

Message - View Message & Take Action

Description: In this topic, the user will learn how to view messages and take action.

Role Required: Employee (base user)

Permission Required: N/A

Web Portal

1. Log in to DCI with personal profile
2. Select the **mail icon** (envelope) in the top right corner of the main menu
3. Select **See All Messages**
4. Inbox:
 - a. View messages in the message table below the search window
 - b. Use the filters to search for a specific message
 - c. Messages in bold are unread messages
 - d. A yellow star indicates a high-priority message
5. Click anywhere in the message row to open and view the message details
 - a. From (sender)
 - b. To (recipient)
 - i. Recipient's name will be highlighted in orange if the message is unread
 - ii. Recipient's name will be highlighted in green if the message has been read
 - c. Priority level
 - d. Date sent
 - e. Message body
 - f. View notes, attachments, and events by selecting the tab.
6. Click **Actions** to select an available action:
 - a. Reply (users cannot reply to system notifications)
 - b. New Note
 - c. New Attachment
 - d. Archive
 - e. Delete - Moves the message to the trash. Items in the trash cannot be deleted from the system.
 - f. New Message (see the article Message - Send a Message)
7. In a message strand, select the single message to expand the section and display the message details.

Mobile App

1. Log in to the DCI mobile app
2. Select the **Mail** icon in the upper right corner to open the inbox
3. Select a message by clicking the **blue link** on the message to view
 - a. Subject
 - b. From (sender)
 - c. Date sent
 - d. To (recipient)
 - e. Priority level
 - f. Message body
 - g. Notes
 - h. Attachments
4. Take action by clicking one of the following blue square icons at the bottom of the message:
 - a. Attachment (paper clip)
 - b. Archive (box with a down arrow)
 - c. Delete (trash can)
 - d. Reply (arrow pointing to the left)
 - e. New Message (paper and pencil)
5. Click **Back** in the upper left corner to return to the inbox

Related articles

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