

Create and Send a Message

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As the sender of a message, you must have an email address set up in WebEOC. For recipients who have an email set up in WebEOC, you do not need to enter email addresses. If recipients do not have an email address in WebEOC, you can enter one or more email addresses in the **Additional Addresses** field; this field appears after selecting **Generate Email**.

You can enter an unlimited number of addresses as long as email addresses are separated with a comma.

Helpful Links

[Juvare.com](#)

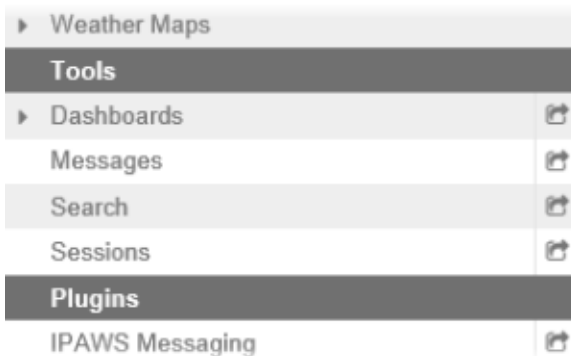
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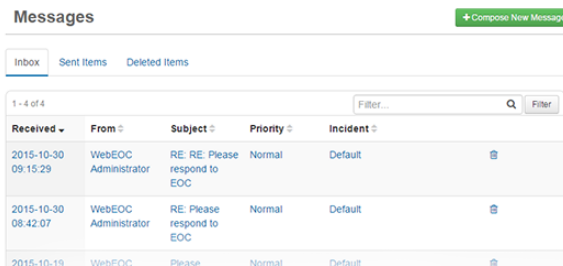
[Community Resources](#)

To compose and send a message

1. In the *Tools* section of the control panel menu, click **Messages**.



2. On the *Messages* page, click **Compose New Message**.



- On the *Compose New Message* page, click the tab corresponding with the section that includes the individuals you want to send the message to: **Users**, **Positions**, or **Groups**.

Note: The option to add users, positions, and groups is controlled by your administrator. Therefore, you may be restricted to adding users only, positions only, groups only, or any combination thereof.

Compose New Message

The screenshot shows the 'Compose New Message' interface. At the top, there is a 'To:' label. Below it are three tabs: 'Users' (which is selected and highlighted with a blue border), 'Positions', and 'Groups'. Under the 'Users' tab, there is a blue link that says '+ Add User'. Below that is a list box that currently shows '0 entries'. At the bottom of the interface, there is a 'Generate Email' label followed by an unchecked checkbox.

- Below the tab you selected, click the **Add** link .
- In the *Add* window, select the check box for each applicable user, position, or group.
Note: To search for a specific user, position, or group, enter search terms in the **Filter** field. To select all options for the window, select the check box to the left of the **Name** heading.
- To send the message as an email to the users, positions, or groups you selected in this tab, select the **Generate Email** check box. An **Additional Addresses** field appears.
- For recipients who do not have an email address setup in WebEOC, enter the email addresses in the **Additional Addresses** field, separating them with a comma.
Note: When an email is sent to more than one person, each recipients sees only their name in the **To** field. The remaining names are *Bcc (Blind Carbon Copy)*. This allows you to keep the other email addresses confidential.
- To send the message to the Mobile devices of the users, positions, or groups you selected in this tab, select the **Generate Mobile** check box.
- Repeat steps 3-8 for each tab as applicable.
Note: You can select as many recipients as applicable and permissible by your administrator. If you select to send the message to a specific user who also happens to be a member of a position or group you selected, the individual only receives one message.
- In the *Priority and Subject* section, select the priority of the message.
Tip: A **High** priority appears as red, **Normal** as black, and **Low** as green.
- Enter the subject.
- If working in a Master view, open the *Incident* list and click the appropriate incident.
- In the **Body** text box, enter your message.
- To add an attachment, click **Choose File** or **Browse**.
Note: You can add one attachment to a message. To send more than one file, save the items to a zipped file and attach the compressed file to the message.
- Click **Send**. You are automatically returned to the *Messages* page.