next to the name of the recipient(s) to resend the notification to
9. Click **Resend**

Related articles

- [Message Templates - Admin Guide](#)
- [Messaging Overview - Video](#)
- [Resend Notification](#)
- [Set Up Notifications](#)
- [View Notifications](#)