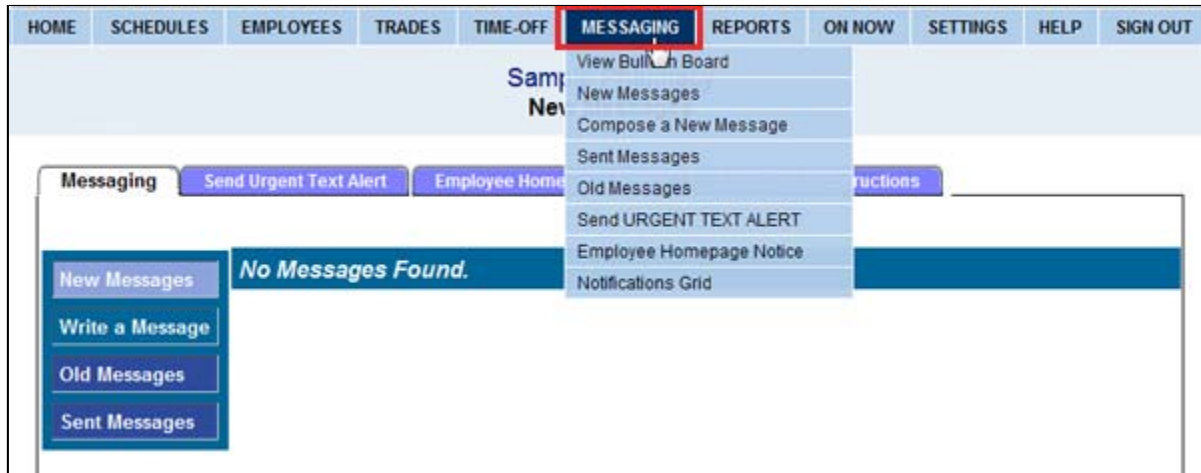


Messaging - - - - -

How Messaging Works

WhenToWork provides an internal messaging system that allows you and your Employees to communicate - even if your employees do not have E-mail.



Managers can send messages to one employee, a number of employees (by CTRL clicking names), all employees who work a particular position, other managers, everyone etc. Employees can sign in and send messages to the manager or another employee (Employees cannot send to multiple recipients).

When the recipient signs in they see a new message alert in the "What's New" section of their home page and they can click the link to view the message. If the Employee has email notifications setup then a copy of any message is forwarded to their e-mail address.

Managers and employees can set all of their [Notification](#) options as to when they want to be notified or have messages forwarded to their email or text message addresses.

Managers can also send [URGENT TEXT ALERTS](#) - which sends a short email or text message to employees who have signed up to receive them.

WhenToWork messaging is similar to other messaging systems. You can read incoming and sent messages, reply and compose new messages, send, forward and save. We recommend having all received messages forwarded to your e-mail account so that you can keep them on your computer for archive purposes. Old unsaved messages are periodically removed from our system.

Note: WhenToWork does not currently include a Spell Check feature but you can compose messages in your word processor, spellcheck, and then copy and paste the text into our messaging section.

Related Topics:

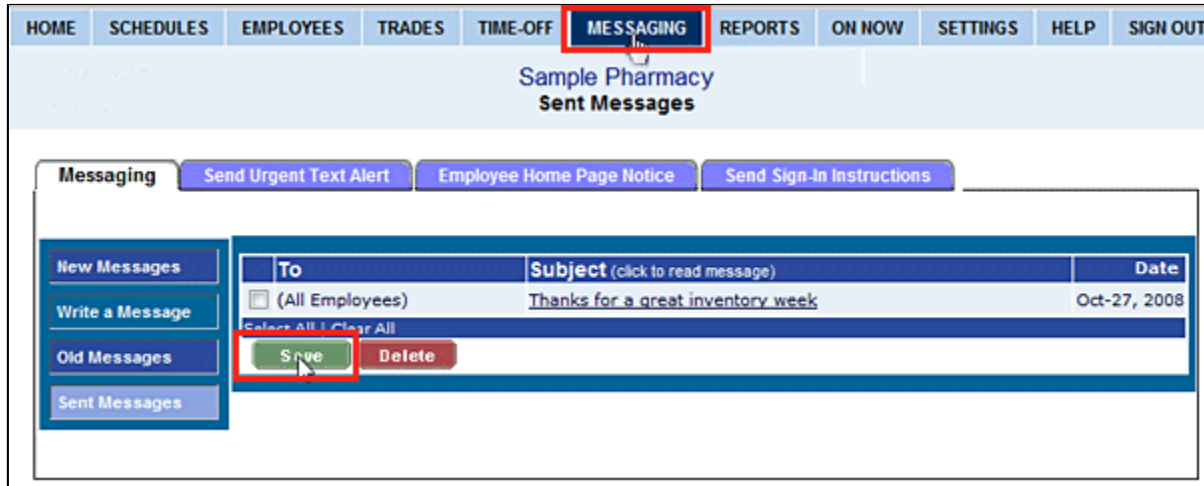
- [Enter E-Mails for Automatic Forwarding](#)
- [Automatic Notices Sent to Employees](#)

