Respond to a Message

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Version 20.10

Path: Main Navigation Panel > Messages group > Phone

Overview

Below, you will learn how to respond to a Message in OP. The workflow to follow differs slightly if the Message that you received was marked as Action Required by the sender. Messages that require action are displayed in **bold** in the Message Center.

Respond to a Message That Does Not Require Action

1. Navigate to the Unread Phone tab of the Message Center by following the path above.
2. Select the Message to respond to, and click the **Reply or Reply All** button. The Message Response window is displayed.
3. If necessary, edit the fields in the top panel of the window.
4. Confirm the recipient(s) listed in the To: field for the Message response. Remove recipients, if needed, by clicking the **Remove Recipient** button 👤 .
5. In the Response field, enter the **response** to the Message.
6. Confirm the **Mark message read** checkbox is selected. This moves the original Message from your Unread Phone tab to the Read tab in the Message Center. If the Message was sent to other recipients, selecting this option will leave the Message in the Unread Phone tab of the other recipients.
7. Click the **Send** button to send your response.

Respond to a Message Marked as Action Required

1. Complete steps 1-6 in the section above.
2. Select from the following options to determine how the Message will be handled:

- **Further action required by me**: This moves the Message to the Need Action tab of your Message Center for you to complete or follow-up on at a later time. If the Message was sent to other recipients, selecting this option will leave the Message in the Unread Phone tab of the other recipients.
- **Completed: remove from my inbox** In combination with the Mark message read checkbox, this option moves the Message to your Read tab. If the Message was sent to other recipients, selecting this option will leave the Message in the Unread Phone tab of the other recipients.
- **Completed: remove from all inboxes** This option is only displayed when the Message was sent to multiple recipients. In combination with the Mark message read checkbox, this option moves the Message to your Read tab and also removes the Message from the Unread Phone tab of the other recipients.

3. Click the **Send** button to send your response.