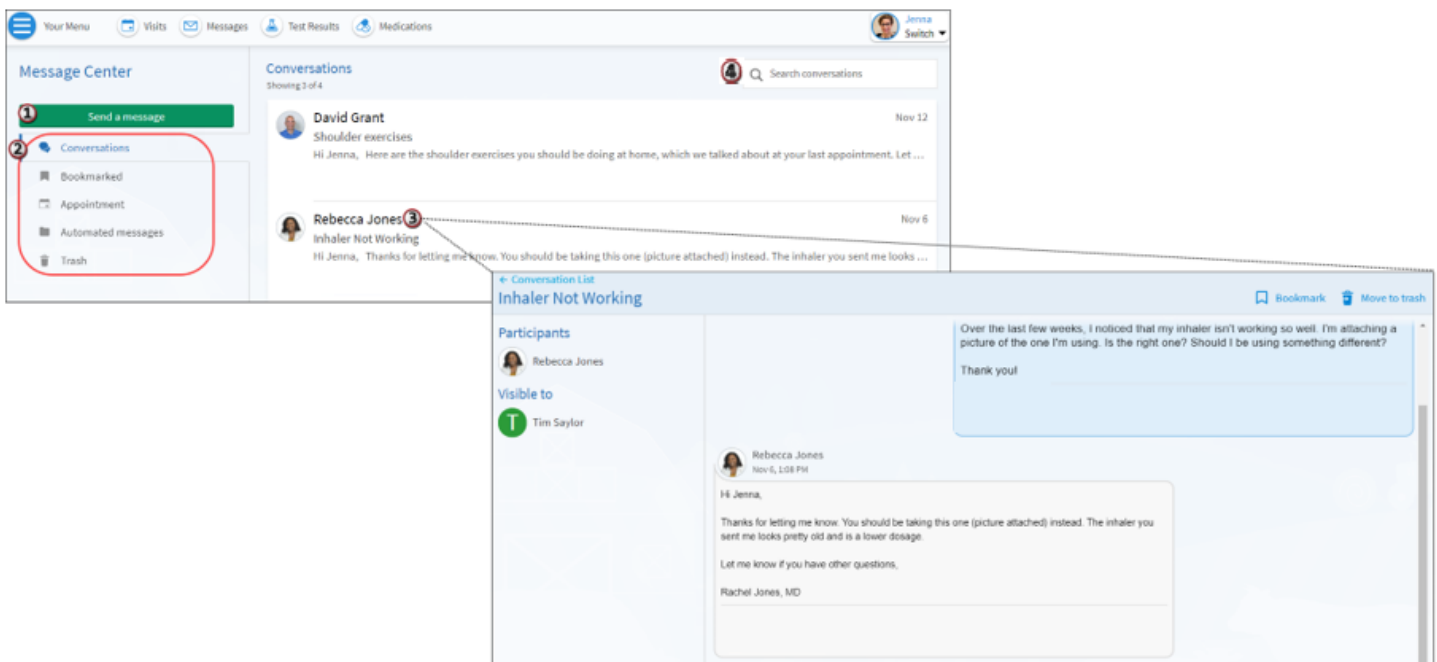# Get Familiar with the Message Center in MyChart

Navigate through past messages or send new ones in the updated Message Center in MyChart. Within each conversation, you can see previous messages in the order they were received and search for messages by keyword.

Meet the Message Center

From the Message Center, you can:

