Messages & Chat

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Introduction

Companies, Carers, Care Receivers, Family Members and Professional Contacts can all **stay in touch** with each other through **Messages**.

It is very easy to hold **private conversations** between two people or an entire group **without ever having to leave Carefolk.**

Messages **cut down on the time and expense** of making and taking phone calls, responding to queries from abroad, and replying to emails.

You can have a **Confidential chat** between colleagues or a **Secure Group Message** with Client and Family Members. The best bit is that you can reach

A **Quick Chat** is perfect for chatting with Primary Carers, Contacts, or other Carers on-the-go. Real-time Communication allows your Company **to provide the best service** to your clients.

Anywhere you see the chat icon, **a chat is just a click away.**

Great Ways to use Messages

✓ Private Message

✓ Group Message

✓ Secure Messaging with Colleagues

✓ Secure Messaging with Clients & Family

✓ Quick Chat

✓ Touch-base with the Care Community

Message Alerts
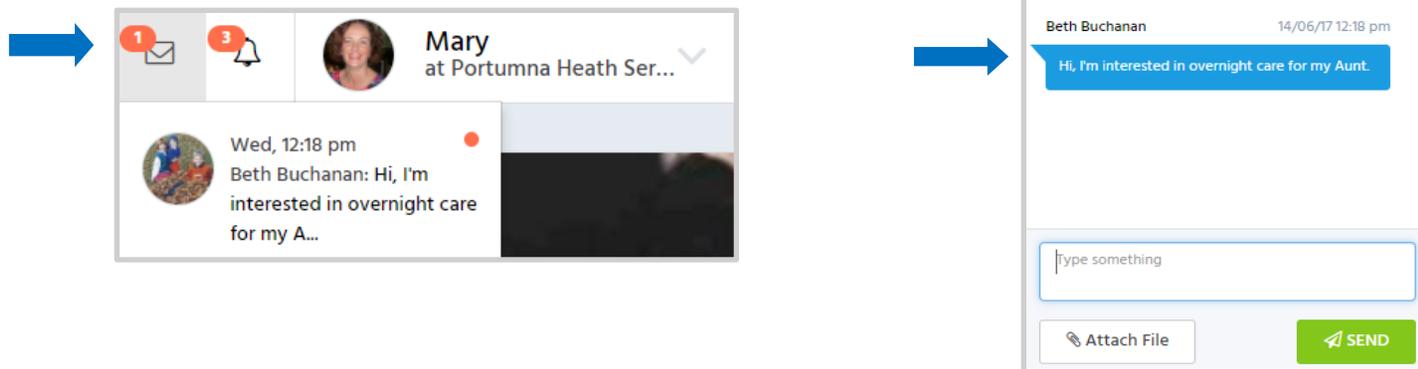
How will I know when I have a new message?

You will receive real-time **notifications for a new message** at the top of your profile under your message icon. ✉ The red alert notification displays your unread messages and the number will tell you how many new messages you have. To reply, simply click on the message and it will open a **chat box**.
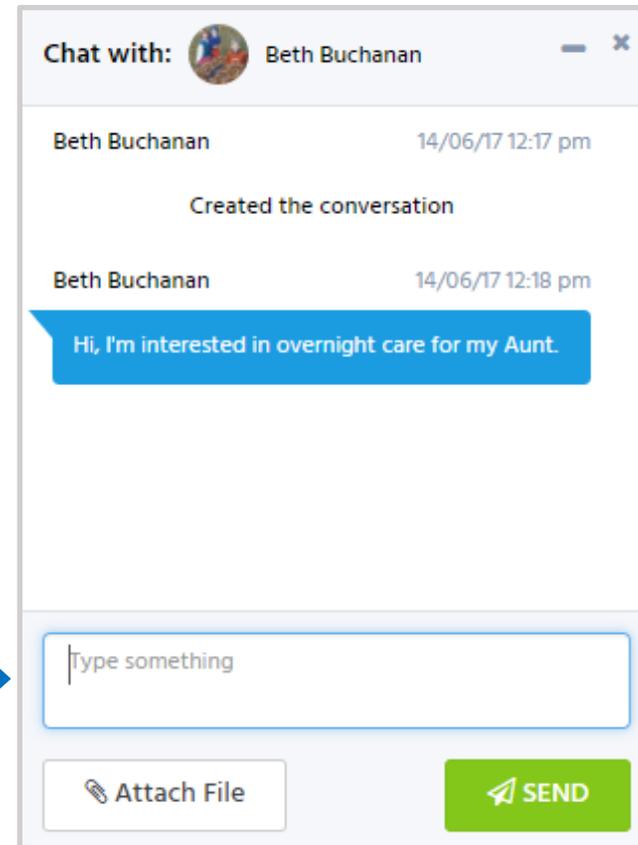
Replying to messages via Chat Box

