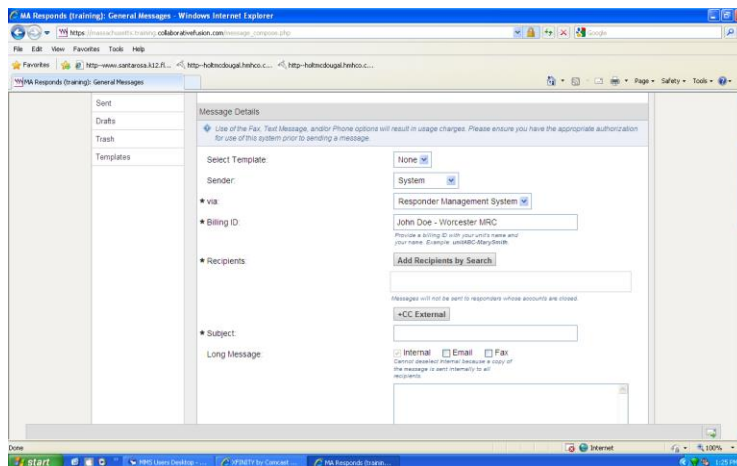


Creating a Message

Messages can be sent from the system from both the **Messages** and **Organizations** tabs. Messaging consists of composing a subject and message or selecting a template, selecting the method of delivery, choosing delivery options, and adding recipients. Please note that the CORES messaging system is not an e-mail service. If a message delivery method is used that does not provide response options or response options are not selected, it is strongly suggested that specific instructions on how to reply to the message (such as phone number or email address) is included in the original message.

To compose a message:

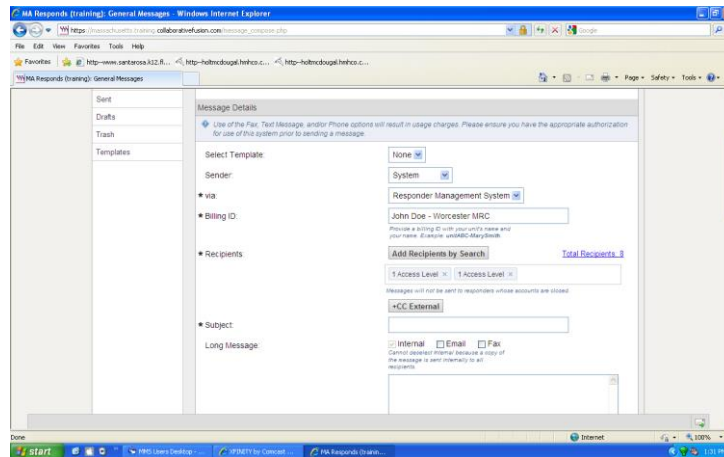
1. Click on the “Messages” tab.
2. Click on the “Compose” button.
3. Start a new message or one from a saved template. If using a template, select it from the drop down menu.
4. Complete the Billing ID area with your name and unit (example: John Doe – Worcester MRC)



Compose Message Screen

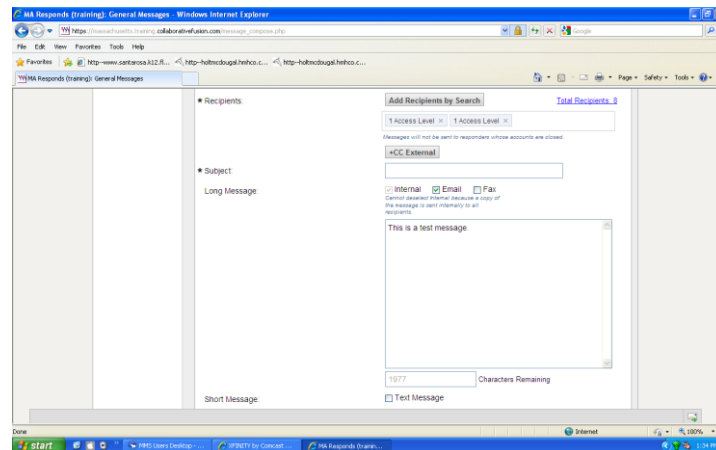
5. Choose to add Recipients by Search by clicking on the “Add Recipients by Search” button.
6. Search for the desired recipients using the Search Center or Advanced Search. To message all responders in an organization which you manage, click on “Organizations” and then select the group of recipients by selecting the box(es) next to the organization name(s). Click on the “Select” button at the bottom right of screen. Selected recipients are added to the Compose Message screen.

