CREATING & SENDING MAIL

1. Click the ⊕ icon and select the mail type.
2. Type name(s) into recipient field(s).
3. Enter subject and message details.
4. Complete any required fields such as:
   a. Response required by date
   b. Status
   c. Discipline/Area/Location
5. Click **Attach files** to upload files.

| Actions ▾ | Save as draft | 🖨 ▾ | 📁 | Request read receipt |

| Arial ▾ | 13 px ▾ | A ▾ | B | I | U |

| 📎 Attach files ▾ | ⬇ Download all | ⬇ Download selected |
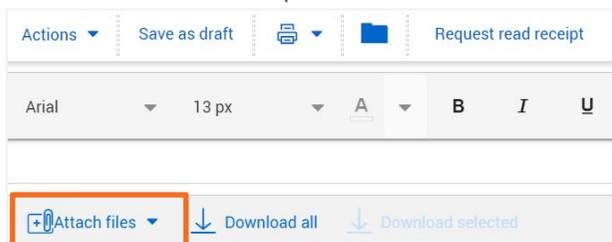
6. Click **Send**.

NEED SOME MORE HELP?

📖 Learn more in our Knowledge Library
learn.ineight.com

🖱 Take a course at InEight U
university.ineight.com

RESPONDING TO MAIL

1. Access new mail via the notification email, Dashboard or Inbox.
2. Double click to open mail from Inbox.
3. Select the **attachments** tab to download any attachments.

| DETAILS | ATTACHMENTS | LINKS |

4. Click **Reply/Reply all/Forward** and Mail Type.
5. Enter message and click **Send**.

UPDATING MAIL STATUS

From the Mail Register:

1. Select the mail item/s.
2. Click **Actions ▶** then **Change Status To** and select the new status.

Actions ▾	⊕ ▾	Reply ▾	Reply all ▾	Forward
Admin	▶	**Type**		
Change status to	▶	Closed-out		
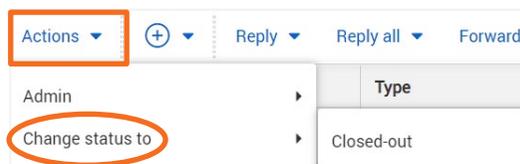
Within a Mail item:

1. Open the mail.
2. Update the status from the drop-down menu.

| Actions ▾ | Reply ▾ | Reply all ▾ | Forward ▾ | 🖨 | 📁 |
| Responded: | dd-mm-yy 📅 | Status: | Outstanding ▾ | | |
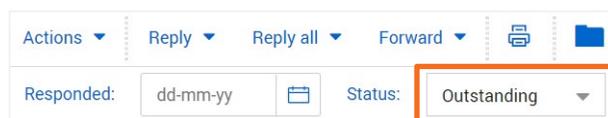
ACCESSING MAIL THREADS

Open the mail and click **Thread**.

Thread		DETAIL:
	Actions ▾	Rep
	Responded:	dd

Joe Fredericks — MEM
Houston Contracting — HCC-000027
23-06-21
👤 1 📎 1 ✓ CLOSED-OUT

Joe Fredericks — MEM
Houston Contracting — HCC-000032
24-01-22
👤 1 📎 0 ⚠ OUTSTANDING

Devahn Little — DRG
Ryman Healthcare — UITST3-ELE-DRG-PE-0002
21-02-22
👤 0 📎 1

Memora
Reference No.:
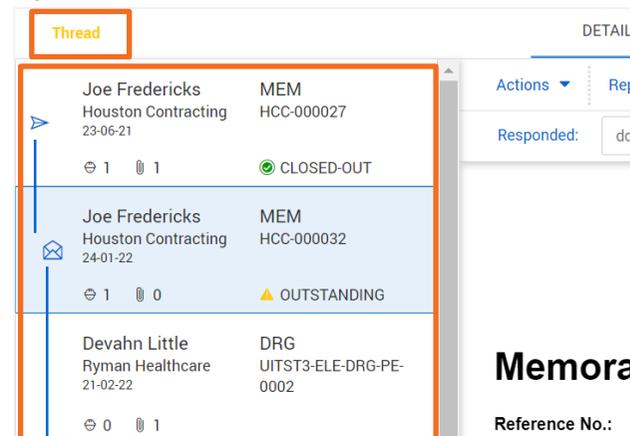
CANCELLING MAIL

1. Click **Mail ▶** then **Sent Items**.
2. Select the checkbox of the mail to be cancelled.
3. Select **Actions ▶** then **Cancel**.

Actions ▾	⊕ ▾	Reply ▾	Reply all ▾	Forward
Admin	▶	**Type**		
Cancel		▾		
Change status to	▶	MEM		
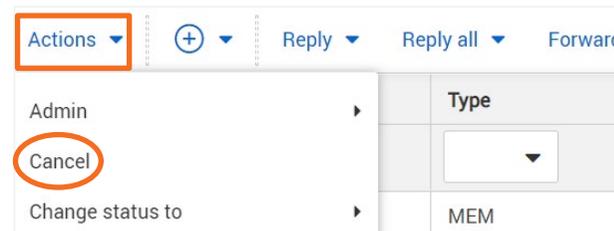
4. Click **yes**.
5. Provide a reason for cancelling and click **Confirm Cancellation**.

Phone: In Australia: 1800 727 102 **In United States:** +1 800 801 1426 **Worldwide:** +61 3 9291 0820 **Email:** support@ineight.com

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