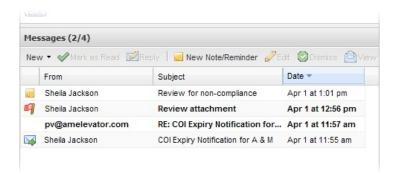
Messages

About Messages:

The Messages section displays messages, reminders and notes related to the COI.



There are four different types of messages which can appear under this tab:

1. Incoming Messages

Messages that are received by email are displayed in this interface. Messages marked in bold are unread. Unread messages also appear in the <u>Messages list</u>.

2. Outgoing messages

Outgoing messages that are sent by email to one or more recipients and are tagged with a icon.

3. Reminders

Reminders are always displayed in bold and are not sent to an email recipient. Reminders can be used as a high-priority "to-do" note, which will also appear on the Messages list.

4. Notes

Notes are lower-priority reminders which are only displayed within the Messages tab of the work order they are associated with.