

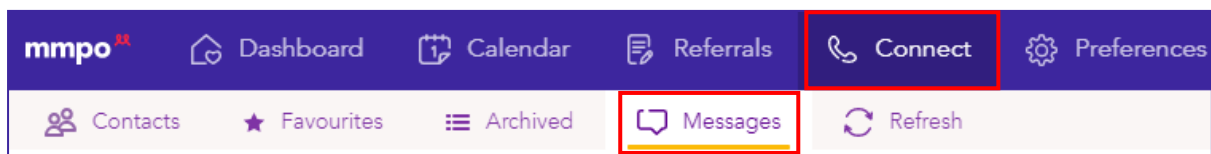
Tiaki – Bulk Messaging overview

Purpose

The purpose of this document is to explain how to use the bulk messaging service in Tiaki.

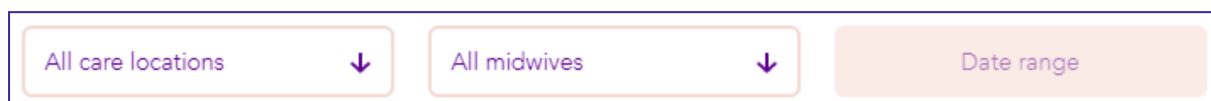
To find messages

To find the messages in Tiaki go to Connect>Messages as shown below. You will now be able to see all messaging sent by your care location. If you are a part of multiple care locations, you will see all messages related to those care locations.




Filter


You will then come down to the filters. These will allow you to view your messages by care location, midwife and a date range.



Messages

Below the filters you will see 'Scheduled messages' and 'Sent messages'.

Scheduled messages		Sent By	Date	Status
	Hi ladies I was up at a birth all night so I'll have to cancel our appointments today but will be i...	Helen Hemsworth	Jun 9th 2020 8:00 am	Pending result

Sent messages		Sent By	Date	Status
	Hi ladies I was up at a birth all night so I'll have to cancel our appointments today but will be i...	Helen Hemsworth	Jun 24th 2020 4:00 pm	Sent to 1 Recipients

By clicking on the message banner you will be able to see everything associated with that message including your message, who sent it, the date and time it was sent or scheduled, the status and the recipients. Below is an example of a scheduled message. As you will see below you can also cancel and delete a scheduled message if you do so it will not be saved anywhere.

To exit the message, click on the 'X' at the top right-hand corner of your screen.

Message sent 9th June 2020



Hi ladies

I was up at a birth all night so I'll have to cancel our appointments today but will be in touch to reschedule.

Cheers,
Nicole

To reply, text or call me on 021 212 1213. Do not reply to this message

Sent by	Date & Time	Status
Helen Hemsworth	Jun 9th 2020 8:00 am	Pending result

Recipients

Anita Collins, Feggy-Lou Ma, Hen Anderson, Kirian Tane

Cancel & delete scheduled message

Creating a new bulk message

To create a new bulk message, click on the purple circle on the bottom right hand corner of your screen as you will see pictured here.



There are two options when creating the content of your new message these are to write your message in the box provided or use a template from the drop-down box.

Note: You also have the option to edit/manage your templates through the drop-down box. Simply click the drop-down box and select 'Manage Templates', this will take you through to the SMS templates page which you can also find under your 'Preferences' tab. To see more information on this please see the document 'Preferences'.

