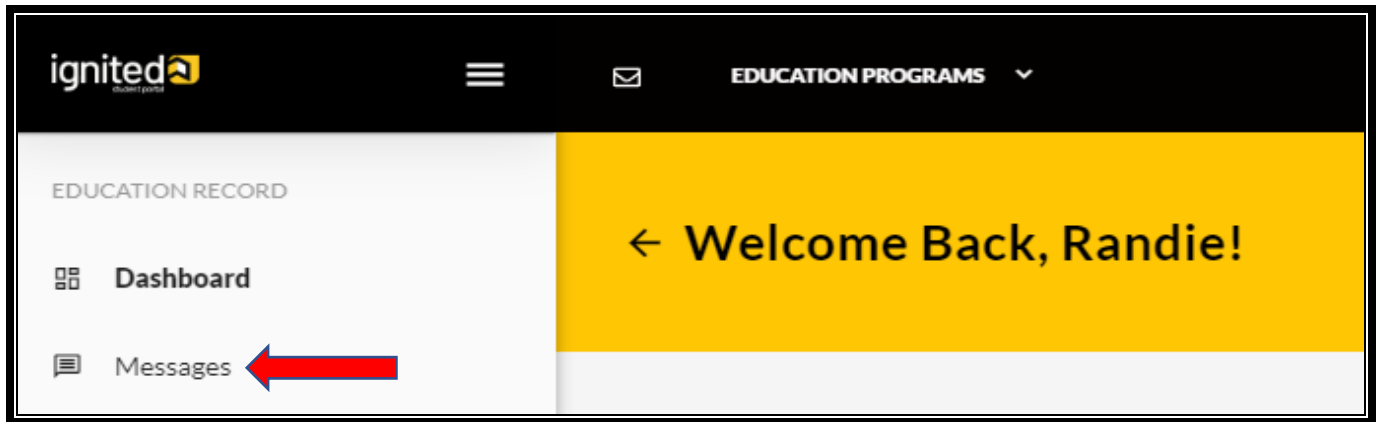


Messages

ArmyIgnitED – Service Member

Upon logging in your ArmyIgnitED account, click '**Messages**' on the left side menu:



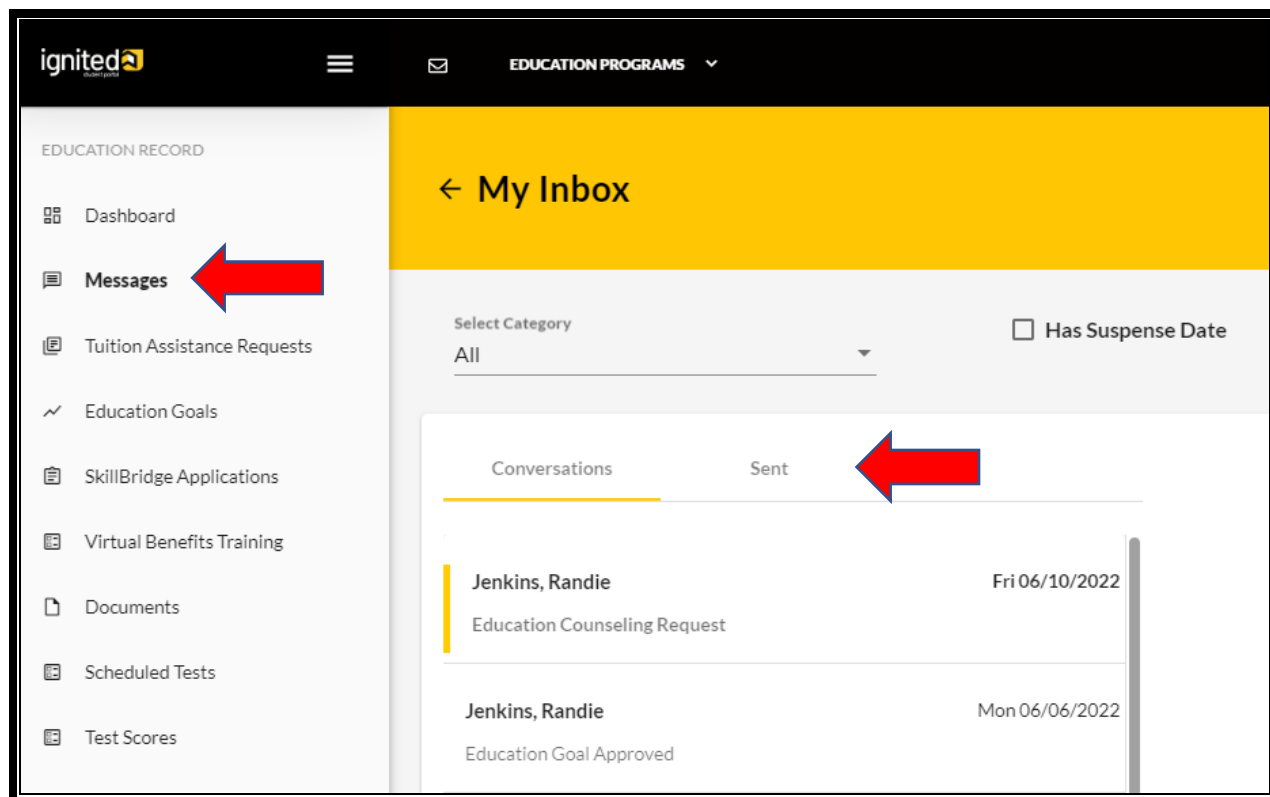
Click '**Create**' in the top right corner of screen.



