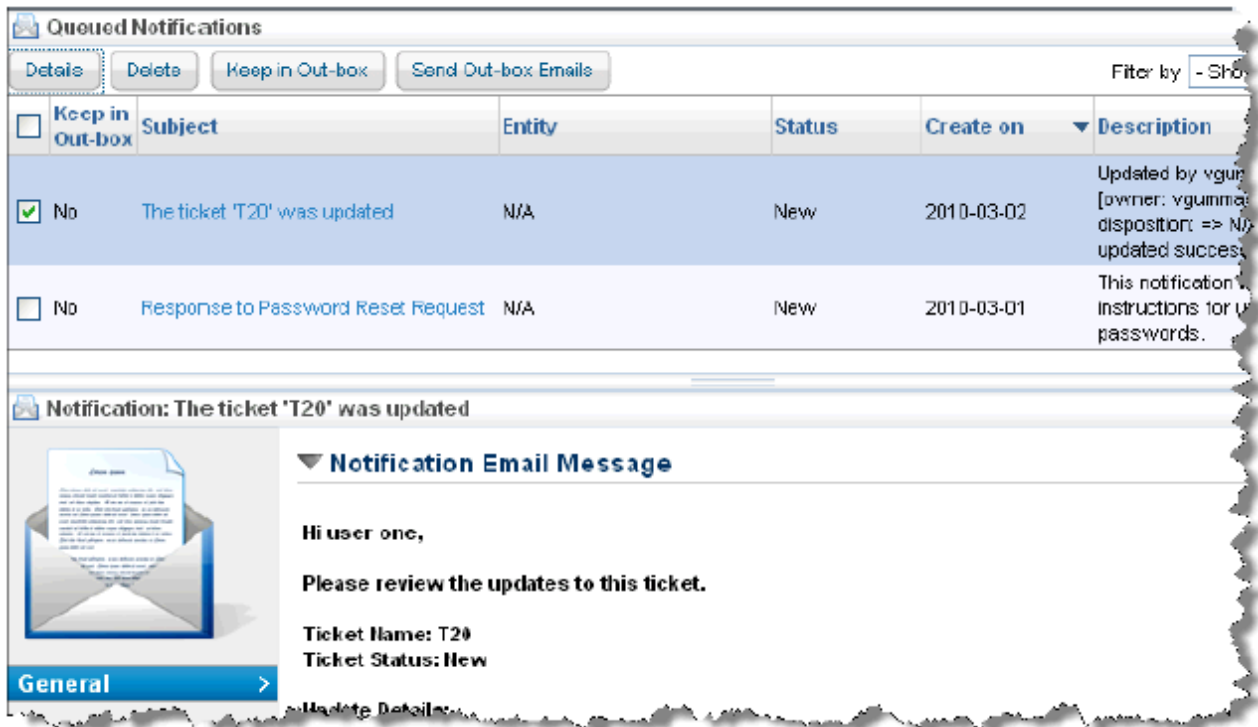


About the Out-box

Notification messages that have not yet been sent are displayed on the **Queued Notifications** page.



The screenshot shows the 'Queued Notifications' interface. At the top, there are buttons for 'Details', 'Delete', 'Keep in Out-box', and 'Send Out-box Emails', along with a 'Filter by' dropdown. Below this is a table with columns: 'Keep in Out-box', 'Subject', 'Entity', 'Status', 'Create on', and 'Description'. Two rows are visible: one with 'No' in the 'Keep in Out-box' column and 'The ticket 'T20' was updated' in the 'Subject' column, and another with 'No' and 'Response to Password Reset Request'. Below the table, a detailed view of a notification email message is shown, including a 'Notification Email Message' section with the text: 'Hi user one, Please review the updates to this ticket. Ticket Name: T20 Ticket Status: New'.

<input type="checkbox"/>	Keep in Out-box	Subject	Entity	Status	Create on	Description
<input checked="" type="checkbox"/>	No	The ticket 'T20' was updated	N/A	New	2010-03-02	Updated by vgun... [owner: vgun... disposition: => N/A] updated success...
<input type="checkbox"/>	No	Response to Password Reset Request	N/A	New	2010-03-01	This notification... instructions for... passwords.

Notification: The ticket 'T20' was updated

Notification Email Message

Hi user one,

Please review the updates to this ticket.

Ticket Name: T20
Ticket Status: New

Update Details:

Unlike the Message Center, the **Queued Notifications** page only displays messages that have not yet been sent. When e-mail notifications are sent (see [System Jobs](#)), all messages for which **Keep in Outbox** is marked 'No' will be sent and removed from the **Queued Notifications** page.

To postpone sending a notification:

1. In the Administration application, go to **Administration > Notifications**, and click the **Queued Notifications** tab.
2. Check the box to select the notification to postpone. Click **Keep in Outbox**. The **Keep in Outbox** column for the selected notification changes to 'Yes.'

To clear the Keep in Outbox flag:

1. In the Administration application, go to **Administration > Notifications**, and the **Queued Notifications** tab.
2. Check the box to select the notification of interest. Click **Send Out-box Emails**. The **Keep in Outbox** column for the selected notification changes to 'No.'