

MESSAGING

Messaging is a simple way to keep you connected with people within your service. You will be able to send, receive and reply to messages from internal users of the system.

This tip sheet will walk you through:

- Accessing messages
- Creating messages
- Unread messages
- Replying to Messages
- Searching Messages
- Troubleshooting

Summary

1. Child on the admin menu
2. Select messages
3. Click on compose message
 - a. Select recipient in the TO field
 - b. Enter subject
 - c. Enter message
 - d. Select file if you wish
 - e. Click Send

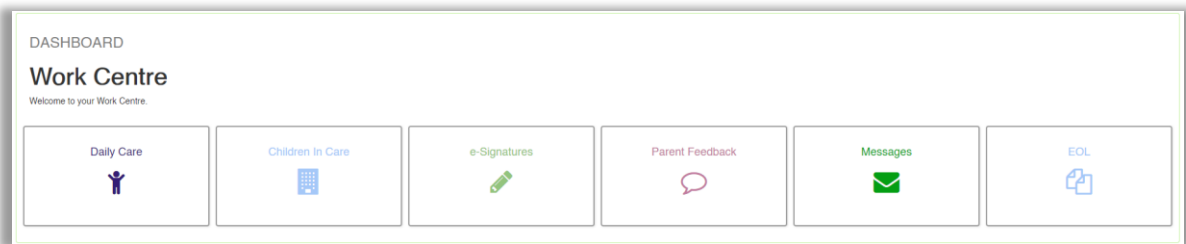
MESSAGING

Detailed

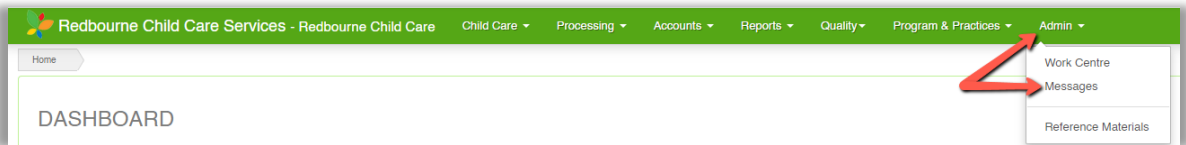
Accessing messages

Messages can be accessed via two different areas within the software.

First, via your dashboard you will see a tile called **Messages**:

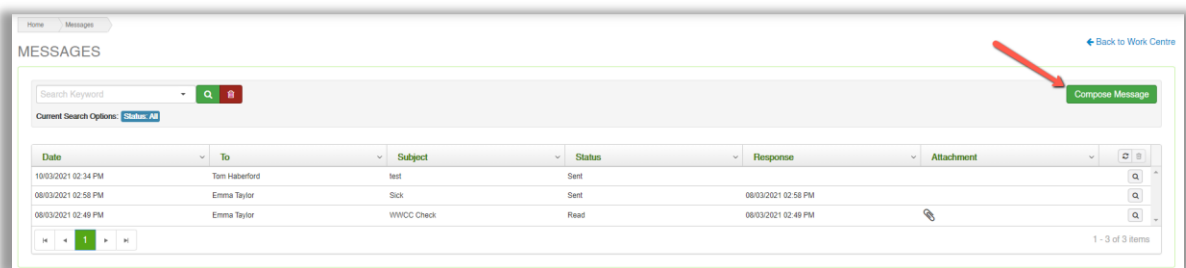


Or via the **Admin** menu and selecting **Messages**:



