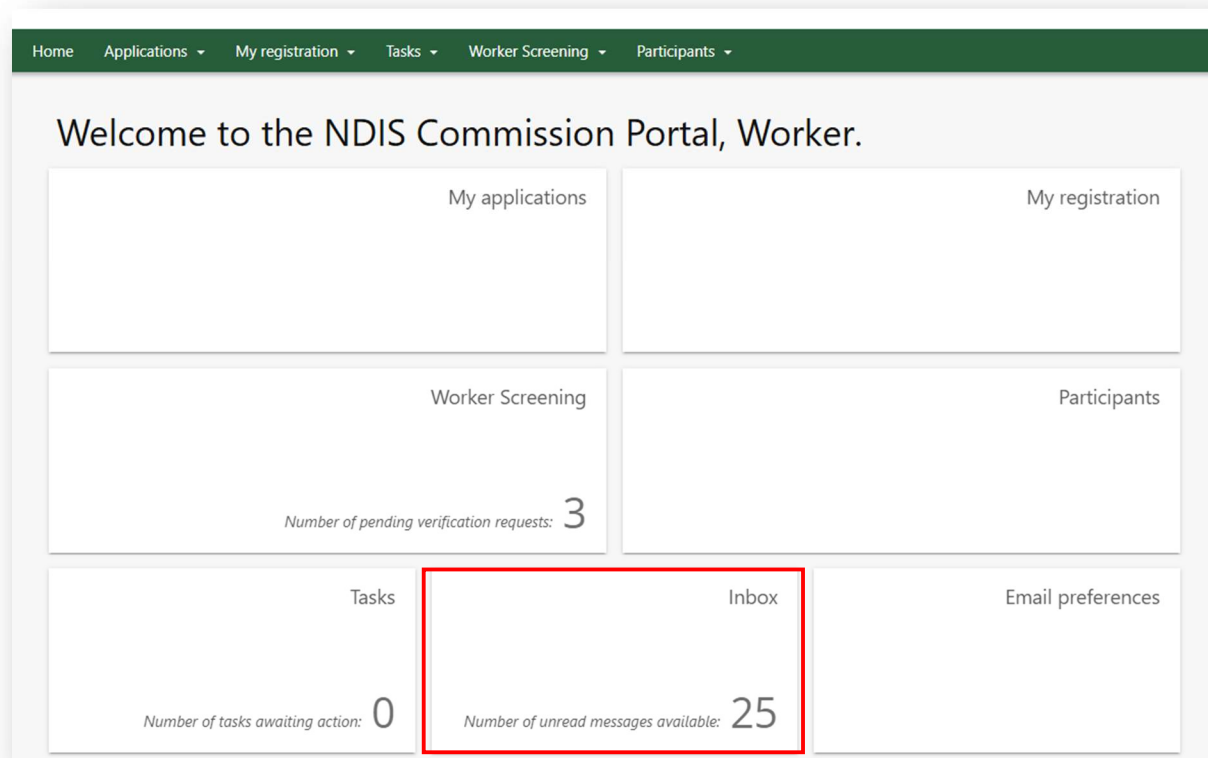


View requests and notifications in the Portal Inbox

1. Log in as either **Registrant** or **Worker Screening Officer** roles. Only these roles can view the inbox.
 - The **Registrant** role can view the inbox messages for the categories **Provider registration** and **Worker Screening**.
 - The **Worker Screening Officer** role can only view messages in the category **Worker Screening**.



2. To view the message, click **Actions** and select **View**.

Category	Message type	Subject	Message status	Date/time of message	
Worker Screening	New verification request		Unread	21/01/2025 10:39:57 AM	Actions▼
Worker Screening	New verification request		Unread	21/01/2025 10:39:26 AM	Actions▼
Worker Screening	New verification request		Unread	21/01/2025 10:38:27 AM	Actions▼
Worker Screening	Worker's status has changed		Unread	25/10/2024 03:16:28 AM	View Mark as read View verification requests
Worker Screening	Worker's status has changed		Unread	05/03/2024 11:12:00 AM	

3. **Depending on the message type**, there may be a button that allows you to navigate to the relevant page. You can also mark the message as **unread** if required.

View message

Mark as unread

Message Id:	Category:	Related to record Id:
Message type:	Date/time of message: dd/mm/yyyy hh:mm	Message status:
New verification request	21/01/2025 10:39:57 AM	Read
Subject:		
Email addresses that were advised about the message:		

▶ Message viewed by

View verification requests

Inbox tips

- You can search for a message by clicking **Search**
- Messages can be filtered by **read** or **unread** by using the **filter** function at the top of the screen
- Each column in the inbox can be sorted by clicking the column name
- Depending on the message type, you can click **Actions** and select the option to navigate to the relevant page

You will receive email notifications in your Inbox about your **linked workers** regarding:

- New verification request
- Worker's status has changed
- Worker's application has been withdrawn or cancelled