



WebEOC[®] Messages Manager

User Guide

Version 3.0.1

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Overview

The WebEOC® *Messages Manager* plugin provides an easy-to-use tool for sending messages to WebEOC users and external recipients. It allows you to send messages to individual users as well as groups and positions.

Messages Manager is typically used in conjunction with the *Contacts Manager* plugin; contacts added in *Contacts Manager* are available in *Messages Manager* and can be used to create notification groups. Notification groups are different from WebEOC groups; this type of group allows you to build easily accessible mailing lists of users and contacts that you send messages to on a regular basis. For information on managing contacts, see the *WebEOC Contacts Manager Administrator Guide*.

You can also add *Messages Manager* to WebEOC status boards, making it possible to send messages from within the board.

Using Messages Manager

This guide covers everyday tasks the user can perform in *Messages Manager*. These tasks include [sending](#) and [receiving](#) messages, [replying](#) to messages, and [sending messages directly from a board](#).

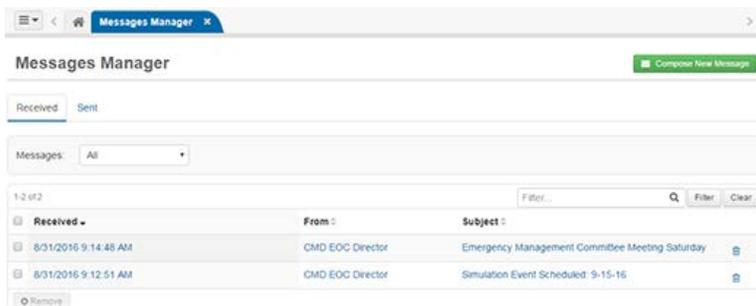
If *Messages Manager* is not available to you, verify with your administrator that you have appropriate access permissions.

Viewing Messages

When you receive a new message in WebEOC, you are alerted to it by a notification pop-up that appears at the bottom of the page you are currently viewing. To view the contents and details of the message, open it in *Messages Manager*.

To view received messages

1. Log in to WebEOC.
2. Open the control panel menu and select **Messages Manager**. The *Messages Manager* page opens.



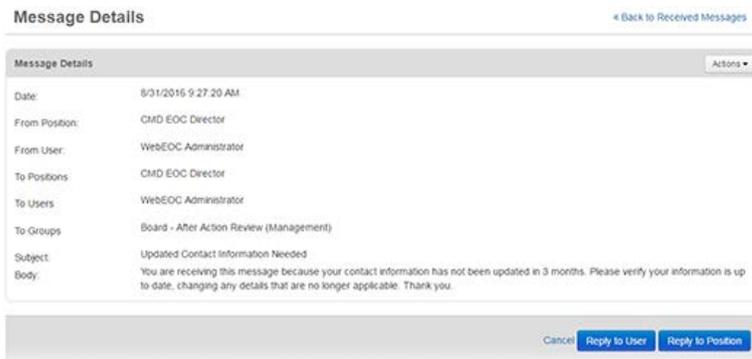
3. Verify that the **Received** tab is selected.
4. To view all received messages, for **Messages**, select **All**.



5. Alternatively, to view only messages relevant to the incident you are logged in to, for **Messages**, select **Incident**.

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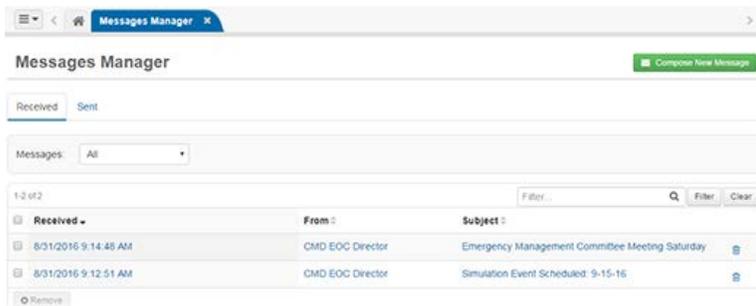
- Open the appropriate message by clicking its linked **Received**, **From**, or **Subject** details. The *Message Details* page opens.



- Click **Cancel** or **Back to Received Messages** to navigate back to the received messages list.

To view sent messages

- Log in to WebEOC.
- Open the control panel menu and select **Messages Manager**. The *Messages Manager* page opens.



- Verify that the **Sent** tab is selected.
- To view all sent messages, for **Messages**, select **All**.



- Alternatively, to view only messages relevant to the incident you are logged in to, for **Messages**, select **Incident**.

- Open the appropriate message by clicking its linked **Received**, **From**, or **Subject** details. The *Message Details* page opens.

Message Details [Back to Sent Messages](#)

Recipients

Positions: CMD EOC Director
Users: WebEOC Administrator
Groups: Board - After Action Review (Management)

Sent Message Details [Actions](#)

Date: 8/31/2016 9:27:20 AM
Subject: Updated Contact Information Needed
Body: You are receiving this message because your contact information has not been updated in 3 months. Please verify your information is up to date, changing any details that are no longer applicable. Thank you.

