

Message Center User Guide

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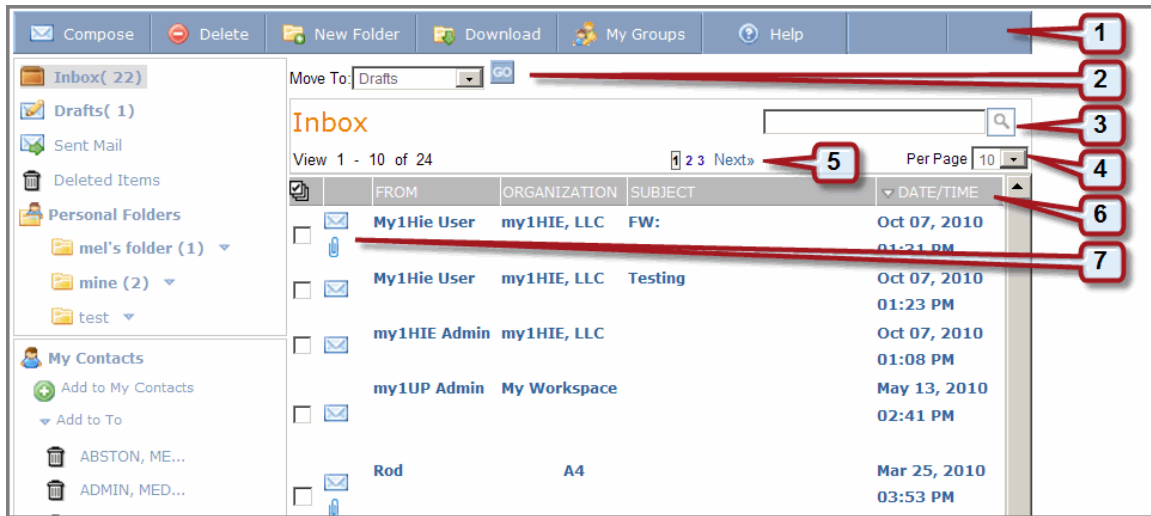
ACCESSING THE MESSAGE CENTER








1. Navigate to your portal's login screen.
2. Enter your User ID and Password, then click **Login**.
3. If the Message Center portlet does not display in your portal, click **Message Center** in the top navigation menu.

RESULT:

You have successfully accessed the Message Center.

ELEMENTS OF THE INBOX SCREEN

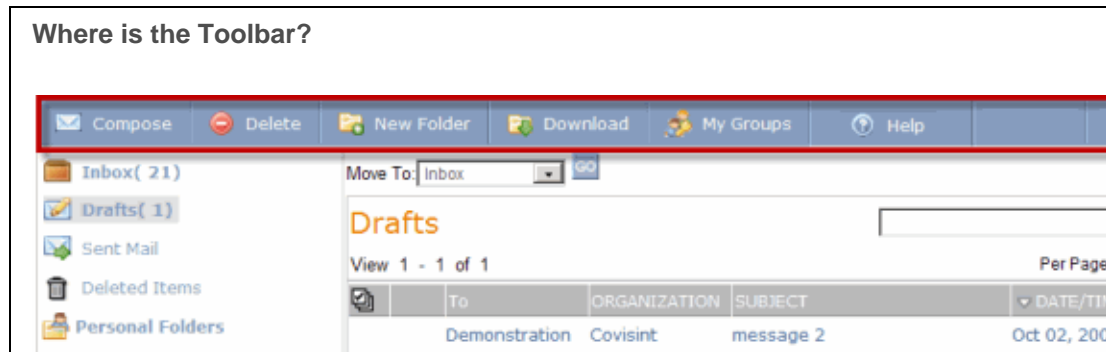


Number	Description
1	Main Navigation Menus - Select menu options on the toolbar as required to perform tasks such as compose messages, delete messages, and create folders.
2	Move To - Move selected messages to the folder chosen from the Move To drop-down list.
3	Search - Enter search criteria in the box, then click  to search messages.
4	Per Page - Select the number of messages you want to view on a page.
5	Page selection - Navigate to other message pages, if multiple pages exist.
6	Column headings - Click a column to sort messages on the column. The  icon indicates the current sort column. Click the  icon to toggle the sort order between ascending order and descending order.
7	Message information -  = unread message.  = read message.  = high importance message.  = message includes attachments.