The Soldier must select a **category**, input the **subject**, **body of message**, load an **attachment** if needed (4Mb max) and click '**Send**'.

A screenshot of the 'Create Message' form. The form has a yellow header with the title 'Create Message' and a close button (X). The form fields are: 'Category*' (a dropdown menu), 'Subject*' (a text input field), a rich text editor for the 'body of message' with a toolbar containing bold, italic, underline, and various list and link icons, an 'Attachments' section with a 'CHOOSE FILE' button, and a large dashed box for 'Drop files here'. At the bottom, there are 'SEND' and 'CLOSE' buttons. Red arrows point to the 'Category*' dropdown, the 'Subject*' text field, the rich text editor, the 'CHOOSE FILE' button, and the 'CLOSE' button.

You can verify that your message was sent by either looking at the Conversations in your inbox or clicking on Sent in your inbox



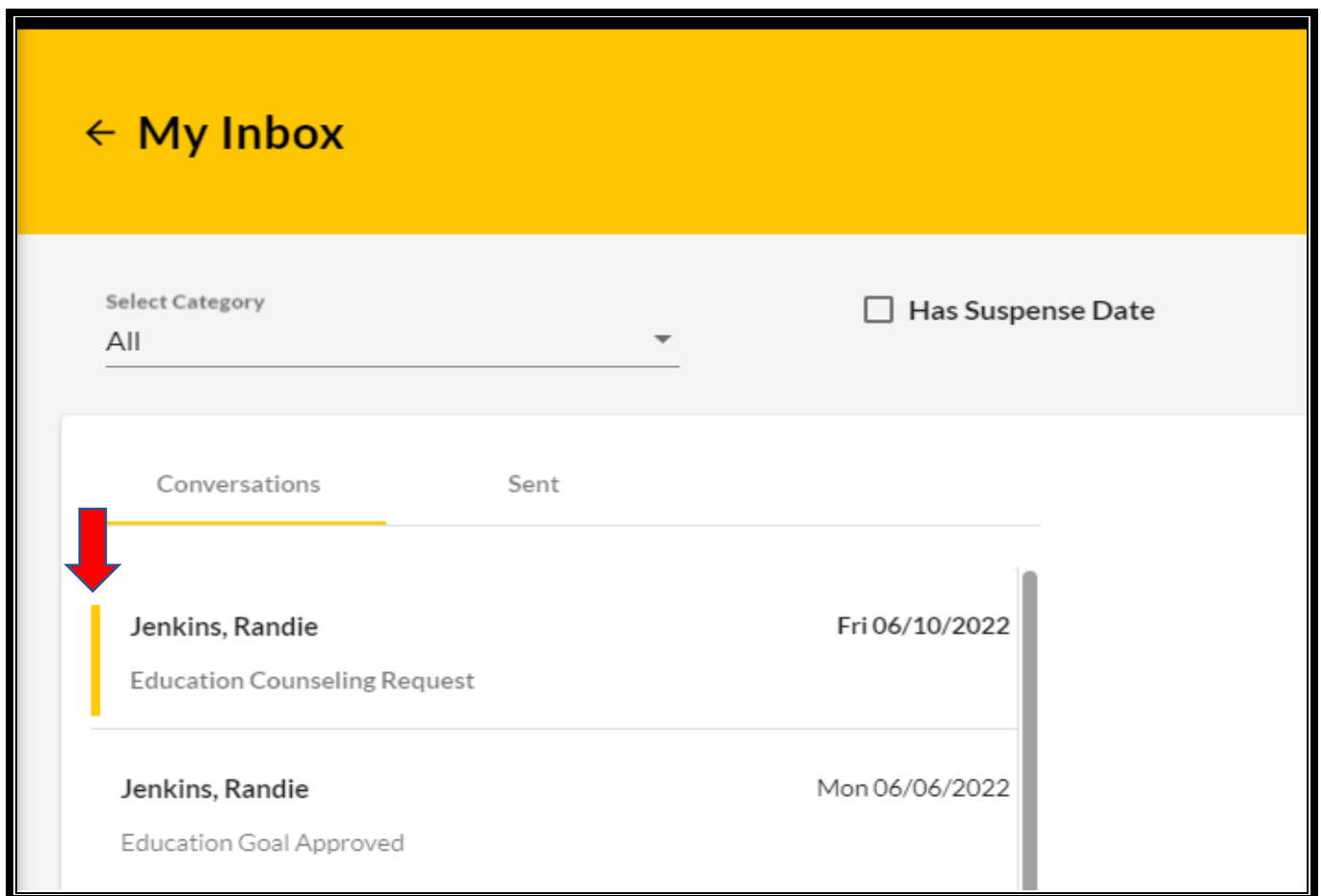
Viewing New Messages:

Log into your ArmyIgnitED account and click the mail icon at the top left of the screen. The red number on the mail icon will show how many unread messages you have.

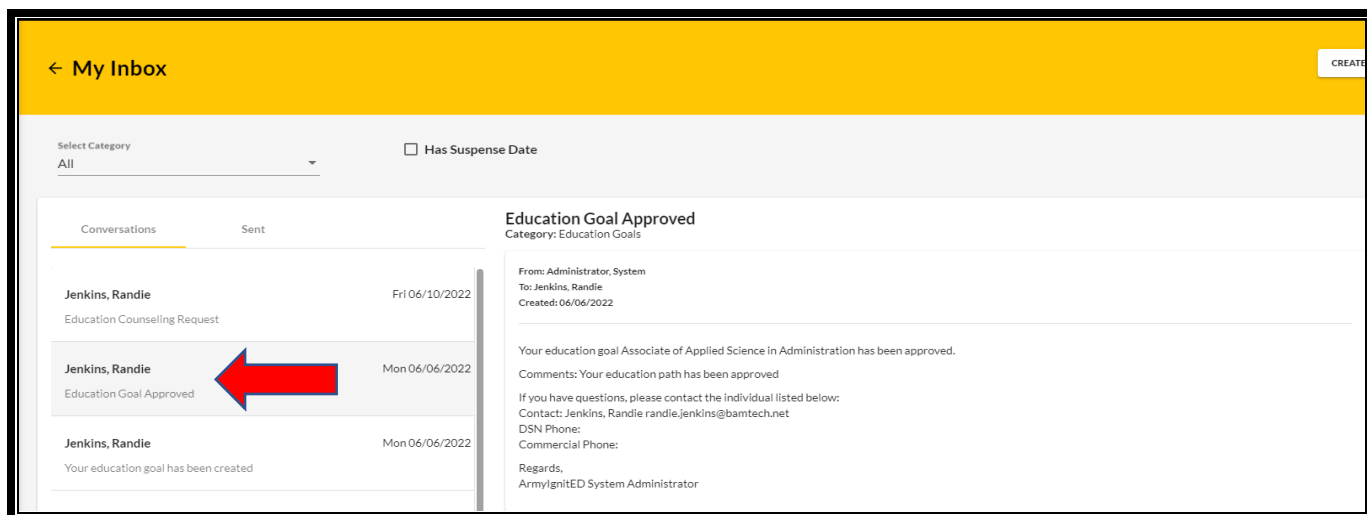


After clicking the mail icon, you will see a preview of your new messages.

NOTE: the dark yellow line to left of the message denotes if the message has been read or not.

