

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Main Navigation Panel: Message Badges

Last Modified on 02/14/2020 2:42 pm EST

Version 20.0

Overview

Badges in the Main Navigation Panel (also known as the Alert Bar) represent the number of outstanding items to the specific areas in OP. They are visible based on the permissions of the user. In general, badges update every two minutes. If an updated badge count is needed before the automatic refresh occurs, the user can right-click in the Navigation Panel and click **Refresh Badges**.

All logged-in users should see messages that apply directly to them. The counting behavior on the Alert Bar directly correlates with the counts on the mailbox tabs of the Message Center when Scope = "Me." The counts on the alert bar include EFR messages, regardless of whether you have memorized "Include confidential" as enabled. To see this Group in the Main Nav Panel, you need to have the following permissions: **Messaging_View** or **Instant_Messaging_Allow**. Badges in the Messages Group are calculated based on the logic below.

Note: The logic below states how badges are calculated and should *not* assume there is not other outstanding work outside of the parameters of the badges. Once the Message Center is accessed by clicking the items in the Messages group, the scope at the top of the window may be changed. Changing of the scope is useful and necessary in situations such as covering another user's messages.

Phone

The number of unread messages sent to the logged in user. The badge will be red if at least one of

the unread messages is urgent or if there are any messages in the Need Action tab. To view this item in the Main Nav Panel, you need to have the **Messaging_View** permission.

Portal

The number of unread messages sent from the patient portal to the logged-in user. To view this item in the Main Nav Panel, you need to have the **Messaging_View** permission.

External

The number of unread direct messages sent to the logged-in user. To view this item in the Main Nav Panel, you need to have the **Messaging_View** permission.

Need Action

The number of messages that the user has flagged as requiring further action be taken. This badge is displayed in **red**. To view this item in the Main Nav Panel, you need to have the **Messaging_View** permission.

Instant

The number of unread instant messages is always indicated in **red**. To view this item in the Main Nav Panel, you need to have the **Instant_Messaging_Allow** permission. If users have difficulty seeing IMs, we recommend the user move the Instant Messages to the top of the Message Group.
