

We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

Why are there badges displayed under the messaging group on the main navigation panel?

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In the **Messaging** group on the Main Navigation Panel, blue badges are a visual indication of outstanding messages that need attention. The badge turns red if a phone (internal) message is marked as urgent.

- **Phone:** Unread Phone (Internal) Messages.
- **Portal:** Unread Portal Messages.
- **External:** Unread External (Direct) Messages.
- **Need Action:** Messages that are marked as Need Action. This badge is always red if it is present.
- **Instant:** An unread Instant Message.

Note: Instant Messages are *not* tied to a patient chart and therefore should not be used as a means of documentation regarding a patient.