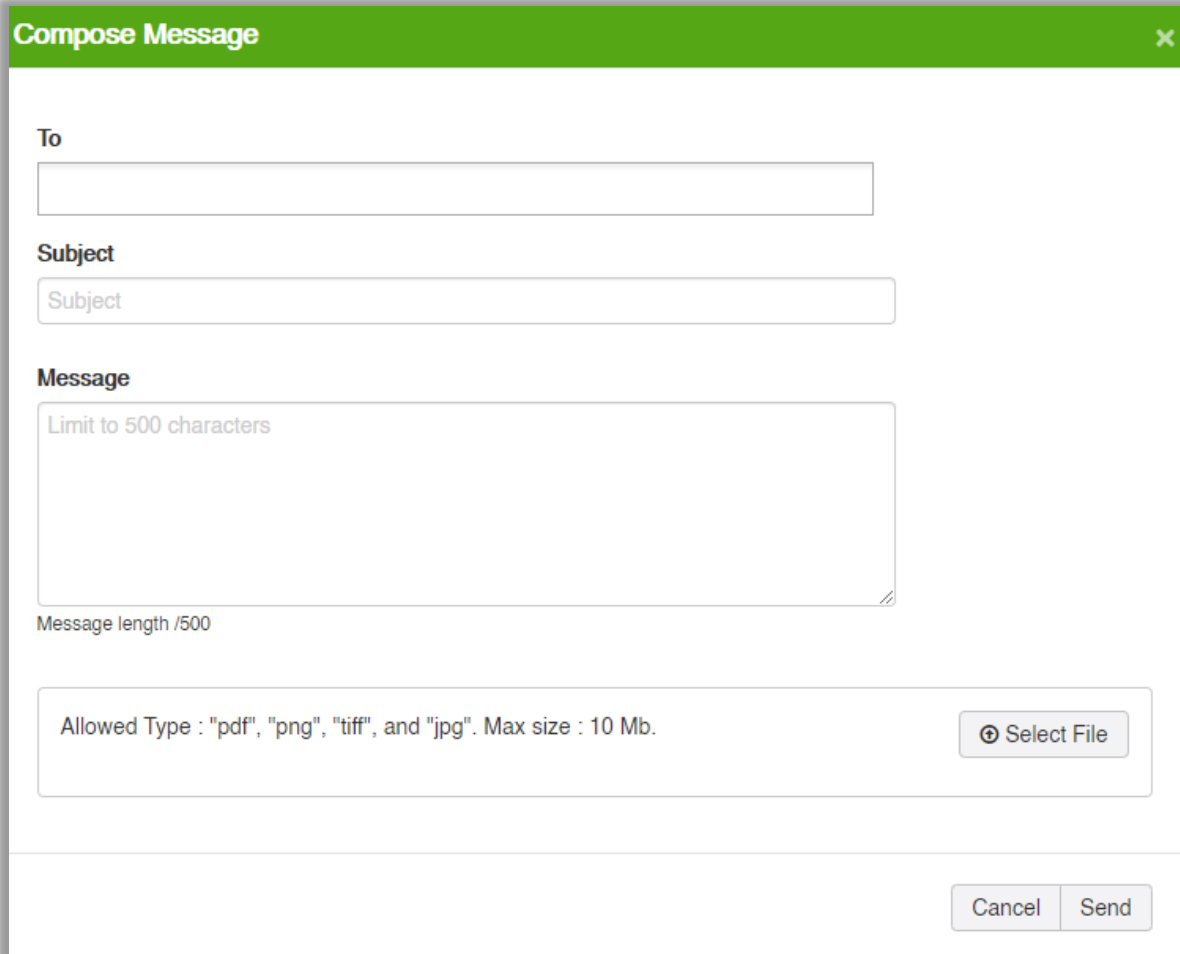
Creating messages

Upon entering the message page click on the **Compose Message** button:



The compose Message window will open:

Detailed cont.



