

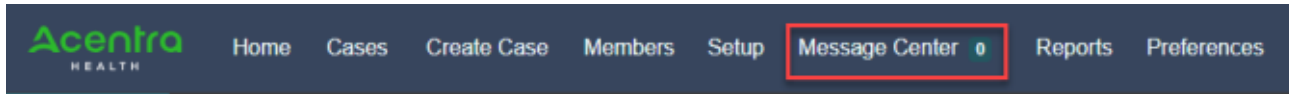
### Summary

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

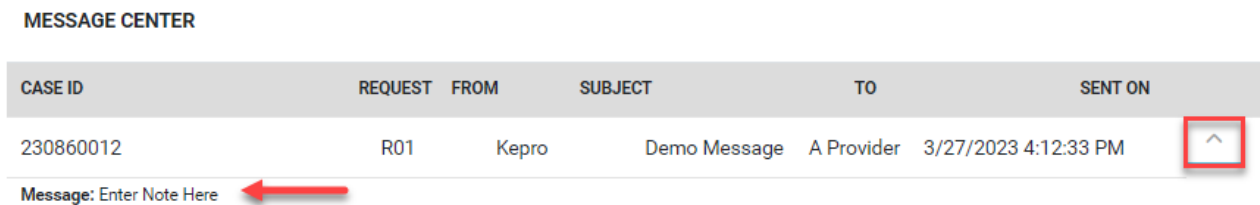
The small teal box will tell you how many messages are waiting for you in your message center.



# 2

## Expand the Message to Review

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

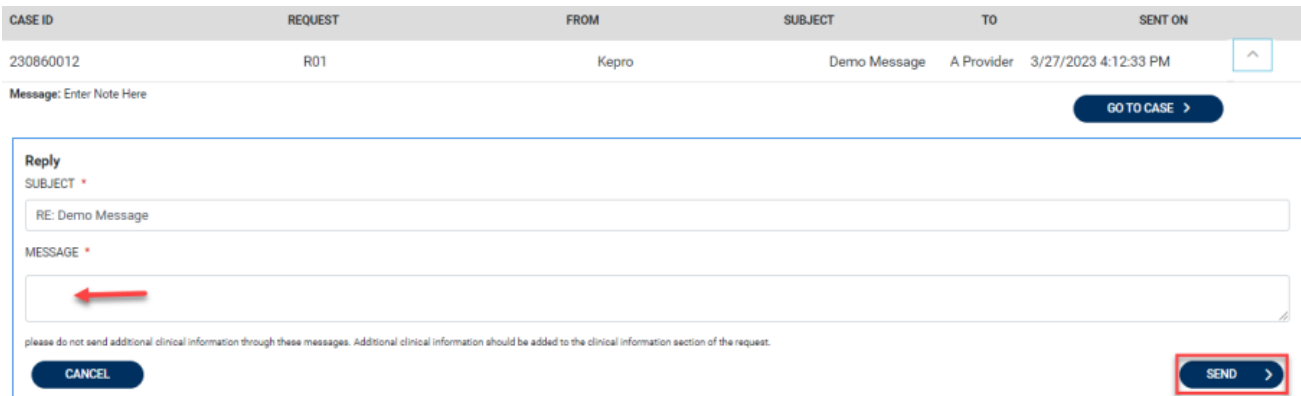


**Note:** The Message Center will display all messages across all provider locations to ensure messages are not missed based on selected Context.

# 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:** Once you read the message it will no longer be visible in the Message Center but can be found in the Communications ribbon in the case.