How to Save a Message

Unsaved messages are purged from our system after 30 days.

To save a message:

In the top menu click Messaging. Go to the desired section, new, old or sent messages. Check off the messages to select them then click the green **Save** button.

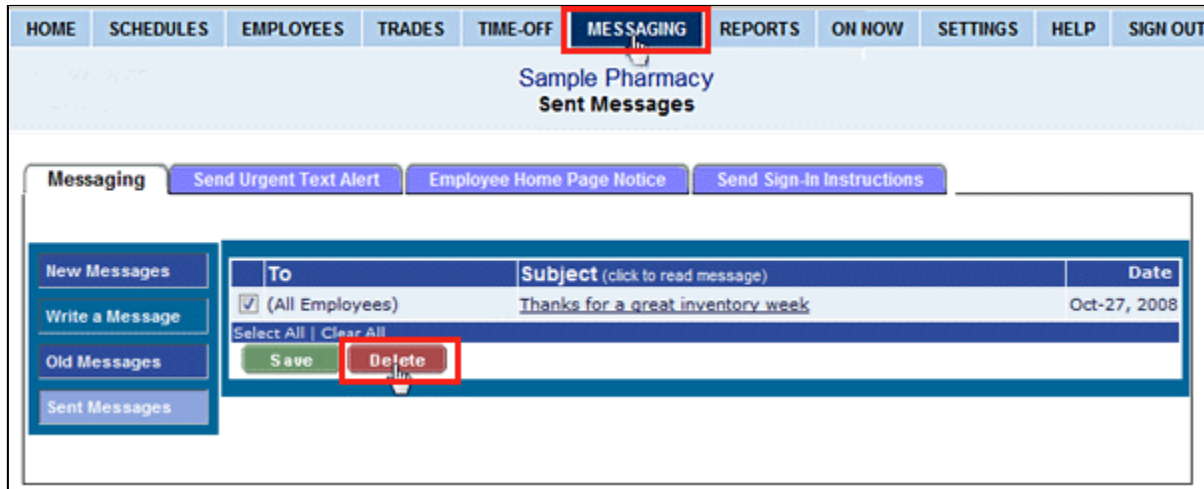


Related Topics:

- [Enter E-Mails for Automatic Forwarding](#)
- [Automatic Notices Sent to Employees](#)

How to Delete a Message

To delete a message click MESSAGING in the top menu. Choose the section you want to view, New, Old or Sent Messages and check off the messages and click the red **Delete** button.



We recommend setting up your notifications to have all messages forwarded to your e-mail account so that you can keep them on your computer for archive purposes.

Unsaved messages over thirty days old are periodically removed from our system.

Related Topics:

- [Enter E-Mails for Automatic Forwarding](#)
- [Automatic Notices Sent to Employees](#)

WhenToWork Messages Auto Forwarded to Email

When you enter E-mails for employees into WhenToWork the default is to have all notifications turned off. Employees should sign into their account and set up all their email and text message addresses and choose the notifications options they want for each address. Employees can enter their own E-mail or Text Message addresses or a Manager can enter them.

They can choose to have their messages forwarded so that each time a message is sent, it is forwarded to their E-mail addresses.

Managers and Employees can add an unlimited number of email and text message addresses and set which notifications are sent to each. Ex. students can have a copy of their schedule emailed to their parents or a manager can send billing notices to their accounts payable contact.

To View which notifications are set for each employee use the Notifications Grid:

From any page:

- In the top menu hover over **EMPLOYEES** and choose **Notifications Grid**
- You will see the Emails and the notifications set up for each
- If the Employee is NOT listed and you would like to add new email click the "**Show Employee with NO EMAILS**" button

Add / Edit	First	Last	Email	Use As Reply-To	Forward W2W Messages	TB Entry Added	Shift Trade or Pickup	Trade or Pickup Requested	New Bulletin Posted
<input type="checkbox"/>	John	Aaron	sample@when2work.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Aaron	Abson	sample@when2work.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dean	Almanson	sample@when2work.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ron	Arno	sample@when2work.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Caron	Chamos	sample@when2work.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	June	Clemson	sample@when2work.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Richard	Compton	sample@when2work.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lauren	Donson	sample@when2work.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For more information see [Notifications](#).

