

# The Message Center

A view into collaborating on Upwork

# The Basics - what stays the same?

On both Upwork AND Elance:

- All messages are saved for easy retrieval and documentation
- Keeping messages on the platform are important for payment protection
- Shared files and work deliverables are uploaded and stored in one place

# The Upwork Message Center is geared towards real-time collaboration

The screenshot displays the Upwork Message Center interface. At the top left is the Upwork logo (formerly oDesk) and the word "MESSAGES". On the right, there are icons for search, help, notifications, and a "DASH" button. Below the header is a navigation bar with a settings gear, a chat icon, a plus sign, and a search bar. A "RECENT" list on the left shows various messages from users like Scott, Nancy, ask, Linda, Amy, Jacqueline, and Katrina. The main area shows a chat conversation with "Linda Lo". The messages are as follows:

- Lillian: UP! (9:57 AM)
- Lillian: ok great. Thank you
- Today
- Lillian: Ms. (8:13 AM)
- Linda: Hi there (9:16 AM)
- Lillian: I juts posted a Hiring Hub arti (9:17 AM)
- Linda: Oh yeah? (9:17 AM)
- Lillian: I was wondering if the picture sizing has changed? (9:17 AM)
- Linda: Yeah..I'm not quite sure (9:17 AM)
- Lillian: who would you ask? (9:17 AM)

The Message Center is now a chat-based communication and collaboration platform.

You can chat with your clients and team members in real time or have the conversation waiting for them when they come online

All your messages will be saved in a "room." "Rooms" are defined as conversations you have with at least 1 other person.

# Work Room vs Message Center

The screenshot shows the Elance/Upwork interface. At the top, the user is logged in as James Anderson. The main navigation bar includes 'MY ELANCE', 'HIRE', 'FIND WORK', 'MANAGE', and 'RESOURCES'. Below this, there's a 'Customer Support All-Stars Needed' banner. The interface is split into two main sections: 'Workroom' on the left and 'Messages' on the right. The 'Workroom' section has a sidebar with various options like 'Messages', 'Billing & Invoices', 'Files', 'Work View™', 'Timesheets', 'Terms & Milestones', 'My Proposal', 'Alerts', 'Team Members', and 'More'. The 'Messages' section shows a message from James A. to Rex R. with the text 'Thanks, Rex. You are awesome.' and another from Rex R. to James A. with 'You are great, James!'. There are also buttons for 'Post Message' and 'Invite People'.

The screenshot shows the Upwork Message Center interface. At the top, there's a navigation bar with 'upwork formerly oDesk', 'JOBS', 'FREELANCERS', 'REPORTS', and 'MESSAGES 4'. The main area is split into two columns. The left column shows a 'RECENT' list of messages from Laura Vandiver, John Brookhouse, and Scott Dalon. The right column shows a detailed view of a message from Scott Dalon to Lillian, with the text 'All looks good!!! I will see(we not really see, but chat) you tomorrow. Enjoy the rest of your day.' Below this, there's a list of messages from Lillian to Scott, including 'test. where did you get this? Did you send it from the Team App?' and 'I sent it from the team app and received it in my messages and team app'. The interface includes a search bar, a 'Send' button, and various icons for settings, attachments, and notifications.

Find all correspondence under the Messages Tab

# Older messages and conversations are captured and retained

The screenshot displays the Upwork messaging interface. The main window shows a conversation with Sam Singer for a job titled "Convert Picture into an Illustration" with a budget of \$50.00. The chat history includes messages from Lillian Trav, Lillian's co, Narwhal N, and New Com. A button at the bottom left of the chat area says "Looking for older messages? View All Rooms & People".

