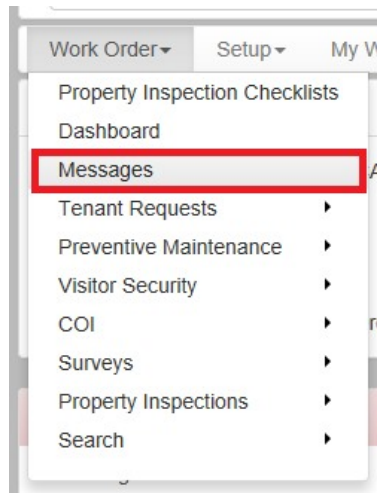




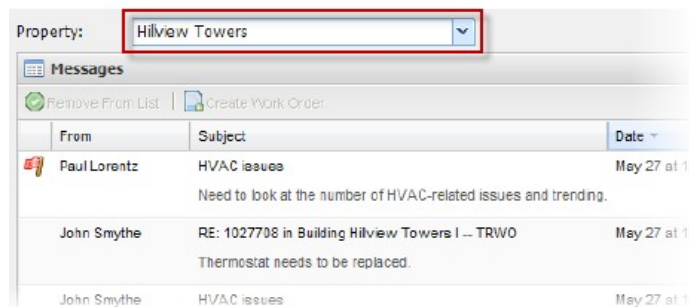


## Viewing Messages

1. To open the message list, click [Control Panel > Work Order > Messages](#)



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



3. In the Messages section, all unread messages for the selected property are displayed.
4. 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.



5. If the message is associated with a work order, click the work order number link to the right of the message to open the work order details.



### Note:

- Only messages not currently associated with a work order can be used to create a work order.
6. To remove a message or reminder from the list, click the message, then select **Remove from list**.
  7. To create a work order, using a message as its basis, select the message and then click **Create Work Order**.



	Need to look at the number of HVAC-related issues and trending.			
John Smythe	RE: 1027708 in Building Hillview Towers I – TRWO	May 27 at 12:48 ...	Hillview Towers	<a href="#">1027708</a>
	Thermostat needs to be replaced.			
John Smythe	HVAC issues	May 27 at 12:41 ...	Hillview Towers	
	Considering the recent increase in HVAC-related requests, we may want to increase the frequency of our HVAC maintenance cycles.			

**Notes:**

- Messages that are removed from the list are still displayed under the Messages tab of the work order they are associated with.
- Reminders that are removed from the list are still displayed as notes under the Messages tab of the work order they are associated with.
- Refer to the [Messages Tab](#) for further information.