

# SWIM – Access to Care

## Send and Review Messages

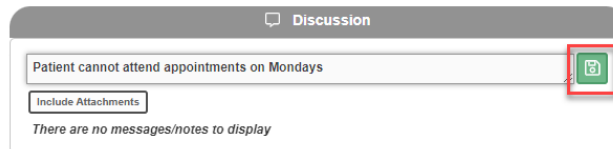
### Quick Reference Guide

Share messages or add notes on a record

#### Add/Review messages

##### 1. Create a message

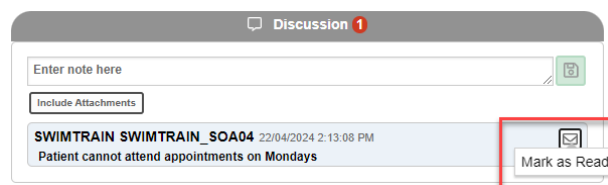
- Open a record and scroll to the **Discussion** area, located at the bottom of the record
- Enter the desired text in the **Enter note here** textbox
- Click the green save button



By default, messages/notes will be automatically **Marked as Read**


##### 2. Mark message as unread /read

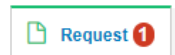
- On the desired message, click the envelope to **Mark as Unread** or **Mark as Read**



**Unread messages are highlighted blue**

##### 3. Find new messages

- If a record has an unread message
  - a red envelope will display on the list under **Status** and **Unread Messages** columns 
  - a red 1 will be displayed when the record is open



- Find all records with unread messages by clicking on the **Unread Messages** bucket on the Dashboard

