

Messages and "Acknowledged"

When you look at the details of a request in the Messages queue, the authorization status changes automatically to "Acknowledged". **This causes the request to be automatically removed from the queue unless you select "mark as unread"** at the top of the screen. "Mark as unread" changes the authorization status back to "To be acknowledged" and keeps the request in the Messages queue.

If a request has already disappeared from the Messages queue, it can be retrieved using the Advanced search by selecting **Last Action = Send Note-indication**. This search calls up all requests with new messages, even if they have already been read.