[Cancel](#)

- Click **Cancel** or **Back to Sent Messages** to navigate back to the sent messages list.

Sending a Message

If you want to send a message from a board, refer to [Send a Message From a Board](#).

To compose and send a message

- Log in to WebEOC.
- Open the control panel menu and select **Messages Manager**. The *Messages Manager* page opens.

Messages Manager [Compose New Message](#)

[Received](#) [Sent](#)

Messages: All

1-2 of 2

Received	From	Subject
8/31/2016 9:14:48 AM	CMD EOC Director	Emergency Management Committee Meeting Saturday
8/31/2016 9:12:51 AM	CMD EOC Director	Simulation Event Scheduled: 9-15-16

[Remove](#)

- Click **Compose New Message**. The *Compose New Message* page opens.

Compose New Message [Back to Received Messages](#)

Assigned Recipients
No recipients selected

To

[Notification Groups](#) [Positions](#) [Users](#) [Groups](#) [Contacts](#)

[Assign](#)

0-0 of 0

[Filter](#) [Filter](#) [Clear](#)

Name

No Notification Groups have been assigned yet

[Remove](#) 0-0 of 0

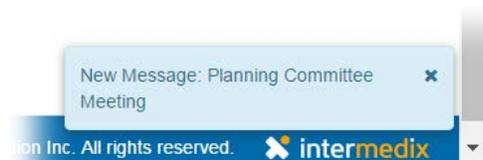
Message Composition

Subject:

Body:

4. In the *To* section, specify the groups, positions, and individuals that you want to receive this message. To so do,
 - a. Click the applicable tab: **Notification Groups, Positions, Users, Groups** or **Contacts**.
 - b. Click **Assign**.
 - c. In the *Assign [Recipient Type]* window that opens, select the check box to the left of the recipients or recipient groups you want to receive the message.
 - d. Click **Assign**.
5. Repeat step 4 for each recipient or recipient type you want to receive the message.
6. In the *Message Composition* section, for **Subject**, enter a brief subject for the message that indicates the message's purpose or content.
7. For **Body**, enter your message text.
8. Click **Send**.

Recipients of the message will receive a desktop notification that indicates they have a new message.



The **Home** tab will turn blue and have a star just to the left of the icon , also alerting users to the existence of a new message requiring their attention. Users, who have their email address set in the profile details receive an email if *Messages Manager* was configured by the administrator to send emails.

To send a message from a board

Administrators adding the *Messages Manager* plug-in to a board enables users to send messages directly from the board. When users create a new record, they can optionally send the information from the record to other WebEOC users or contacts. For information on adding new records to a board, see the "Processes" section of the *WebEOC Administrator Manual*.

1. Log in to WebEOC.
2. Open the control panel menu and select the *Messages Manager*-enabled board.

3. Click **New Record**. The *New Record* window opens.

4. For **Subject**, enter a brief subject for the message that indicates the message's purpose or content.
5. For **Body**, enter your message text.
6. For **Recipients**, select **Send Notification**. A new section opens, allowing you to select the appropriate recipients for the message.

7. Specify the groups, positions, and individuals you want to receive this message. To so do,
 - a. Click the applicable tab: **Notification Groups, Positions, Users, Groups** or **Contacts**.
 - b. Click **Assign**.
 - c. In the *Assign [Recipient Type]* window that opens, select the check box to the left of the recipients or recipient groups you want to receive the message.
 - d. Click **Assign**.
8. Repeat step 7 for each recipient or recipient type you want to receive the message.
9. When you are ready to save the new record, click **Save**. WebEOC creates a new record and sends a message with the new record information to the recipients specified. Users who have their email

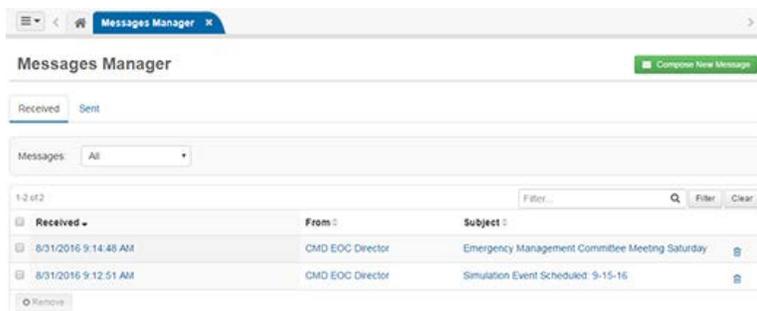
address set in the profile details receive an email if *Messages Manager* was configured by the administrator to send emails.

