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Workspace Desktop Edition User's Guide

Receive Business And System Messages

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 - [1.1 Receiving and Viewing Messages](#)

Interaction Workspace provides functionality that enables you to receive, preview, and view messages that are directed to you, your group, or your role. This lesson contains the following section:

- **Receiving and Viewing Messages**

Receiving and Viewing Messages

Messages are displayed to you in three interfaces:

- The My Messages interactive notification
- The My Messages window
- The My Messages area in the Main Window

Lesson: Receiving and viewing messages on your desktop by using the Main Window

Purpose:

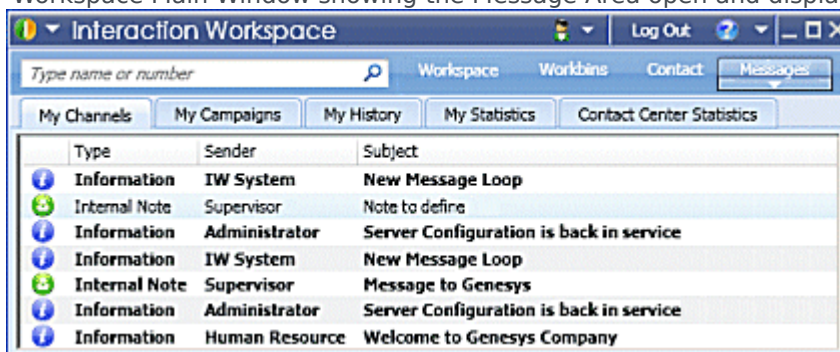
- To receive messages of varying importance that are directed to you, your group, or your role by your supervisor or administrator.

Prerequisites

- You are configured to receive broadcast messages.
- You are logged in to Interaction Workspace (see [Lesson: Logging in to Interaction Workspace](#)).
- You are using the Main Window view, not the Gadget.

Start

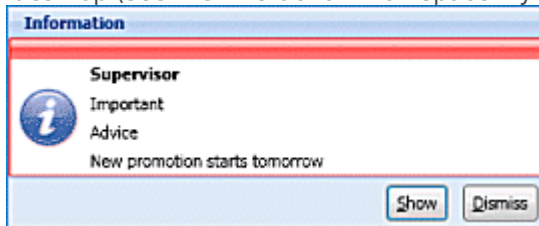
1. In the Main Window view, click the Messages button to view any system or business messages that you might already have received. The messages are displayed in a scrolling list with the most recent message at the top. Messages that are displayed in bold have not been read (see the Interaction Workspace Main Window showing the Message Area open and displaying current messages figure).



Interaction Workspace Main Window showing the Message Area open and displaying current

messages

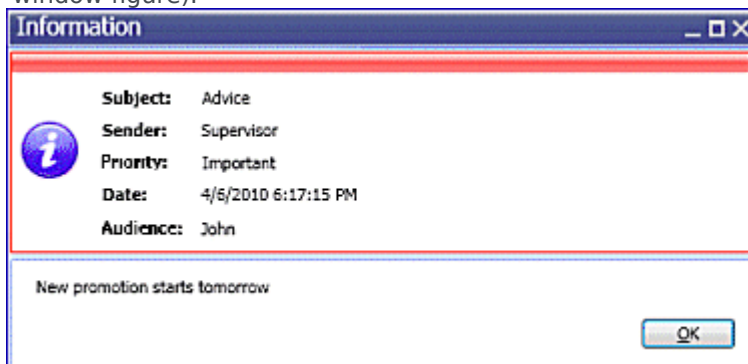
2. To read a message that is displayed in the Message Area, do one of the following:
 - Hover your mouse pointer over the message to view a pop-up that displays the content of the message.
 - Double-click the message to open the My Messages window.
3. If a new message is directed to you, the My Message interactive notification is displayed on your desktop (see the Interaction Workspace My Messages interactive notification figure).



Interaction Workspace My Messages interactive notification

Do one of the following:

- Click Show--Displays the Message window. The message is also displayed in the Messages Area of the Main Window. The message is marked as Read.
 - Click Dismiss--Closes the interactive notification. The message is displayed in the Messages Area of the Main Window. The message is marked as Unread (displayed in bold in the Message Area).
 - Do nothing--The interactive notification is dismissed automatically after a time interval that is defined by your system administrator; the message is displayed in the Messages Area of the Main Window. The message is marked as Unread (appears in boldface in the Message Area).
4. If you clicked Show, the Message window is displayed (see the Interaction Workspace Business Message window figure).



