» **How do I navigate my mailbox? (Admin)**

The main Mailbox screen shows you all the messages you have sent and received. Any message in **bold** means you have not opened this message up to read yet. Orange letter icons in the category list means you have unread messages related to that category.

If you click on the message it opens to show you additional information such as who it went to and what you wrote/received.

They can also be viewed in three categories by selecting one of the options across the top of the list.
- Feedback shows the messages you have sent to users after a lesson is reviewed that they submitted. This will be empty on the admin account.
- Reminders are all messages showing any new resources you have added for users.
- Updates show any changes to coach assignments.
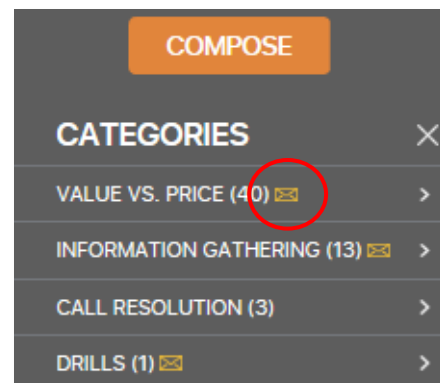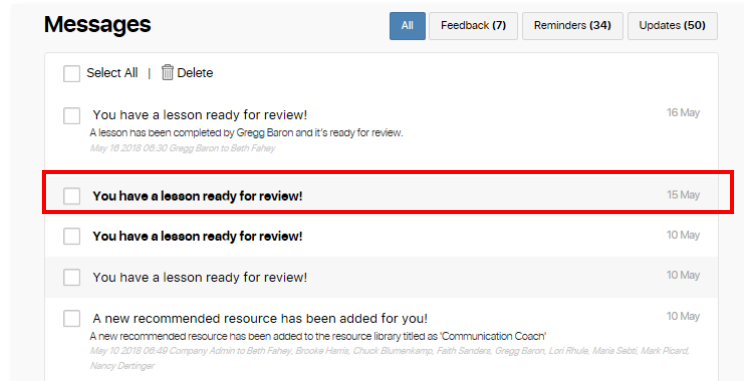
- To generate more messages and enable endless scrolling, go to the bottom of the page. More messages will generate as you scroll down to the bottom of the page. A loading icon will show up as more load.

*Important note: The browser resolution must be in 100% resolution to enable endless scrolling. To change the browser's resolution use: Control (or command for Macs) + the plus and minus buttons. "+" too zoom in and "-" to zoom out.
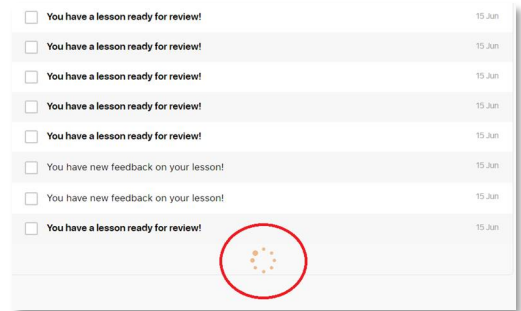
Composing a Message

You can compose a new message to any user(s) by clicking on the Compose button at the top of the Category Tree.
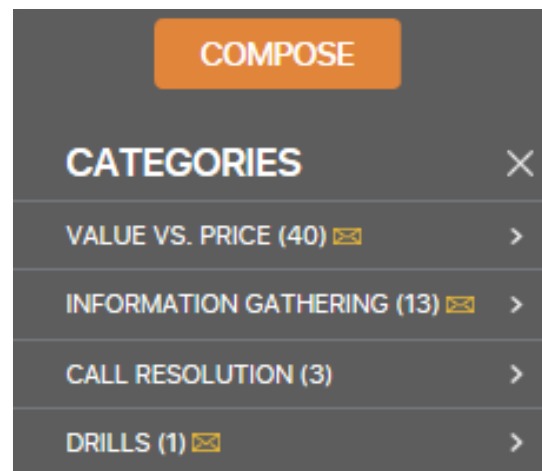
Here you can simply send a message to any or all users in Communication Coach.

- Start by selecting the user(s) to receive the message from the drop-down box in To

- Add **the Subject** and your message in the appropriate spaces

- Once complete you can **Send**, **Save as a Draft** if you'd like to come back to this later or **Discard** if you decide not to send it

- You can also delete messages by clicking the boxes and then pressing delete

- Users will receive a message in ComCoach Mail and in their email.

- Users can only respond to messages you send to them, they cannot draft a new message to send to the admin account. Coaches and Super Coaches can send new messages, however.

** On your dashboard, it will show you how many unread messages you have in the blue circle. The number goes up for each unread message. When you read messages, the count will go down.

New Message

To

Subject

Enter message

SEND   SAVE TO DRAFT   DISCARD

MAILBOX

Send a message to one or all to encourage usage, provide direction for practice sessions or issue a learning challenge to the team.

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