Quick Guide: How to Manage Inbox Messages

Conversation messages can be designated as read, unread, starred, unstarred, archived, or unarchived as a means for managing them in the Inbox.

1. To alter the category of an Inbox message, select the circle to its right, and then select the designated action from the Conversations menu. Hovering your mouse over the icon tells you what it does. Clicking the gear icon gives you more options.

2. The options will vary depending on the message’s current category. If a message has been read, the menu will have the option, **Mark as Unread**. You could also elect to “star” a message for heightened importance, or to archive the message to move it out of the Inbox, but to maintain a copy in an archive folder.

3. You can limit which messages are displayed in the Inbox frame by selecting a category from the drop-down menu. View the menu by clicking **Inbox** at the left. The default frame view is set to **Inbox**. Alternate frame views include **Unread, Starred, Sent**, and **Archived**. Clicking these categories will filter your messages and display messages relevant to the selected category. **Unread** is a particularly useful way of viewing only the new messages that have come to the Inbox.
4. An archived message is only visible if the frame view is switched to “Archived.” The Inbox view displays read/unread and starred/unstarred messages received.

5. You can **Delete** either an entire conversation or selected messages in the Inbox. To **Delete** an entire conversation (e.g., an initial message and all subsequent responses), locate the conversation in the left frame. Highlight the conversation and click the trashcan icon in the Conversations menu. Select **Delete** to erase the entire conversation. Click **OK** to confirm the action.

6. To **Delete** an initial message or any of its subsequent responses (e.g., individual conversation posts), locate the conversation in the left frame, and click it. The conversation will appear in the right frame.

7. Select the conversation posts you wish to **Delete** by selecting delete from the gear option to the right of the message. The gear will appear when you mouse over the date. When you have selected all the posts you wish to remove, click **Delete** at the top of the right frame. Click **OK** to confirm the action.