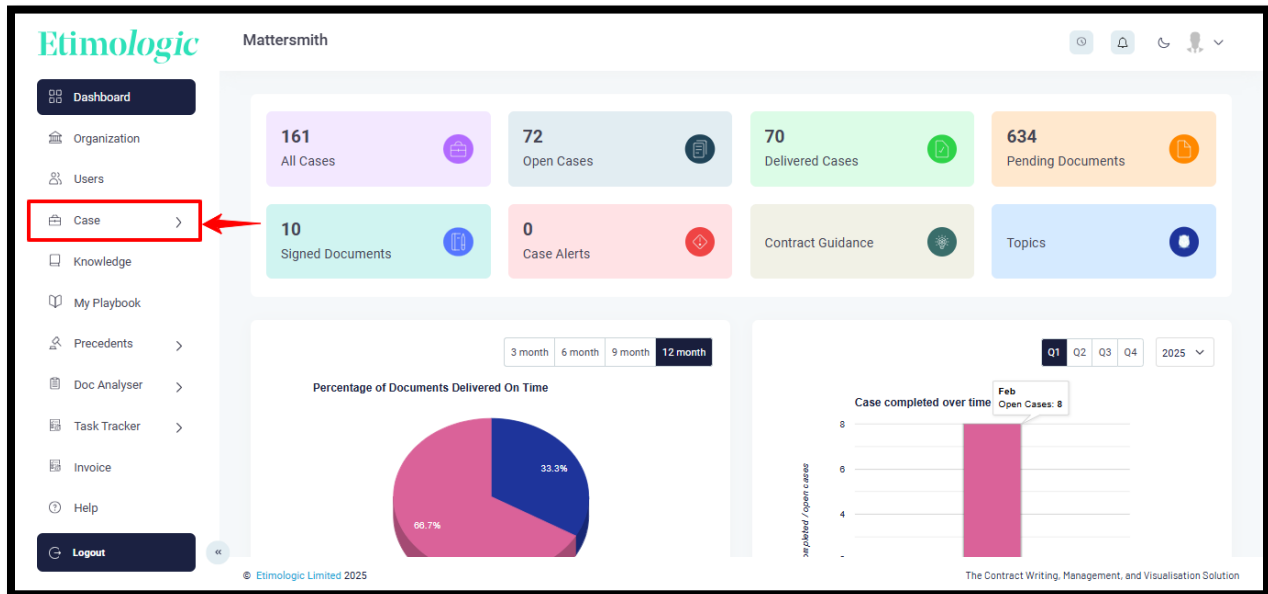
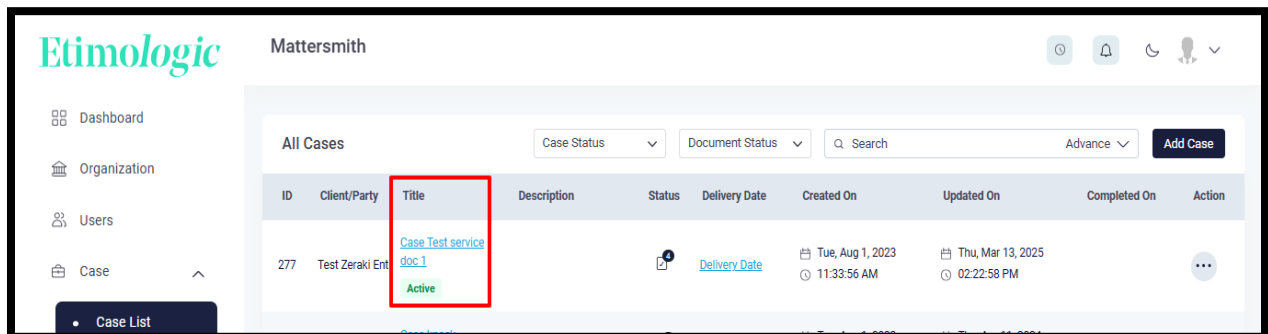