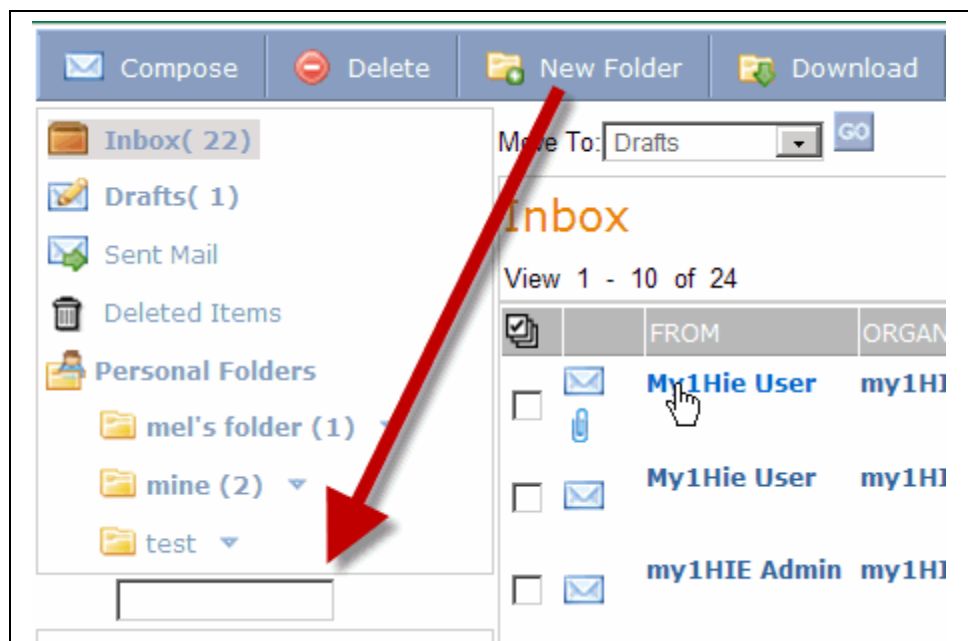
USING THE MESSAGE CENTER

Creating Personal Folders

1. On the **toolbar**, click **New Folder**. A **text box displays** below the last existing folder.



2. Type the *name of the new folder* in the text box.



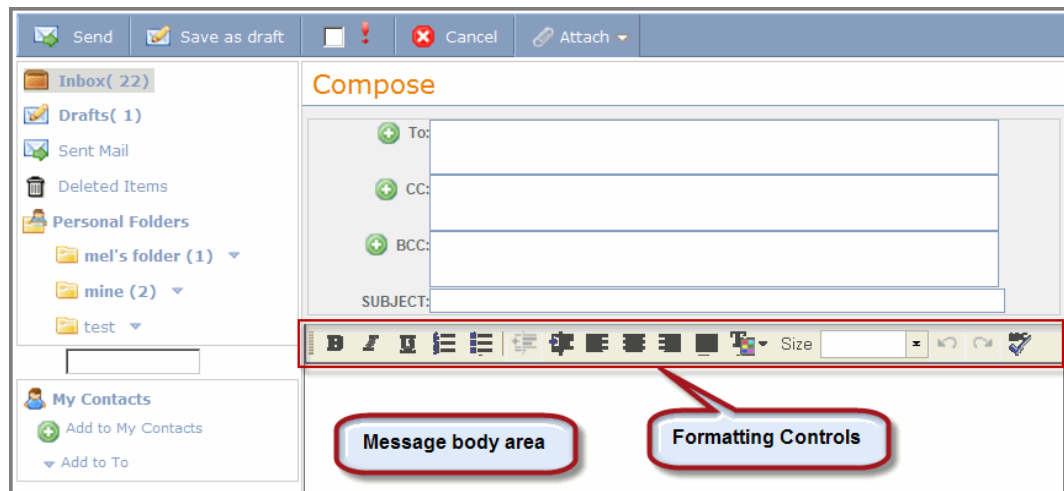
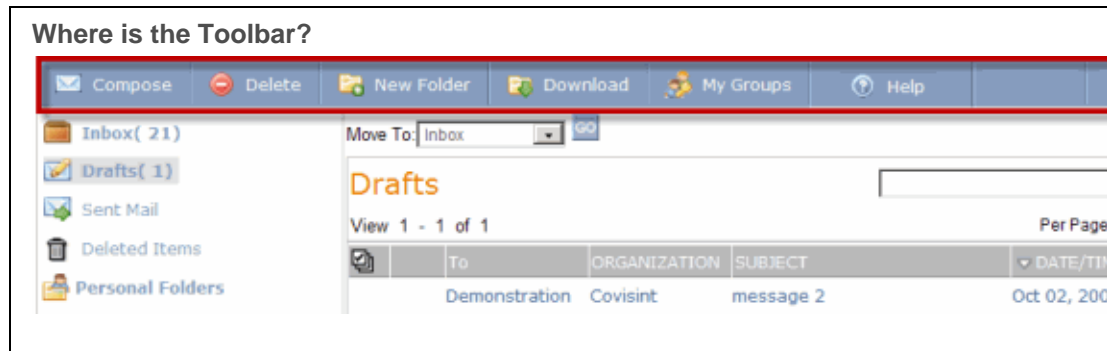
3. Click anywhere on the screen and the new folder is added to your personal folders menu. The new folder is also available in the *Move To*: drop down menu.


RESULT:

You have successfully created a personal folder.

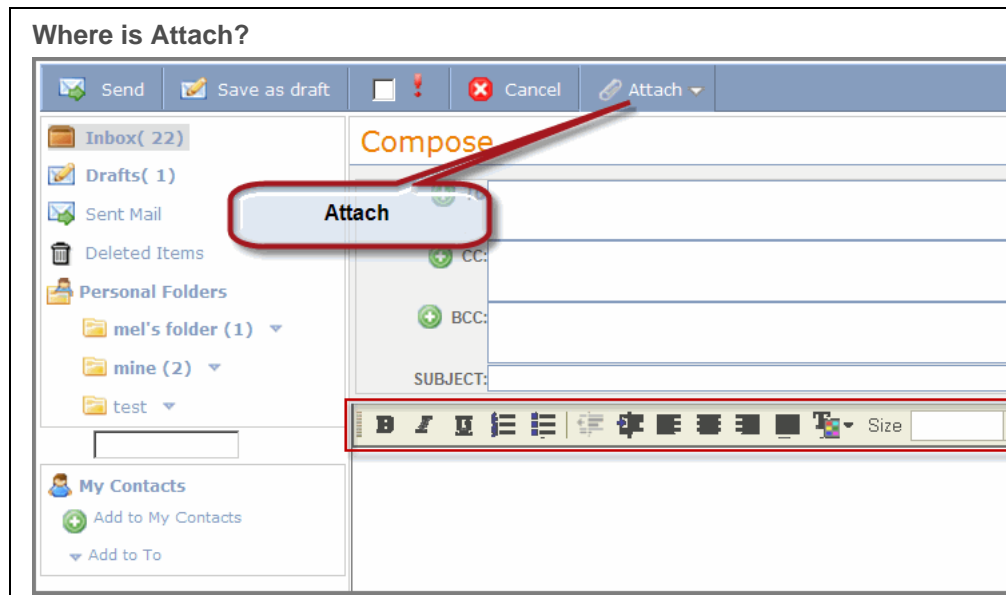
Creating and Sending a Message

1. On the **toolbar**, click **Compose**. The Compose window displays.



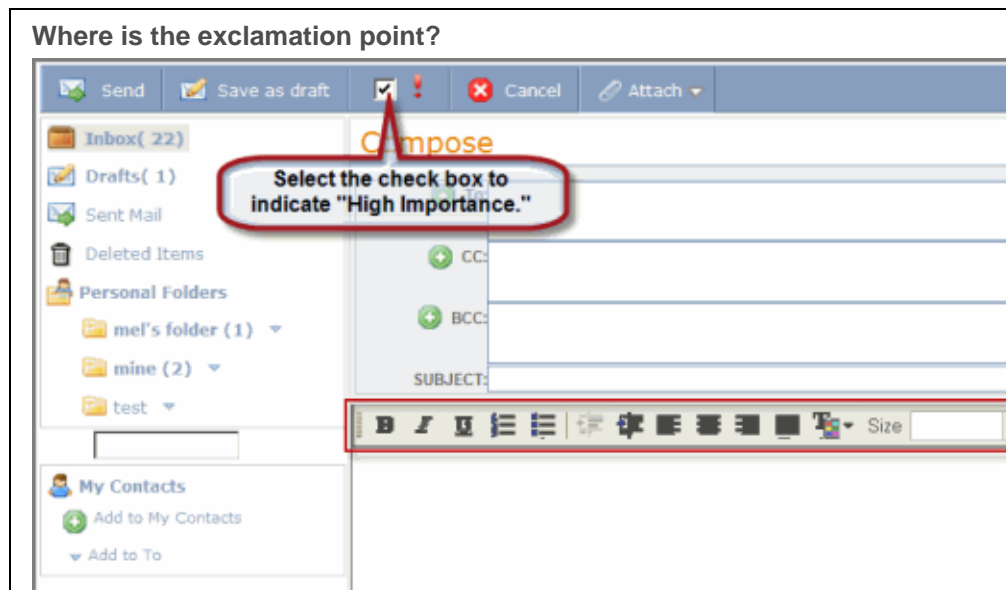
2. Click the  add icon beside, To:, CC:, or BCC: to display the User Directory window, where you can search for and select the people or groups to which you want to send a message.
 - a. Type the name (or partial name) of the user or group in the **Type in name** field.
 - b. If you want to restrict your search, click the **Include** drop-down arrow and select a filtering option from the list. The default selection is **All** - all users and groups available on your portal will be searched for the data you entered in the *Type in name* field.
 - c. Click **Find**. The screen refreshes, and the search results display.
 - d. Select the check box of each user or group to which you want to send the message.
 - e. Click **OK**. The User Directory window closes and the selections display in your message.
3. Optional - type the message subject in the **SUBJECT** field.