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Compose Message Screen

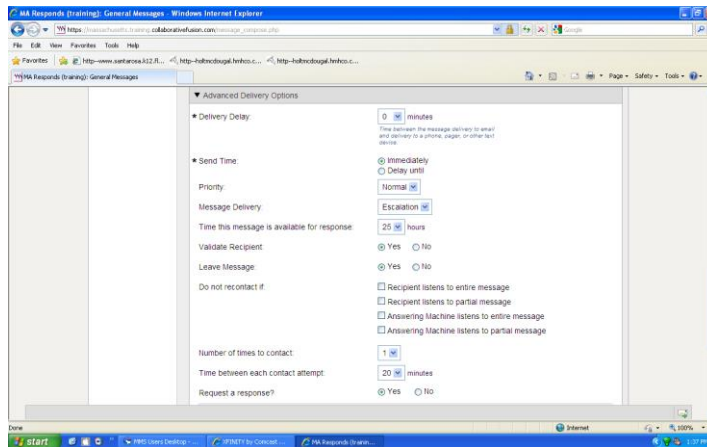
7. Add a subject and choose the method of delivery for the message. Long messages (Internal, Email, and Fax) are currently limited to 2,000 characters. Short messages (text message) are limited to 200 characters. Voice messages (phone and pager) are limited to 2,000 characters.
8. Type the message into the appropriate message box.



Compose Message Screen

9. Add attachment(s) if desired by clicking on the “Add Attachments” button.
10. Choose Advanced Delivery Options, including Message Priority, as desired. Note that high priority messages are marked with an urgent label.

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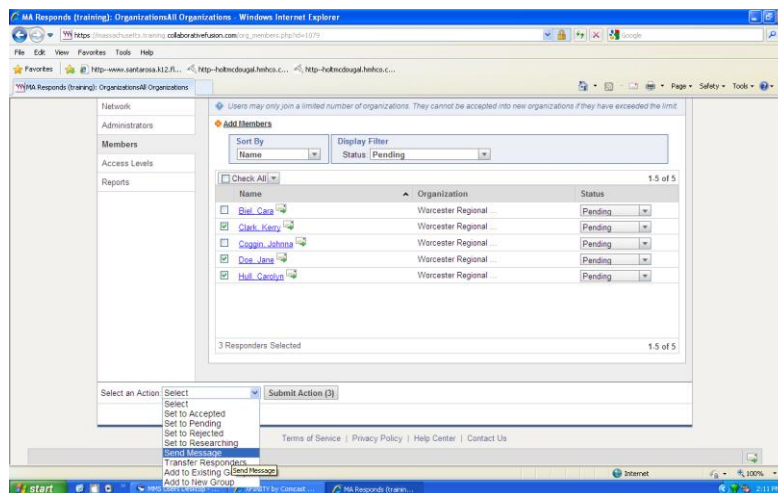
Compose Message Screen

11. Click the “Preview and Test” or “Send” button at the bottom right to send the message.

Note: After composing a message, it can also be saved as a Draft to be sent at a later time. Click the Save as Draft button at upper right to save the message in the Draft folder.

OR

1. Click on Organizations tab, then set the Display Filter to “Organizations that I: Manage”.
2. From the organization dashboard, click on “Members”.
3. Choose those members who you wish to message by checking the box(es) next to their names.
4. Choose “Send message” from the “Select an Action” dropdown menu and click on “Submit Action” button.



Organization Members Screen



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5. From the “General Message” screen, compose a message and select delivery method and advanced delivery options as appropriate. “Preview and Test” or “Send” the message to the recipients who have already been added to the Recipients list.