BuildingEngines

Broadcast & Emergency Broadcast User Guide

Creating and managing broadcast and emergency messages

Table of Contents

Overview

The Broadcast module provides an easy and effective method of messaging property management personnel, tenants, and vendors. Optionally, the Broadcast module can be integrated with Send Word Now to provide an emergency broadcast and accountability tool. Both types of Broadcast messaging provide previous message information, dates and times messages were sent, and a recipient list. If an emergency broadcast is sent you are also provided a dashboard with each recipient's response.

Sending a Broadcast Message

Broadcast messaging allows you to send messages to recipients in and out of the system. This section describes the process of creating a broadcast message and adding recipients.

To create a broadcast message:

1. Click **Go To → Broadcast Messaging → Create Message**.
2. Enter a **SUBJECT**.
3. Enter your message into the **MESSAGE** field.

4. By default, the **SENDER ALIAS** is populated with your name. *Note: If you want a different alias, enter a new name or entity into the **SENDER ALIAS** field*.
5. Using the **OPTIONS** field, select how the message will be delivered.
6. (Optional) Click **Enable Read Receipt** to receive a confirmation for each recipient that opens the message.

7. (Optional) To attach a file to your broadcast message:

    a. Click **UPLOAD FILES**.

    b. Select a file to be attached to the broadcast message.

    c. Click **ADD FILES**.

8. Select the **PROPERTY(s)** that the message is going to. *Note: You can also begin sorting by* ***ADDRESS****, **CITY**, *or* **STATE***.*

9. After a property is selected, user **TYPES** are displayed. Click the **(+)** to add all users from that type or click the **TYPE** name to expand the further. Continue filtering by **GROUP** or **PERSONS** until you finish adding recipients to a message.

10. (Optional) Click the **Name or Email** field, and enter either the name or the email of the person you want to message. Names or email addresses already in the system are displayed as an option to choose from. If the name displayed is a correct match, click the name to add the person to the recipient list.
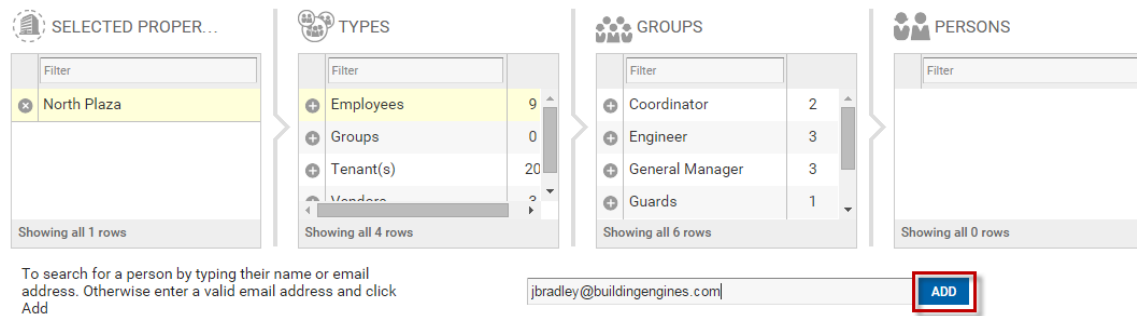

11. (Optional) To add a recipient that is not already in the system, click the **Name or Email** field and enter the email address you want to message. If the email address is not currently in the system, the **ADD** button will appear. Click **ADD** to add them to the recipient list.

12. (Optional) To remove a recipient, click the **(X)** located to the left of their name in the **RECIPIENTS** field.

13. Click **SEND** to send the message.

Sharing a List of Broadcast Messages

A list of Broadcast messages can be sent to recipients in and out of the system. This section describes the process of sending a list of Broadcast messages.

To send a list of Broadcast messages:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.

2. (Optional) Use the **SEARCH** to filter the list of Broadcast messages being sent.

3. Click **SHARE** and select a format type. *Note: If CSV or XLS is selected you have the option of sharing all column data or only the columns currently displayed on the dashboard*.

4. Select your recipients and click **SEND**.

Exporting a Broadcast Message List

A list of Broadcast messages can be exported from the message dashboard. This section describes the process of exporting a list of Broadcast messages.

To export a list of Broadcast messages:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.

2. (Optional) Use the **SEARCH** to filter the list of Broadcast messages being exported.

