

MESSAGING

- Use this feature to set up to 60 different messaging groups and to send messages to individuals and/or groups via text, email, alphanumeric pager, and via the app.
- Messages can be sent using the app and using the on line system.
- Members must have included the text, email and/or pager addresses in their member profile in order to receive messages through that method.
- Each message sent is recorded in the IamResponding.com system and is viewable in the reports.

I. Manage Messaging Groups

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

Click “Manage Groups”. You will only be able to access this page if you have permission to do so. If you do not see this button, you do not have privileges to perform this function.

“Browse by Group”: In this tab, you add groups and edit group names, and select the members of that group.

“Browse by member”: In this tab, you select individuals and add them to each group.

Names checked below are currently members of this group. To add or delete members from this group, check or uncheck the box next to their name, and then click “Update Group”

	Name	Position
<input type="checkbox"/>		EMT
<input type="checkbox"/>		FF/EMT-P
<input type="checkbox"/>		Interior FF
<input type="checkbox"/>		Safety Officer
<input type="checkbox"/>		EMT/Operator
<input type="checkbox"/>		Chief
<input type="checkbox"/>		FF/EMT
<input type="checkbox"/>		FF/EMT
<input type="checkbox"/>		Not Selected
<input type="checkbox"/>		FF/EMT-P
<input type="checkbox"/>		Recruit FF
<input type="checkbox"/>		Lieutenant
<input type="checkbox"/>		Interior FF/Dr.
<input type="checkbox"/>		Consult

To **add** a messaging group:

- Select “Add A New Group”
- Fill in the blank space next to “Group name”
- Click the icon to save your changes.
- Click to disregard your changes.

To **add** members to the new group:

- Place a check next to each member’s name.
- When complete, select “Update Group”

UPDATE GROUP

Browse by group Browse by member

Group name: Career Staff EDIT GROUP NAME ADD A NEW GROUP DELETE THIS GROUP

Names checked below are currently members of this group. To add or delete members from this group, check or uncheck the box next to their name, and then click "Update Group"

Browse by group Browse by member

Group name: Career Staff EDIT GROUP NAME ADD A NEW GROUP DELETE THIS GROUP

Names checked below are currently members of this group. To add or delete members from this group, check or uncheck the box next to their name, and then click "Update Group"

	Name	Position
<input type="checkbox"/>		EMT
<input checked="" type="checkbox"/>		FF/EMT-P
<input type="checkbox"/>		Interior FF
<input type="checkbox"/>		Safety Officer
<input type="checkbox"/>		EMT/Operator
<input type="checkbox"/>		Chief
<input type="checkbox"/>		FF/EMT
<input type="checkbox"/>		FF/EMT
<input type="checkbox"/>		Not Selected
<input checked="" type="checkbox"/>		FF/EMT-P
<input type="checkbox"/>		Recruit FF
<input type="checkbox"/>		Lieutenant
<input type="checkbox"/>		Interior FF/Dr.
<input type="checkbox"/>		Consult

UPDATE GROUP

EDIT GROUP NAME ADD A NEW GROUP DELETE THIS GROUP

Confirm

Are you certain that you want to delete this entire group?

Yes No

To **edit** a messaging group:

- Select "Edit Group Name" from the pull down list. Let the screen refresh.
- Change the "Group name" in the pull down box.
- Click the icon to save your editions.
- Click to discard your changes.

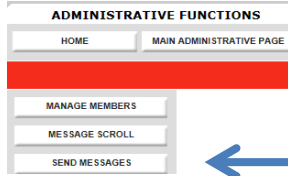
To edit members in a group:

- Place or remove a check next to each member's name.
- Icons indicate if they have entered a phone, text or pager address.
- When complete, select "Update Group"

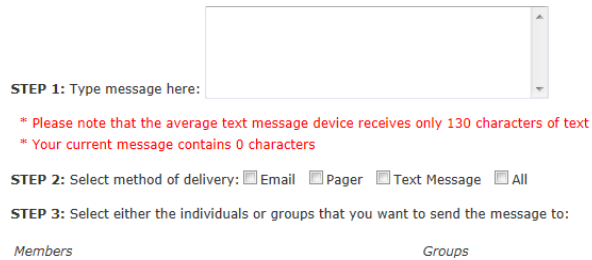
To **delete** a messaging group:

- Select the group name to be deleted in the "Group Name" drop-down menu, and then click the "Delete This Group" button to the right of that menu.
- The system will request that you confirm that you want to delete the selected group.
- Clicking "Yes" will cause that group to be deleted. Clicking "No" will cancel that function.
- *You can NOT delete the messaging group that is called "Officers/Leadership."* This is to allow dispatchers to have one universally named group for multiple agencies to avoid dispatcher confusion. Enter your officers in this group.

II. SENDING MESSAGES



Send messages



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

Click “Send Messages”. You will only be able to access this page if you have permission to do so. If you do not see this button, you do not have privileges to perform this function.

To send a message:

- Type the message in the messaging box
- Select how you want the message sent: email, alpha-pager, text or all. The message always is sent via the app as well.
- Place a check next to each individual and/or group that you want to receive the message.
- Click the “Send Message” button, once only

NOTE: When you send a message through this system, the “sent from” address will always be the email address of the person who is logged into the system that sent the message. If that person has no email address within their member profile, then the “sent from” address will be the email address of your agency’s primary system contact. Replies to any outbound messages sent through this system will go directly to the email in-box of the member who sent the message, and will NOT be processed through this system.

TROUBLESHOOTING

Issue

Solution

I am sending a message but a member is not receiving the message

Check the member's profile (under Edit a Member) to make sure that the member has included their correct address in the proper field.

If a message is being sent to a group, make sure that the member is included in that group (See, "Manage Messaging Groups").

The message is being sent multiple times.

The sender is most likely clicking the "Send Message" button multiple times.

The return email address on the out-going Message is not from the sender.

The sender has no email address entered into their profile. The address used will then be the email address of the administrator of the IamResponding system. This is solved by having the sender enter an email address in their system.