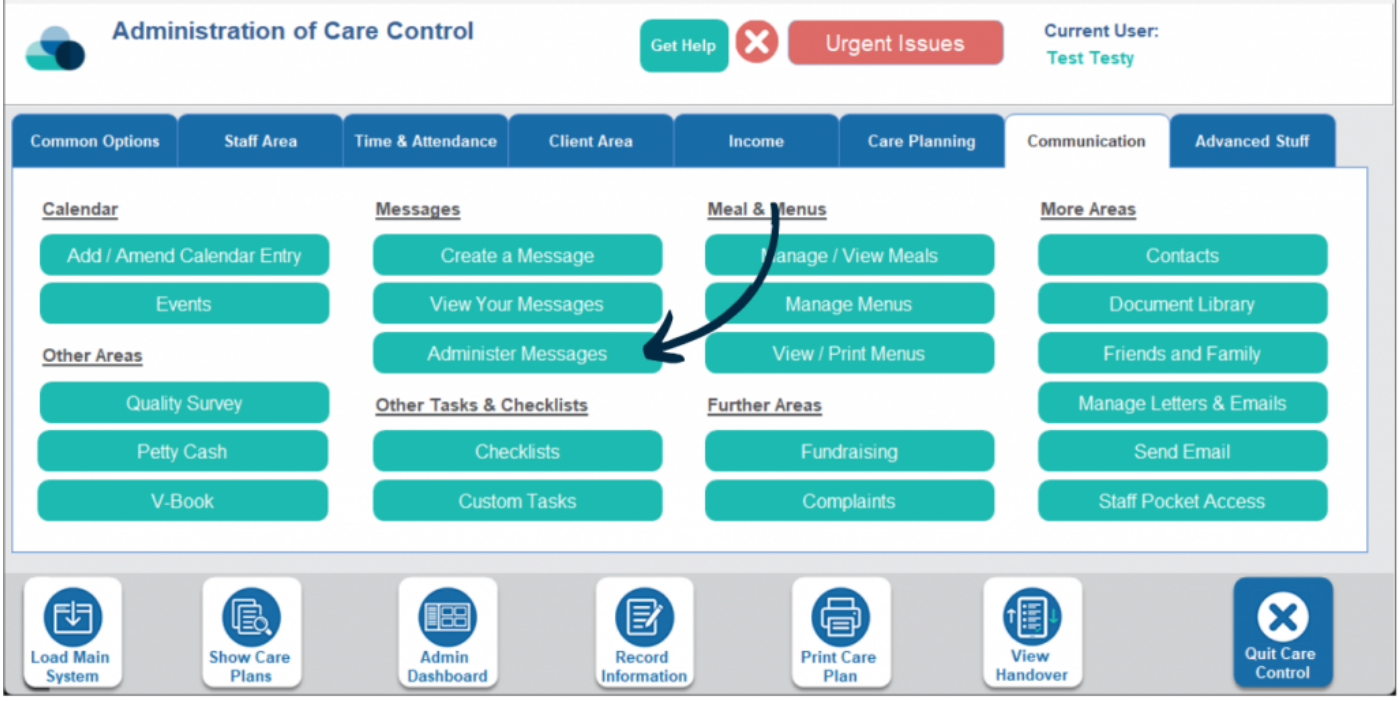
Administer Messages

Messages Windows · https://cclearninghub.co.uk/docs/administer-messages/

Administer Messages

This guide will cover how to access and view messages that have been sent on the system. From here, you can also analyse which staff members have and haven’t seen the messages sent to them.





