

Messaging in MP

Fun Facts

- Each Contact gets a unique email and cannot see who else received the same Message.
- If a Contact doesn't have an email address on file, the Message record for this individual (which can be seen in the Contact record >Message Log subtab) has a notation of "Error" and "Recipient's email address is not provided".
- Once sent, the Message author can find this Message in the Home page > My Messages tab > view: Sent.
- Once sent, the Message recipient receives the Message in their email inbox of the email account on their Contact record. Additionally, if the recipient has access to Ministry Platform, they can also see the Message in Home page > My Messages tab > view: My Inbox.
- The "From" Email that is used is the email address found on the Contact Record.

Basics of Sending a Message

Home page > My Messages tab > click New Message. You can also access the New Message Tool on almost any other MP page from the Tools drop down.

- Indicate the Contact(s) to receive the Message by either:
 - Typing a name in the "To" line (Last, First); when the desired name appears, choose it.
 - Clicking the [...] beside the "To" line and selecting the desired records. You can also access previously saved selections by clicking the selection drop-down, as well as accessing other pages by changing the "Select From Page" drop-down.
- Indicate a Subject line. **This is required in order for the message to send.**
- Type your message body, and be sure to use any desired Templates, Snippets, Contact Fields, Data Fields, and/or formatting such as: bold, italics, links, and images.
- If desired, click the paperclip tab to include attachments.
- If desired, click the gear tab and update the name in the Reply To field and/or indicate a future time for the Message to send.
- If desired, update the name in the From field if you're sending on behalf of someone else. (Let Tori know if you need to be able to send messages on behalf of someone else.)
- Once satisfied with the Message, click preview. The first ten Messages can be previewed. If needed, click Back to make additional edits and then click Preview again.
- Once satisfied with the preview, click Send. The Message sends within about 5 minutes of clicking Send (unless you've scheduled it to send in the future).

- **Be mindful of your time zone! UTC runs five hours ahead of Central Time. 10:00am CST = 3:00pm UTC so if you want your message to go out at 4:00 pm our time, you will set it to go out at 9:00 pm UTC. If you want to double check your time, there are time zone converters online. All of Ministry Platform runs on UTC so we cannot (and should not) change the time zone from UTC.**

***NOTE: This time zone difference will change very soon! All staff will be notified when this change occurs.**

Emailing Group Participants

There are two ways to do this.

Method 1: go to People Lists > Group Participants > search the group name > select the participants > launch new message tool and send message.

Method 2: launch the New Message Tool from any page. Then on the "To" line use the "... " button, select your group(s), use the subpage drop down to select "participants", make sure the view is "current participants", select your recipients, click "confirm", make sure the correct number of recipients is selected. Type and send your message.

Note: If you go to the groups page, select your groups and send the message to those groups. ONLY the contact person for that group will receive your email. In order to send to participants, you MUST use one of the options above.

Emailing Event Participants

There are two ways to do this.

Method 1: Go to People Lists > Event Participants > search the Event name and date > select the participants > launch new message tool and send message.

Method 2: Launch the New Message Tool from any page. Then on the "To" line use the "... " button, select your events(s), use the subpage drop down to select "participants", select the view you desire, select your recipients, click "confirm", make sure the correct number of recipients is selected. Type and send your message.

Note: For messaging group participants or event participants, you can also use method 2 and essentially do what you do for method 1. On the "To" line, you can use the "... " button and under "Page:" choose either Event Participants or Group Participants.

9/18/19

How do we email Parents?

What do views have to do with emails?

What if my view doesn't have the right people in it?

I sent an email to my group but only one person got the email! How did this happen?

A little practice...

1. Launch the New Message Tool
2. Click the “...” button next to the “To” line
3. Select the page: Groups
4. Search for one of your ministry groups
5. Subpage: participants
6. View: Current Participants
7. Select all
8. Confirm selection

Communications Folder

On the noun bar there is a Communications folder. Click this folder and then open the page titled “Messages”. You can use this folder to see messages that are Sent, Drafts, and Ready to Send. The view on this page where you can see your messages is called My Messages. This view only shows you the messages sent by you, not messages received by you. You can search the messages page just like any other page.

Viewing a Message on the Messages page

If you open a message, you can see all the details for that message. If it is a message set to go in the future, you can add more contacts you would like to receive this message. We can also delete messages that have not yet been sent and this will keep it from sending.

To edit a message that is scheduled to be sent in the future:

1. Find the record for your scheduled message and click to open it.
2. Update the status to Draft.
3. Click the To-Contacts sub-page.
4. Select all the Contacts, and click the Xfer button.
5. Transfer your selection to the Contacts page.
6. Save your selection.
7. Navigate to the My Messages tab on your Homepage and open your Message draft.
8. Re-select the Recipients using the saved selection from the Contacts page.
9. Make the desired changes to the Message content.
10. Click Send.