



How Do I Use My Messages?

For Additional Questions and Answers, visit our [FAQ](#) section

Steps: Compose a Message

- 1) To access, **click Get My Messages** on the left hand side menu on the *My Practice* Page.
- 2) On the *Inbox* screen, **click “Compose.”**
- 3) On the *Compose* screen, **select the Main Category and Sub Category that best match your inquiry and click “Continue.”**
- 4) On the second *Compose* screen, **complete the form fields and type in your free-text message. Click “Send.”**
- 5) When you see the acknowledgement message, **click “OK” to close** and return to *Get My Messages..*

Steps: Read a Message

- 1) To access, **click Get My Messages** on the left hand side menu on the *MyPractice* Page.
- 2) If you have a message received from NIA, it will display like an e-mail on the *Inbox* page. **Click the hyperlinks in the “From” or “Subject” fields to view.**
- 3) If you wish to reply to NIA’s response, **click “Reply.”**
- 4) To view other messages, **click Inbox.**

TIPS:

- Required fields are indicated with an asterisk.
- For a faster and more efficient response, please fill in as many applicable fields as possible, even if they are not required.
- Messages are secure and can contain PHI and/or personal information.
- Most messages are answered within one (1) business day.
- If you do not know which category to choose, select “Miscellaneous.”
- New (unread) messages will be in bold font.
- This application is HIPAA-compliant.
- You can see your five (5) most recent messages on the My Practice page in the Get My Messages section.