

Icon legend

F2 utilises a number of icons to provide you with an overview of your work. The icons aim to help you understand why a given record appears in your inbox.



Email

This icon denotes an incoming email from an internal or external correspondent or an outgoing email from a colleague or yourself.



Chat

This icon indicates that the record contains a chat in which you are participating.



Standard record

This icon denotes a standard internal record.



Information

This icon indicates that the record contains relevant information. You may have been set as responsible for the record or as a supplementary case manager. Hover your cursor over the icon to see why the record has appeared in your inbox.



Approval

This icon denotes an approval. The icon changes colour depending on the deadline. The symbol inside the circle indicates the progress of the approval process.



Note

This icon indicates that a note has been added to the record. If you are added as a note recipient, the record appears in your inbox.



Attachment

This icon indicates that the record has a file attachment.



This icon denotes a case