

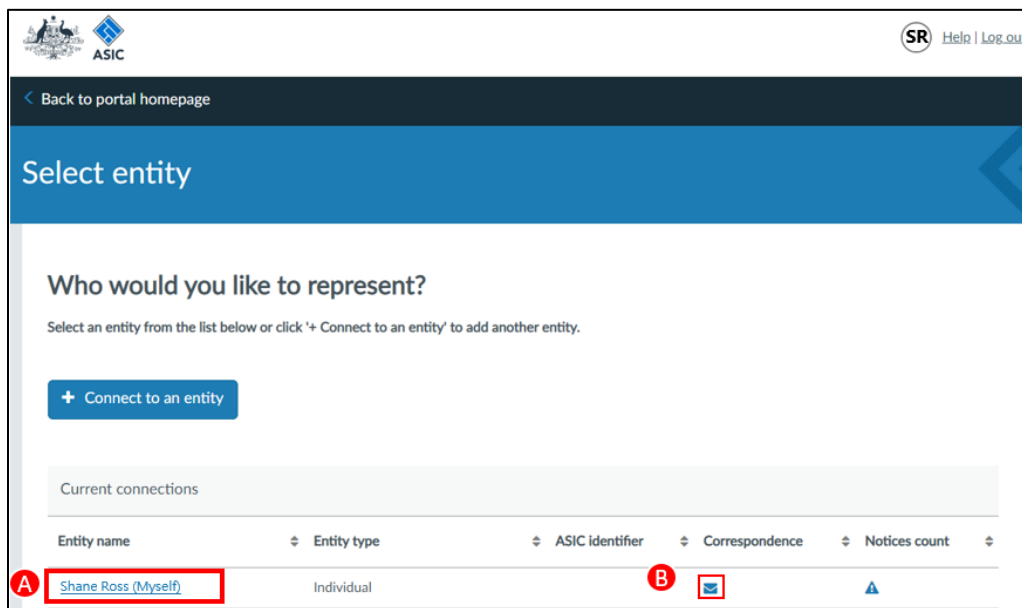


# How to view messages

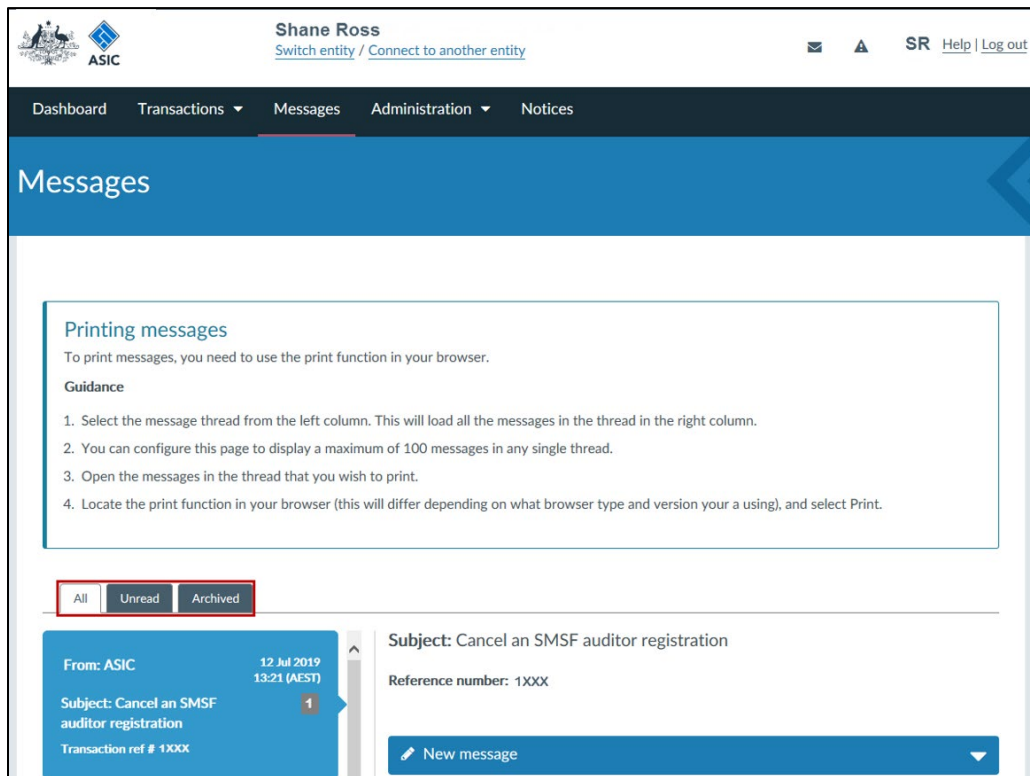
## ASIC Regulatory Portal user guide | Version 1.2, March 2024

1. Log in to the [ASIC Regulatory Portal](#).
2. This will open the Select entity page, which will list all your current connections. To view messages for an entity you can either:
  - A** Select an **entity** from your list of current connections to access the entity's dashboard. Then click **Messages** in the top navigation bar; or
  - B** Click the **message envelope icon** for the entity whose messages you wish to view.