3. Click **EXPORT** and select a format type. *Note: If CSV or XLS is selected you have the option of exporting all column data or only the columns currently displayed on the dashboard*. Exports appear at the bottom of the browser once they have finished exporting.


Managing Broadcast Groups

Broadcast and Emergency Broadcast messages can be sent to specific groups of people. This section describes the process of managing your Broadcast groups.

To manage a Broadcast group:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.

2. Click **GROUPS** and select the group you want to edit.
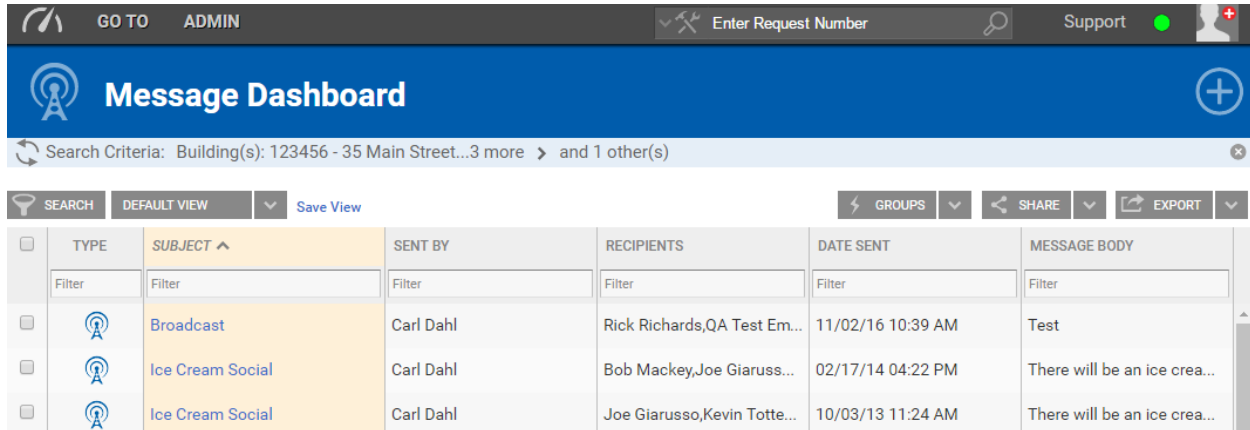
3. Select a **BUILDING** and user type.

4. (Optional) To add users to the group, click the **(+)** located next to the user's name, or drag and drop the name from the **AVAILABLE PERSONS** column to the group column.
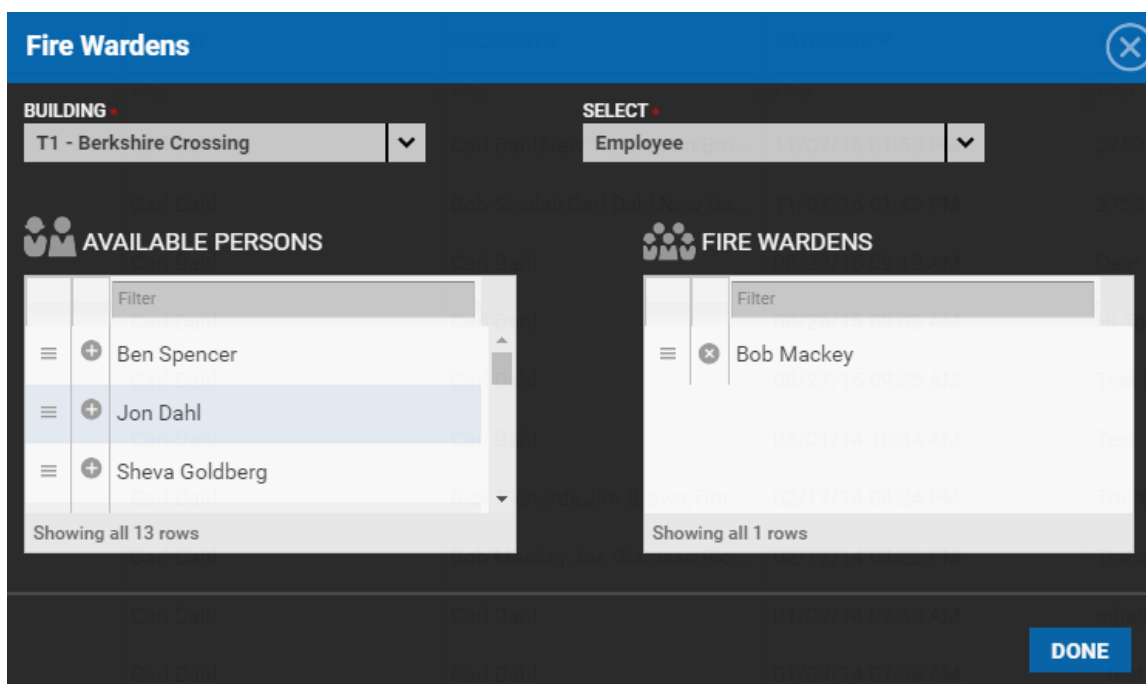
5. (Optional) To remove users from the group, click the **(X)** located next to the user's name.

