

### VIEW MESSAGE

The messaging function in the Alberta Vaccine Inventory (AVI) system facilitates basic communication from organization-level AVI users to other organizations or facilities.

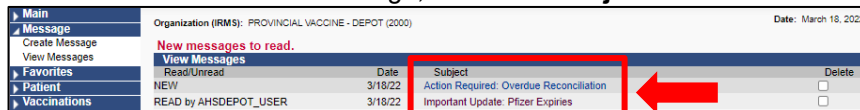
This feature is not meant to replace communication that elicits a response and is not mandatory to use. To view AVI message(s):

- Using the **Navigation Menu**, click on **Messages** and then **View Messages**.
  - If there are new or unread messages for the facility or organization, a notification will display on the top of every page until it is read.
  - AVI messages are shared and specific to the facility or organization. Any user who logs into the facility or organization shares the same "message inbox".
  - Opening, or reading, a message will remove the new message notification for all subsequent users accessing the facility or organization.



- This will bring you to the **View Messages** screen and display all available messages for the facility or organization you are currently logged under.
  - For each message, it will indicate if it was been **Read or Unread**, the **Date** it was sent, the **Subject**, and an option to **Delete** selected message.

- To view the contents of a message, select the **Subject**.

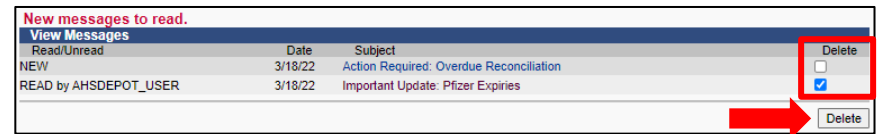


### DELETE MESSAGE

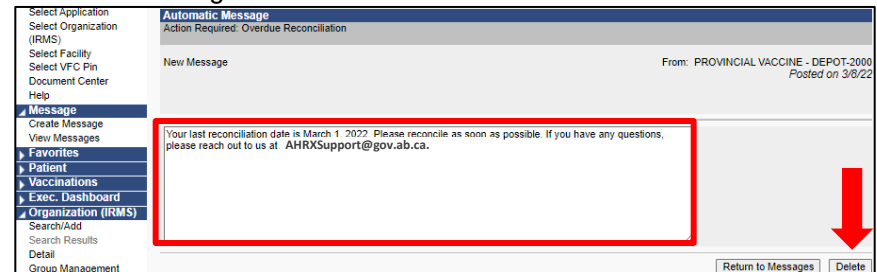
There are two ways to delete AVI message(s):

- Always ensure that there is no value to retaining a message before deleting since the message will delete for all users. There is no way to retrieve deleted messages.

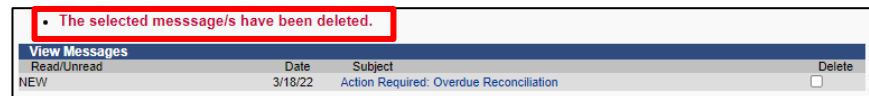
- To delete multiple messages at once**, check the messages you would like to delete on the **View Messages** screen. Then select the **Delete** button.



- To view a message first before deleting it**, click into the message by selecting the **Subject**. After reviewing the message contents, select the **Delete** button to permanently remove the message for all users that might access that facility or organization. Click the **Return to Messages** button if you want to retain the message.



- A confirmation will display at the top of the page when a message is deleted.



**Note:** A message is changed to "read" when it is selected/viewed and it will display the user account that opened it first.