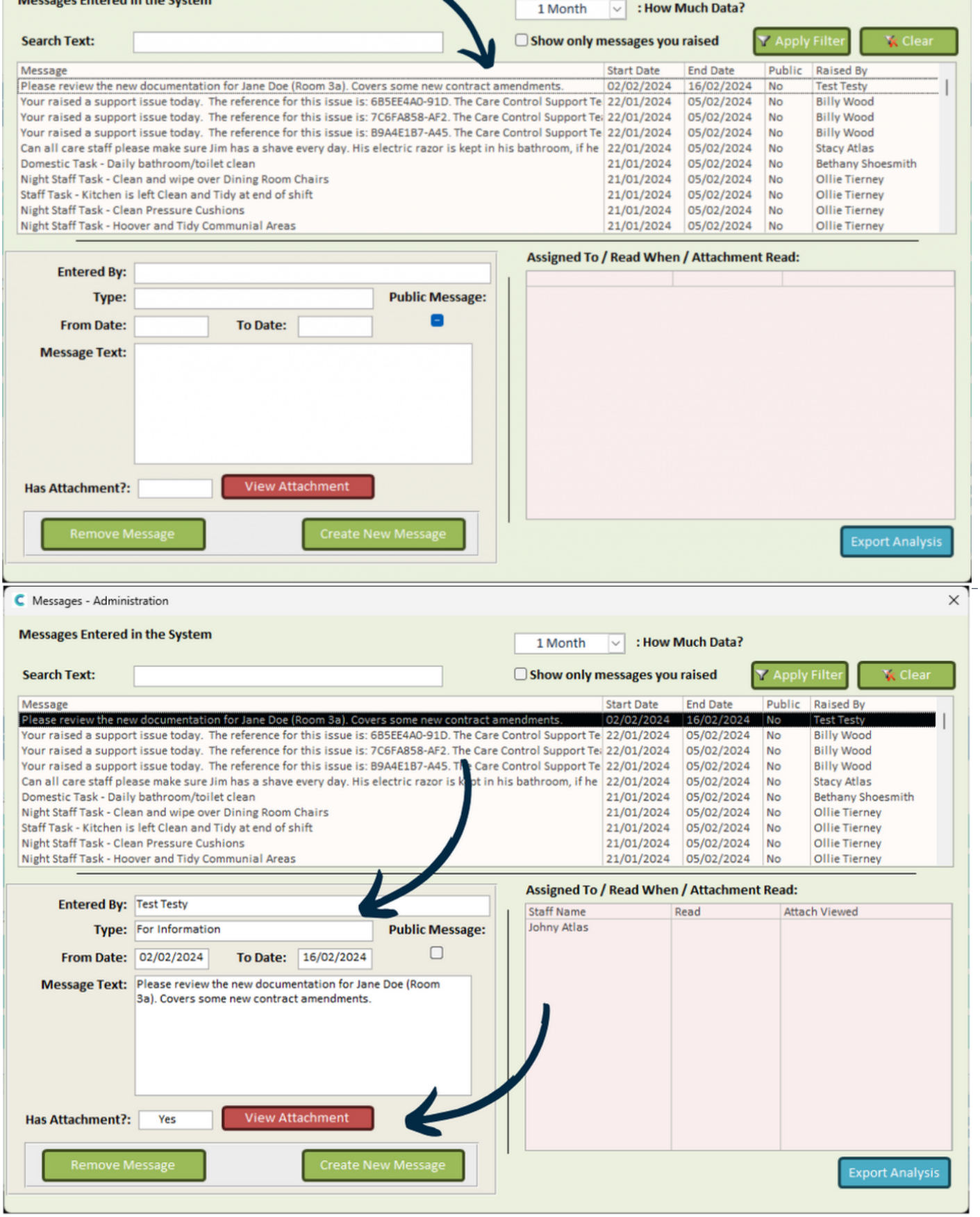
1

In the Administration of Care Control Windows, navigate to the '**Administer Messages**' tool, which can be found under the Communication tab.

2

A new window will open. Here, a list of messages sent on the system will be displayed.

Simpy select one to view its detail.


Messages - Administration
Messages Entered in the System
1 Month
: How Much Data?
Search Text:
Show only messages you raised
Apply Filter
Clear
Message
Start Date
End Date
Public
Raised By
Please review the new documentation for Jane Doe (Room 3a). Covers some new contract amendments. 02/02/2024 16/02/2024 No Test Testy
Your raised a support issue today. The reference for this issue is: 6B5EE4A0-91D. The Care Control Support Te 22/01/2024 05/02/2024 No Billy Wood
Your raised a support issue today. The reference for this issue is: 7C6FA858-AF2. The Care Control Support Te 22/01/2024 05/02/2024 No Billy Wood
Your raised a support issue today. The reference for this issue is: B9A4E1B7-A45. The Care Control Support Te 22/01/2024 05/02/2024 No Billy Wood
Can all care staff please make sure Jim has a shave every day. His electric razor is kept in his bathroom, if he 22/01/2024 05/02/2024 No Stacy Atlas
Domestic Task - Daily bathroom/toilet clean 21/01/2024 05/02/2024 No Bethany Shoesmith
Night Staff Task - Clean and wipe over Dining Room Chairs 21/01/2024 05/02/2024 No Ollie Tierney
Staff Task - Kitchen is left Clean and Tidy at end of shift 21/01/2024 05/02/2024 No Ollie Tierney
Night Staff Task - Clean Pressure Cushions 21/01/2024 05/02/2024 No Ollie Tierney
Night Staff Task - Hoover and Tidy Communial Areas 21/01/2024 05/02/2024 No Ollie Tierney
Entered By:
Type:
Public Message:
From Date:
To Date:
Message Text:
Has Attachment?:
View Attachment
Remove Message
Create New Message
Assigned To / Read When / Attachment Read:
Export Analysis
Messages - Administration
Messages Entered in the System
1 Month
: How Much Data?
Search Text:
Show only messages you raised
Apply Filter
Clear
Message
Start Date
End Date
Public
Raised By
Please review the new documentation for Jane Doe (Room 3a). Covers some new contract amendments. 02/02/2024 16/02/2024 No Test Testy
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Night Staff Task - Clean Pressure Cushions 21/01/2024 05/02/2024 No Ollie Tierney
Night Staff Task - Hoover and Tidy Communial Areas 21/01/2024 05/02/2024 No Ollie Tierney
Entered By: Test Testy
Type: For Information
Public Message:
From Date: 02/02/2024
To Date: 16/02/2024
Message Text: Please review the new documentation for Jane Doe (Room 3a). Covers some new contract amendments.
Has Attachment?: Yes
View Attachment
Remove Message
Create New Message
Assigned To / Read When / Attachment Read:
Staff Name
Read
Attach Viewed
Johny Atlas
Export Analysis

3

The message information will be shown on the left hand side of the window. Here, you can see who sent the messages as well as its contents and any attachments.

If necessary, you can **Remove** the message from the system.

4

On the right hand side, a list of recipients to the selected message can be seen.

This table will display whether or not each staff member has **Read** the message and **Viewed the**

