Support and Help Site – EMDESK
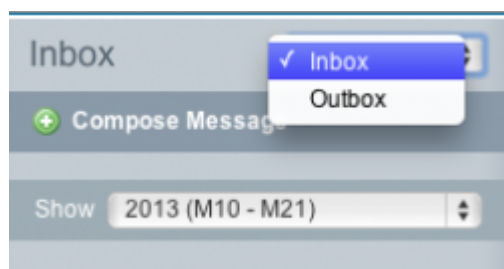
Email Messages

From the *Email* section accessible through *Collaboration* on the bottom left of every screen, you are able to send, view and receive messages to/from other *Project Users, Groups* or *External Contacts*.

Read and Manage Your Messages

On the left side panel of the message system you can view all the   messages received in the *Inbox*. Select from the drop-down menu *Outbox* if you wish to view the sent messages. Use the drop-down menu Show to   filter according to the month received or sent. Finally, to read a message,   please click on a message in the message list from the left side panel.   The message details will appear in the main area.

Send/Reply to a Message

To **reply** to a message click on [Answer]. The reply message form New Message will appear containing the received sent message text and the sender's name as the recipient. You can change the subject, type in the message and add further recipients (users, groups or external contracts) by using the drop-down menu *Recipients* and clicking [Add Recipient]. Delete a recipient by simply clicking 🔴.

Optionally, you are able to attach a document from your desktop to the message. The attached document is saved in the *Document Manager*.

To **submit** the message, click the [Send message] button and all selected recipients will receive the message by email in their EMDESK Inbox and a notification about a new message on their myEMDESK Desktop. To **cancel** the procedure, click on [Close new Message Form]. This same process can be used to send a new message but instead of selecting Answer, go to the left side panel and click [Compose Message]. To **forward** the message click [Forward] and click [Delete Message] to **delete**.
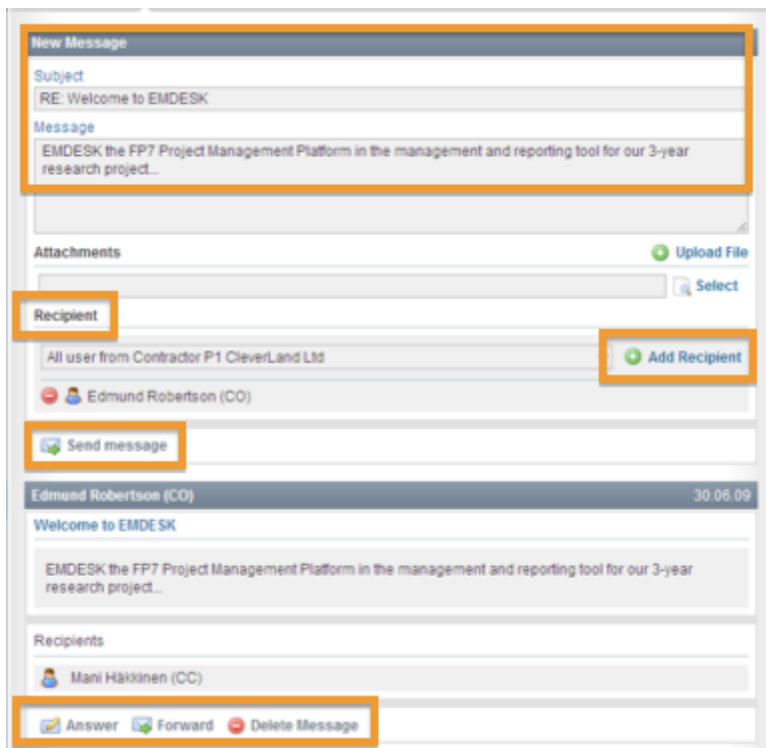
For additional information on managing mailing lists in EMDESK please check also the article on Groups

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