Use the **chat box** to respond to a message. Type your reply and click **Send** or hit the **Enter** on your keyboard.

If you wish, you can attach a document or file by selecting **Attach File.** Choose a file from your computer and then click **Open.**

Oops! Made a mistake? No problem. You can delete your message by hovering over the conversation bubble and selecting the bin icon. 🗑

Note: This will remove it permanently from both yours and the recipient's messages.

Chat with: 👤 Beth Buchanan   — ✕

| Beth Buchanan | 14/06/17 12:17 pm |

Created the conversation

| Beth Buchanan | 14/06/17 12:18 pm |

Hi, I'm interested in overnight care for my Aunt.
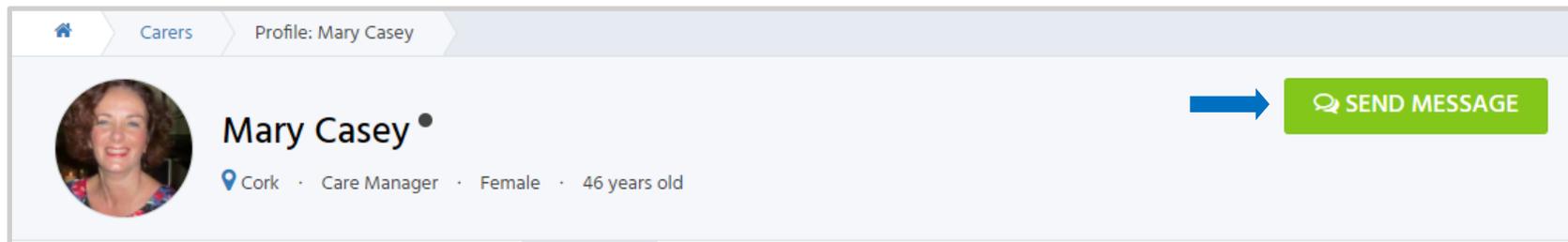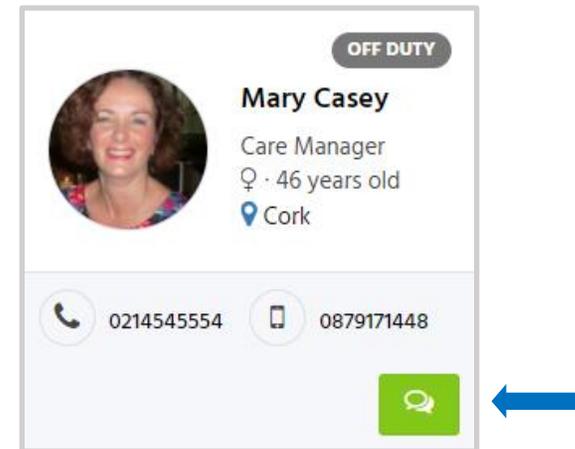
Type something

🖉 Attach File   ✈ SEND

Create a new Message

There are two ways to start new messages with someone.

1. a **Quick Chat** on a user profile

2. and **New Conversations** on the Messages Page (see page 6)

Start a new **Quick Chat** via a chat box anywhere you see the chat icon. You'll find this on a profile card or at the top of a user profile.

