SUCCESS SCIENCES
Building Better Business Relationships™

» **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.

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.

**Browser must be at 100% to enable endless scrolling and to view all messages.
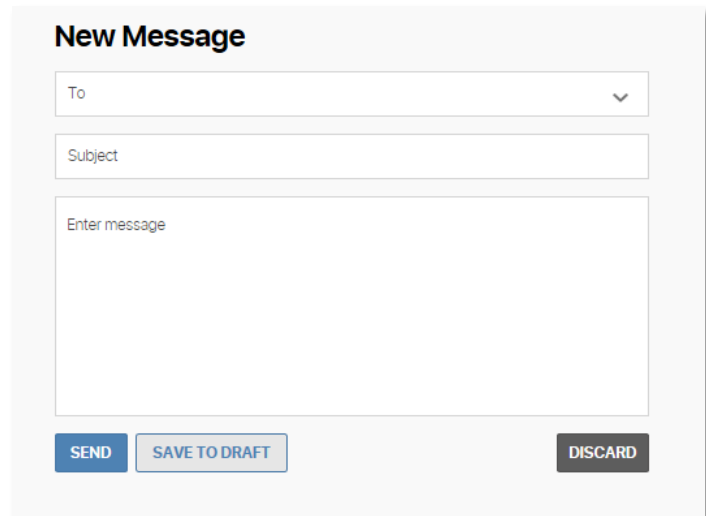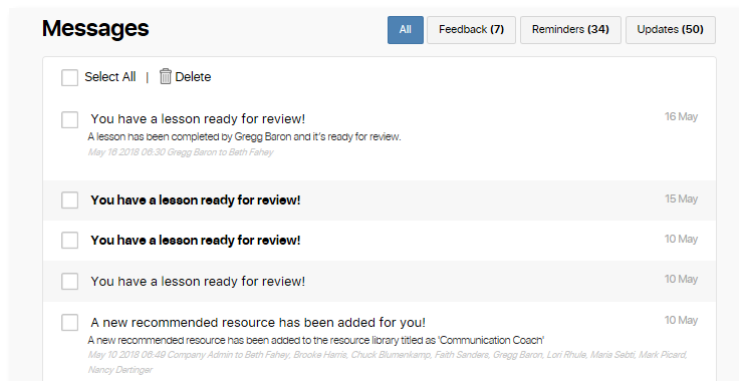

Composing a Message

You can compose a new message to any user(s) by clicking on the Compose button at the top of the **Category Tree**.
*The orange letter icons next to the categories indicate unread messages to the simulations that they are next to.

CommunicationCoach
The most powerful, soft skills, simulation system ever created
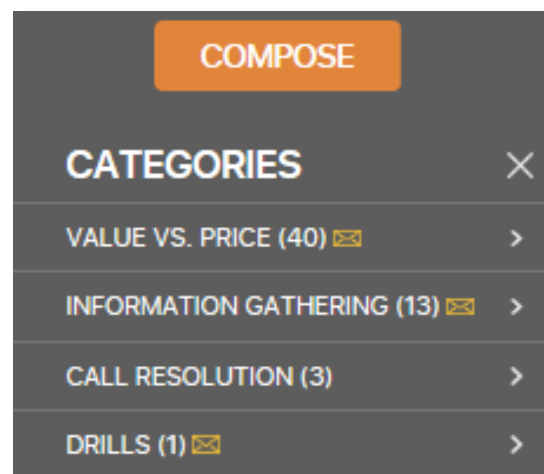
Here you can simply send a message to any or all users in Communication Coach.

- 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.

New Message

To	⌄

Subject

Enter message

SEND   SAVE TO DRAFT   DISCARD

On your dashboard, it will show 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.

MAILBOX

You've got mail! This is a place to check for additional messages, coaching, assignments and more to support you being a superstar.