The callout box, titled "All People & Rooms", shows a list of conversations and their participants. The list is as follows:

Name	Participants	Last Activity
Sam Singer - Convert Picture into an illustration	3 people	7 hours ago
Draw, Flora, Jennifer, Kelli, LaTanya, Laurie, Lillian, Owner-of-elanceodesk	8 people	3 days ago
Marina Cvetković - Animated Drawing	3 people	9 days ago
Marina Ugrin - Logo creation for personal gym	2 people	10 days ago
Patrick Matias - Animated Drawing	2 people	15 days ago
Floating Llama - Animated Drawing	3 people	16 days ago
Jennifer Fong	United States	No Activity
Scott Kaneshiro	United States	No Activity
Sam Singer	Cartersville, United States	No Activity
Patrick Matias	North Shore, New Zealand	No Activity

# Keeping communications separate

The screenshot displays the Upwork Messages interface. On the left is a sidebar with a search bar and a 'RECENT' list of messages. The main area shows a conversation with 'Linda Lo'. A green dot on the 'Up' icon in the top right corner indicates a dropdown menu. This menu is shown in an inset on the right, listing various accounts: 'Agency account', 'Up Agency' (with a '2' badge), 'Premium Services', 'Lillian', 'Settings', and 'Log out'. A green arrow points from the '2' badge to the text 'Pending messages'.

Upwork™  
formerly oDesk

MESSAGES

SEARCH ? BELL Up DASH

Linda Lo

Lillian UP! 9:57 AM  
ok great. Thank you

Today

Lillian Ms. 8:15 AM

Linda Hi there 9:16 AM

Lillian I juts posted a Hiring Hub arti 9:17 AM

Linda Oh yeah? 9:17 AM

Lillian I was wondering if the picture sizing has changed? 9:17 AM

Linda Yeah..I'm not quite sure 9:17 AM

Lillian who would you ask? 9:17 AM

Search

RECENT

Scott 4:36 PM  
Lillian, I have a question and w...

Nancy 3:36 PM  
thanks

ask- 3:02 PM  
system message

Linda 9:17 AM  
Yup!

Ask Yesterday  
oh nvm i see it on page 6

Amy Monday  
awesome, fingers crossed!

Jacqueline Monday  
I just want to make sure we're ...

Katrina 7/2/15  
yes

Online Invisible

Agency account

Up Agency 2

Premium Services

Lillian

Settings

Log out user\_1234

Pending messages

If you have a client or agency account,  
those conversations are kept separate  
from any discussions you have as a freelancer

# You can manage the flow of conversation by setting availability

The screenshot displays the Upwork messaging interface. On the left, there's a sidebar with a search bar and a list of recent messages. The main area shows a list of conversations. A user profile dropdown menu is open, showing options for 'Online' and 'Invisible', with 'Invisible' selected and highlighted in green. Below these are options for 'Agency account', 'DASH', 'HiPo', 'Lilliar', 'Settings', and 'Logout'. A callout box with a green border points to the 'Invisible' option, containing the text: 'Set yourself to Invisible if you have a meeting or are otherwise busy but still online'.

Upwork™  
formerly oDesk

JOB'S FREELANCERS REPORTS MESSAGES

Upwork New Hi...

Online Invisible

Agency account

DASH 2

HiPo

Lilliar

Settings

Logout I\_travis

North Shore, New Zealand No Activity

Mountain View, United States No Activity

Kukuljanovo, Croatia No Activity

Zagreb, Croatia No Activity

United States No Activity

United States No Activity

« Previous 1 2 Next »

Looking for older messages?  
[View All Rooms & People](#)

Set yourself to Invisible if you have a meeting or are otherwise busy but still online

