# MESSAGES:

One of the first screen that come up when you log on to Quest is the Message center.

This was designed to send messages to Quest Users about activity on people on their caseload. The system can be set up to send automated messages to users for all kinds of system activity. This is not intended to replace e-mail (we call it q-mail), but you can use this to send messages to other Quest users in your jurisdiction.

Menu | Miscellaneous | Messages | Messages

The bold words in this message are links.

- The name **John Smith** for example is a link to the **Person Detail** screen for John Smith.

- The Case #**1**, **4** are links to the **Case Detail** screen for each of those cases.

- This message is a notification that a document was completed. The document name is **Intake Adult Screener Process**, which is a link to that **Document Detail** screen.

To add a new message

Click on the **Add a new message** link.

- **To a user id:** Sends the message to an individual person.
- **To a group id:** Sends the message to the members of a specific message group.
- **To a security group**: Sends the message to the members of a specific security group.
- **To my agency:** Sends the message to every Quest user with the same Agency as you.

- **Send Normal:** This option will send a normal quest message. If the user is logged on to Quest, they will receive a link in the upper left hand corner that says: You have 1 new message. The user can click on the link to view their new message. If the user is not logged on to Quest, the message will be waiting for them when they log on.

- **Send Interrupt**: This option will send the quest message as a pop-up that will appear in the middle of the user's Quest screen. If pop-up blockers are turned on, this will not pop-up. It will be behave as a normal Quest message.

- **Send SMS/Text**: This option will send the quest message as a text message if the Quest user has a SMS/Text number in their contact information on their **Person Detail** screen.

- **To user ID, group ID, or *all**: Type in the Quest User ID, Group ID or type *all to send it to all Quest users. If you don't know the person's Quest user ID or the Group ID, you can click on the **Lookup** button at the bottom of the page and do a Name Search for the person.

  Once you have entered a user ID moved off that field by pressing the TAB or clicking in the message section, the locator information about that user is displayed.

  This locator information lets you know if the person to whom you are sending a messages is in or out.

- **Message**: Type your message. There are many formatting options available when you type your message. Hover over the different options to see more details.

Click the **Update** button to send the message.

To view a message sent to you:

When you receive a new message, you will see a link in the upper left corner of your screen that says You have 1 new message. This is a link to the **Messages** screen, where you will be able to read all messages. You can see who added it and when.

To reply to a message:

Keep in mind that we are manipulating a system that was designed to notify you of activity on your account, not to be an email system.

Click on the select on the message you wish to reply.

This will take you to the Message Status screen, where you can change the status of the message if you wanted to indicate this was something you were working on, or whatever. But to reply simply Click the **New** button at the bottom of the page to copy the message into a new message.

It will also put the senders User ID in the To user ID field.

You can move their message down by hitting the enter button. Arrow back up and type your reply. It is easier to read messages sent back and forth if the newest message is always on top.

Click the **Update** button to send your message.

To delete a message:

It is important to delete unwanted messages. The system will save messages for a certain number of days, some jurisdictions save messages for 30 days before they are automatically deleted. Since this is designed to notify you of activity on your cases, if you don't pay attention to your message, it is easy to miss important information.

Select any message you wish to delete. The column header "Delete" is a toggle switch, it will select all and unselect all messages.

Delete	Message	Status
	Add a new message	
☑		--Select--
	This is a reply to your test message.	
	This is a test message	
	--> Added by Karlene Thompson on 3/29/2022 10:03:06 AM	
☑		--Select--
	This is a test message	
	--> Added by Karlene Thompson on 3/29/2022 9:54:26 AM	

Click the **Delete** button to delete any selected message. Click the **Delete** button again.
Any time you delete something, you must click the **Delete** button twice. It is a safety precaution.

TO ADD A MESSAGE GROUP

If you have a group of people that you send the same message to, such as the clerical staff or the clerk staff, you can create a message group.

Menu | Miscellaneous | Messages | Message Groups

Click the **Add a new message group** link.

List Message Groups

List groups containing: [Any text]

[➔ Submit]

Name	Description	Owner
Add a new message group		

Message Group Detail

Group name:* [Clerk]
Description:* [Clerk Staff]
Owner:* [kartho]

- **Group Name:** Give your group a unique name.
- **Description**: Enter a description.
- **Owner**: Type in your quest user ID.

Click the **Update** button to save your work.

Now that you have a group, you can add group members.

Click the **Add** link to add group members.

