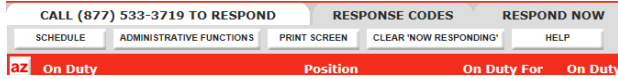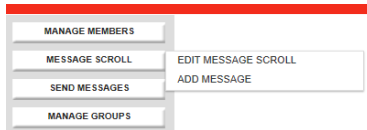**ADDING, EDITING & DELETING MESSAGES**
TO AND FROM THE MESSAGE SCROLL BAR
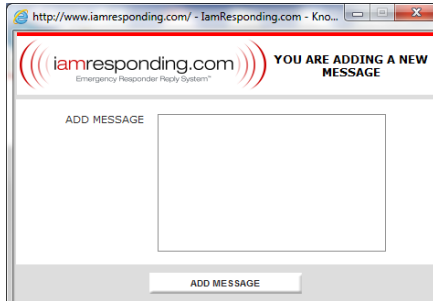
I. ADDING MESSAGES

a. Log into your agency's site from the IamResponding.com home page.

Click on the "Administrative Functions" button. You will only be able to access this page if you have permission to do so.

Hover your cursor over the "Message Scroll" button on the left side of the Administrative Functions page. Two choices will then appear to the right of that button: Edit Message Scroll; and Add Message. Select "Add Message." You will only be able to access this function if you have permission to edit the message scroll.
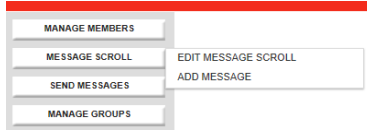

A new pop-up window will appear. Type your message in the "Add Message" box, and then click the "Add Message" button at the bottom of that window.
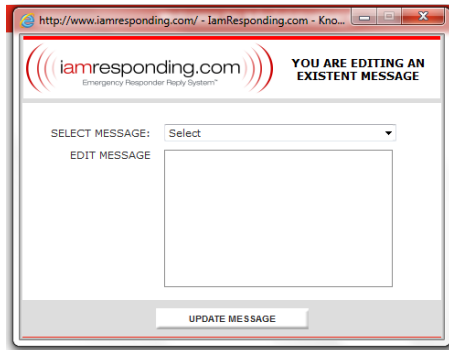
II.   EDITING THE MESSAGE SCROLL

Click on the "Administrative Functions" button. You will only be able to access this page if you have permission to do so.

Hover your cursor over the "Message Scroll" button and on the left side of the Administrative Functions page. Two choices will then appear to the right of that button: Edit Message Scroll; and Add Message. Select "Edit Message." You will only be able to access this function if you have permission to edit the message scroll.
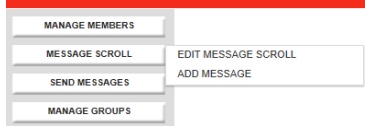

A new pop-up window will appear. In the "Select Message" field, select the message that you want to edit. The selected message will then appear in the "Edit Message" box.

Edit the message to the correct message, then click the "Update Message" button beneath that box.

Your message has now been edited.
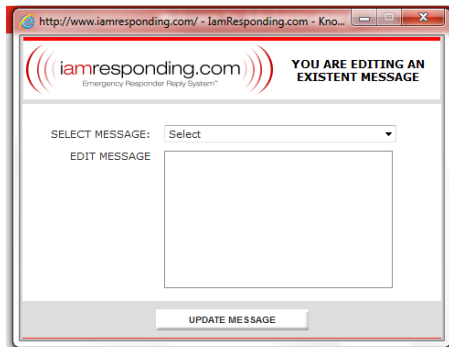
III.   DELETING A MESSAGE

Click on the "Administrative Functions" button. You will only be able to access this page if you have permission to do so.

Hover your cursor over the "Message Scroll" button on the left side of the Administrative Functions page.

Two choices will then appear to the right of that button: Edit Message Scroll; and Add Message. Select "Edit Message."

You will only be able to access this function if you have permission to edit the message scroll.

A new pop-up window will appear. In the "Select Message" field, select the message that you want to delete.

The selected message will then appear in the "Edit Message" box.

Delete that message, and then click the "Update Message" button beneath that box.

Your message has now been deleted from your message scroll bar.

TROUBLESHOOTING

Issue	Solutions
The administrative functions page will not appear.	Make sure you have the privilege to access the administrative functions page. View your member profile to view your privileges. If you are required to enter your user name and password, make sure that you have entered it correctly.
The "message scroll" button is not on the screen.	You likely do not have permission to use this function. Make sure that you have the privilege to access the "message scroll" feature. View your member profile to view your privileges.
The "message box" will not appear.	You may have "pop-up blocker" enabled on your computer. Generally, go to your "internet settings" and either turn off pop-up blocker or alternatively, go to your "trusted sites" page and add www.iamresponding.com to your trusted site list. See the set-up instructions to learn how to do this.