Simply click on **the icon** to create a conversation with that person and then start chatting!

OFF DUTY

Mary Casey
Care Manager
♀ · 46 years old
📍 Cork

📞 0214545554   📱 0879171448

🏠 Carers   Profile: Mary Casey

Mary Casey •
📍 Cork · Care Manager · Female · 46 years old

◻ SEND MESSAGE

Finding and Opening the Messages Page

You can access your **Messages page** from anywhere on the site. Manage your messages on. Simply click on the message icon the at the top of your profile. ✉ Then select **See All.**
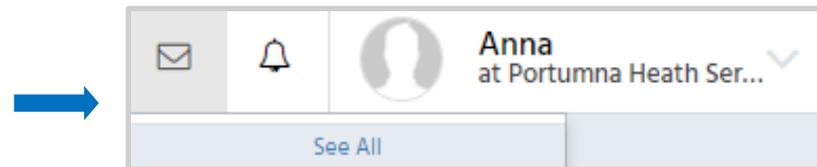
Start a New Conversation

To **begin a new conversation** with someone or a group of people, select **+New Conversation.**

Create a 1-to-1 Conversation

Begin by **typing the name** of who you would like to message under **Invite to chat**. Click on the name to select it, and then click **+**.

Give your conversation a heading in the **Subject** box. Then select **+Start**.
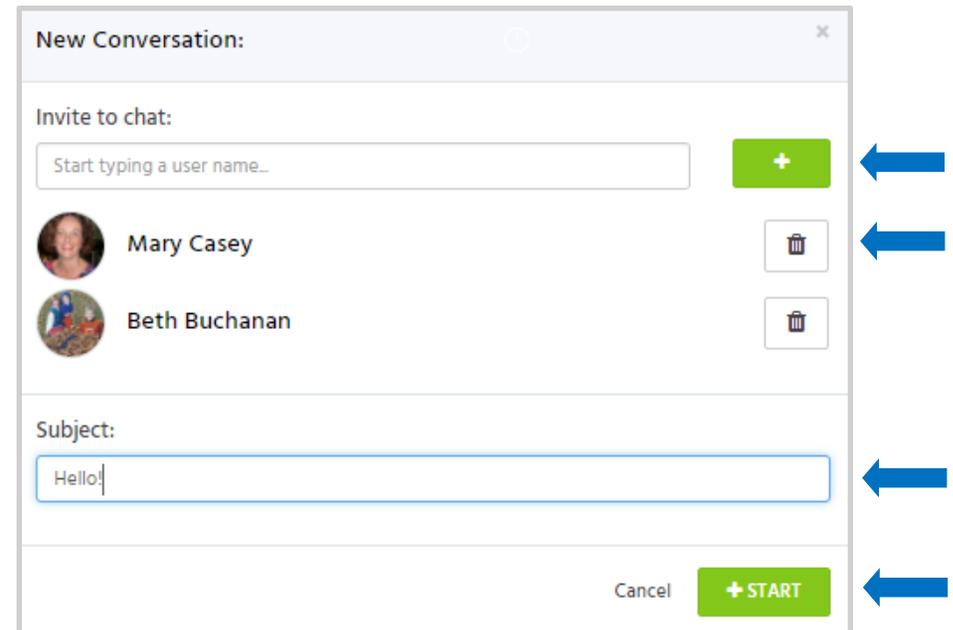
Create a Group Conversation

Create a group chat by adding more than one person. To do that, click **+** again, select another name and repeat as necessary.

Made a mistake?

No problem. **Remove** a person from the conversation by selecting the bin icon next to the name.

Forget someone? Don't worry, you can add (and remove) people later.

When you are **finished adding people**, give the conversation a heading by typing out a **Subject**.

New Conversation: ✕

Invite to chat:

| Start typing a user name... | + |

Mary Casey   🗑

Beth Buchanan   🗑

Subject:

Hello!

Cancel   **+ START**

Chat with: Beth Buchanan

Beth Buchanan   14/06/17 12:17 pm

Created the conversation

14/06/17 12:42 pm   You

Hi Beth, thank you for your message. I'd be happy to schedule a call with you this week.

