

# Manage Log Messages

Last Modified on 05/20/2019 1:21 pm CDT

Log messages are messages for centers that are typically for your agency's eyes only. However, you can also make these messages visible to centers, if needed.

1. Click the **Tools** menu and select **Message Center**. The Message Center window opens.
2. To create a new log message:
  - a. Click **New Message**. The New Message window opens.
  - b. In the **Message Type** section, select **Internal Log Message**.
  - c. Check the **Visible to Center** box to make this log message visible to the center(s) you select. If you check this box, this message displays the center's Log Message tab.

The screenshot shows the 'New Message' dialog box. The 'Message Type' section has 'Internal Log Message' selected. The 'Visible to Center' checkbox is unchecked. The 'To:' field contains 'Jess Center'. The 'Subject:' field is empty. The 'Attachments' section is empty. The 'Select Centers' button is to the right of the 'To:' field. The 'Attach' and 'Remove' buttons are to the right of the 'Attachments' section. The 'Category' dropdown is set to 'Notices'. The 'Save' and 'Close' buttons are at the bottom right.

- d. Click **Select Centers** and select the center(s) associated with this message. If you already have a center selected in the **Select Center** drop-down menu at the top of the application window, that center populates the **To** box by default.
- e. Click the **Subject** box and enter a subject for this message.
- f. Click **Attach** to attach a file to this message, if needed.

- g. Click the text box and enter the body of the message.
- h. Click the **Category** drop-down menu and select the category to which to assign this log message. You set up message categories in the Manage Message Categories window. For more information, see [Manage Message Categories](#) .

3. To review log messages:

- a. Click the **Log Messages** tab.

The screenshot shows the 'Message Center' application window. At the top, there are date pickers for 'Start Date' (4/20/2019) and 'End Date' (5/22/2019), a 'Refresh' button, and a 'New Message' button. Below these are four tabs: 'Inbox', 'Sent Messages', 'Log Messages' (which is selected), and 'Deleted Messages'. Under the 'Log Messages' tab, there is a 'Select' section with 'All' and 'None' buttons, and a 'Category' drop-down menu set to 'All Categories'. Below the category menu are two radio buttons: 'Show All' (selected) and 'Selected Center'. The main area of the window contains a table with the following data:

Select	Created	Center	Visible	Category	Subject
<input checked="" type="checkbox"/>	5/20/19 11:43	Jess Center	<input checked="" type="checkbox"/>	Reminders	Reminder
<input type="checkbox"/>	5/20/19 11:33	Dawn's Fury Friends	<input type="checkbox"/>	Disciplinary	Late Claims

Below the table is a large grey rectangular area. At the bottom of the window, there are buttons for 'Open', 'Delete', 'Export', and 'Close'.

- b. Click the **Category** drop-down menu and select the category by which to filter the list.
- c. Select **Show All** to view log messages for all centers, or select **Selected Center** to view log messages for the center selected in the **Select Center** drop-down menu at the top of the application window. The following information displays:
  - **Created:** This is the date and time the message was created.

- **Center:** This is the center to whom the message was directed.
  - **Visible:** A check in this box indicates that the center can also see this message.
  - **Category:** This is the category assigned to the message.
  - **Subject:** This is the message subject.
- d. Check the **Select** box next to a log message and click **Open** to view the message itself. You can also double-click the message to view. The View Message window opens.
  - e. In the View Message window, click **Print** to print the message.
  - f. Click **Previous** or **Next** to navigate through messages.
  - g. When finished, click **Close** to exit the View Message window.
4. To export log messages:
    - a. Check the **Select** box next to each message to export. You can also click **All** to select all displayed messages.
    - b. Click **Export**. The messages you select are exported to a spreadsheet file.
  5. To delete log messages:
    - a. Check the box next to the sent message to remove.
    - b. Click **Delete**. The messages are deleted and placed in the Deleted Messages tab.