1. Send a new message to your provider or customer service staff.
2. View and organize messages for future reference in folders.
3. Click the latest message in a conversation to see the whole conversation history.
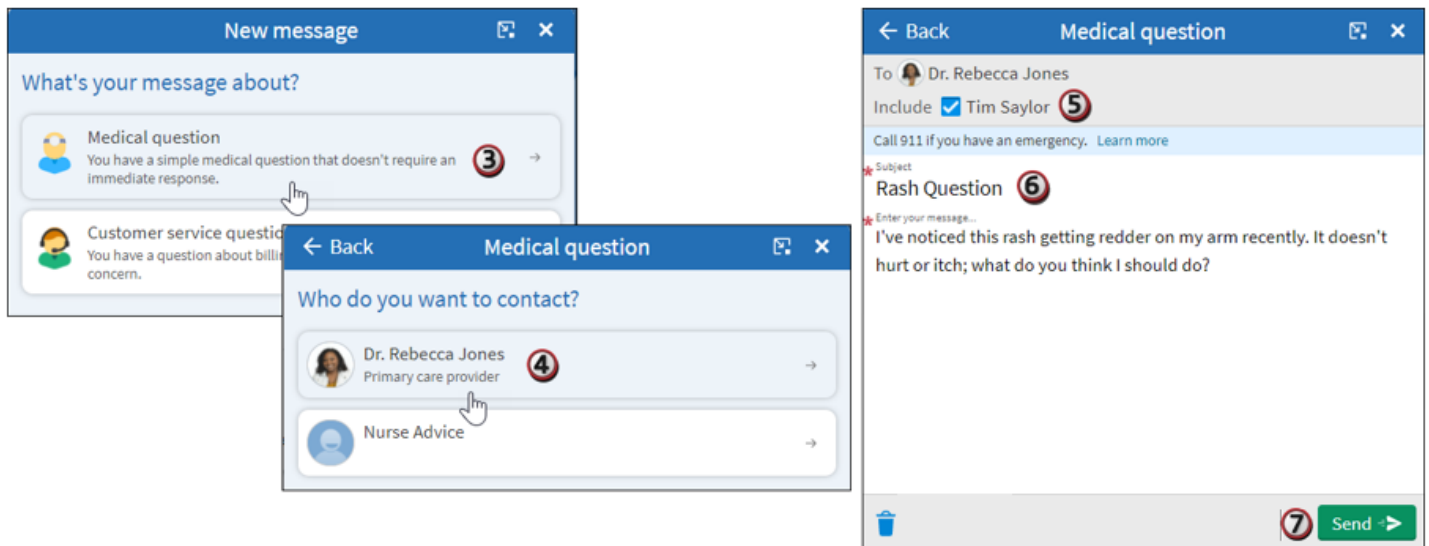4. Search for a specific conversation by keyword.