Beth Buchanan   14/06/17 12:44 pm

Thanks a million, Mary!

14/06/17 1:02 pm   You

How about Friday @2PM

Type something

Attach File   SEND

Craft and Send a Message

To send a message, type your reply in the **chat box.** When you are finished, click **Send** or hit the **Enter** on your keyboard.

Attach a document or other file by selecting **Attach File.** Choose a file from your computer and then click **Open.**

Oops! Made a mistake? No problem. You can delete your message by hovering over the conversation bubble and selecting the bin icon. 🗑
Note: This will remove it permanently from both yours and the recipient's messages.

Managing Group Chat Members

If you created **the group chat**, manage **Chat Members** by clicking on the figure icon at the top of the message.

Chat Members: ✕

Invite to chat:

| Start typing a user name... | **+** |

👤 Beth Buchanan   🗑

👤 Mary Casey   🗑

Cancel   **+ SAVE**

Invite a person to chat by typing their name in the box. Click on the name to select it, and then click **+**.

Remove a person from the conversation by selecting the bin icon next to the name. 🗑

When finished, select **+Save**.

**Note:** Only the person who created the conversation can add more people to it. The

Leave a Group Chat

To leave a **group chat** that you did not create, select the arrow icon at the top of the message.

Note: If you leave a conversation, **you will not be able to join** that conversation again **unless invited back** by the chat creator.

If you created the group chat, you **cannot** leave the conversation.
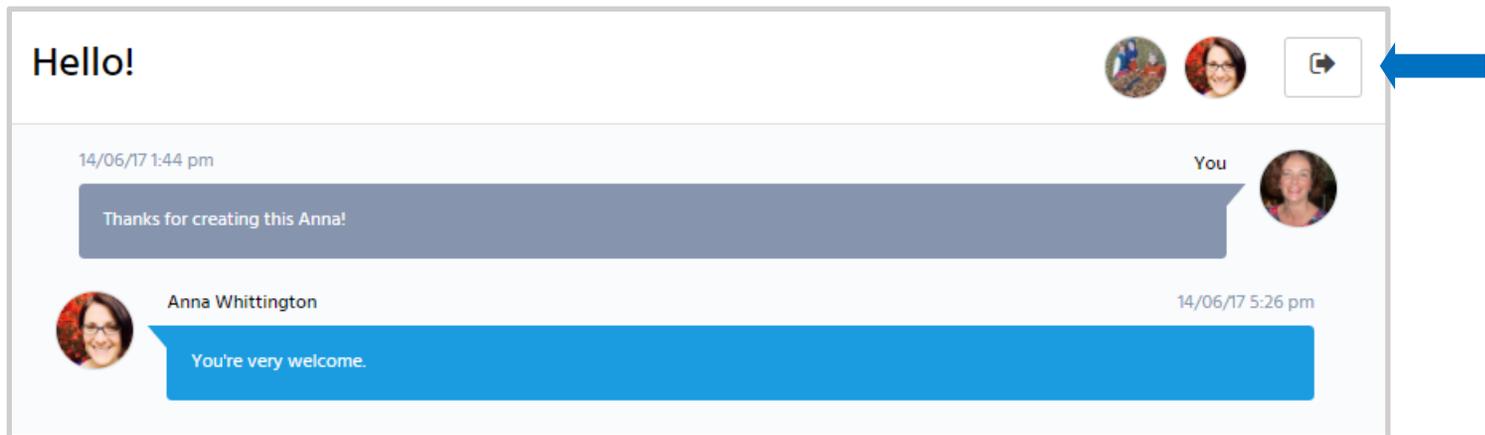
Find Older Messages

Looking for a previous conversation? The Messages page keeps track of past messages for you.

To find an older message, type **a keyword or name** into the **search box** to find any related messages.

Or select **Show Earlier Messages** to browse your previous messages.

Click on the message **to read the conversation** or **to respond.**