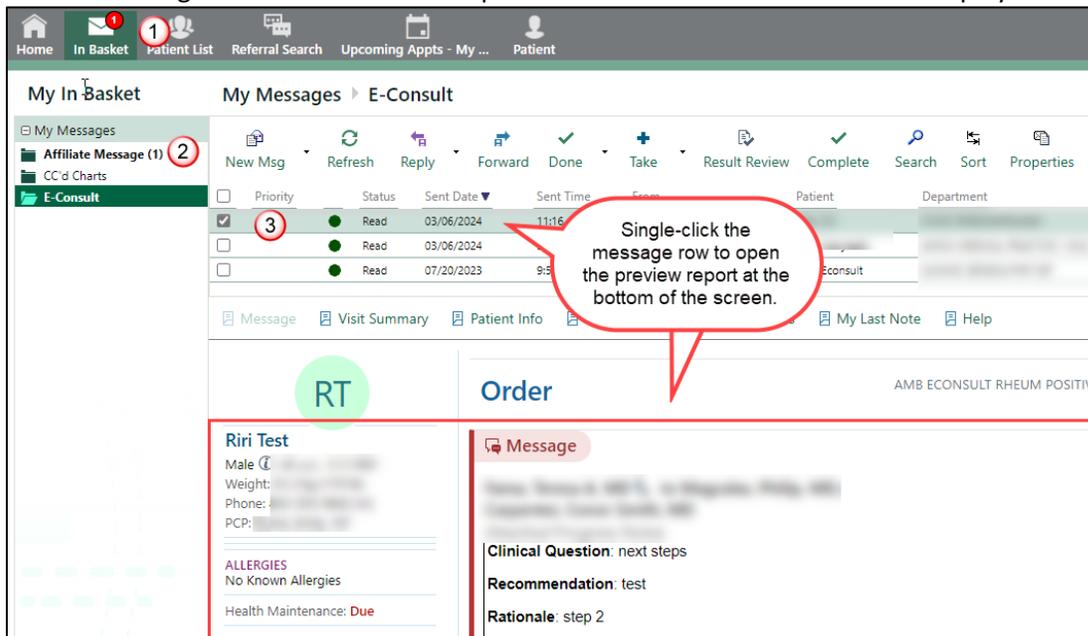


EpicCare Link Viewing In Basket Messages

EpicCare Link In Basket is a workspace that offers a streamlined system of communication to interact with other clinicians and staff members. From In Basket, you can view and sort messages, search for messages based on specific criteria, and respond to your messages.

View and Respond to Messages

1. Log into EpicCare Link and click **In Basket**.
2. Different In Basket folders appear in the left pane under My Messages. Select a folder to view the messages.
 - a. The number in parentheses indicates the number of new (unread) messages in that folder.
3. Select a message to view its details. A report on the bottom of the screen will display.



NOTE: When all the messages in a folder have been marked as complete, the folder will disappear from the left sidebar view.

4. Use buttons on the toolbar to follow-up as needed (Reply, Reply to all, Forward, Take, etc.).
 - a. Different folders will have different buttons on the toolbar depending on the focus of the messages.

