



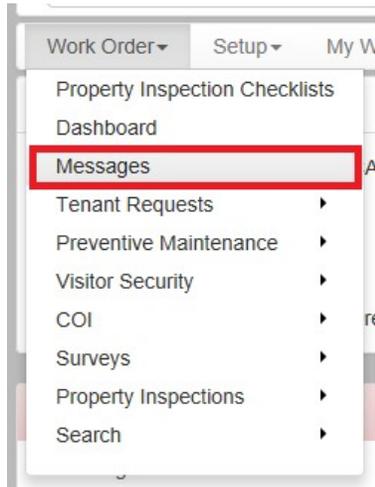


# Viewing Messages

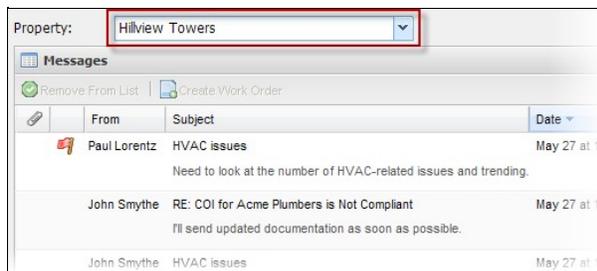
[Control Panel](#) > [Work Order](#) > [Messages](#)

## 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.



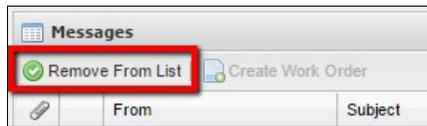
- In the Messages section, all unread messages for the selected property are displayed.
- Click the **Details** button at the bottom of the list to toggle between the normal and detailed views. The detailed view displays all message text.



- 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.



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



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**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 [Creating a Work Order from a Message](#).
  - For additional information on notes, reminders and messages related to **Work Orders**, please refer to [The Messages Tab](#) in Tenant Requests and associated topics within that section.
  - For additional information on notes, reminders and messages related to **COIs**, please refer to the [Messages Tab](#) in COI Management and associated topics within that section.
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