Receive a Message

09/09/2025 11:47 am BST

Summary

When receiving a message, the 'Messages' icon on the main menu will turn orange and display the number of messages in your inbox.

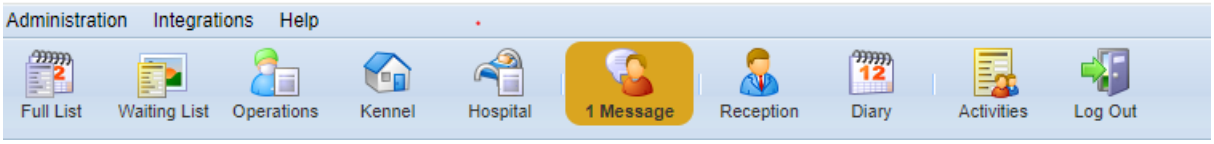
Details

Receiving a Message

When you receive a message you will receive two notifications.

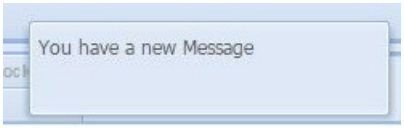
Messages Icon

The 'Messages' icon will turn orange and display how many unread messages you have waiting.



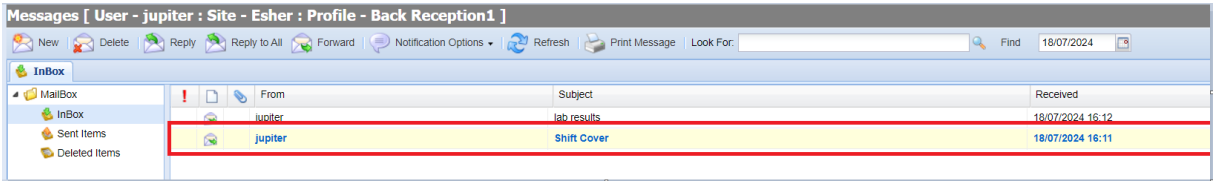
Messages notification

In the bottom right hand corner of Merlin, a notification will display.

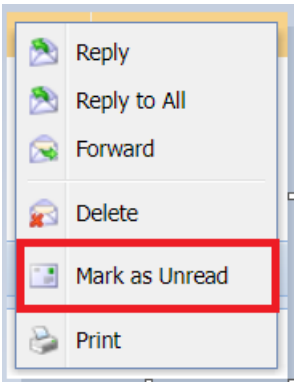


Viewing a Message

1. Select the 'Messages' icon.
2. Your Inbox will display, with your messages displayed on the right-hand side. Messages in bold are your unread messages.



3. Select the message you wish to read. Once you have selected the message, it will change from bold to standard text.
4. If you wish to remind yourself to deal with the message later, you can right click on the message and 'Mark as Unread'.



Messages are stored for 3 months by default as they are cleared on a routinely basis. This duration can be changed in Administration > Settings > GDPR by changing the setting 'Clear Internal Messages after X months'.

Message Content

If the message has a patient link or attachment, double click to navigate to the link or view the attachment.

Message Options

There are multiple options on the messages toolbar.

New = Opens a new message window.

Delete = Deletes a message (Sends to 'Deleted Items' folder).

Reply = Reply to a received message.

Reply to All = Reply to a received message from multiple users.

Forward = Forward a received message.

Notification Options = Disable/ignore message notifications for a set period (15 mins, 1 hr, 4 hrs or 24 hrs).

Refresh = Manually refreshes the messages screen.

Print Message = Prints a received message.

Look for = Used to search for a message.

Find = Filter received messages by date.