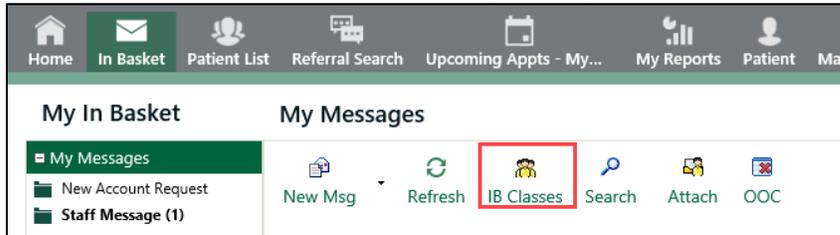


5. When you are finished, click **Done** to remove the message from In Basket.

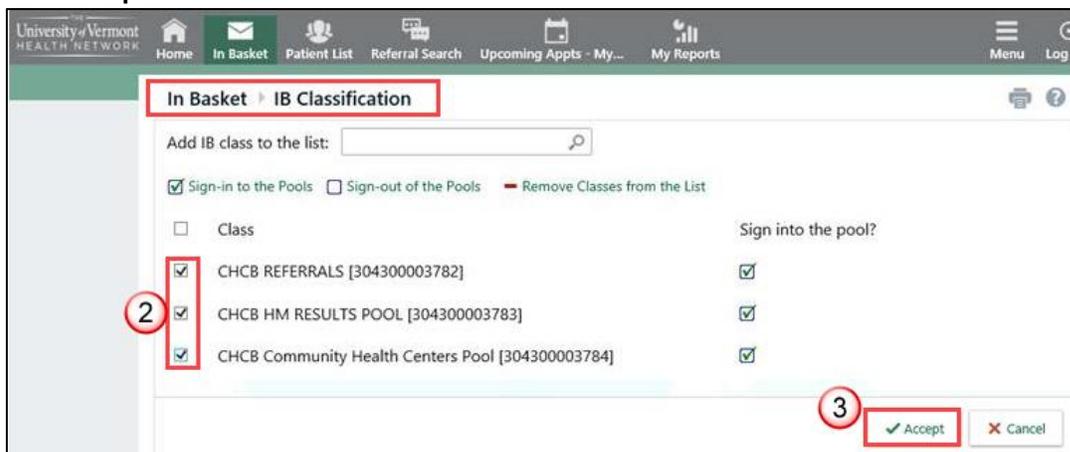
Sign into In Basket Pools

In Basket, by default, will only display messages that were sent to you directly. To view pool messages, you need to sign into a specific In Basket pool.

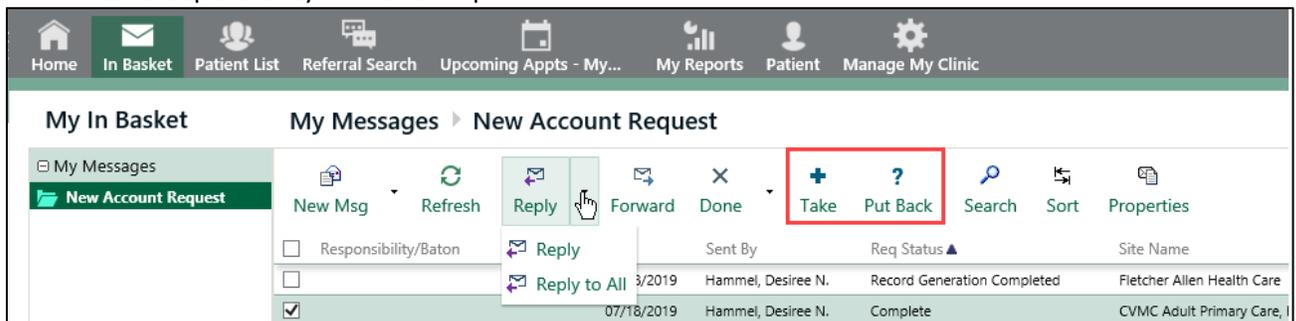
1. From In Basket, click **IB Classes** on the **My Messages** toolbar.



2. From the **IB Classification** window, select the checkbox next to the name of the pool.
 - a. This window will display pools you are already signed into.
3. Click **Accept**.



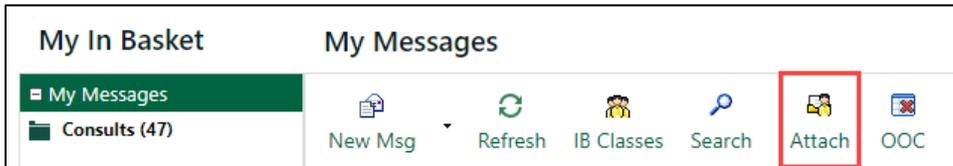
4. A single pool message is received by all staff members that are signed into a specific pool.
5. Notice the **Take** and **Put Back** buttons.
 - a. Click **Take** to take responsibility of the message until it is complete.
 - b. Click **Put Back** if you are not able to complete the message so another team member can take responsibility and follow-up.



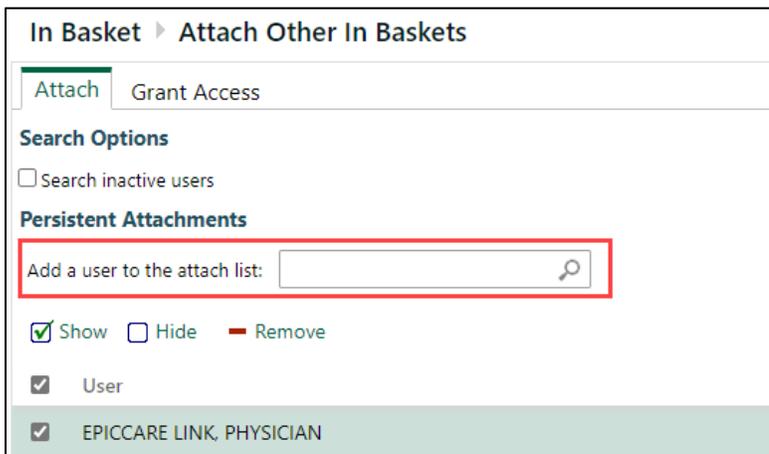
Attach a User's In Basket to Yours

It is possible to attach another user's In Basket to yours to cover messages while they are out of office. If you have an In Basket attached to yours because you are marked as a delegate while the user is out of contact, you cannot remove their In Basket until the out of contact time has expired or been deleted.

