Viewing Messages

Control Panel > Work Order > Messages

Viewing Messages:

• To open the message list, go to Control Panel > Work Order > Messages.



• You can filter the messages list by using the Property drop-down list.



- In the Messages section, all unread messages for the selected property are displayed.
- Click the **Details** button at the bottom of the list to toggle between the normal and detailed views. The detailed view displays all message text.



• If the message is associated with a Work Order or COI, click the link to the right of the message to open the Work Order or COI details. Only messages *not* currently associated with a Work Order can be used to create a work order.

] Messages						
0		From List 📴 Greate Work Order					
1		From	Subject	Date 🕶	Property		
	9	Paul Lorentz	HVAC issues Need to look at the number of HVAC-related issues and trending.	May 27 at 12:50	Hilview Towers	View Work Order	
		John Smythe	RE: COI for Acme Plumbers is Not Compliant TII send updated documentation as soon as possible.	May 27 at 12:48	Hilview Towers	<u>View Coi</u>	
		John Smythe	HVAC issues	May 27 at 12:41	Hilview Towers	VAP maintenance	

• To remove a message from the list, click the message, then select Remove From List.

Me:	ssages		
🕑 Rem	nove From List	Create Work Order	
0	From	Subject	

Note:

- Messages that are removed from the list are still displayed under the Messages tab of the work order they are associated with.
- For information on converting a message to a Work Order, see <u>Creating a Work Order from a</u> <u>Message</u>.
- For additional information on notes, reminders and messages related to **Work Orders**, please refer to <u>The Messages Tab</u> in Tenant Requests and associated topics within that section.
- For additional information on notes, reminders and messages related to COIs, please refer to the <u>Messages Tab</u> in COI Management and associated topics within that section.