4. Type your message in the main arrow of the window. Use the formatting controls as desired.
5. Optional - perform any of the following:
 - a. **attach** a file to the message by clicking **Attach**. Follow the on-screen prompts to attach files stored on My Computer (files available from your PC), or files stored on the Secure File Exchange system.



Important: If your organization does not use Covisint Secure File Exchange, the drop-down menu does not display. In that case, click **Attach** and follow the on-screen prompts to attach files available from your PC.

- b. mark the message as important by selecting the **exclamation point** check box.



6. Click **Send**.

RESULT:

You have successfully created a message.

Deleting Messages

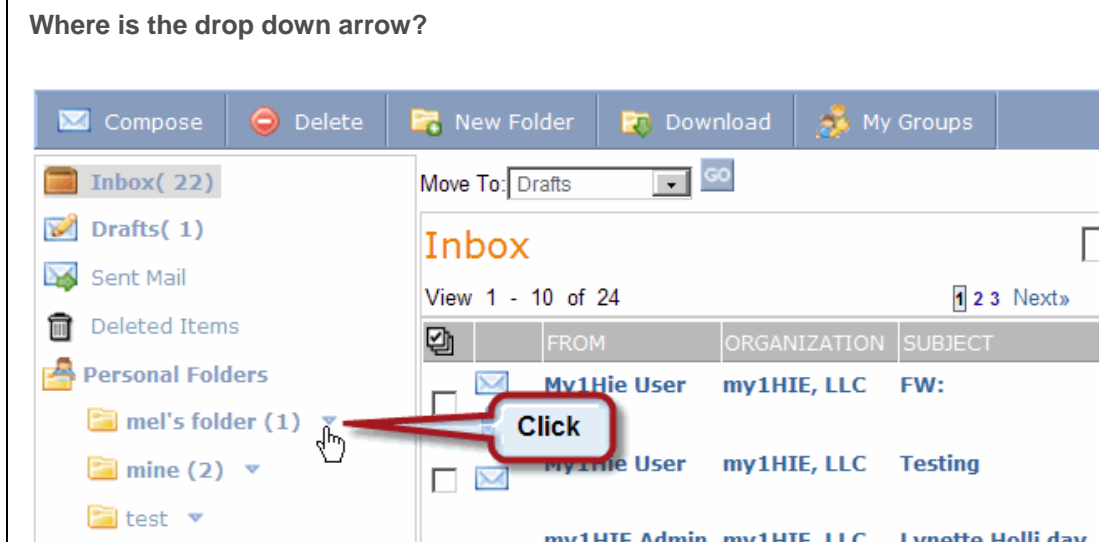
See Managing Messages

Deleting Personal Folders

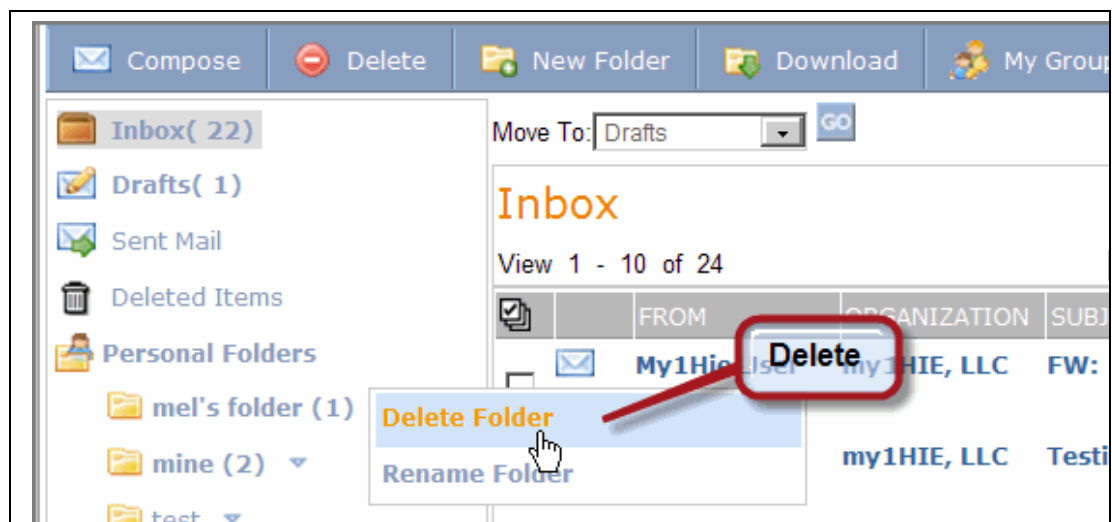


You can delete only your personal folders.

1. Move or delete all existing messages from the folder you want to delete. You cannot delete a folder that contains messages.
2. Click the **drop down arrow** at the far right of the folder name. A menu displays.



3. Click **Delete folder**.

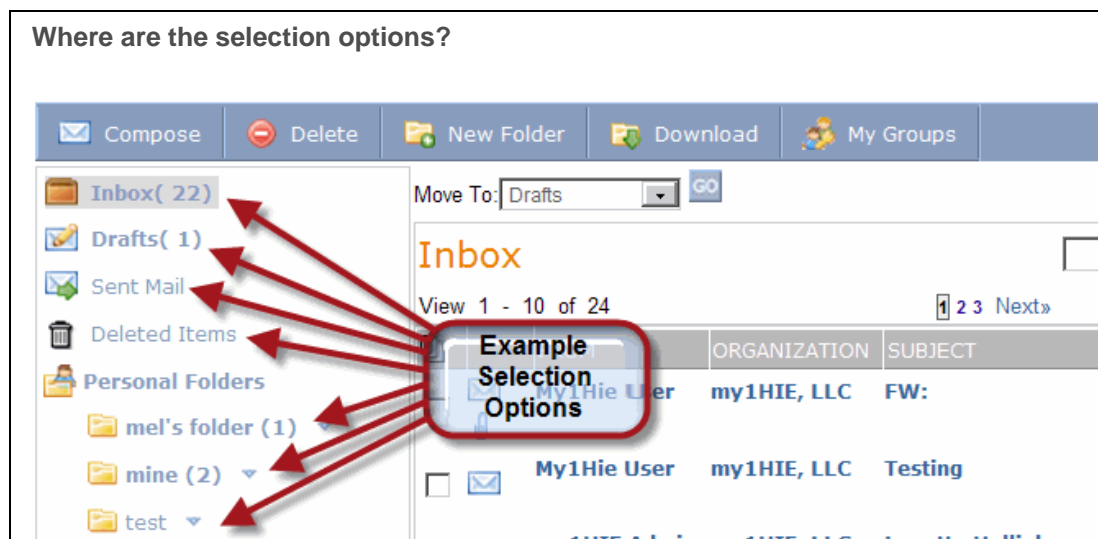


RESULT:

You have successfully deleted personal folders.