How to Send a Message About a Document in Case

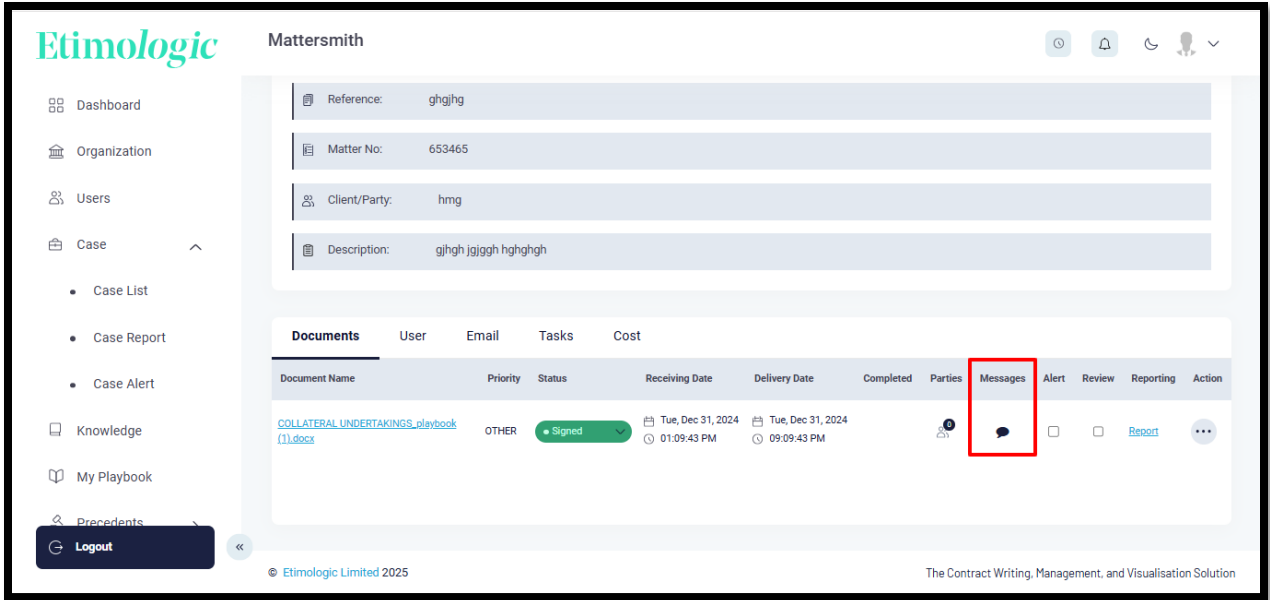
1. Open Mattersmith, and from the Dashboard click on Case from the left-hand menu.



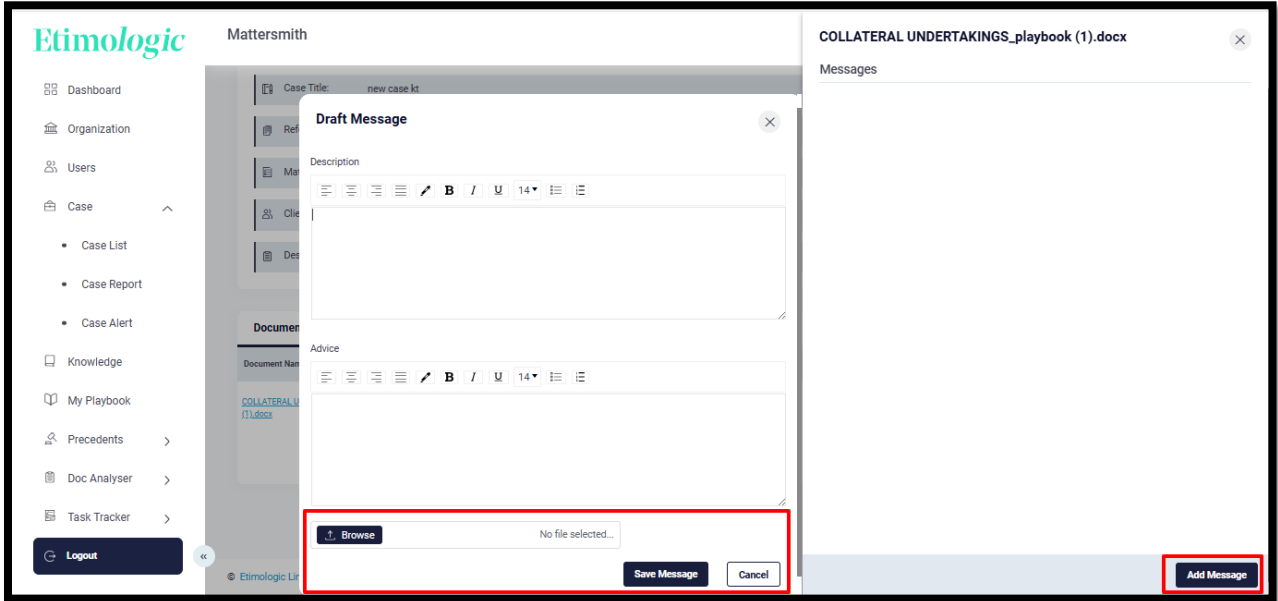
2. Click on the required case in the 'Title' field (use the search option if necessary).



3. Click on 'Messages' (speech bubble) icon.



4. Message stream will open. Click turquoise 'Add Message' button in bottom right corner, a new pop-up menu will appear. Give short description and advice if required and click 'Choose Files' to choose a file/document/email to be uploaded from your computer, or drag and drop to the "Choose Files" button.



5. Click 'Save Message'.

6. All users who have access to this case and have email notices switched on will receive an email notification that a change has been made.