Compose Message ✕

To

Subject

Message

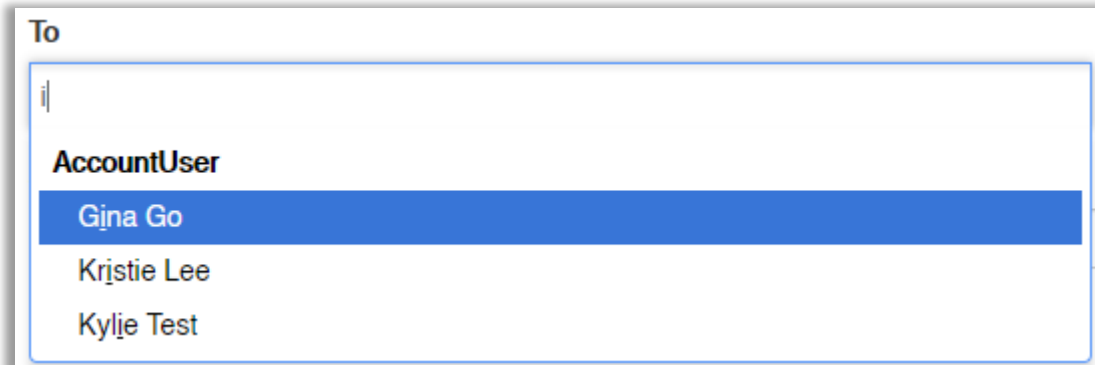
Limit to 500 characters

Message length /500

Allowed Type : "pdf", "png", "tiff", and "jpg". Max size : 10 Mb. Select File

Cancel Send

To: This field is where a user selects one or more message recipients. This is a drop dropdown menu containing all active users within your system. You can start typing in the name of the recipient to search. *For example:*



To

ij

AccountUser

Gina Go

Kristie Lee

Kylie Test

Detailed cont.

NOTE: If you select multiple recipients, then all recipients will be able to reply/view replies within this thread.

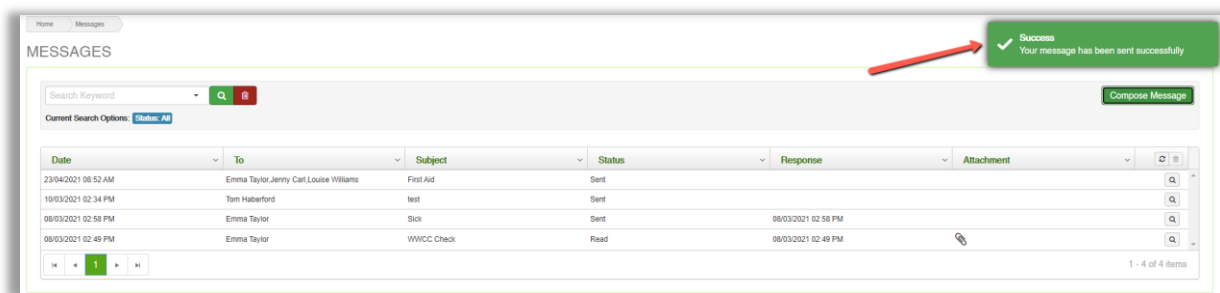
Subject: Subject of the message to be sent. This is a MANDATORY field.

Message: Where the message is recorded. This is a MANDATORY field.

Select File: User may add an attachment. This is an optional field.

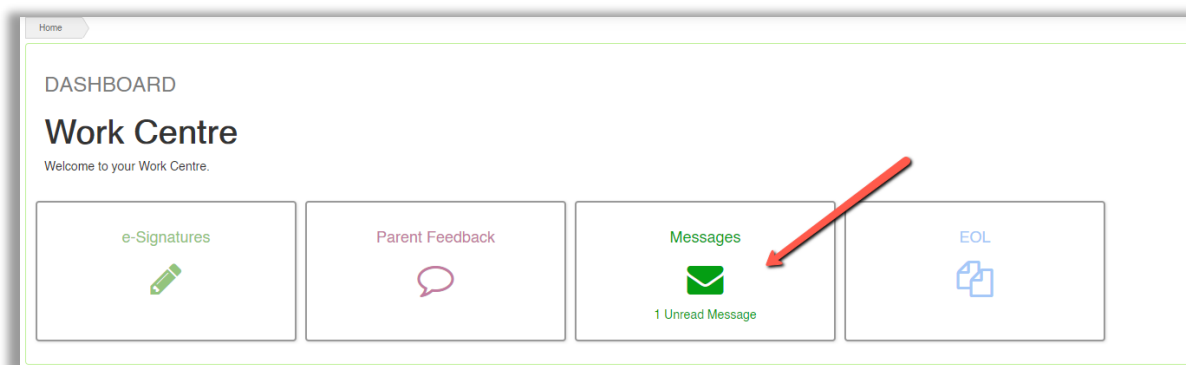
Click **Send**.