Message Group Detail

d successfully

Group name: Clerk
Description:* Clerk Staff
Owner:* kartho   Karlene Thompson
→ Group members: **(Add)** None

Group Member Detail
Clerk Staff

Type in the User ID of the first member.

Click the **Update** button to save your work.

User:* stafor

You can then click on the **New** button to add the next member, until all members are added.
Click the **Cancel** button when add members have been added.
Cancel again to return to the **List Message Groups** screen.

Message Group Detail

Group name: CLERK
Description:* Clerk Staff
Owner:* KARTHO   Karlene Thompson
Group members: **(Add)** Forbes, Stacey
                         Gottlieb, Bill
                         Thompson, Karlene
                         Wertz, Ronald

Send a Message to the Group
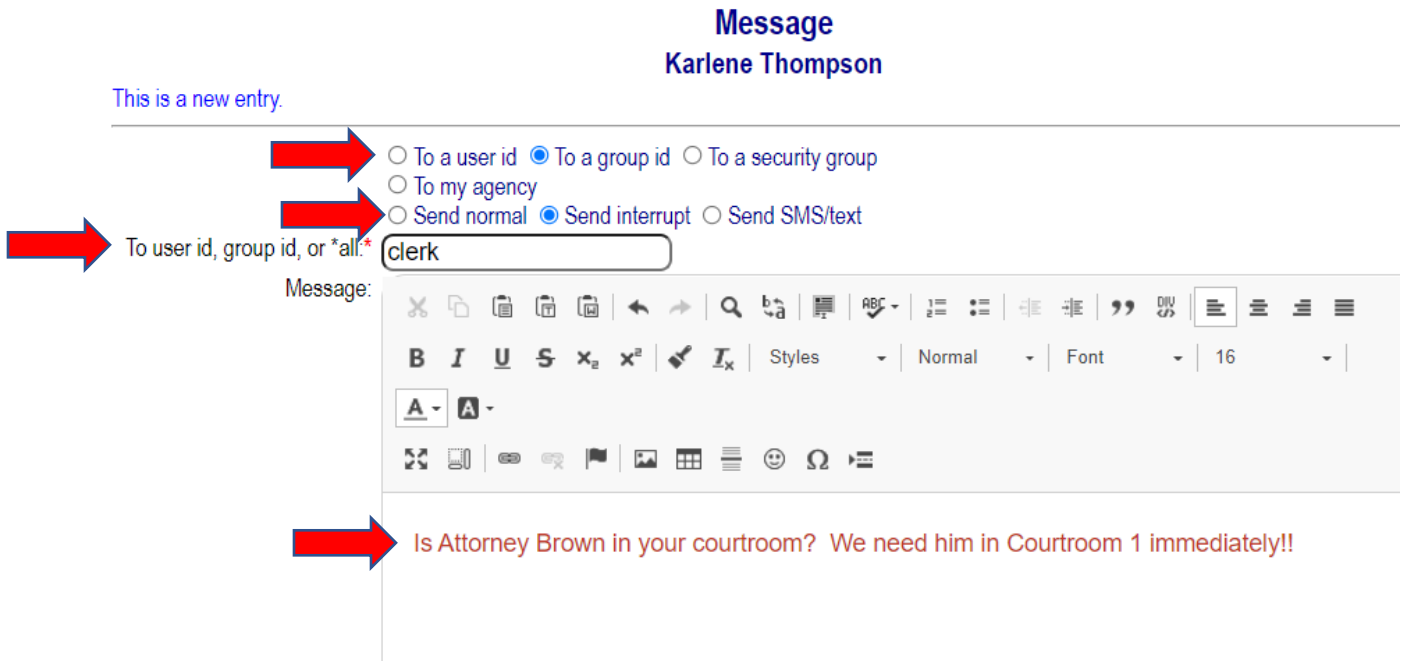
Menu | Miscellaneous | Messages | Send Message

- Click "To a group id"
- To: type in the name of the group
- Message: Type your message

Click the **Update** button to send the message.

Sending an Interrupt Message

Sending an Interrupt Message makes the message pop up in the middle of the recipient's screen.

- If sending to a group, select that option.
- Select the Send interrupt option.
- To: Type the name of the group
- Message: Type the message.

Click the **Update** button to send the message.

The message will pop up in the middle of your Quest screen regardless of what screen you are on.

To reply simply click in the lower message box and type your reply.

Click the **Send** button to send the message.

The messages also appear as normal messages so you won't lose the conversation once you close out of the interrupt message.