## **Marking Content as Read in Bulk**

You're probably already familiar with how quickly your social media inbox can fill up in Engage. With our "Bulk Mark as Read" feature, you can quickly take care of the content that is clogging your Engage feeds. You simply decide the date up to which you'd like to mark your content as read.

## **Bulk Marking Messages as Read**

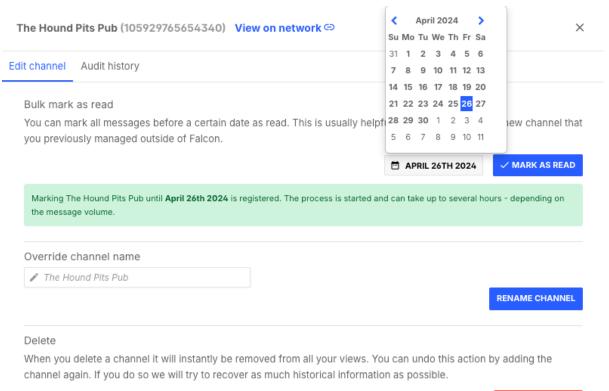
Currently, WhatsApp does not support marking as read of multiple items at once. Instead, we recommend to manually mark as read for that network. For all other supported networks, you can follow the below instructions:

- In Social Media Management's left-hand navigation sidebar, select the Settings (cog) icon > Channel admin.
- 2. In your Channels list, click on the desired channel.

## Note:

Only users with Admin and Team Lead permissions can reach the channels settings.

- 3. In the pop-up menu, select a date under the **Bulk mark as read** feature.
- 4. Click Mark as Read.



**DELETE CHANNEL** 

This process may take a few minutes, but once completed, your channel content will be marked as read up until the date you selected.

## Note:

There are some cases where due to network errors, content is mistakenly indexed in Engage far later than it is created. If this "false positive" incidence occurs and the content is indexed in Engage more than 14 days after it was created, Engage will automatically mark the content as read to avoid organizations from manually having to mark this content as read and also prevent skewed data in Team Performance reports.