**Note:** A number on the envelope icon indicates the number of any unread messages.



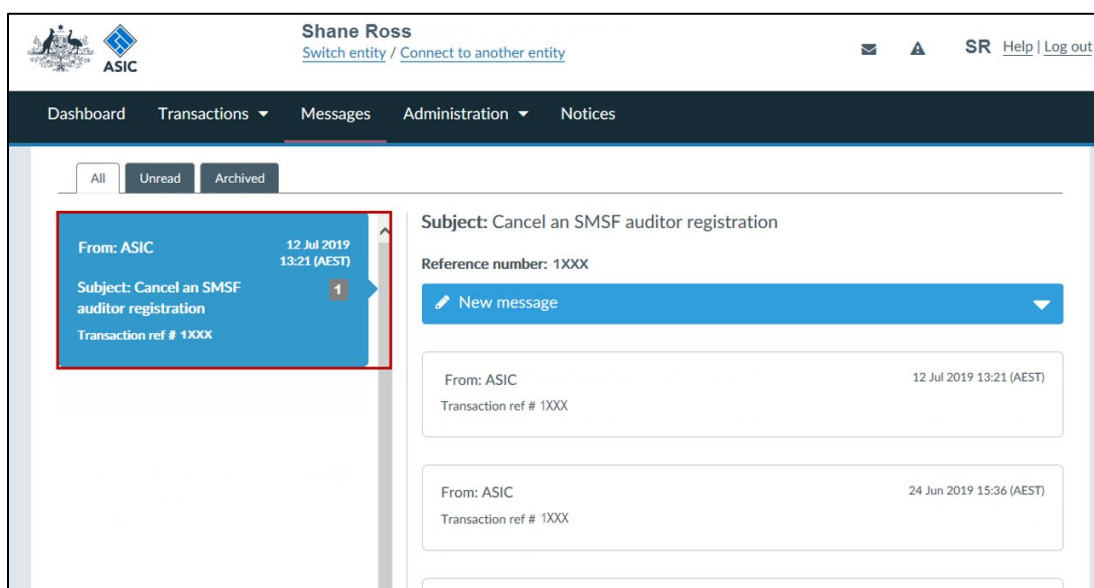
- This will open the Messages page. You can view **All**, **Unread**, or **Archived** messages using the tabs on the left-hand side of the screen. The default setting is to show All messages.



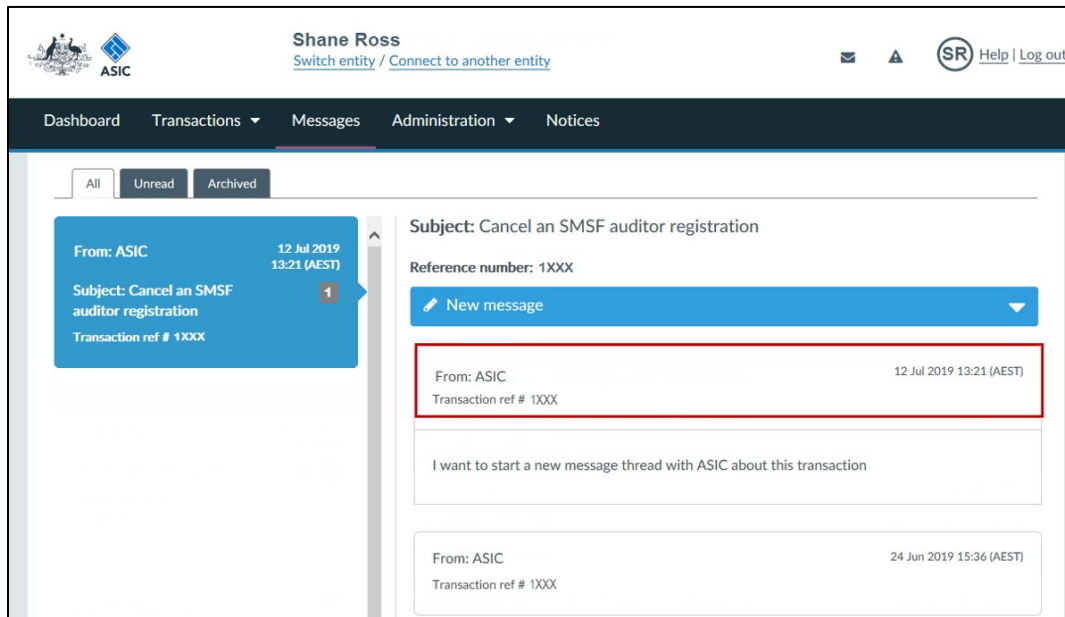
- On the left-hand panel, select the **message thread** that you want to view. This will open the related messages in the right-hand panel.



