

Manage the WebEOC Inbox

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You can manage the notifications that you receive in the WebEOC Inbox. Actions that you can perform include viewing notifications, responding to notifications (polls), forwarding notifications, and archiving notifications.

To manage the WebEOC Inbox

1. To open the WebEOC Inbox, click the **Inbox** icon.




2. In the Inbox, perform any of these actions:

If you want to...	Then...
View a new notification	<p>New notifications are indicated by a red number displayed on the Inbox icon .</p> <p>In the Inbox, they appear in a bold font.</p> <p>In the Active tab, click the notification that appears in a bold font. The message details appear in the right panel.</p> <p>Tip: If the Inbox is open and you do not see the notification, click the refresh icon .</p>
Mark all notifications as read	<ol style="list-style-type: none">1. In either the Active tab or the Archive tab, click Mark All As Read.2. Confirm the action. The bold font is removed from the notifications. <p>Note: The Active tab and the Archive tab operate independently for this feature. That is, if you want to mark all notifications as read in both tabs, perform this procedure in each tab.</p>
Reply to a notification	<p>Replying to a notification involves either of the following actions:</p> <ul style="list-style-type: none">• Reply to a poll. See <i>Respond to a notification poll</i>.• Forward a notification. See <i>Forward a notification</i>. <p>Note: You cannot reply directly to a notification.</p>

Helpful Links

- [Juvare.com](#)
- [Juvare Support Center](#)
- [Juvare Training Center](#)
- [Community Resources](#)

Respond to a notification poll	<ol style="list-style-type: none"> 1. In the Active tab, click the notification that appears in a bold font. The message and its details appear in the right panel. 2. In the panel under <i>Response</i>, select your response. <p>Message Body</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>The New Regulations meeting will be held on December 14th. Are you planning to attend?</p> </div> <p>Response</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Tentative</p> <p><input type="button" value="SUBMIT"/></p> <ol style="list-style-type: none"> 3. Click Submit. The response is sent.
Forward a notification	<p>Note: You can only forward notifications from the Active tab. To forward a notification from the Archive tab, move the notification to the Archive tab. See <i>Move an archived notification back to the Archive tab</i>.</p> <ol style="list-style-type: none"> 1. In the Active tab, click the notification you want to forward. 2. In the panel, click the ellipses. 3. Select Forward. 4. Add recipients and modify any fields, as needed. See Create and Send Ad-Hoc Notifications. 5. Click Review and Send.
Archive a notification	<p>You cannot delete notifications; however, you can archive them. Archived notifications are saved indefinitely.</p> <ol style="list-style-type: none"> 1. In the Active tab, select the checkbox preceding the notification you want to archive. The Archive button appears under the Archived tab. 2. Click Archive, and then confirm the action. The notification moves to the Archived tab. <p>Tip: If you do not see the notification, click the refresh icon  .</p>
Move an archived notification back to the Active tab	<ol style="list-style-type: none"> 1. In the Archived tab, select the checkbox preceding the notification you want to move back to the Active tab. The Restore button appears under the Archived tab. 2. Click Restore, and then confirm the action. The notification moves back to the Active tab.