

# Reply and Forward a Message

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Replying to a message does not send original attachments with the reply. You can, however, attach other documents in your reply message.

Forwarding gives you an option to send the original attachment or send a different one.

As the sender, you must have an email address set up in WebEOC. However, you do not need to enter email addresses for recipients who have an email set up in WebEOC.

For recipients who do not have email address setup 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 by a comma.

## Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)

## To reply to or forward a message

1. On the *Messages* page, click the message you want to reply to and/or forward.

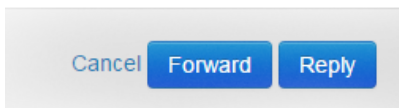
Messages Compose New Message

Inbox Sent Items Deleted Items

1 - 4 of 4 Filter...

Received	From	Subject	Priority	Incident
2015-10-30 09:15:29	WebEOC Administrator	RE: RE: Please respond to EOC	Normal	Default
2015-10-30 08:42:07	WebEOC Administrator	RE: Please respond to EOC	Normal	Default
2015-10-19	WebEOC	Please	Normal	Default

2. On the *Message Detail* page, click the **Reply** or **Forward** button.



- On the *Compose New Message* page, click the tab corresponding to 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

To:

Users Positions Groups

+ Add User

0 entries

Generate Email ☐

- 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.

Add Position

42 entries Filter...

☒ Name ^

☐ CMD EOC Director

☐ CMD Incident Commander

☐ CMD Liaison Officer

☐ CMD Public Information Officer

- Repeat steps 3-5 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:** Messages marked **High** priority appear red, **Normal** appear black, and **Low** appear green.
- Enter the subject.
- If working in a Master view, open the *Incident* list and click the appropriate incident.
- Above the original message, in the **Message** text box, enter your message.
- To add an attachment, click **Choose File**.  
**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.
- To send the message as an email, select the **Generate Email** check box. An **Additional Addresses** field appears.
- For recipients who do not have email address setup in WebEOC, enter the email addresses in the **Additional Addresses** field.  
**Note:** The **Generate Email** is not available if you do not have an email account set up in WebEOC or your administrator has not configured email capability.

CMD Public Information Officer

Generate Email ☐

- Click **Send**.