Downloading Messages

1. Navigate to the **selection option** whose messages you want to download.



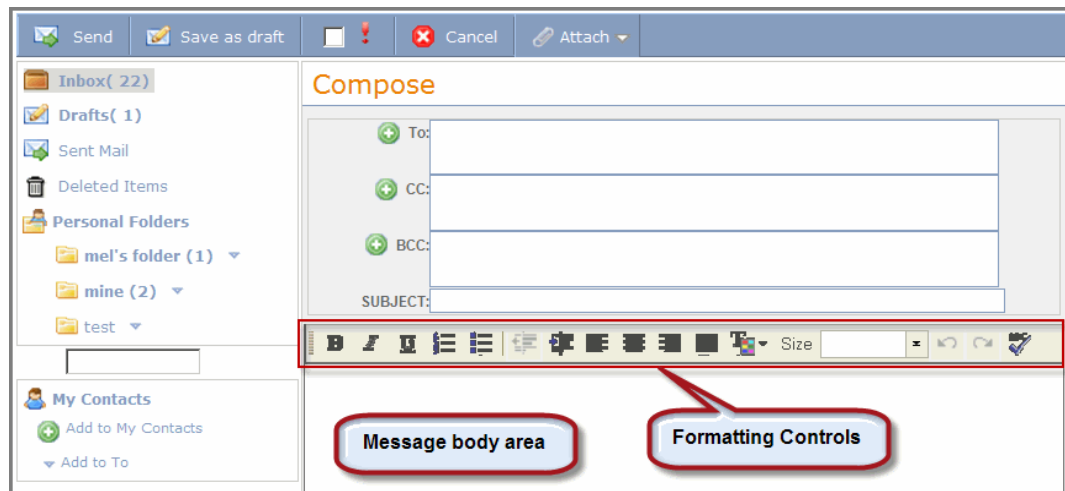
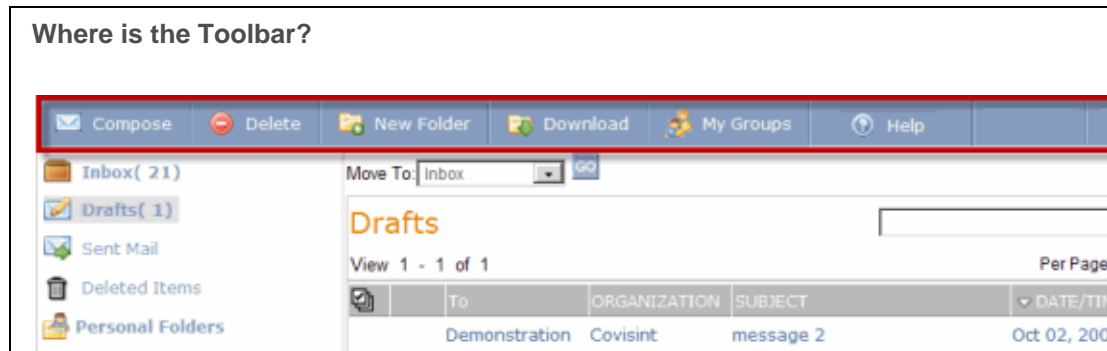
- Inbox
 - Drafts
 - Sent Mail
 - Deleted Items
 - Personal Folders
2. Click **Download**. The system assembles the messages in the selected folder in a zip file, and a file download window displays.
 3. Click **Save**.
 4. Navigate to the location to which you want to save the download zip file.
 5. Click **Save**. A zip file containing HTML versions of all the messages in the folder you selected at step 1 is saved to the chosen location.


RESULT:

You have successfully downloaded messages. You can read your downloaded messages at any time.

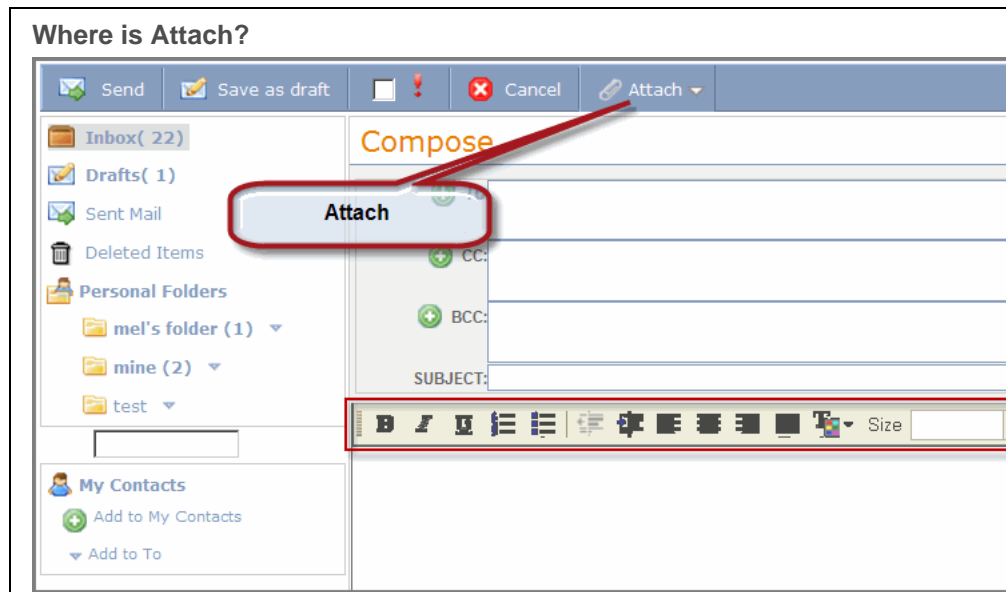
Drafting a Message

1. On the **toolbar**, click **Compose**. The Compose window displays.



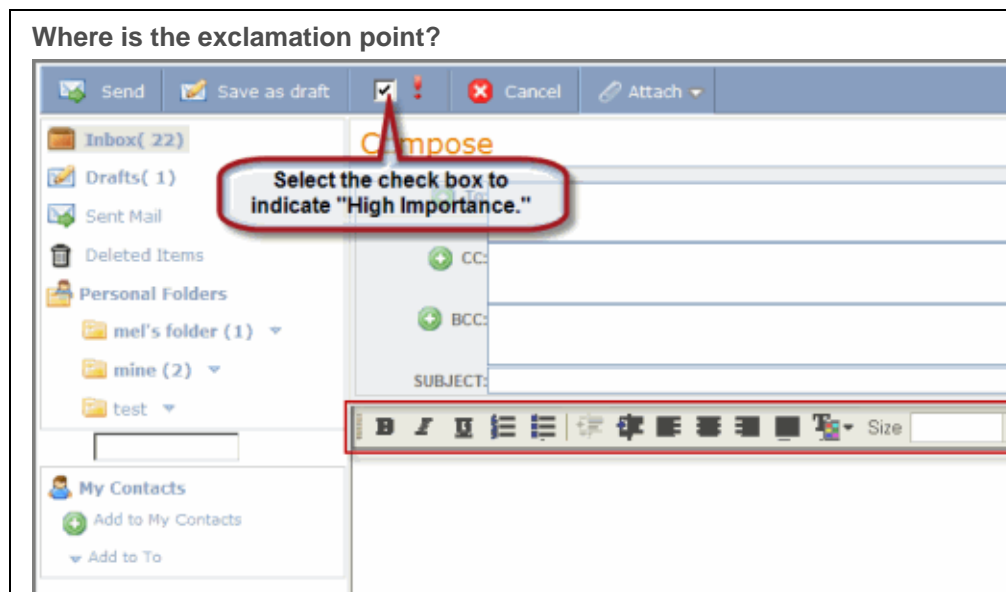
2. Click the  add icon beside, To:, CC:, or BCC: to display the User Directory window, where you can search for and select the people or groups to which you want to send a message.
 - a. Type the name (or partial name) of the user or group in the **Type in name** field.
 - b. If you want to restrict your search, click the **Include** drop-down arrow and select a filtering option from the list. The default selection is **All** - all users and groups available on your portal will be searched for the data you entered in the *Type in name* field.
 - c. Click **Find**. The screen refreshes, and the search results display.
 - d. Select the check box of each user or group to which you want to send the message.
 - e. Click **OK**. The User Directory window closes and the selections display in your message.
3. Optional - type the message subject in the **SUBJECT** field.