Related Topics:

- Sending Employees Sign In Instructions
- Automatic Notices Sent to Employees
- Preventing or Missed E-Mail Notices

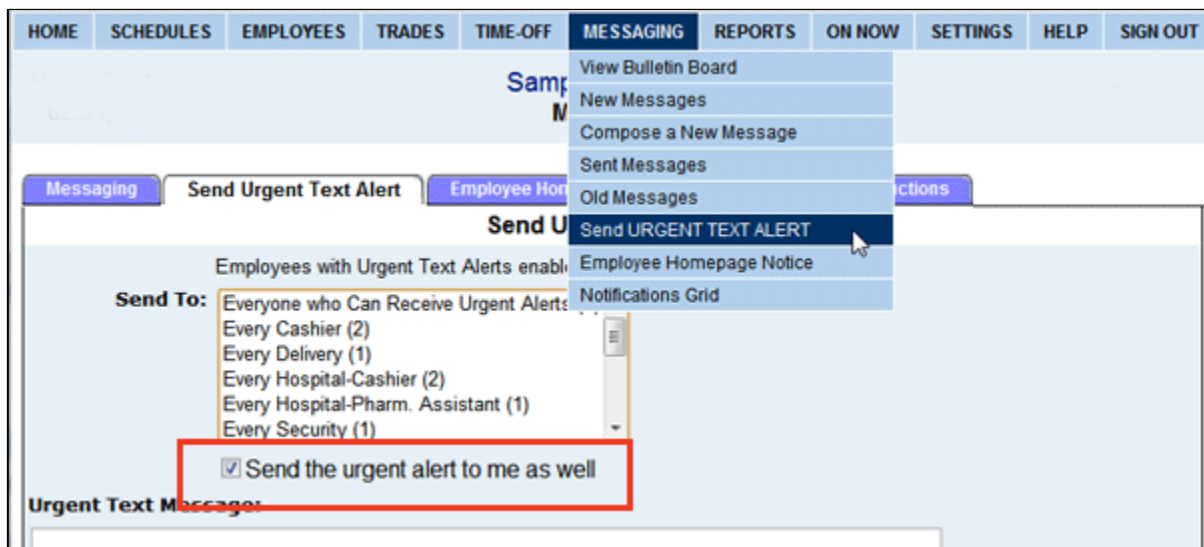
Send an URGENT TEXT ALERT

WhenToWork provides a method for Managers to send out an urgent text message alert to employees' & managers' cell phones or email.

Each employee and manager must sign in and set which email or text message address will receive these alerts (or the [manager can set this up for employees](#)).

To send an urgent text alert:

- Hover over Messaging in the top menu and choose **Send Urgent Text Alert**.
- The Urgent Alert page will show the number of users who are signed up to receive these alerts next to each group
- Type the alert text up to 150 characters and be sure to include your name in the message so they know who it is from
- Choose who to send the Alert to
- Check the box to send a copy to your email or text address which also will include a list of recipients
- Click the Send button and the alert is sent to all users who have chosen to receive them.



If you do not see the checkbox be sure that you have set up your email and/or text address notifications to include Urgent Text Alerts on your [Settings>My Notifications](#) page.

HOME SCHEDULES EMPLOYEES TRADES TIME-OFF MESSAGING REPORTS ON NOW **SETTINGS** HELP SIGN OUT

Sample Pharmacy
SETTINGS

Company / My Info & Upload Logo
My Notifications Email/Text
 Global Employee Permissions
 Add/Edit MANAGERS
 Payments - Pricing - Billing
 Upgrade to Higher Employee Level
 Create a New LINKED ACCOUNT

Info & Settings **My Notifications** Employee Permissions Add/Edit Manager

Send My Notifications via E-mail / Text Message

You have NOT set up a "reply to" address. [Learn More](#)

