

# Unread Messages and Understanding the Counts

The SchoolMessenger app has changed the way the Messages page displays their unread message counts.

## *How it was before...*

Each individual comment within a conversation thread was counted towards the number of unread messages displayed on the Messages page.

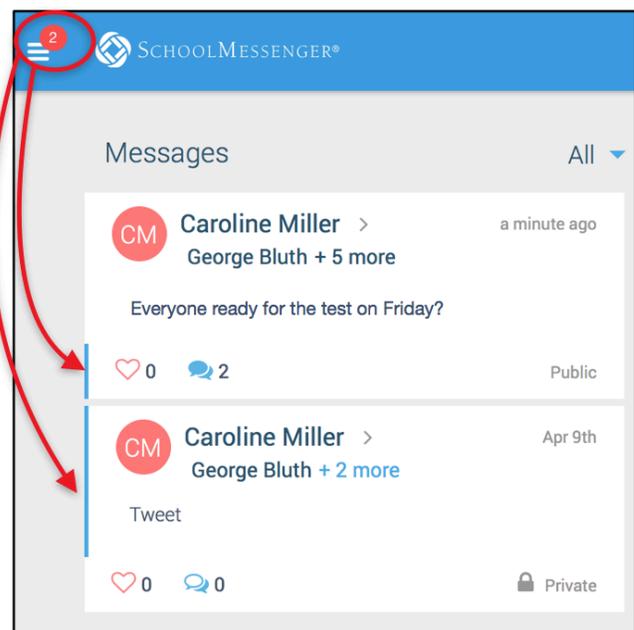
## *How it works now...*

If the user receives new comments within a conversation thread, the entire conversation counts as only 1 unread message. No matter how many unread messages a conversation thread contains, the unread messages count will only increment by 1.

## Receiving New Messages

In the example to the right, the unread messages number displays as 2 because there are 2 conversations in the user's message inbox that are either unread or contain unread comments. The example shows how both scenarios look like.

Unread comments within an already opened conversation are marked with a half blue line. Unread conversations not yet opened are marked by a full blue line.



# Questions?

If you have any questions regarding the above, please contact your school or district.

Feel free to forward app inquiries or feedback to the following:

[appfeedback@schoolmessenger.com](mailto:appfeedback@schoolmessenger.com)