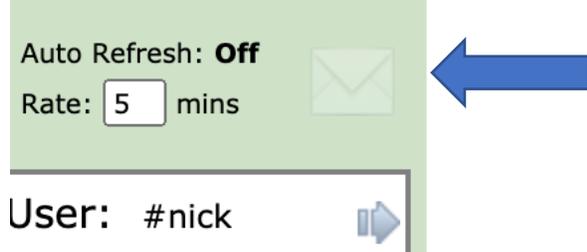




MESSAGES

The Envelope icon will direct the user to a grid of their Messages



When a user has an unread Message the icon will change from opaque to white and display the number of unread Messages



The Messages grid will display the Unread Messages

Messages

Search Filter Message Created Date Column View unread

1 - 2 of 2 [First Page](#) | [Previous](#) | [Next](#) | [Last Page](#)

<input type="checkbox"/>		Message Created Date		From	To	Subject	Message
<input type="checkbox"/>		04/17/2021		testadmin	testnick	Task Assigned	You have been assigned a new Task for client V
<input type="checkbox"/>		04/17/2021		#nick	testnick	Task Assigned	You have been assigned a new Task for client V

1 - 2 of 2 [First Page](#) | [Previous](#) | [Next](#) | [Last Page](#)

Clicking on some Messages, like Task Assignment, will take the user directly to the Task page for the client they have been assigned a Task

You can select a specific Message to get mark as “read”, thereby removing it from the unread grid view using the button

The screenshot shows a web interface for managing messages. At the top, there is a header 'Messages' with a green background. Below it is a search bar with a calendar icon, a 'Search' button, and a 'Filter Message' button. The main content area displays a table of messages with the following structure:

<input type="checkbox"/>		Message Created Date	From
<input checked="" type="checkbox"/>		04/17/2021	testadmi
<input type="checkbox"/>		04/17/2021	#nick

Below the table, there is a 'Mark as Read' button with a blue arrow pointing to it from the right.

Or you can click the Mark All as Read and move all messages from unread to read

Messages are created when specific events happen, like being assigned a task.

Previously, the system generated emails. The following system generated emails that will move to messages:

- New Client Alert
- Resigned/Expired Notification
- Incident Entered
- Set Pending Email

Unarchive:

When a Client is Unarchived an email is sent out to Robin.Boggs@ky.gov and Bethany.Rose@ky.gov.

If Incident residentDeath or residentUnnaturalDeath is set to Yes, an email is sent out to dalesha.logan@ky.gov

If Client is insert as Active, an email is sent out to jodil.hall@ky.gov, Bethany.Rose@ky.gov, and robin.boggs@ky.gov

If Client is updated to have an Active status, an email is sent out to jodil.hall@ky.gov and Bethany.Rose@ky.gov

If the Client's appointment_type is updated, an email is sent out to jodil.hall@ky.gov, bethany.rose@ky.gov

PLEASE NOTE: Class III and IV incident notification need to remain as Zix emails