

## 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:

1. 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**.

The screenshot shows the 'Bulk mark as read' feature in the WhatsApp channel settings interface. The channel name is 'The Hound Pits Pub (105929765654340)' with a 'View on network' link. The 'Edit channel' tab is active, showing the 'Bulk mark as read' section. A date picker is open, showing April 2024, with the 26th selected. Below the date picker, there is a 'MARK AS READ' button. A green notification box states: 'Marking The Hound Pits Pub until April 26th 2024 is registered. The process is started and can take up to several hours - depending on the message volume.' Below this, there is a section for 'Override channel name' with a text input field containing 'The Hound Pits Pub' and a 'RENAME CHANNEL' button. At the bottom, there is a 'Delete' section with a description and a 'DELETE CHANNEL' button.

The Hound Pits Pub (105929765654340) [View on network](#)

[Edit channel](#) [Audit history](#)

**Bulk mark as read**

You can mark all messages before a certain date as read. This is usually helpful if you previously managed outside of Falcon.

April 2024

Su Mo Tu We Th Fr Sa

31 1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 1 2 3 4

5 6 7 8 9 10 11

APRIL 26TH 2024 **MARK AS READ**

Marking The Hound Pits Pub until **April 26th 2024** is registered. The process is started and can take up to several hours - depending on the message volume.

Override channel name

**RENAME CHANNEL**

**Delete**

When you delete a channel it will instantly be removed from all your views. You can undo this action by adding the channel again. If you do so we will try to recover as much historical information as possible.

**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.