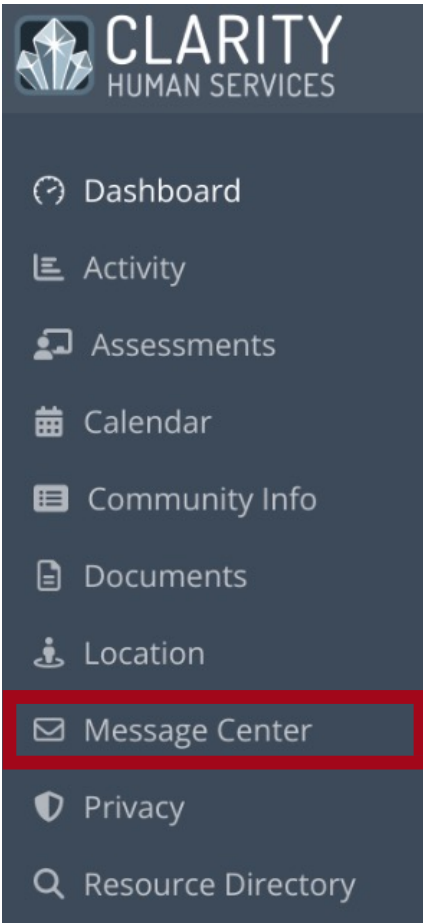


MyConnectSV Features

Message Center



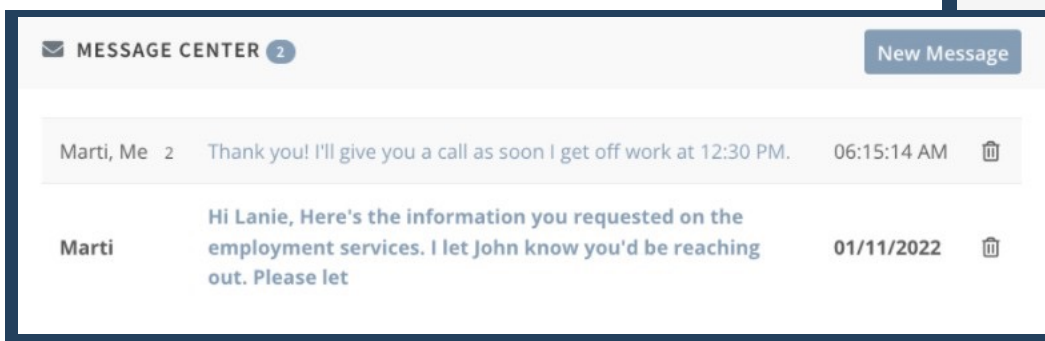
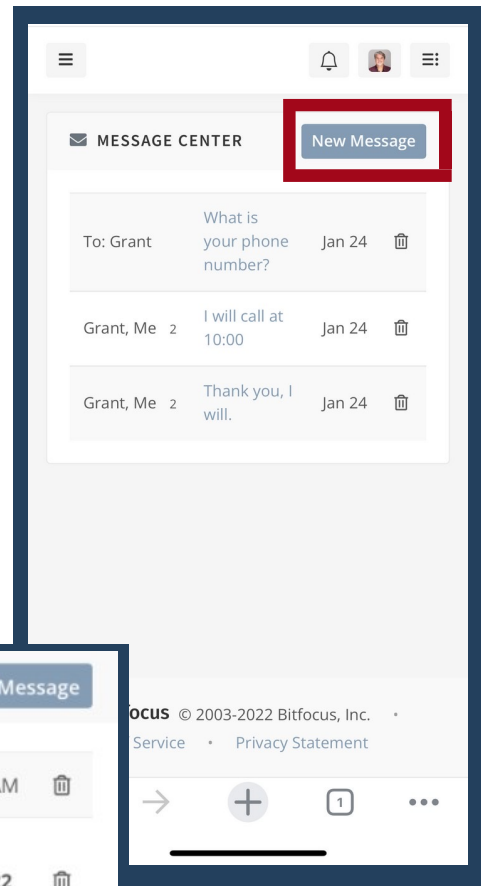
The Message Center allows you to contact and respond to messages from care team members through a confidential and secure message. You can conveniently track conversations with all providers and view previous conversation history.

Sending a New Message

You can send a new message to a care team member through the Message Center pane.

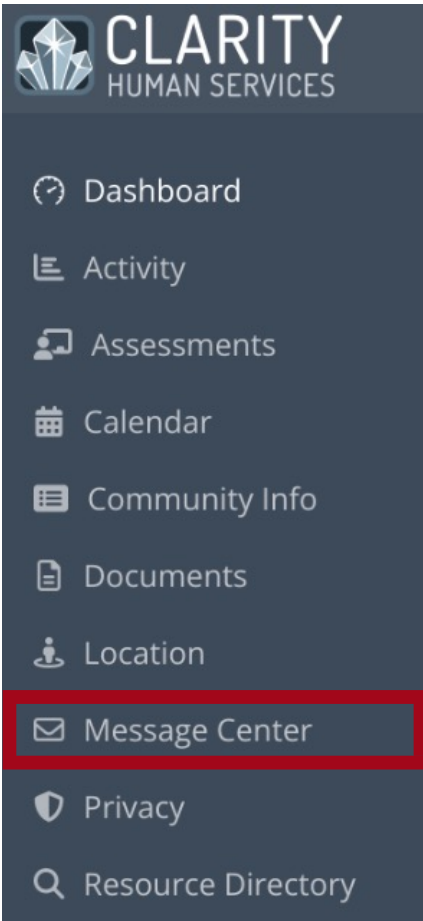
You should select **New Message**, select the provider you want to message, write your message, and press **Send**. A copy of the sent message will be available for review in your inbox.

Mobile view:



MyConnectSV Features

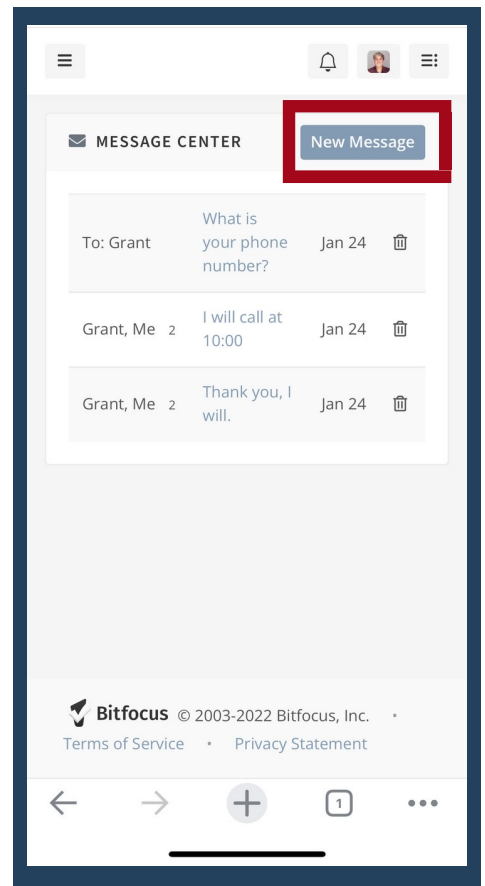
Message Center *(continued)*



Responding to a Message

If you receive a message from a care team member, you will receive an alert at your next login and may receive an email or text message if enabled in your notification preferences.

Mobile view:



You can view the message by clicking on the notification or navigating to the Message Center. New and unopened messages will be displayed in bold. To respond, open the message, write a response, and select **Send**.