6. Click **DONE** to finish.

Broadcast Message Dashboard

The Broadcast Message Dashboard is an aggregation of all previously sent Broadcast messages. Using the Message Dashboard, you can view when a message was sent, its contents, and the recipients. You can also use the Message Dashboard to resend a previously sent message.

Locating a Previously Sent Broadcast Message

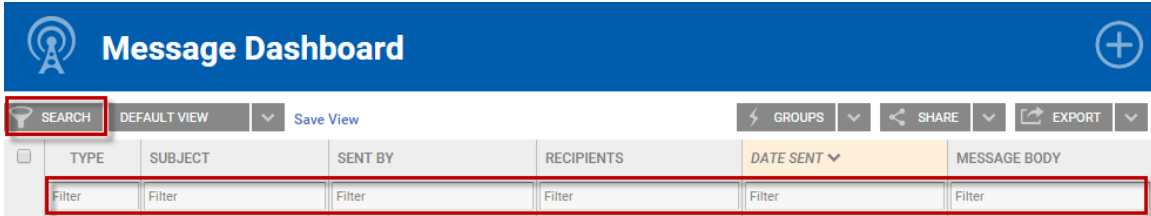This section describes how to locate a previously sent broadcast message.

To locate a previously sent message:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.

2. By default, only the messages you have sent are displayed. To view broadcast messages sent from other users:

   a. Click **SEARCH**.

   b. Click the **SHOW ONLY** field and unselect **Show My Broadcasts Only**.
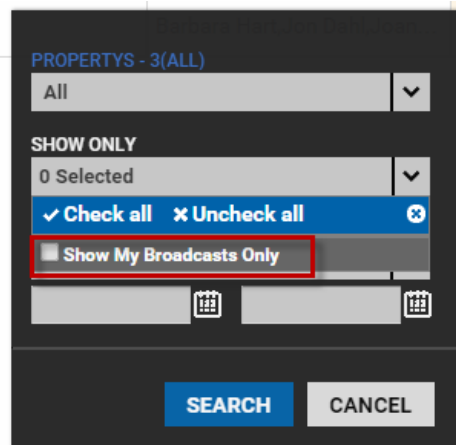
   c. Click **SEARCH**.

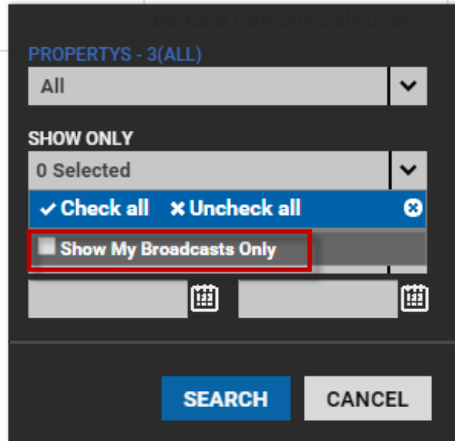3. Search for the broadcast message you want to view using the **SEARCH** button and/or column filters.

4. Click the message name in the **SUBJECT** field to access the message.

Resending a Broadcast message

This section describes how to resend a previously sent broadcast message.

To resend a previously sent Broadcast message:

1. Click **Go To → Broadcast Messaging → Message Dashboard**.

2. By default, only the messages you have sent are displayed. To view broadcast messages sent from other users:

   a. Click **SEARCH**.

   b. Click the **SHOW ONLY** field and unselect **Show My Broadcasts Only**.

   c. Click **SEARCH**.