Send or Reply to a Message

1. In the toolbar, click **Messages**.
2. To send a message to someone you don't have a current conversation with, click **Send a Message**. To reply to a message, select the message you want to reply to and click **Reply.** If you're replying to a message, skip to step 5.
3. Select the topic that best fits your message.
4. Select the provider or team you want to message.
5. To send a confidential message, clear the check box for anyone else who has access to your chart, like a spouse or a caretaker.
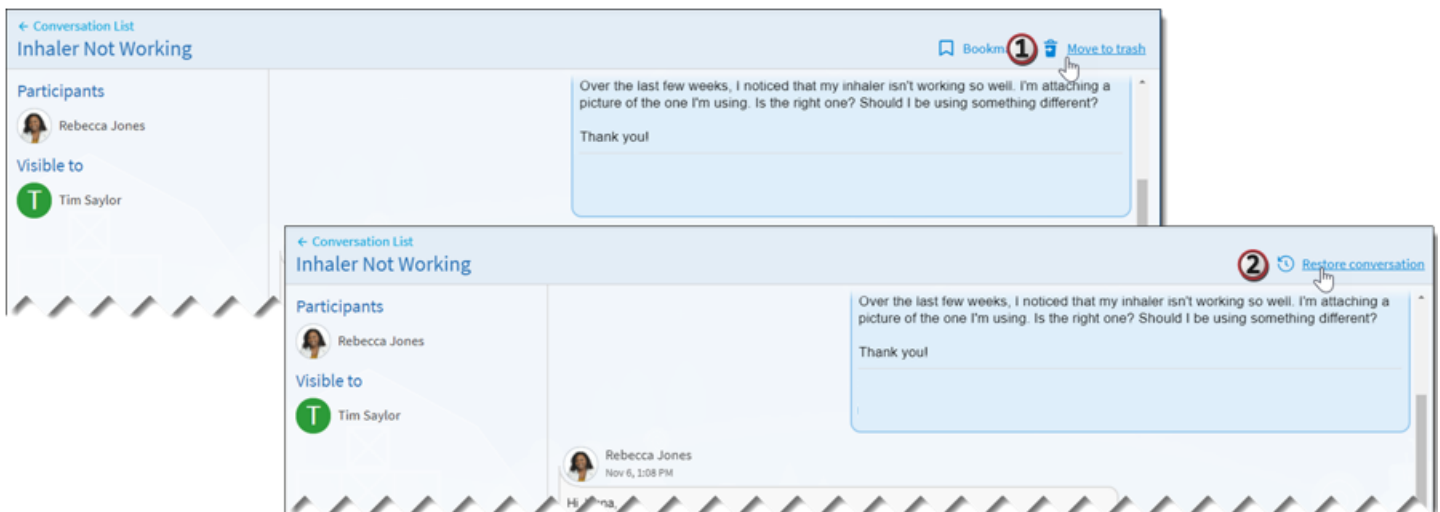
6. Enter a message subject (if you're creating a new message) and body text.
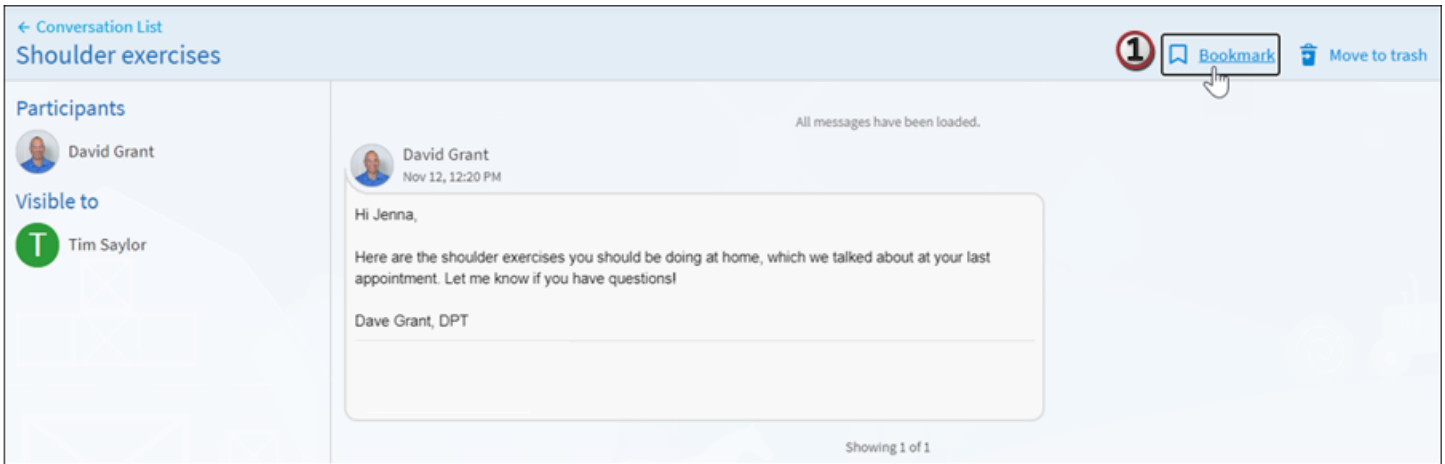7. Click **Send.**

Delete and Restore Messages

1. If you don't think you'll need to see a conversation again, click **Move to trash** to move it to the Trash folder.
2. To restore the message to your main conversation list, go to the Trash folder and click **Restore conversation**.

Bookmark a Message

1. To flag a conversation for easy access in the future, click the ⬚ icon to bookmark it.
2. To find that bookmarked conversation, go to the Bookmarked folder.

Find a Message by Keyword

Within each folder, you can also use a keyword search to find a message you're looking for.

1. Go to the folder you'd like to search.
2. In the Search conversations bar, enter a search term and press **Enter.** You can search by message subject, body text, or author.