Replying to a Message*

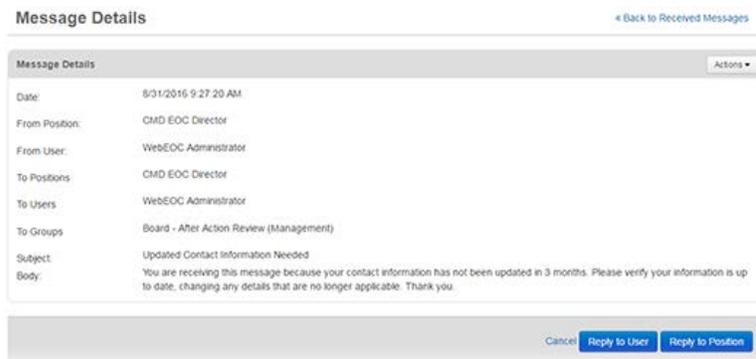
**Note: This option might be fully or partially disabled by your administrator.*

To reply to a message

1. Log in to WebEOC.
2. Open the control panel menu and select **Messages Manager**. The *Messages Manager* page opens.



3. Verify that the **Received** tab is selected.
4. Open the appropriate message by clicking its linked **Received**, **From**, or **Subject** details. The *Message Details* page opens.



5. To reply to the sender of the message only, click **Reply to User**.

- Alternatively, to reply to all users with the sender's position, click **Reply to Position**. The *Compose New Message* page opens.

- If necessary, use the *To* section to include any additional recipients. Select recipients from **Notification Groups, Positions, Users, Groups, and/or Contacts** as available and applicable.

Note: The options available in this section are determined by your administrator.

- In the *Message Composition* section, for **Body**, enter your reply text.
- Click **Send**.

Deleting a Message*

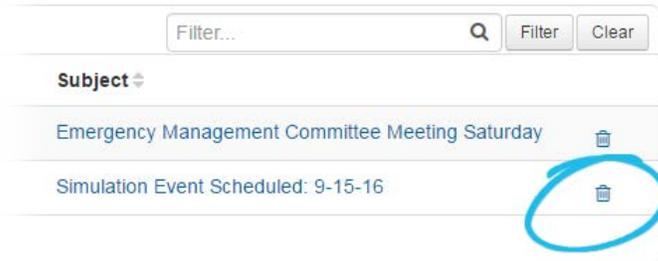
***Note:** This option might be disabled by your administrator.

To delete a single message

- Log in to WebEOC.
- Open the control panel menu and select **Messages Manager**. The *Messages Manager* page opens.

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3. Select the appropriate tab—**Received** or **Sent**, depending on the origin of the message you want to delete.
4. Click the trash can  icon associated with the message you want to delete.

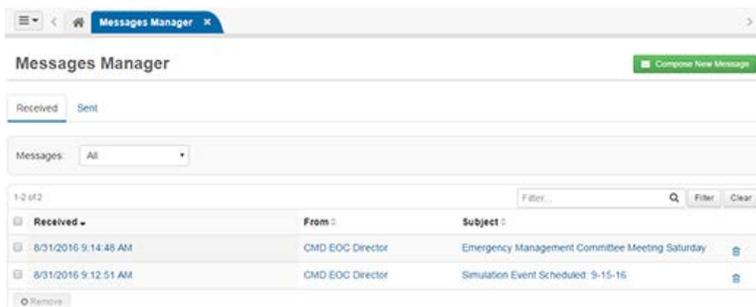


5. When the delete confirmation window opens, click **Yes**.

***Tip:** You can also delete a message from the Message Details page. Open the message you want to delete and click the **Actions** button. Select **Delete**, and then click **Yes** when the delete confirmation window opens.*

To delete multiple messages simultaneously

1. Log in to WebEOC.
2. Open the control panel menu and select **Messages Manager**. The *Messages Manager* page opens.



3. Select the appropriate tab—**Received** or **Sent**, depending on the origin of the message you want to delete.
4. Select the check box to the left of each message you want to delete.

Tip: Select the check box to the left of the **Sent** column header to select all messages.

The screenshot shows a web interface for managing messages. At the top, there is a 'Messages:' label followed by a dropdown menu currently set to 'All'. Below this, it indicates '1-3 of 3' messages are displayed. The messages are listed in a table with a 'Sent' column header. The first message is selected, indicated by a checked checkbox. The second message is not selected. The third message is selected. At the bottom of the list, there is a 'Remove' button with a trash icon.

<input type="checkbox"/>	Sent ▾
<input checked="" type="checkbox"/>	8/31/2016 9:27:20 AM
<input type="checkbox"/>	8/31/2016 9:14:48 AM
<input checked="" type="checkbox"/>	8/31/2016 9:12:51 AM

5. Click **Remove**.
6. When the delete confirmation window opens, click **Yes**.

Glossary

F

Footer: A section at the end of the message that typically contains the sender's signature information.

H

Header: A section at the beginning of the message that typically contains information about the sender.

N

Notification Group: A predefined group of contacts, similar to a mailing list, that can be used for sending messages. Notification groups are different from standard WebEOC groups.

S

SMTP: Simple Mail Transfer Protocol. A protocol that enables sending email messages from one server to another.

SSL: Secure Sockets Layer. SSL ensures messages are securely transmitted between the server and the email client.

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