E-MAIL Address	Notifications		
sample@when2work.com	Forward WhenToWork Messages	Forward Bulletin Board Entries	Select / ADD Notifications
	New Tradeboard Entry	Shift Traded/Picked Up	
	Time Off Requested	Preferences Changed	Delete This Address
	Schedule Published	Schedule UnPublished	
	Published Shift Changed	Employee Added/Deleted/Edited	
	Trade Approved/Denied	Time Off Approved/Denied	
	Time Off Created/Edited	Emp Preferences Changed	
	Global Permissions Changed	Urgent Text Alerts	

[Add New E-Mail Address](#)

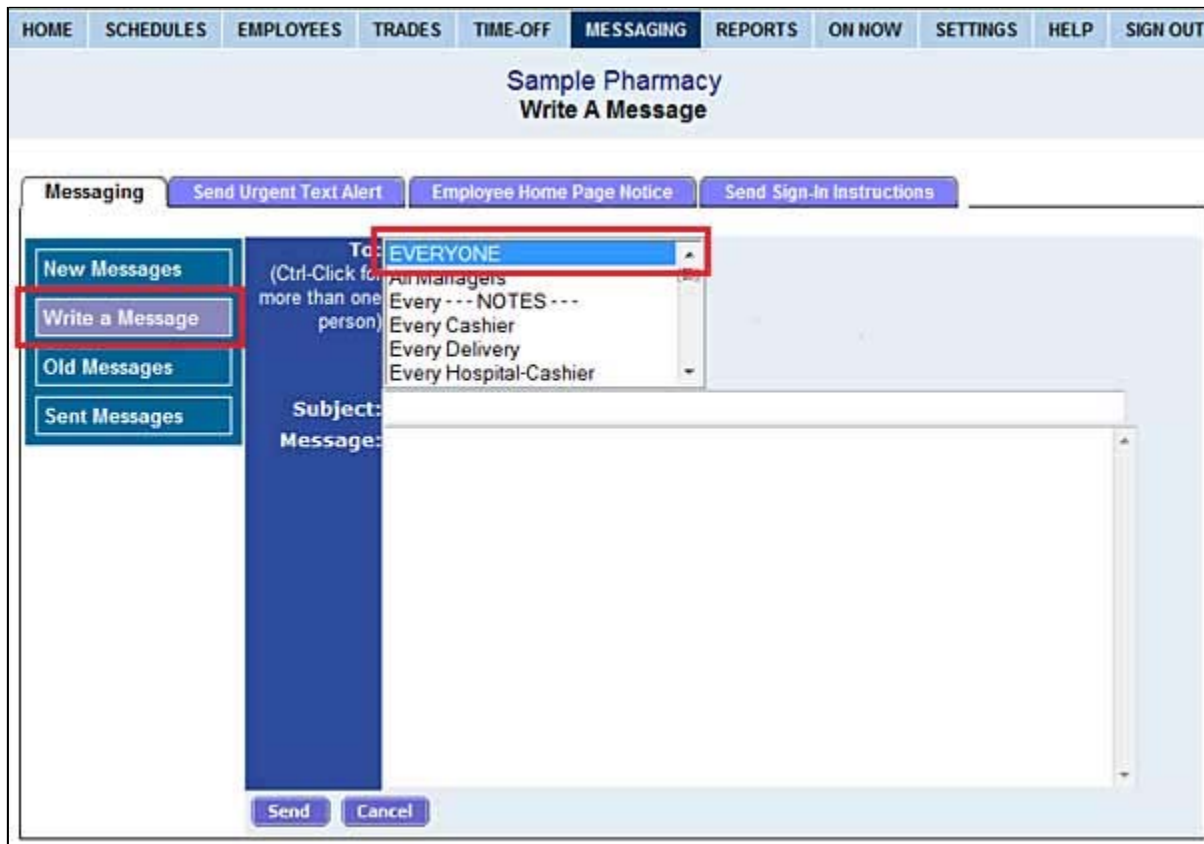
Related Topics:

- Enter E-Mails for Automatic Forwarding
- Automatic Notices Sent to Employees

Sending a Message to "Everyone" or to Groups

Managers can choose to send a message to "everyone" which means all managers and employees. To send a message to Everyone choose that option in the dropdown "To". Or messages can be sent to various groups by [adding a position](#) and [setting employees](#) to that position.

Note that Employees CANNOT send a message to Everyone, they may only write messages to one manager or employee at a time. This is to prevent our database from being clogged with unnecessary messages and forwards. You can [allow employees to post bulletins](#) to the [Bulletin Board](#) to communicate with everyone.



Related Topics:

- Enter E-Mails for Automatic Forwarding
- Automatic Notices Sent to Employees