3. Search for the broadcast message you want to resend using the **SEARCH** button and/or column filters.
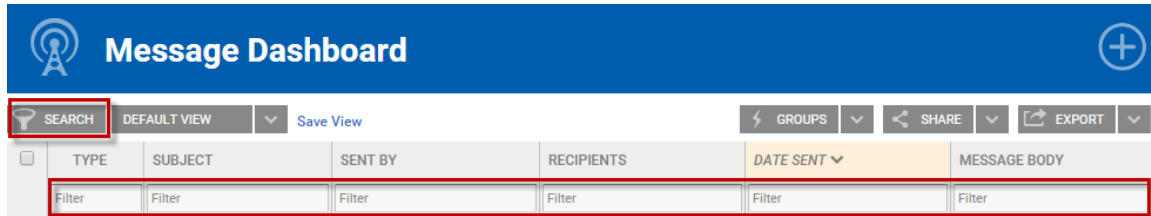
4. Click the **SUBJECT** name to access the message.

5. (Optional) By default, the broadcast message contents are displayed as they were when the original message was sent. To make edits, click the desired field and edit to your preference.

6. Click **RESEND**.

Emergency Broadcast Messaging

The Broadcast module can be integrated with Send Word Now to provide an emergency broadcast and accountability tool. When enabled, you are provided with additional message delivery methods, quick select responses, and a response dashboard for auditing message recipients. This section describes how to send emergency Broadcast messages and track recipient responses.

Sending an Emergency Broadcast Message

Emergency broadcast messaging allows you to send urgent and important messages to system users. This section describes the process of creating an emergency broadcast message and tracking recipient responses.

To create an emergency broadcast message:

1. Click **Go To → Broadcast Messaging → Create Emergency Message**.

2. Enter a **SUBJECT** name.

3. Using the **MESSAGE** field, enter a new message or select a pre-drafted message from the **EMAIL TEMPLATE**.

4. (Optional) To request and track recipient responses, select **Ask for responses** and then enter response options in the **Emergency Response(s)** fields.

5. By default, the **SENDER ALIAS** is populated with your name. *Note: If you want a different alias, enter a new name or entity into the **SENDER ALIAS** field*.

6. Using the **OPTIONS** field, select how the message will be delivered. *Note: Sending an emergency message in a format that is not utilized by a system user will result in a delivery failure. For example, if you send a message by fax and the user does not have a fax number associated to their user record, the user will not receive the message.*

   Messages can be sent via:

   a. Email or Alt Email

   b. Fax

   c. SMS (text message) *Note: A system user **MUST** have a mobile number and cellular provider listed on their user record to receive an SMS message.*

   d. Phone, Mobile, Alt Mobile – When this option is selected, Send Word Now calls the phone, mobile or alt mobile phone number listed on the user record and a computer generated voice dictates the subject, message, and response options.

7. Select the **PROPERTY(s)** that the message is going to. *Note: You can also begin sorting by* **ADDRESS**, **CITY**, *or* **STATE**.

8. After a property is selected, user **TYPES** are displayed. Click the **(+)** to add all users from that type or click the **TYPE** name to expand the further. Continue filtering by GROUP or PERSONS until you finish adding recipients to a message.

9. (Optional) Click the **Name or Email** field, and enter either the name or the email of the person you want to message. Names or email addresses already in the system are displayed as an option to choose from. If the name displayed is a correct match, click the name to add the person to the recipient list.

10. (Optional) To add a recipient that is not already in the system, click the **Name or Email** field and enter the email address you want to message. If the email address is not currently in the system, the **ADD** button will appear. Click **ADD** to add them to the recipient list.

11. Click **SEND** to send the emergency message.

Tracking Emergency Broadcast Responses

Following the submission of an emergency broadcast, and if you requested recipient responses, you are directed to the Emergency Broadcast Response Page. The Emergency Broadcast Response Page provides a list of every recipient, their delivery format(s), and response.

The **CURRENT RESPONSES** section provides a high level tally of responses while the recipient grid provides each individual response and delivery method.

Along with a **NAME**, **RESPONSE**, and **FORMAT**, you are also provided a response status for each recipient. The following are potential recipient statuses:

    a. **Pending**: The application is still waiting for a response.

    b. **Action Required**: The message was not delivered due to inaccurate contact information (i.e. a bad email address)

    c. **Answered**: The recipient has responded.