You will receive a successful message, and your sent message will display within the grid:



Unread messages

If you receive a new message or a reply, upon entering your dashboard you will notice that the messages tile now displays that you have an **unread** message:




Upon entering the messages page, the status column will display the unread message clearly:

Detailed cont.

MESSAGES ← Back to Work Centre

Search Keyword

Current Search Options: [Status: All](#)

Date	To	Subject	Status	Response	Attachment	
23/04/2021 09:00 AM	Emma Taylor, Jenny Carl, Louise Williams	First Aid	Unread	23/04/2021 09:00 AM		<input type="button" value="Q"/>
10/03/2021 02:34 PM	Tom Haberford	test	Sent			<input type="button" value="Q"/>
08/03/2021 02:58 PM	Emma Taylor	Sick	Sent	08/03/2021 02:58 PM		<input type="button" value="Q"/>
08/03/2021 02:49 PM	Emma Taylor	WWCC Check	Read	08/03/2021 02:49 PM		<input type="button" value="Q"/>


1 - 4 of 4 items

Upon viewing the message, the status will change to Read:

MESSAGES ← Back to Work Centre

Search Keyword


Current Search Options: [Status: All](#)

Date	To	Subject	Status	Response	Attachment	
23/04/2021 09:00 AM	Emma Taylor, Jenny Carl, Louise Williams	First Aid	Read	23/04/2021 09:00 AM		<input type="button" value="Q"/>
10/03/2021 02:34 PM	Tom Haberford	test	Sent			<input type="button" value="Q"/>
08/03/2021 02:58 PM	Emma Taylor	Sick	Sent	08/03/2021 02:58 PM		<input type="button" value="Q"/>
08/03/2021 02:49 PM	Emma Taylor	WWCC Check	Read	08/03/2021 02:49 PM		<input type="button" value="Q"/>

1 - 4 of 4 items

Replying to messages

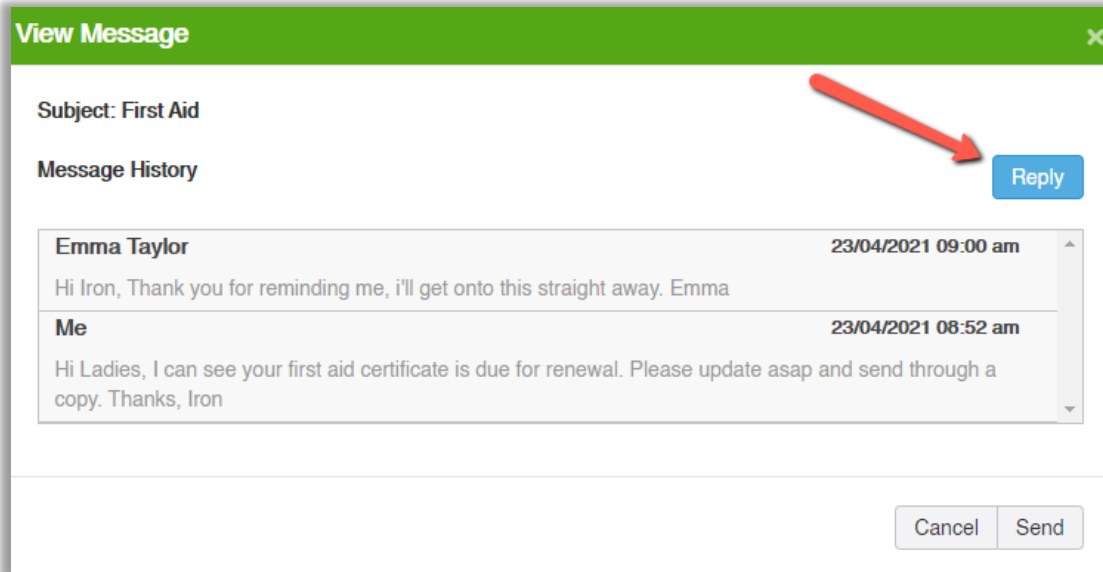
You can reply to any messages displaying in the grid. To do this simply click on the magnifying glass to view the message:

Date	To	Subject	Status	Response	Attachment	
23/04/2021 09:00 AM	Emma Taylor, Jenny Carl, Louise Williams	First Aid	Read	23/04/2021 09:00 AM		<input type="button" value="Q"/>
10/03/2021 02:34 PM	Tom Haberford	test	Sent			<input type="button" value="Q"/>
08/03/2021 02:58 PM	Emma Taylor	Sick	Sent	08/03/2021 02:58 PM		<input type="button" value="Q"/>
08/03/2021 02:49 PM	Emma Taylor	WWCC Check	Read	08/03/2021 02:49 PM		<input type="button" value="Q"/>

1 - 4 of 4 items

When the view message window opens, the display of messages will show in date/time order from the latest information displaying at the top. Click on the Reply button:

Detailed cont.



View Message [Close]

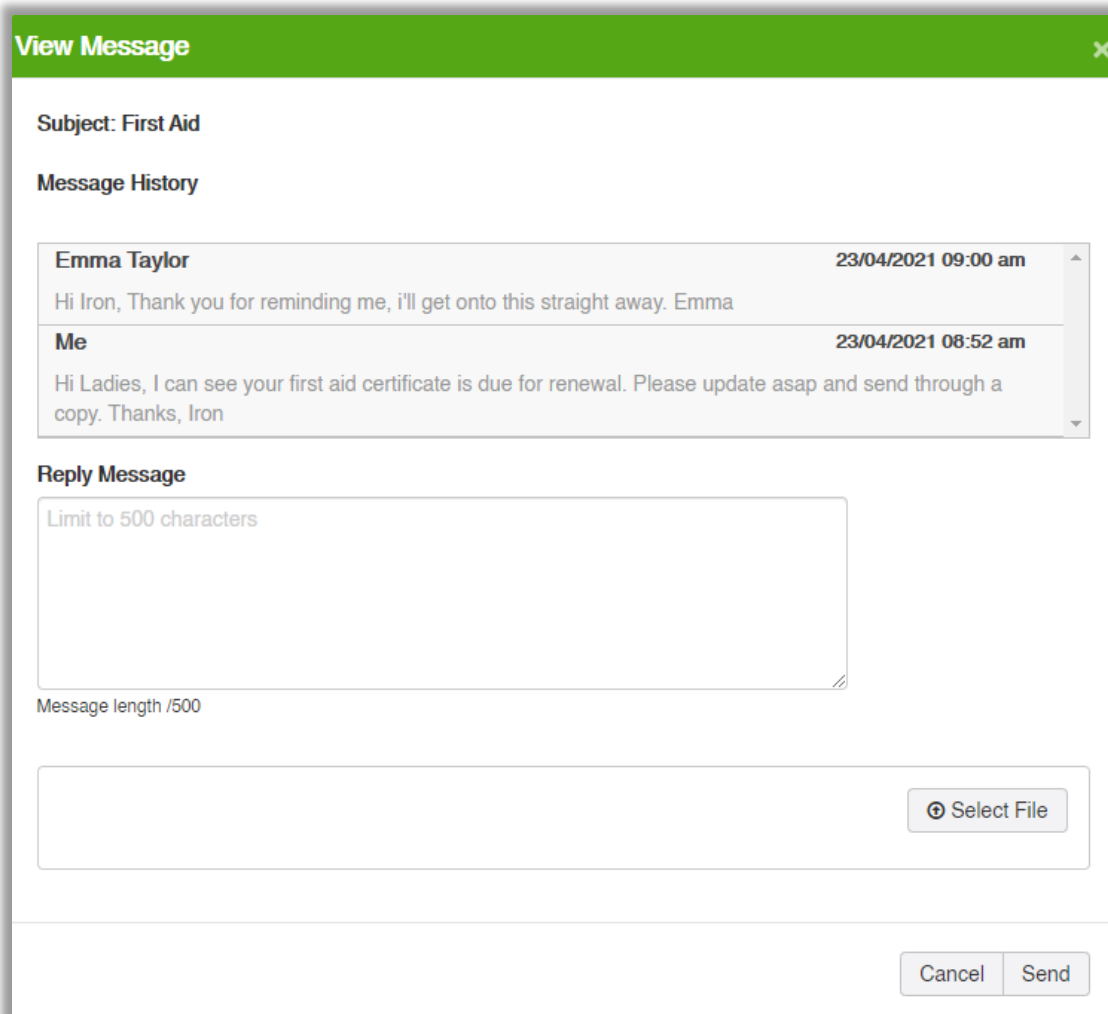
Subject: First Aid

Message History

Emma Taylor	23/04/2021 09:00 am
Hi Iron, Thank you for reminding me, i'll get onto this straight away. Emma	
Me	23/04/2021 08:52 am
Hi Ladies, I can see your first aid certificate is due for renewal. Please update asap and send through a copy. Thanks, Iron	

[Cancel] [Send]

This will open the Reply Message field and the attachment field:



View Message [Close]

Subject: First Aid

Message History

Emma Taylor	23/04/2021 09:00 am
Hi Iron, Thank you for reminding me, i'll get onto this straight away. Emma	
Me	23/04/2021 08:52 am
Hi Ladies, I can see your first aid certificate is due for renewal. Please update asap and send through a copy. Thanks, Iron	

Reply Message

Limit to 500 characters

Message length /500

[Select File]

[Cancel] [Send]

Detailed cont.

Type in your message and attach a document if needed then click Send.

The message within the grid will now have a status of Sent:

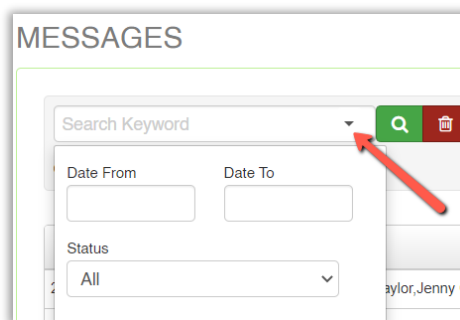
Date	To	Subject	Status	Response	Attachment
23/04/2021 09:33 AM	Emma Taylor,Jenny Carl,Louise Williams	First Aid	Sent	23/04/2021 09:33 AM	
10/03/2021 02:34 PM	Tom Haberford	test	Sent		
08/03/2021 02:58 PM	Emma Taylor	Sick	Sent	08/03/2021 02:58 PM	