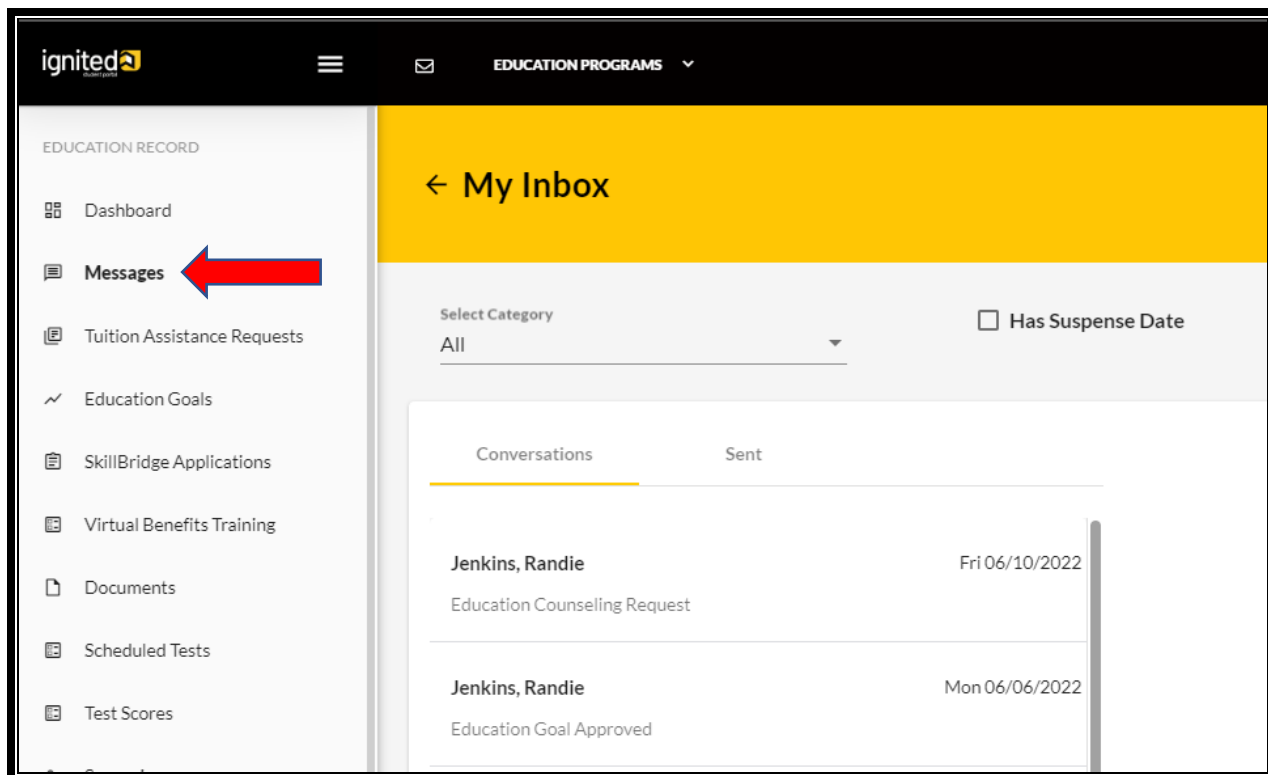


Click on the message to open the message:

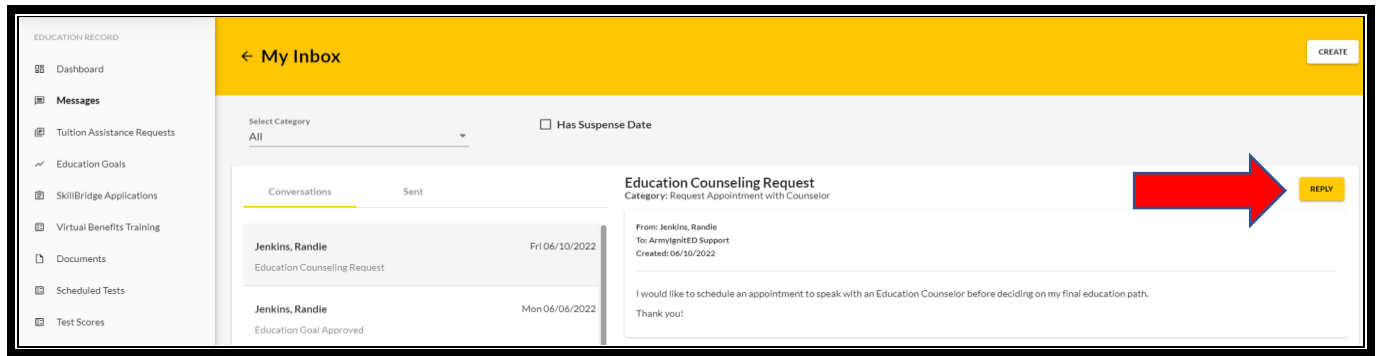


Replying to a Message:

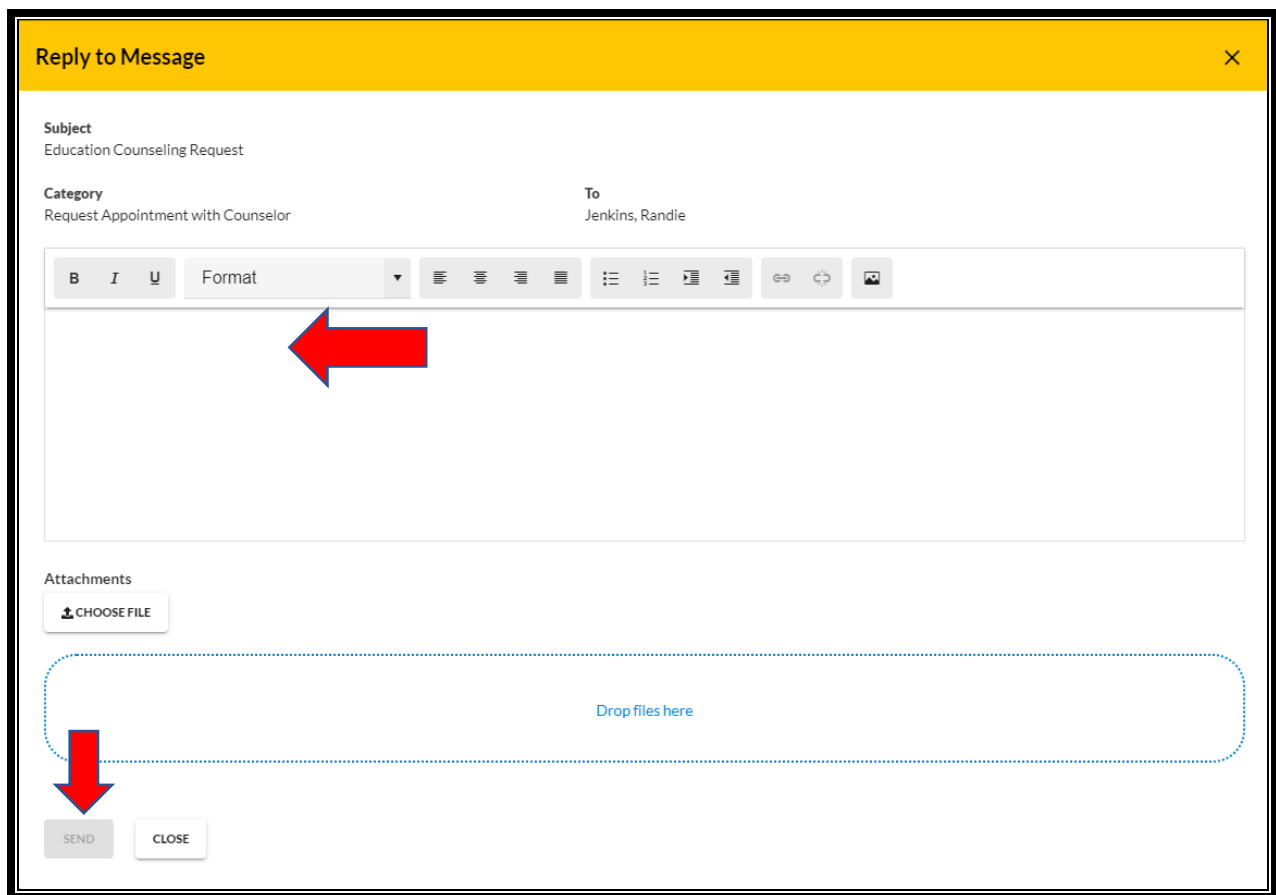
Click 'Messages' on left side menu:



Click on the message and then click **‘Reply’** near upper right:



Enter your reply and click **‘Send’**:



NOTE: If you see a green check next to one of your conversations, this means your message has been resolved/closed. If you still have further questions you will need to create a new message