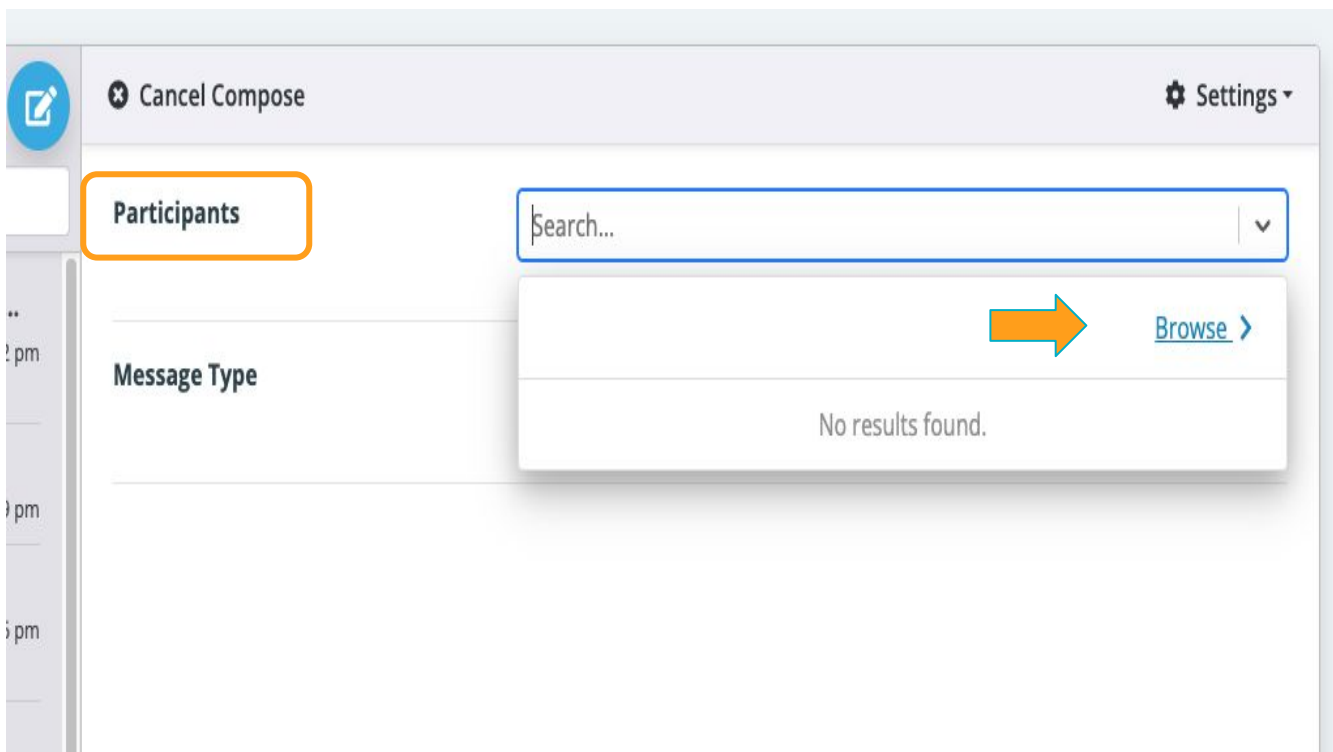


Telmediq Web Console

Composing a Message

Compose a new message

1. Select **compose** to start a new message.
2. To find the person you wish to reach, you can use **Search, My Favorites, Recently Contacted, or Browse** to quickly find your desired recipient.
3. To **Search**, type the name of the person or broadcast group you wish to reach in the Search bar. Search results update automatically as you type.



Your recent contacts, and favorites will appear on this screen. You may click Browse so quickly scroll through and find a recipient.


Compose a new message *continued*




1. Select the message type you need to display the message template.
 - Message fields will change based on the template selected.
 - **Attachments** can be added to certain messages based on the message type selected.
2. **Update** the message settings, *as needed*.
3. Fill in the appropriate message fields
4. Once finished, click **Send Message**.

The screenshot shows the 'Compose a new message' interface. At the top, there is a 'Cancel Compose' button and a 'Settings' gear icon. Below this is the 'Participants' section, which includes a list of participants with 'Aulak, Dilpreet CSA' selected. The 'Message Type' dropdown is set to 'General'. The 'Message Fields' section contains a text area with 'Test', a 'Callback Number' field with '9998887777', and an empty 'Patient's Name' field. The 'Attachments' section shows 'No attachments' and an 'Add Attachment' button. A 'Send Message' button is at the bottom.

- Priority – the type of alert tones the recipient(s) will hear
- Ignore User Status – will override the recipient's phone settings and send alert tones.
- Apply Escalations – will escalate the message to a backup user or team if the recipient doesn't read or reply to the message. *Based on escalation policies.*
- Reply Notifications – allows replies to the message without alerts being sent.
- Allow Replies – when disabled, prevents recipients from replying
- Requires Confirmation – will have recipients select 'Accept' or 'Reject' when the message is received.

Compose a new message *continued*

- Select **Subscribers** to view a list of participants in the message.
 - Select  to add additional participants to the message thread.
- **Hover**, and click on a message to display the options to see the **Message History, Alerting History, or Forward Message**.

Icon	Action
 Recall	To recall the message if it has not been read by any of the receiving users.
 Forward	To forward the entire message thread
 Mark Done	Moves the message into your done folder, but does not move it for other recipients

- Use the **magnifying glass** to search previous messages in your Messaging tab.

