Send, Reply To, or Acknowledge an Instant Message

Last Modified on 03/30/2022 3:57 pm EDT

Version 14.19

> **Path: Main Navigation Panel > Instant**

About

Instant Messages (IMs) in OP are used to communicate with other Practice staff for the purpose of sending quick memos or updates. These messages are not saved or tracked in OP's Audit Trail and therefore should never be used to document patient information. Once deleted, IMs cannot be recovered.

> **User Permission**: In order to use the Instant Message functionality, you must have the permission **Instant_Message_Allow**.

Send an IM

1. Navigate to the IM window by following the path above.
2. Click the **New IM** button.
3. Click the **To** drop-down, and select the recipient of the IM.
4. Enter your message in the text field.
5. Click the **Send** button.

Reply To or Acknowledge an IM

When a new, unread IM is received, a badge is displayed in the Main Navigation panel.

1. Navigate to the IM window by following the path above.
2. Proceed with one of the two following options:

- **Reply**: Click the **Reply** button, enter your response in the Send IM window, and click the Send button.
- **Acknowledge**: Click the **Ack** button. The IM is deleted and the sender receives a message indicating the original IM was acknowledged.
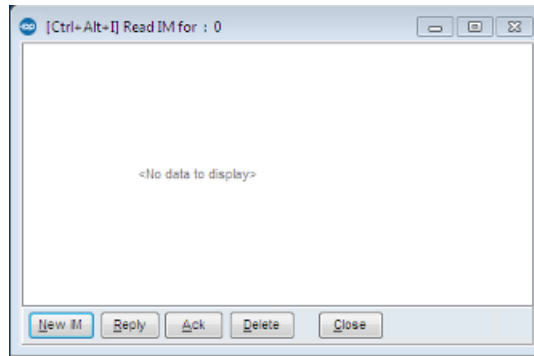
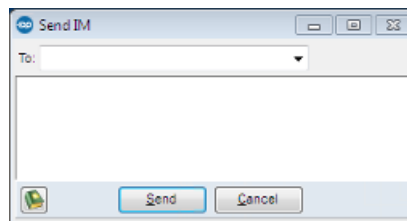Version 14.10

To send an Instant Message:

> ⚠ **Note**: Instant messages are not saved or tracked in the audit trail. Once the instant message is deleted, it cannot be recovered.

1. Click the 📭 smart button in the task bar. The 'Read IM' page will open.
2. Click the **New IM** button.

3. Send IM text box will open.

4. Click the **To** dropdown. The Staff Name Lookup table will open.
5. Click the name of the recipient in the list to select.
6. Enter your message, then click the **Send** button.