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 Messages list.

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.