

Job Aid: Using your Personal Inbox and Message Center

Core Concepts

What is the Message Center?

It is used in Saba to send and receive private messages, perform actions that require your approval, and for monitoring system notifications and other types of activities related to you.

The following types of messages are available through the Message Center:

- Private messages sent from other users
- Group messages
- Watch-list alerts sent by the system to notify you of updates on resources you own
- Email notifications (these event-based notifications will only be delivered to your inbox if you have no email address associated with your account. If you have an email address, they will be sent to your email client).
- Approval-based requests

Can an Administrator view and delete messages?

Yes, as a People Administrator you can access a menu called **Message Center**. This includes search options such as a date range, subject line and recipient name(s). From the search results, you can view specific messages and/or delete them.

Process

Process flow



Process steps

Step	Action
1. Access Message Center	• At the top of the page, locate your name and click on it. • Select Message Center from the menu. • Use the navigation links on the left to see different message types. • On the message, click options such as Mark as read or Reply to perform those actions.
2. Send Private Message	• Click the New Private Message button. The Send private message box displays. • Enter the person's name and the message content in the two fields.

Step	Action
	Click the Send button.
3. Approve or Reject Request	- Click the Requests link on the left to filter your messages to only show messages requiring your action. - Note: You can select the View: Pending drop-down menu option to see only pending requests. - Click the Approve or Reject link to approve or reject the request. A confirmation message displays.

Additional Information

Archive messages from Message Center

The Message Center shows email notifications, requests, and private messages. It includes maximum email notifications either due to the **Deliver notification emails to Inbox** service because you may not have added your email ID **OR** the **Inbox Delivery** setting is enabled for the notification event. This leads to maximum number of messages in your Inbox.

You can now get your older messages archived and deleted.

➤ *Note: To enable this feature, submit a support request. For assistance, contact Saba support.*

References

- Saba Online Help
- http://sabacloud.com/support/index.php/Main_Page