4. Type your message in the main arrow of the window. Use the formatting controls as desired.
5. Optional - perform any of the following
 - a. **attach** a file to the message by clicking **Attach**. Follow the on-screen prompts to attach files stored on My Computer (files available from your PC), or files stored on the Secure File Exchange system.



Important: If your organization does not use Covisint Secure File Exchange, the drop-down menu does not display. In that case, click **Attach** and follow the on-screen prompts to attach files available from your PC.

- b. mark the message as important by selecting the **exclamation point** check box.



6. On the Compose window toolbar, click **Save as draft**.

RESULT:

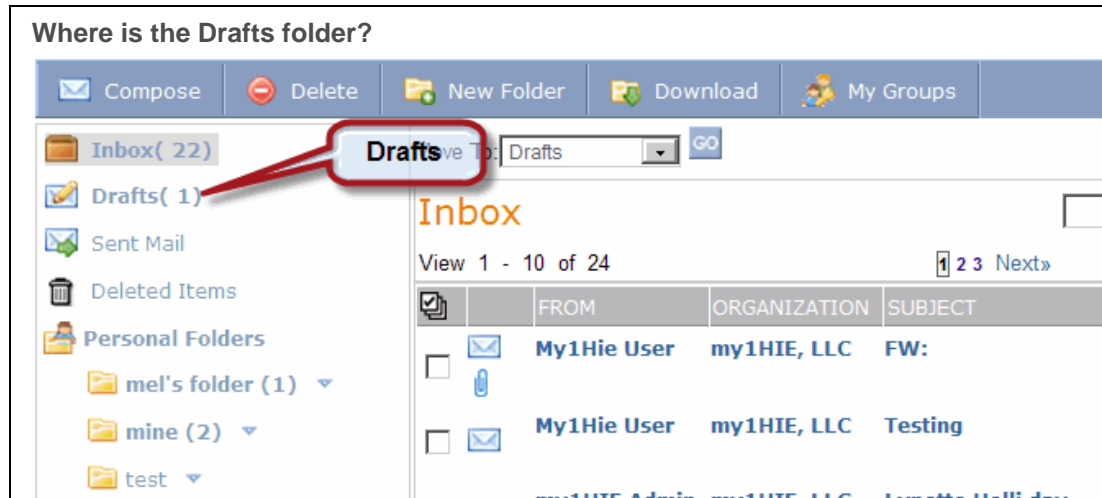
You have successfully drafted and saved a message.

Forwarding Messages

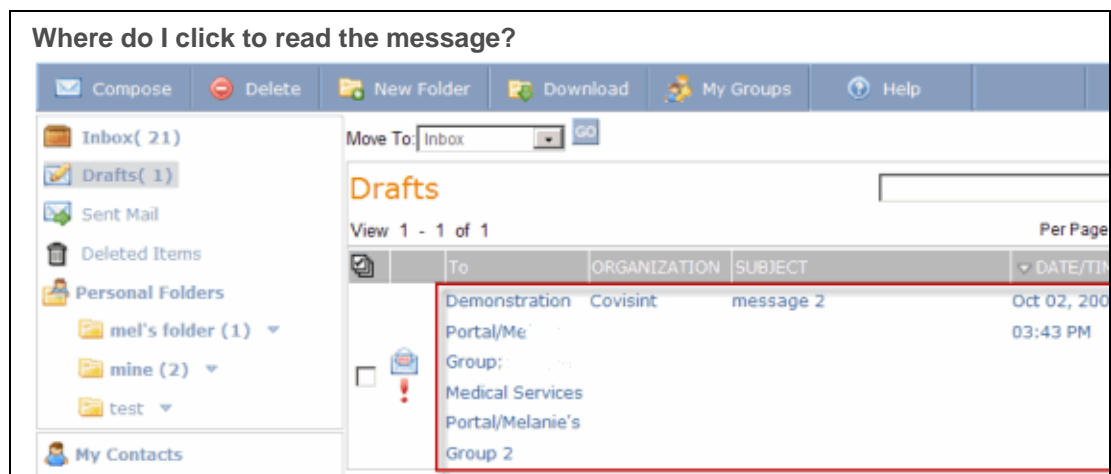
See Managing Messages

Managing Draft Messages

1. Navigate to the **drafts** folder.



2. Open the message by **clicking any text** in a column of the message .



3. Perform any of the following:



Note: When you use Message Center, you can communicate only with other registered portal members.

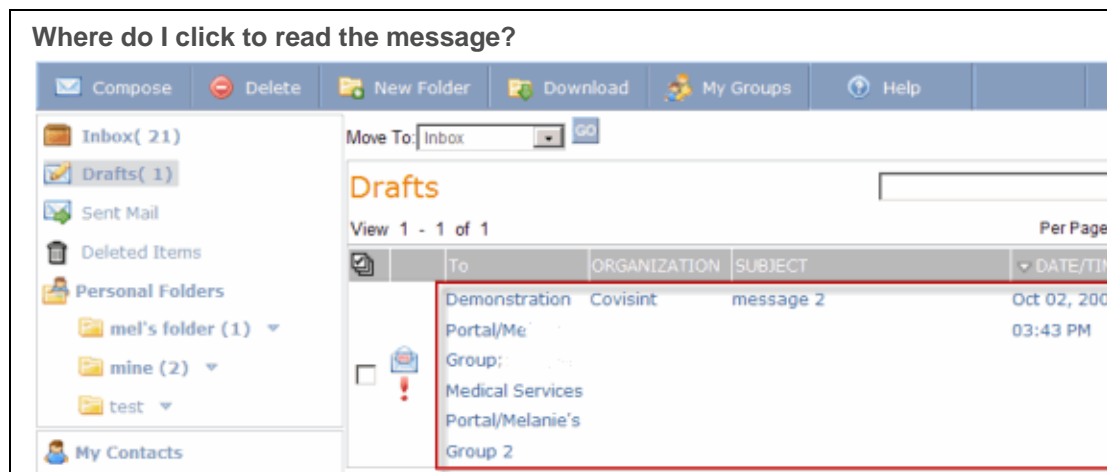
- Read the message
 - Forward the message to other portal members by clicking **Forward**.
 - Reply to the sender of the message by clicking **Reply**.
 - Reply to all the people on the message distribution list by clicking **Reply to All**.
 - Delete the message by clicking **Delete**.
4. Click **Inbox** when you have finished managing draft messages.

