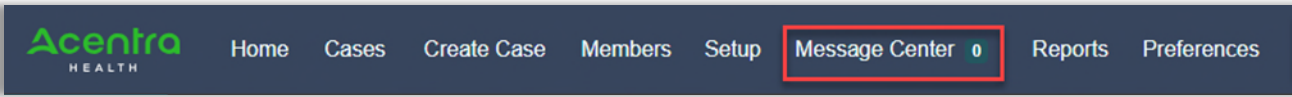


The Message Center will display unread messages, which will provide additional information regarding a current case or request for information. Follow the steps below to enter your Message Center to review and/or respond.

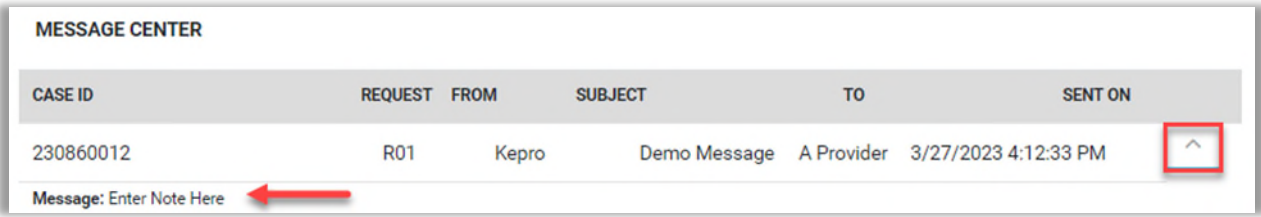
1 Click Message Center

The small teal box will tell you how many messages are waiting for you in your message center.



2 Expand the Message to Review

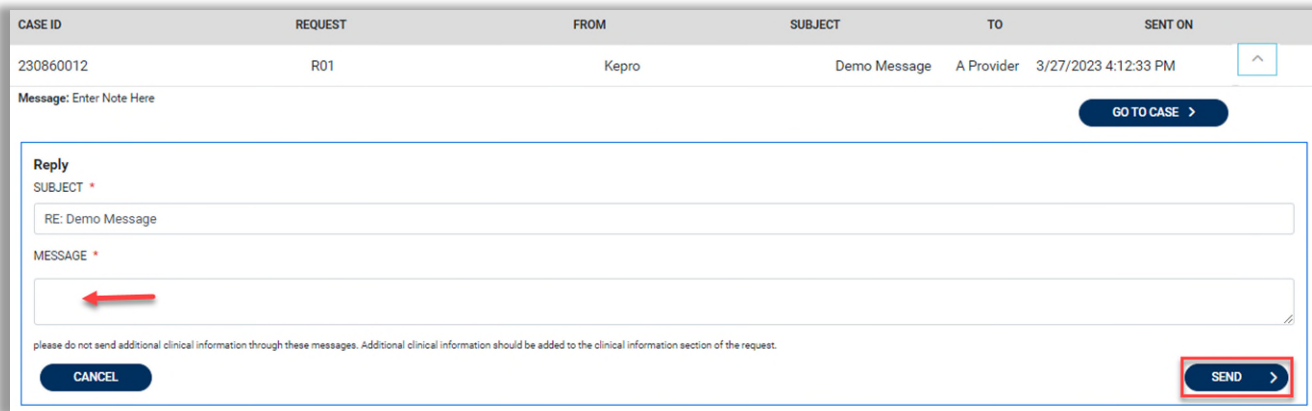
Click the caret next to the message to show the full message details.



Note: The Message Center will display all messages across all provider locations to ensure messages are not missed based on selected Context.

3 Reply (if appropriate)

Expanding the message will automatically provide an option to respond. If you wish to, type your message in the MESSAGE field and click SEND.



Important: Upon reading, the message will not be visible in the Message Center but can be found in the Communications ribbon within the case.