A message thread contains all messages about a single transaction or notice.



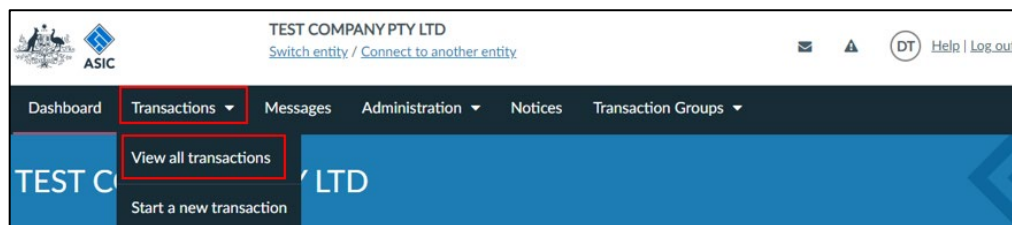
5. On the right-hand panel, click the **message header**. This will open the message.



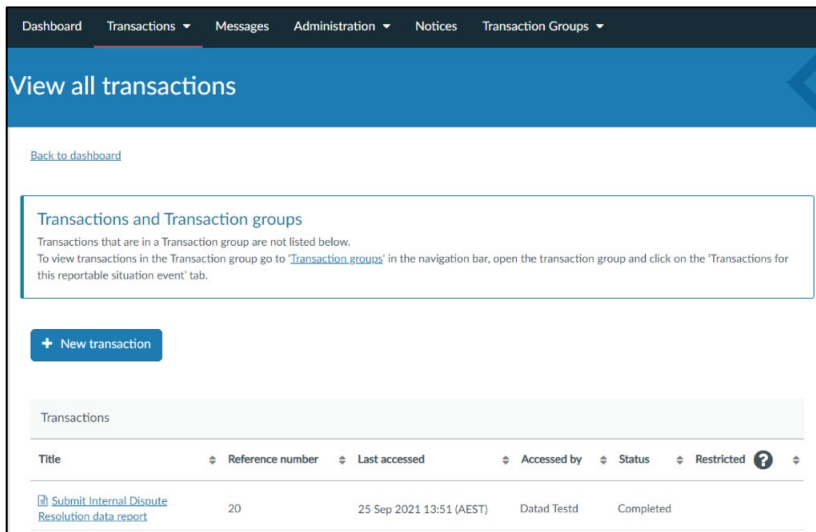
**You can also access messages for individual transactions from the View all transactions screen.**

To view messages for individual transactions:

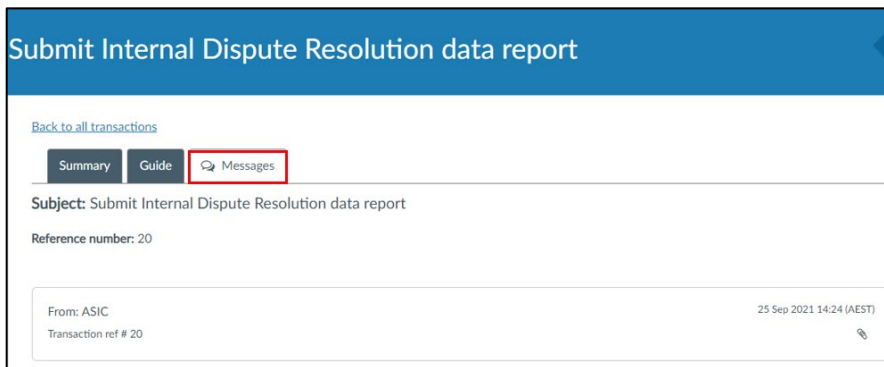
- Click on **Transactions** in the top navigation bar. This will reveal a drop-down menu. Select **View all transactions**. This will take you to a list of all transactions for the entity you have selected to represent.



- Select a **transaction** from the list of transactions.



- This will take you to a detailed view for that form or transaction. Click the **Messages** tab. This will show all messages sent and received for the transaction. Click on the message header to read the message and access any attachments.



**Note:** Messaging is not enabled on all transactions. If messaging is disabled for a transaction, the Messages tab will not be shown.

For more information about messages, see our [portal help page](#).