Interaction Workspace Business Message window

The Message window contains the full content of a message that has been directed to you, your group, or your role. As well as displaying the content of the message, the Message window might contain the following information:

- **Message Type**--This information might be conveyed by text, the title bar, and/or an icon.
- **Subject**--Information about the content of the message.
- **Sender**--The identity of the sender of the message.
- **Priority**--This information might be conveyed by text and/or by the color of the border that surrounds the information about the message.
- **Date**--The date and time that the message was sent.

- **Audience**--The target audience of the message.
- Other data that is defined by your administrator.

Click OK to close the Message window.

5. If you clicked Dismiss, or if you allowed the interactive notification to time-out by not clicking either button, the Message window is not displayed. To view the contents of the message, you must open the Message Area in the Main Window (see the Interaction Workspace Main Window showing the Message Area open and displaying current messages figure).

End

Lesson: Receiving and viewing messages on your desktop by using the Gadget

Purpose:

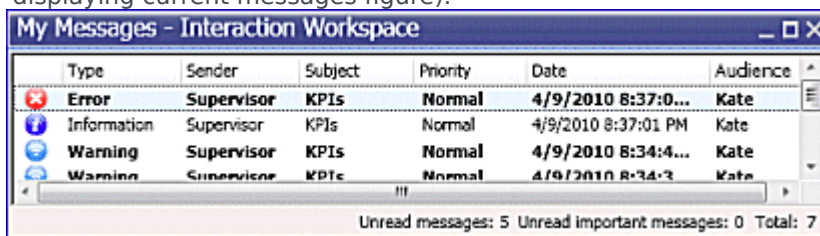
- To receive messages of varying importance that are directed to you, your group, or your role by your supervisor or administrator.

Prerequisites

- You are configured to receive broadcast messages.
- You are logged in to Interaction Workspace (see [Lesson: Logging in to Interaction Workspace](#)).
- You are using the Gadget, not the Main Window view.

Start

1. In the Gadget, select My Messages from the Gadget Main Menu. The messages are displayed in the My Messages view. This view contains a scrolling list, with the most recent message at the top. Messages in that are displayed in bold have not been read (see the Interaction Workspace My Messages window displaying current messages figure).



Interaction Workspace My Messages window displaying current messages

2. To read a message that is displayed in the My Messages view, do one of the following:
 - Hover your mouse pointer over the message to view a pop-up that displays the content of the message.
 - Double-click the message to open the Message window.
3. If a new message is directed to you, the My Message interactive notification is displayed on your desktop (see the Interaction Workspace My Messages interactive notification figure). Do one of the following:
 - Click Show--Displays the Message window. The message is also displayed in the My Messages tab of the Main Window. The message is marked as Read.

- Click **Dismiss**--Closes the interactive notification. The message is displayed in the My Messages window if it is open. The message is marked as Unread (appears in boldface in the Message Area).
 - Do nothing--The interactive notification is dismissed automatically after a time interval that is defined by your system administrator; the message is displayed in the My Messages window if it is open. The message is marked as Unread (appears in boldface in the Message Area).
4. If you clicked **Show**, the Message window is displayed (see the Interaction Workspace Business Message window figure). The Message window contains the full content of a business message that has been directed to you, your group, or your role. As well as displaying the content of the message, the Message window might contain the following information:
- **Message Type**--This information might be conveyed by text, the title bar, and/or an icon.
 - **Subject**--Information about the content of the message.
 - **Sender**--The identity of the sender of the message.
 - **Priority**--This information might be conveyed by text and/or by the color of the border that surrounds the information about the message.
 - **Date**--The date and time that the message was sent.
 - **Audience**--The target audience of the message.
 - Other data that is defined by your administrator.
- Click OK to close the Message window.
5. If you clicked **Dismiss**, or if you allowed the interaction notification to time-out by not clicking either button, the Message window is not displayed. To view the contents of the message, you must select My Messages from the Gadget Main Menu to display the My Messages window (see the Interaction Workspace My Messages interactive notification figure).

End