

# myCGS

## User Manual

### CHAPTER 6



## 'Messages' Tab



A CELERIAN GROUP COMPANY

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# CHAPTER 6

## 'Messages' Tab

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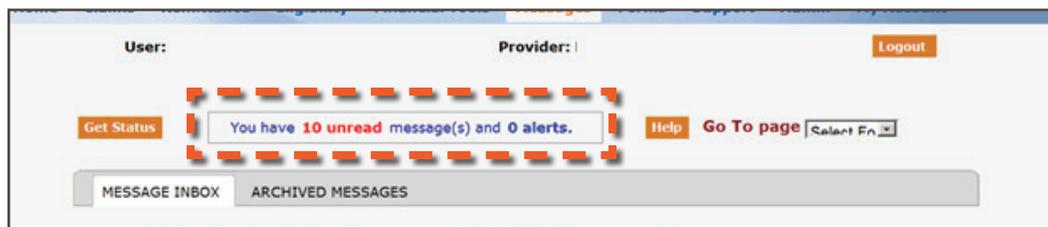
The 'Messages' tab will allow providers access to a secure messaging system within myCGS. This messaging system will send providers messages and alerts regarding system access and functions performed while in myCGS.

**Reminder:** Provider Administrators have access to all tabs within myCGS. Provider Users only have access to those tabs granted by their Provider Administrator. If you are a Provider User and the 'Messages' tab is grayed out, but you believe you need access to the 'Messages' Tab, you should contact your Provider Administrator.

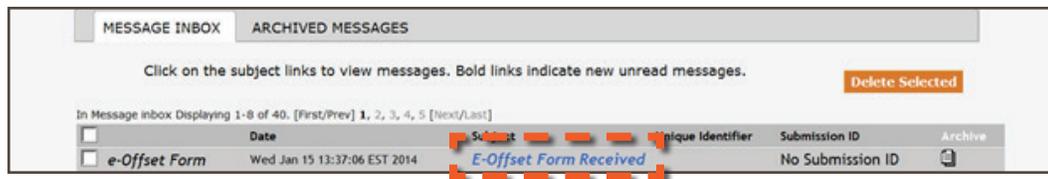


### ACCESSING SECURE MESSAGES

After performing various functions in myCGS (i.e., submitting the Redetermination or e-Offset forms), you will receive confirmation messages in your myCGS inbox. You can access messages by either clicking on the *Messages* tab located in the menu or clicking the link displayed in the *Message Bar*.



The message will contain a Subject indicating "Form Received" to advise you that your submission has been received. It will not display a 'Submission ID' until one has been assigned by CGS.



Once CGS has assigned the Submission ID, you will receive another message with a link "Secure Form Confirmation" under the Subject column. Click on this link to view the message. The message identifies the unique identifier assigned to your request



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(e.g. Appeal DCN) and includes instructions on how to use the identifier to track the status of your request.

Get Status You have 10 unread message(s) and 0 alerts. Help Go To page Select Form

MESSAGE INBOX ARCHIVED MESSAGES

Click on the subject links to view messages. Bold links indicate new unread messages. Delete Selected

In Message inbox Displaying 1-8 of 40. [First/Prev] 1, 2, 3, 4, 5 [Next/Last]

	Date	Subject	Unique Identifier	Submission ID	Archive
<input type="checkbox"/>	e-Offset Form	Wed Jan 15 13:40:05 EST 2014	<b>E-Offset Form Confirmation</b>	W151021401500033	
<input type="checkbox"/>	e-Offset Form	Wed Jan 15 13:37:06 EST 2014	<b>E-Offset Form Received</b>	No Submission ID	

### ARCHIVING MESSAGES

When accessing the 'Messages' tab, myCGS defaults to the "Message Inbox". To maintain the inbox you have the option of archiving messages.

To archive a message, click on the paper icon located in the last column of the message (Archive column).

Get Status You have 8 unread message(s) and 0 alerts. Help Go To page Select Form

MESSAGE INBOX ARCHIVED MESSAGES

Click on the subject links to view messages. Bold links indicate new unread messages. Delete Selected

In Message inbox Displaying 33-39 of 39. [First/Prev] 1, 2, 3, 4, 5 [Next/Last]