Use template ↓

Message (limit of 233 characters) 0/233

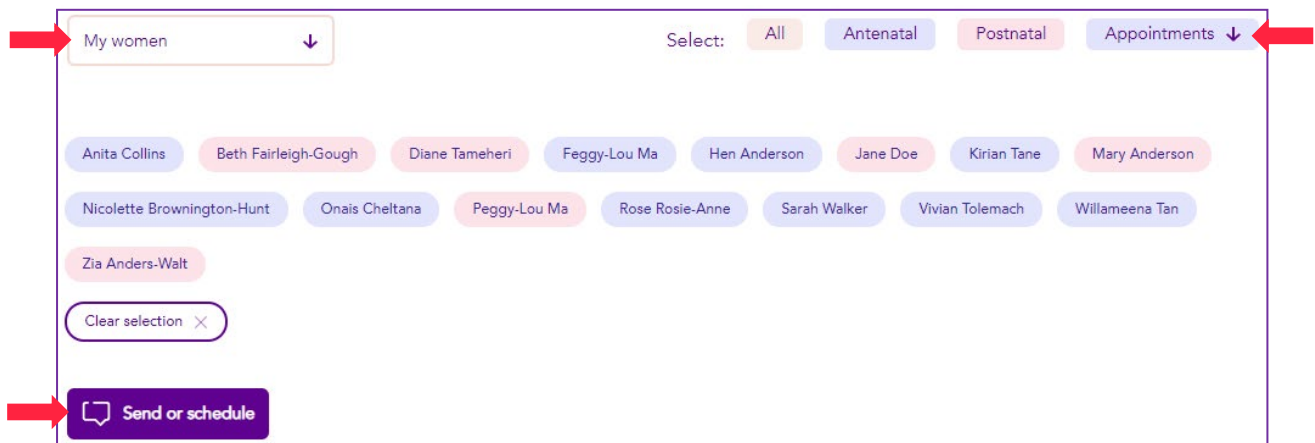
The following will be added to the end of your message: *To reply, text or call me on 021 212 1213. Do not reply to this message*

It is important to keep your message concise as you only have a limited number of characters. This is displayed in green on the top right-hand corner of the message box. Tiaki will automatically add to the end of your message; *"To reply, text or call me on xxx xxx xxxx (your number will show here). Do not reply to this message."* This informs the women not to reply to your message as it will not get back to you however it does include your number.

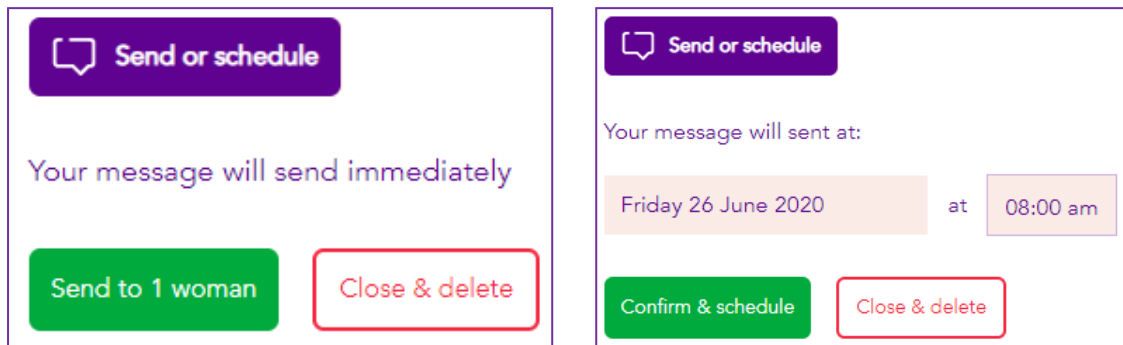
Next is to select a midwife from your care location whose women you would like to send the bulk message to. It will default to your own women however by clicking on the drop-down box this will allow you to select another midwife. When you select a midwife all her women will show.

You now need to select which women you would like to bulk message. To the right-hand side, you can select all women, antenatal women, postnatal or appointments for today, tomorrow or today and tomorrow. Once selected a ring around each of the women you will be sending a bulk message to, will appear. You can **unselect** women if they do not need the message sent to them by clicking on the name.

Alternative you can just click on each woman's name, if you are only wanting to send the message to a specific group.



You now have the option to send the message straight away or schedule the message to be sent at a later time and/or date as pictured below.



A pop-up box will now appear to confirm the number of women you are messaging and if you are ready to send the bulk message. This is your last chance to amend the message before clicking 'Send now' or 'Schedule & send'. If you need to amend your message click the 'X' on the pop-up box.

The message will now display on your message page.