**Chapter 9**

# Inbox

The **Inbox** tab contains all of the secure messages sent to and received from organizations that are connected to your universal healthcare record account.

The number of new messages in the **Inbox** tab is displayed on the **Inbox** tab.

Common options, such as **Forward** and **Reply**, are available, but the provider that you want to forward messages to, or who you want to reply to, must have these options enabled. You can also add attachments to email messages, print, move, and delete messages.

If your provider has enabled the eVisit feature, you can request an eVisit from the **Inbox** tab by clicking **eVisit**.

The default folders in the **Inbox** tab are **Inbox**, **Sent**, **Outbox**, and **Trash** folders. You can create folders, nest multiple folders, and edit existing folders.

Messages are sent to the **Outbox** after you click **Send**. Your initiated message is displayed in **Outbox** until the message is delivered. Then the message is moved to **Sent**. If the message fails, the patient portal attempts to resend it for 24 hours. If the message is still unsuccessful, the message is removed from **Outbox** and you will receive a Message Delivery Failure message in your Inbox informing you of the problem. You can then send a new message or contact your provider through a different method.

## Compose email messages

Create and send email messages to communicate with your healthcare provider.

> **Important**:  If your healthcare organization has enabled attachments, you can send your provider attachments, such as forms. Forms cannot be changed after they are emailed to providers. If you are sending a form to a provider, a window opens with the message `You will not be able to make changes to this form after sending to your Provider. Are you sure you want to send?` after you click **Send**.

1. From the patient portal **Home** tab, click the **Inbox** tab.
   **Inbox** opens.

2. Click **Compose**.

**Emergency Message Disclaimer** opens.

This disclaimer opens each time you create a new message. If you want to turn off the disclaimer, select **Do not show this message again**. Or, you can turn off all message disclaimers in **My Account > Preferences > Display Preferences** and clear **Display message disclaimer**.

3. Click **OK**.
   **Compose Email** opens.

4. For **To**, enter the email recipient.

5. For **Subject**, enter the reason for your email message.

6. (Optional) Add an attachment.

   > **Note:** You can add attachments only if your healthcare organization has this feature enabled. The **Attachments** box is not displayed if your healthcare organization does not support attachments.

   a) Click **Click here to attach a file** in **Attachments**.

   b) Browse for the file that you want to attach.

   c) Select the file.
      You can add up to 5 files, up to 25MB per file. You can upload JPG, JPEG and PNG file types.

      The file that you selected is displayed in the **Attachments**.

      If you want to remove the attachment, click the delete icon on the attachment image.

7. Click **Send**.
   If you are emailing a form, a window opens to inform you that you cannot change the form after it is emailed. Click **Send**.

   **Message** opens with **Email Sent** displayed.

8. Click **OK**.

# Create and edit Inbox folders

1. Click the **Inbox** tab.
   The **Inbox** tab is displayed.

2. Click **Add Folder**.
   **Create New Folder** opens.

3. Enter the name of the folder in **What would you like to name this folder**.

4. Click **OK**.
   The new folder is listed under the **Inbox** folder on the left.

5. To edit a folder, click **Edit Folder**.
   You can delete, rename, or move the folder.

6. Select the folder that you want to edit.
   The edit icons display.

7. Click **Done**.