RESULT:

You have successfully managed your draft messages.

Managing Messages

1. Navigate to the folder containing the messages you wish to manage.
 - Inbox
 - Drafts
 - Sent Mail
 - Deleted Items
 - Personal Folders
2. Open the message by **clicking any text** in a column of the message.



3. Perform any of the following.



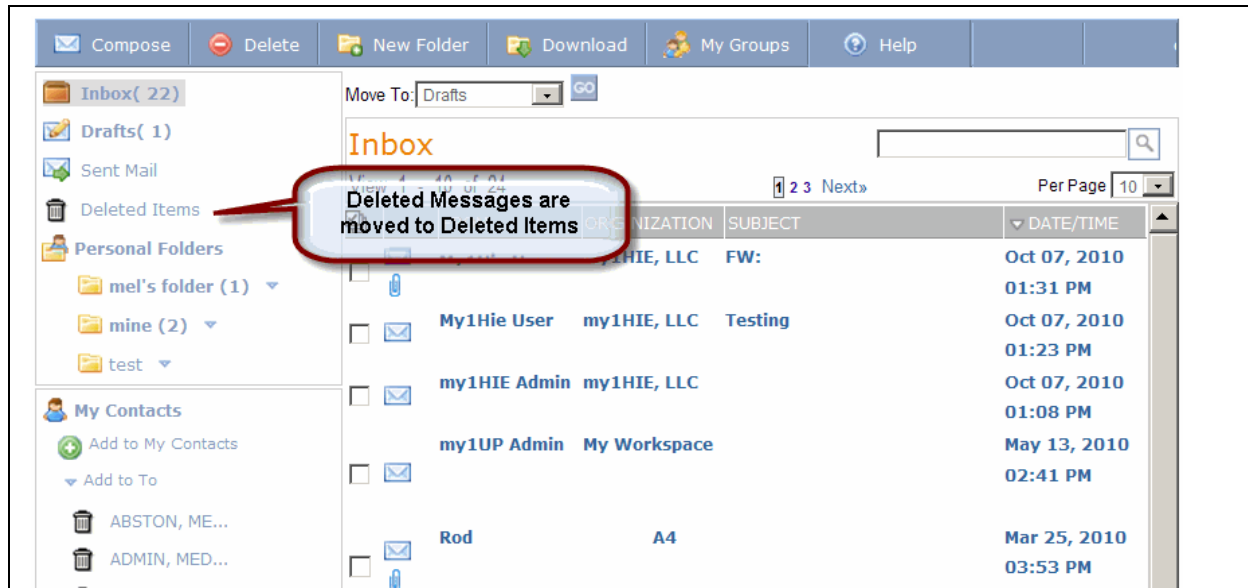
Note: When you use Message Center, you can communicate only with other registered portal members.

- Read the message
- Forward the message to portal members by clicking **Forward**.
- Reply to the sender of the message by clicking **Reply**.
- Send a reply to all the people on the message distribution list by clicking **Reply to All**.
- Delete the message by clicking **Delete**.



Deleted messages are moved to the **Deleted Items** folder.

Where is the Deleted Items folder?



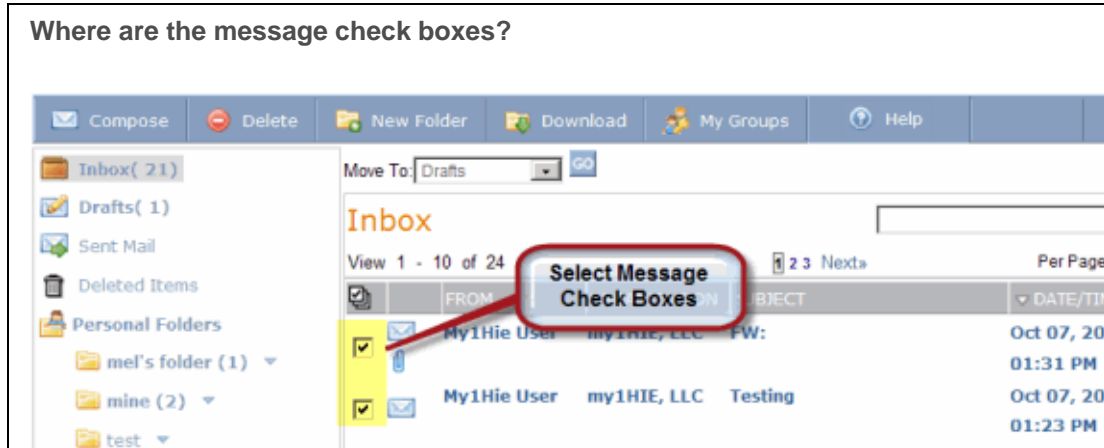
4. Click **Inbox** when you have finished managing messages.

RESULT:

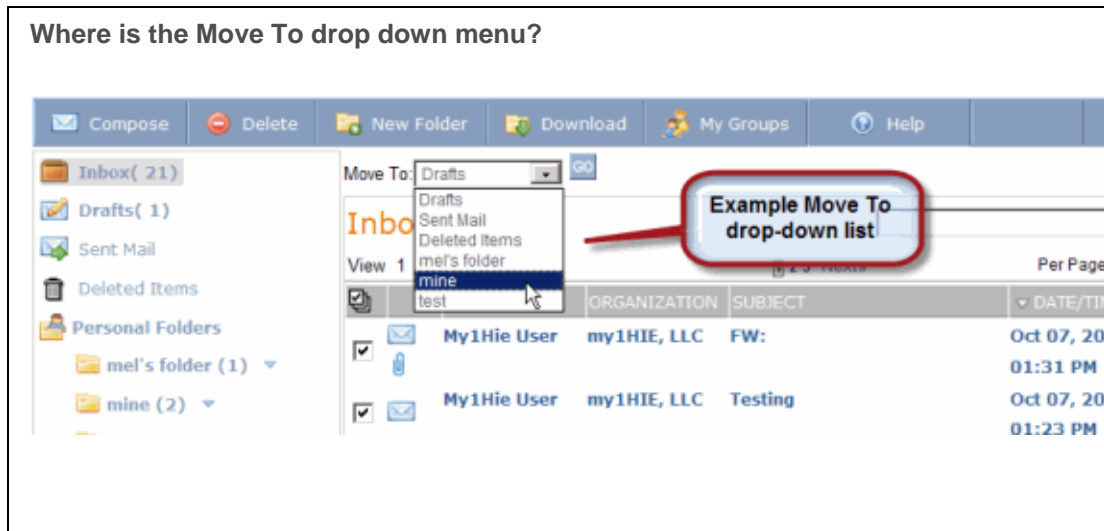
You have successfully managed your messages.

Moving Messages to Other Folders

1. **Select the check box** of each message you want to move.