	Date	Subject	Unique Identifier	Submission ID	Archive
<input type="checkbox"/>	e-Offset Form	Mon Jan 13 16:45:05 EST 2014	<b>E-Offset Form Confirmation</b>	12-295233	W151021401400002
<input type="checkbox"/>	e-Offset Form	Mon Jan 13 16:43:46 EST 2014	<b>E-Offset Form Received</b>	12-295233	No Submission ID
<input type="checkbox"/>	e-Offset Form	Mon Jan 13 16:35:05 EST 2014	<b>E-Offset Form Confirmation</b>	W151021401400001	
<input type="checkbox"/>	e-Offset Form	Mon Jan 13 16:33:10 EST 2014	<b>E-Offset Form Received</b>	No Submission ID	
<input type="checkbox"/>	e-Offset Form	Thu Jan 9 16:13:57 EST 2014	<b>Secure Form Confirmation</b>	W151021400900035	
<input type="checkbox"/>	e-Offset Form	Thu Jan 9 16:13:44 EST 2014	<b>Secure Form Confirmation</b>	12-295233	W151021400900032
<input type="checkbox"/>	e-Off	Thu Jan 9 16:13:44 EST 2014	<b>Secure Form Confirmation</b>	12-295233	W151021400900031

Once the icon is selected the message is moved to the "Archived Messages" tab for future reference. To access archived messages, select the "Archived Messages" sub-tab.

Get Status You have 8 unread message(s) and 0 alerts. Help Go To page Select Form

MESSAGE INBOX ARCHIVED MESSAGES

Click on the subject links to view messages. Delete Selected

In Message Archives Displaying 1-8 of 12. [First/Prev] 1, 2 [Next/Last]

	Date	Subject	Unique Identifier	Submission ID	
<input type="checkbox"/>	Secure Form	Thu Jan 9 16:13:44 EST 2014	<b>Secure Form Confirmation</b>	12-295233	W151021400900031
<input type="checkbox"/>	Secure Form	Thu Jan 9 16:13:26 EST 2014	<b>Secure Form Confirmation</b>	W151021400900025	
<input type="checkbox"/>	Secure Form	Thu Jan 9 13:06:56 EST 2014	<b>E-Offset Form Received</b>	No Submission ID	
<input type="checkbox"/>	Secure Form	Thu Jan 9 12:05:04 EST 2014	<b>E-Offset Form Received</b>	12-295233	No Submission ID



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### DELETING MESSAGES

You also have the option of deleting messages. To delete a message, click on the block in the first column of the line to be deleted. Click the "Delete Selected" button.

Click on the subject links to view messages. Bold links indicate new unread messages.

In Message inbox Displaying 1-8 of 38. [First/Prev] 1, 2, 3, 4, 5 [Next/Last]

<input type="checkbox"/>	Date	Subject	Unique Identifier	Submission ID	Archive
<input checked="" type="checkbox"/>	Wed Jan 15 13:40:05 EST 2014	<a href="#">E-Offset Form Confirmation</a>		W151021401500033	
<input type="checkbox"/>	Wed Jan 15 13:37:06 EST 2014	<a href="#">E-Offset Form Received</a>		No Submission ID	
<input type="checkbox"/>	Wed Jan 15 13:30:08 EST 2014	<a href="#">E-Offset Form Confirmation</a>	12-3946CN	W151021401500032	

**Delete Selected**

To delete more than one message at a time, click on the block in the header. Doing this will check all lines. You may uncheck the lines that are not being deleted. Once all lines to be deleted are checked, click on the "Delete Selected" button.

Click on the subject links to view messages. Bold links indicate new unread messages.

In Message inbox Displaying 1-8 of 38. [First/Prev] 1, 2, 3, 4, 5 [Next/Last]

<input checked="" type="checkbox"/>	Date	Subject	Unique Identifier	Submission ID	Archive
<input checked="" type="checkbox"/>	Wed Jan 15 13:40:05 EST 2014	<a href="#">E-Offset Form Confirmation</a>		W151021401500033	
<input type="checkbox"/>	Wed Jan 15 13:37:06 EST 2014	<a href="#">E-Offset Form Received</a>		No Submission ID	
<input checked="" type="checkbox"/>	Wed Jan 15 13:30:08 EST 2014	<a href="#">E-Offset Form Confirmation</a>	12-3946CN	W151021401500032	
<input type="checkbox"/>	Wed Jan 15 13:30:08 EST 2014	<a href="#">E-Offset Form Confirmation</a>	09-0935CN	W151021401500031	
<input type="checkbox"/>	Wed Jan 15 13:30:07 EST 2014	<a href="#">E-Offset Form Confirmation</a>	12-4050CN	W151021401500030	
<input checked="" type="checkbox"/>	Wed Jan 15 13:27:13 EST 2014	<a href="#">E-Offset Form Received</a>	12-4050CN	No Submission ID	
<input checked="" type="checkbox"/>	Wed Jan 15 13:27:13 EST 2014	<a href="#">E-Offset Form Received</a>	12-3946CN	No Submission ID	
<input checked="" type="checkbox"/>	Wed Jan 15 13:27:12 EST 2014	<a href="#">E-Offset Form Received</a>	09-0935CN	No Submission ID	

**Delete Selected**