08/03/2021 02:49 PM	Emma Taylor	WWCC Check	Read	08/03/2021 02:49 PM	

Searching Messages

As your list of messages grow you can utilise the search options to find a message.

You have two options to find your message:

The first, is the search keyword box and the additional options by clicking on the dropdown menu:



The next, is located by clicking on the arrow displayed on each column will provide you with search options. You may select the filter option to type in a keyword,

Date	To	Subject	Status	Response	Attachment
23/04/2021 09:33 AM	Emma Taylor,Jenny Carl,Louise Williams	First Aid	Sent	23/04/2021 09:33 AM	
10/03/2021 02:34 PM	Tom Haberford	test	Sent		
08/03/2021 02:58 PM	Emma Taylor	Sick	Sent	08/03/2021 02:58 PM	
08/03/2021 02:49 PM	Emma Taylor	WWCC Check	Read	08/03/2021 02:49 PM	

Show items with value that:
Contains []
tom
Filter Clear

Click on filter button to see your results:

Date	To	Subject	Status	Response	Attachment
10/03/2021 02:34 PM	Tom Haberford	test	Sent		

MESSAGING

Troubleshooting

Issue: Why don't I have the Messages tile?

Why? There may be 2 reasons for this:

1. You do not have permission within your role to see this.
2. You may have hidden the tile.

Resolution:

If you have hidden the tile please follow the below steps to bring it back:

1. Click on setting cog
2. Select my profile
3. Scroll down to dashboard configuration heading
4. Below the heading hidden from dashboard you will see the daily care tile, click on the green tick
5. Click Save

For more information please see the tip sheet called **Work Centre**.

If this doesn't resolve your issue it will be due to your permissions. The messages permission is assigned to all users with a full access role however, your service may have created a new role and therefore may have not enabled this permission.

Please contact the support desk as we will need to enable this permission for you.