2. Select the destination from the **Move To:** drop down menu (such as Deleted, Drafts, etc).



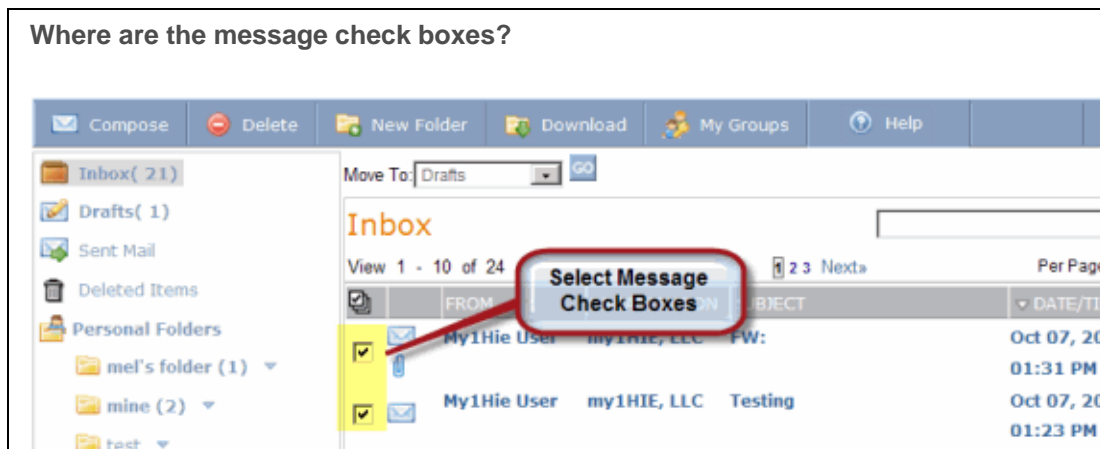
3. Click **GO**. The messages are moved to the selected destination folder.

RESULT:

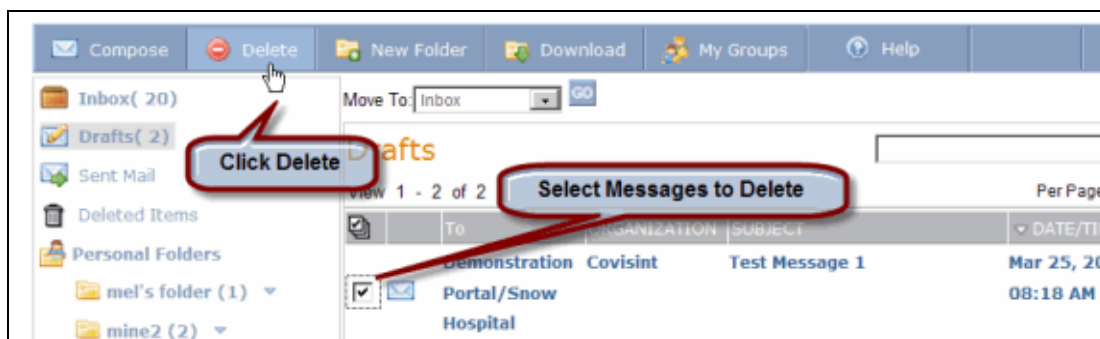
You have successfully moved messages to other folders.

Permanently Deleting Messages

1. Click the **Deleted Items** folder.
2. **Select the check box** of each message you want to permanently delete from your message center.



3. Click **Delete** in the **toolbar** menu.



4. Click **OK** to confirm deletion.

RESULT:

You have successfully deleted messages from the message center.

Reading Downloaded Messages

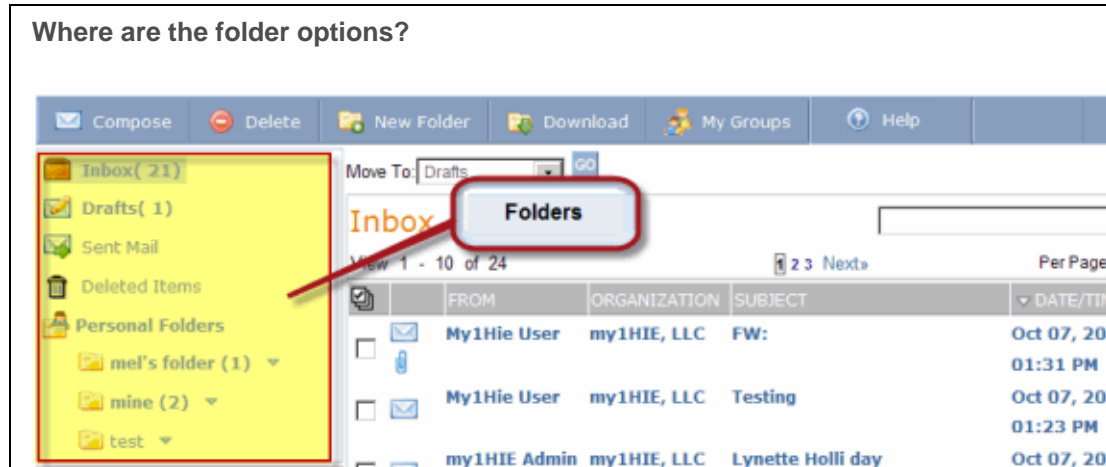
1. Navigate to a zip file of HTML messages you previously saved by performing Downloading Messages.
2. Unzip the file into a folder of your choice.
3. Double-click the unzipped **index.htm** file to read the messages in your web browser.

RESULT:

You have successfully read downloaded messages.

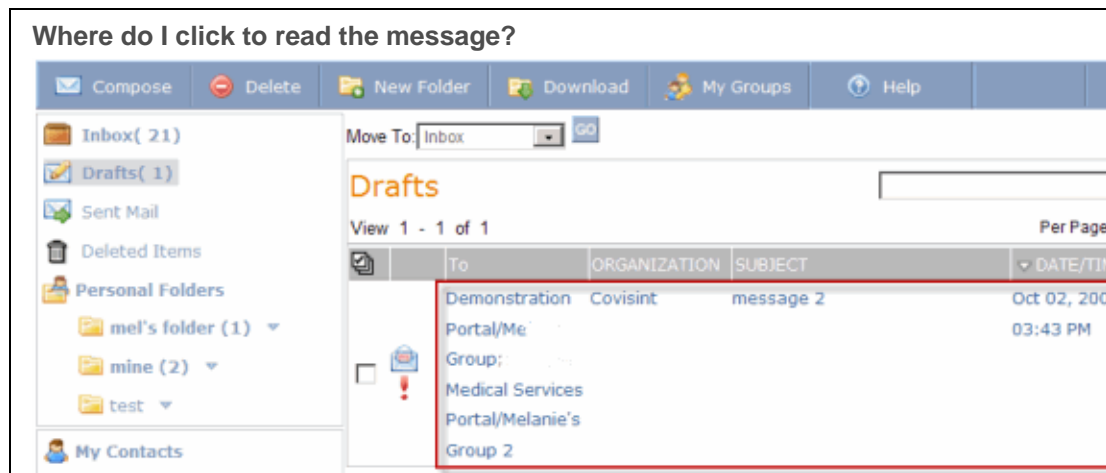
Reading Messages

1. Navigate to the **folder** of the message you wish to read.



- Inbox
- Drafts
- Sent Mail
- Deleted Items
- Personal Folders

2. Open the message by **clicking any text** in a column of the message.



RESULT:

