Link to article: https://discover.claromentis.com/knowledgebase/articles/395/intranet-inbox



The Communication application allows users to send messages internally as well as receive system notifications from other applications.

Communication Inbox explained

Head to Applications > Communication

On the left of the inbox, each tab stores either messages or notifications.

Messages are those sent from other individual users or groups:

clarom	entis			R ## 4 [°] & C
Home Company 🗸	Department 🗸 Dashboards 🗸 I	Form Examples 🛩 Learning Projects	Book a Demo	
Communication	Communication > Mes	ages		• •
D Messages	• •			Any word ~ Q Reset
A Notifications	From		Message Preview	Date
	- 🥵 Alan	Metcalfe, Anne Wilkins and 4 more	Hey all,	19-06-2024 15:03
	🗆 🧃 👰 Abig	il Clark, Alan Metcalfe and 5 more	Thank you all for your hard work yesterday, as dis	19-05-2020 16:04
	🗆 🔅 🕵 Aust	Glover, Frank Simpson and 3 more	No, people will only be able to search through con	19-05-2020 15:14
	O 🕂 🐣 Abig	il Clark, Alison Kelly and 6 more	No problem, thanks for letting us know Piers!	01-05-2019 15:10

They can be archived using the icon for this, and searched for keywords:

Communication	Communication	> Messages			c	•
💭 Messages	T .				Any word ~ Q	Reset
Notifical Archive Selected Archive All	rom		Message Preview		Date	
Archive All	10 0	Alan Metcalfe, Anne Wilkins and 4 more	Hey all.		19-06-2024 1	5:03
	• (?	Abigail Clark, Alan Metcalfe and 5 more	Thank you all for your h	ard work yesterday, as dis	19-05-2020 10	6:04
	- <u>(</u>	Austin Glover, Frank Simpson and 3 more	No, people will only be	able to search through con	19-05-2020 1	5:14
	- 42	Abigail Clark, Alison Kelly and 6 more	No problem, thanks for	letting us know Piers!	01-05-2019 1	5:10

Notifications are those sent from the system and as set in a user's preferences.

claroment	is	Q What are you looking for?	🗑 1526 (P) 🗍	III Q [°] & 🧿
Home Company V Departm	ent ✓ Dashboards ✓ E-Form Examples ✓ Les	arning Projects Book a Demo		
Communication	Communication > Notifications			•
C Messages	S .	All types ~	Any w	ord - Q Reset
A Notifications	Date Received Subject		Application	From
	18-06-2024 14:56 Barclay Martin said	d Thank you to you	Thank You	Barclay Martin
	18-06-2024 14:53 Congratulationsl Yes	fou've earned a new badge!	Badges	Barclay Martin
	18-06-2024 14:53 Congratulationsl Ye	fou've earned a new badge!	Badges	Barclay Martin
	18-06-2024 08:00 Reminder to comp	plete test1 from Learning Management System (LMS)	E-Learning	System message
	□ 17-06-2024 08:00 Reminder to comp	plete test1 from Learning Management System (LMS)	E-Learning	System message

They can be changed to all 'read' or deleted using the icons for this, and there is also a keyword search here:

Communication	iommunication > Notifications		• (
💭 Messages	🖾 🔹 🗊 🔹 All types	s v An	y word ~ Q Rese
Notifice Mark selected as r Mark all as read	d ne Delete selected	Application	From
Plank are as read	0-00-zoze 14:00 Dencey mercers a d Thank you to you	Thank You	Barclay Martin
	18-06-2024 14:53 Congratulations! You've earned a new badge!	Bedges	Barclay Martin
	18-06-2024 14:53 Congratulations! You've earned a new badge!	Badges	Barclay Martin
	18-06-2024 08:00 Reminder to complete test1 from Learning Manage	ement System (LMS) E-Learning	System message
	17-06-2024 08:00 Reminder to complete test1 from Learning Manag	ement System (LMS) E-Learning	System message

Compose a message from either area using the icon:

Communication	Communication > Messages			
Messages	*		Any word V	
Q Notifications	From	Message Preview	Date	
	Alan Metcalfe, Anne Wilkins and 4 more	Hey all,	19-06-2024 15:03	
	G Abigail Clark, Alan Metcalfe and 5 more	Thank you all for your hard work yesterday, as dis	19-05-2020 16:04	
	0.0			

Click the three dots to access notification preferences.

Communication	Comm	unication	Messages		0
Messages	1 ·			Notification Preferences S Communication - Admin	
Q Notifications		From		Message Preview	Lave
		30	Alan Metcalfe, Anne Wilkins and 4 more	Hey all,	19-06-2024 15:03
	0	19	Abigail Clark, Alan Metcalfe and 5 more	Thank you all for your hard work yesterday, as dis	19-05-2020 16:04

The In-system messenger

When browsing the Intranet, the in-system messenger bell icon will appear in the top bar (unless removed by an administrator from appearing via the Design panel)

This allows users to visually see if a new in-system notification has been received through the red bubble and perform other actions without having to navigate to Applications > Communication:



A new message can be composed, others checked and marked as read, as well as preferences accessed.