Online Invisible

Agency account

DASH

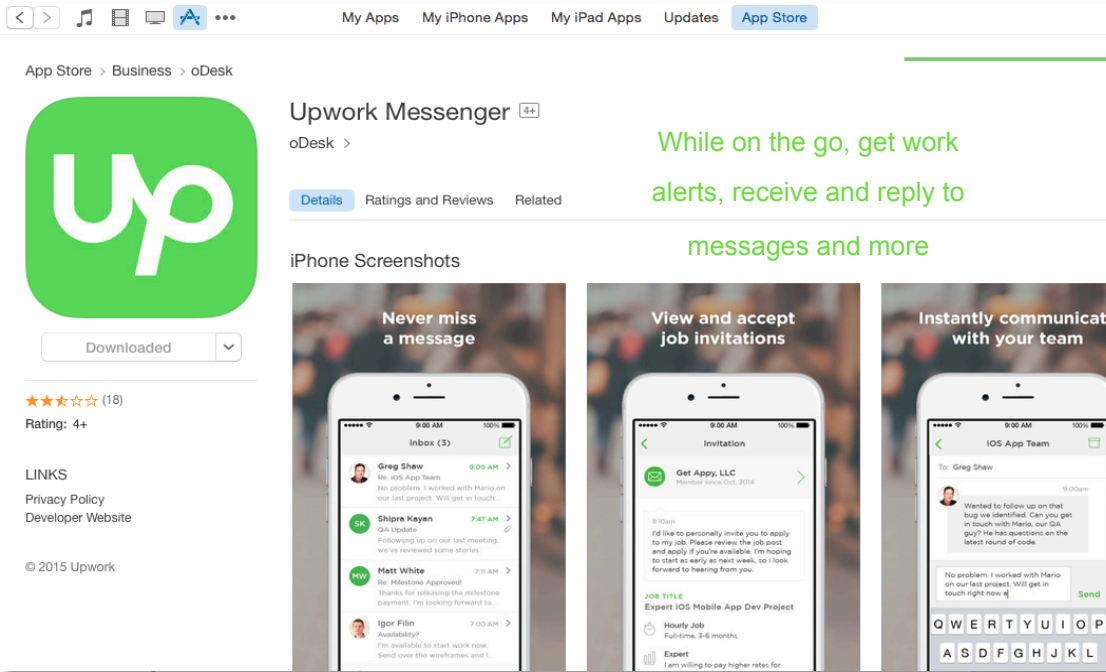
HiPo

Lillian

Settings

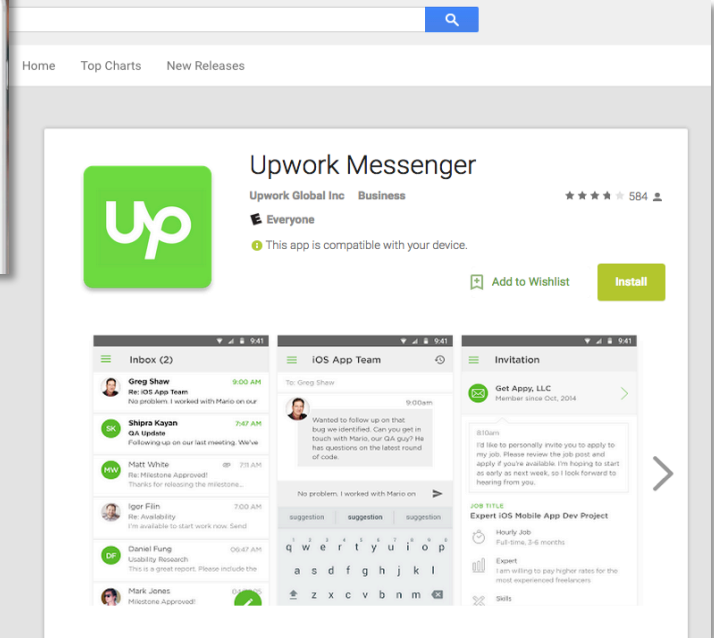
Logout

# Take the Message Center with you on our Mobile App



While on the go, get work alerts, receive and reply to messages and more

While on the go, get work alerts, receive and reply to messages



Use Upwork Messenger to stay connected and keep jobs moving



# Additional Resources

Hiring Hub: <https://www.upwork.com/hiring/>

Upwork Community: <https://community.upwork.com/>

Upwork Help Center: <https://support.upwork.com/home>