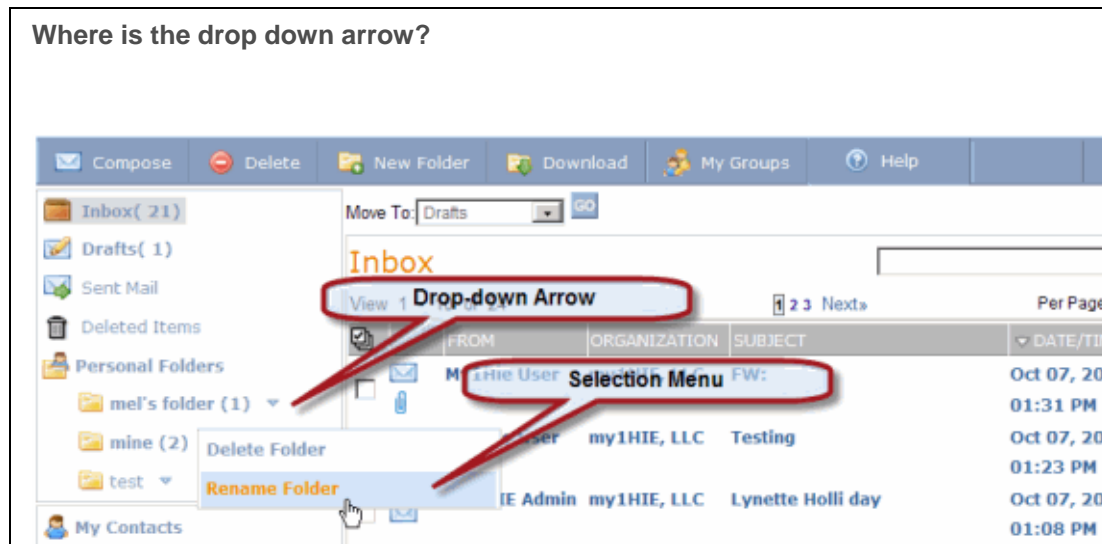
You have successfully read a message. For other message operations you can perform, refer to Managing Messages.

Renaming Personal Folders

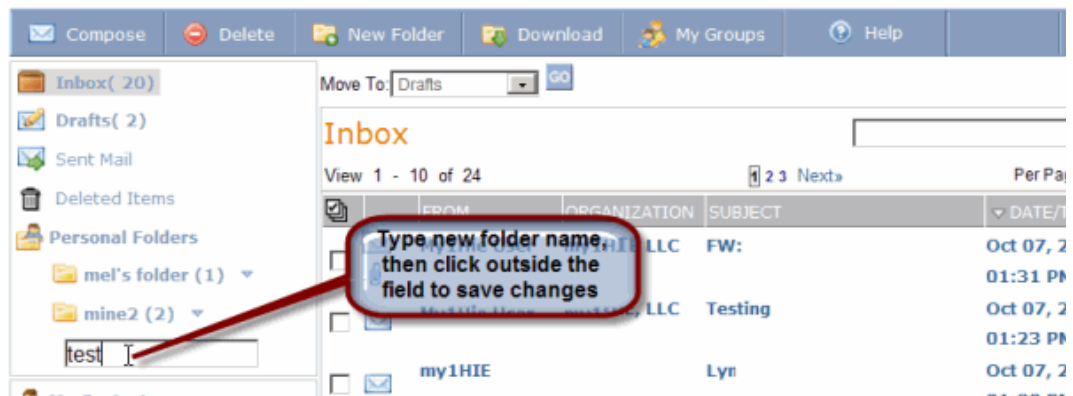


You can rename only your personal folders.

1. Click the **drop down arrow** at the far right of the folder name. A menu displays.



2. Click **Rename folder**.
3. Type the **new name of the folder**.



4. Click anywhere on the screen to save the name change.

RESULT:

You have successfully renamed a personal folder.

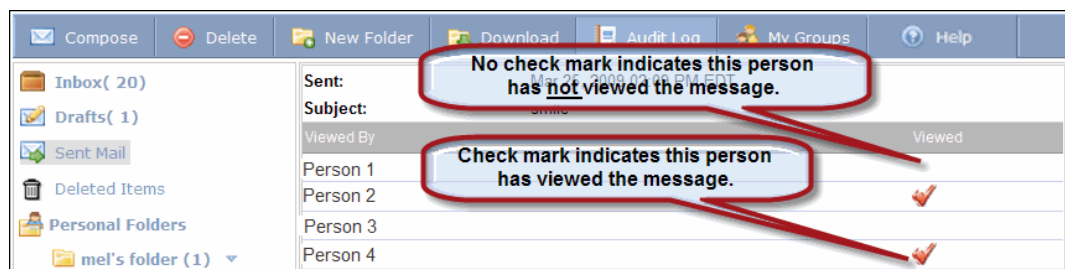
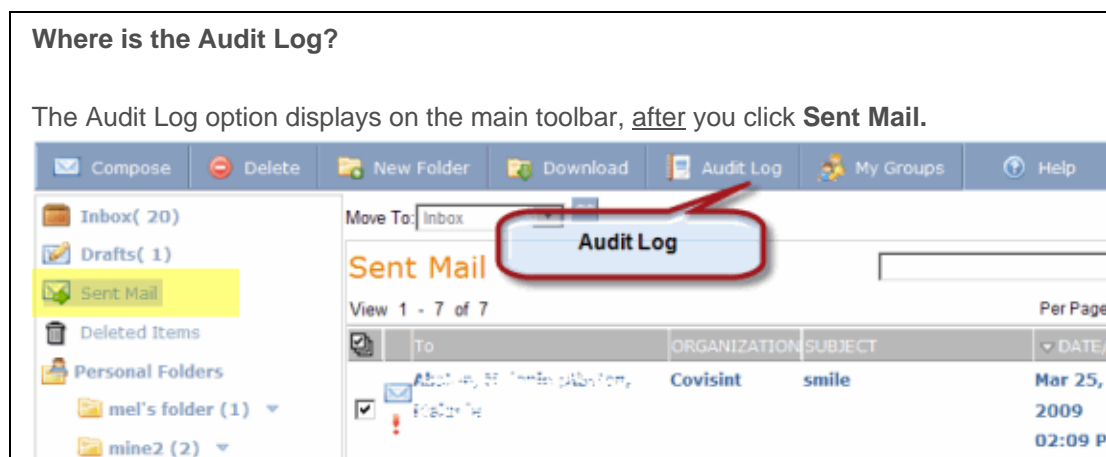
Replying to Messages

See Managing Messages

Viewing the "Message Viewed" Audit Log

You can determine if users have viewed a sent message.

1. Navigate to the **Sent** folder in the Message Center.
2. Select the check box of each sent message you want to audit.
3. Click **Audit Log**. The audit log displays. An audit log section displays for each message you selected at step 2. Each section displays:
 - the date on which you sent the message
 - the message subject,
 - a list of message recipients
 - a check mark in the *Viewed* column for recipients who have viewed the message



4. To exit the log, click a folder in the left column.

RESULT:

You have successfully viewed the "Messages Viewed" audit log.