1. From In Basket, Click **Attach**.



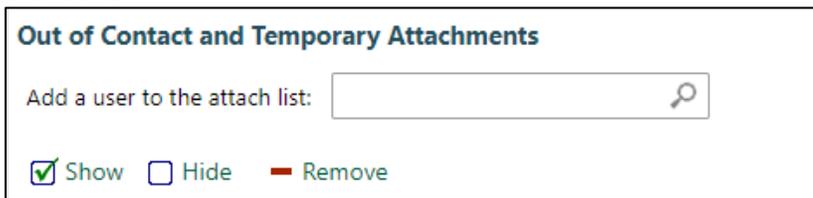
2. In the **Persistent Attachments** section, enter the user's name in the **Add a user to the attach list** then click **Save**.



Attach Another User's In Basket to Yours Temporarily

You can attach another user's In Basket to yours for the duration of time you are logged into the Web application.

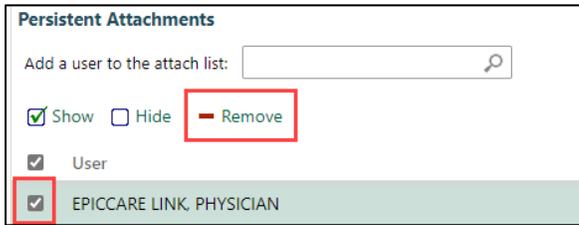
1. In the **Out of Contact and Temporary Attachments** section of In Basket, enter the user's name in the **Add a user to the attach list** field then press Enter.
2. Click **Save**.



Remove Another User's In Basket from Yours

If you are finished viewing another user's In Basket messages, you can remove the In Basket from yours.

1. Click **Attach**.
2. Select the user and click **Remove**.
3. Click **Save**.



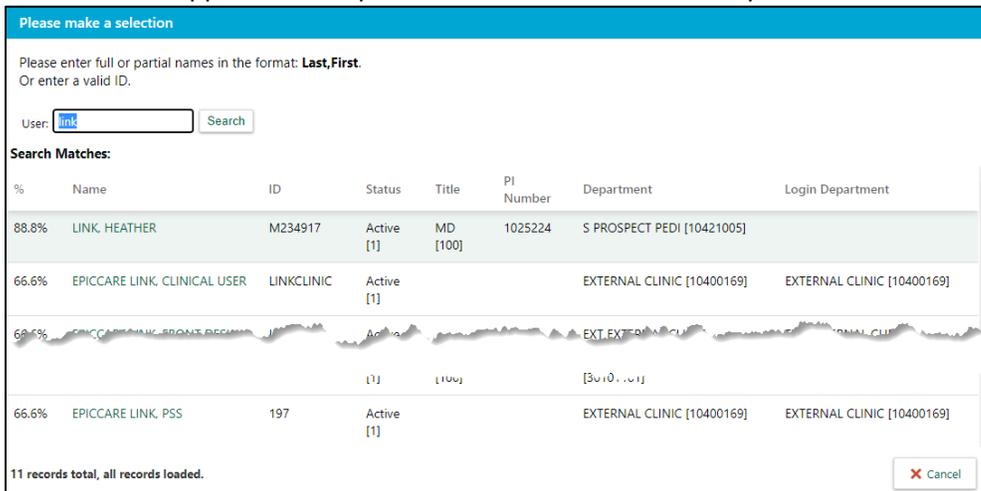
Grant Another User Access to Your In Basket

If you need another user to be able to see your In Basket for any reason, you have the ability to grant that person access to it.

1. Select the **Grant Access** Tab.



2. Enter user's name or use the magnifying glass to search in the **Grant access to** field and press Enter.
3. A window will appear with all possible names if there are multiple. Click on the desired name.



4. Confirm the correct name is in the Grant access box.

Grant the following users access to my In Basket

Grant access to:

5. Click **Save**.
6. To remove a user from your In Basket, select their name in the Grant Access tab and click **Remove**.