

Message - Send a Message

Description: In this topic, the user will learn how to send a message.

*Please note: The recipient list (who users can send a message to) is dependent upon the user's role or permission. The profile must be in active status to send a message.

Role Required: Employee (base user)

Permission Required: N/A

Web Portal

1. Log in to DCI with personal profile
2. Click the **Mail** icon (envelope) in the upper right corner of the main menu
3. Select **See All Messages**
4. Click **Actions**
5. Select **New Message** from the drop-down menu
6. Complete the **New Message** form wizard
 - a. To (recipient's name)
 - b. Subject
 - c. Priority - Low, normal, or high. High-priority messages will display a red banner on the recipient's dashboard and a yellow star in the recipient's inbox.
 - d. Message body - Type the message and format as needed
7. Save the message for later by clicking **Save as Draft**
 - a. View the draft by selecting Draft on the submenu
8. Click **Cancel** to delete the message
9. Click **Send** to send the message

Mobile App

1. Log in to the DCI mobile app
2. Click the **Mail** icon (envelope) in the upper right corner of the main menu
3. Select the **New Message** icon (blue circle with a white square in the middle with a pencil icon) in the bottom right corner of the screen
4. Complete the **New Message** form wizard
 - a. To (recipients name)
 - b. Subject
 - c. Priority - Low, normal, or high.
 - d. Message - Type the message
 - e. Add Attachment - Click to add a picture
5. Click **Send** in the upper right corner of the message

Recipient List by Role or Permission

- No Roles, View Only Role, or Auditor Role can message the following:
 - Supervisor in the cost center(s) in which the employee has a service account
 - Supervisor for the employee's default cost center
 - Payroll role for the employee's default cost center
- Supervisors can message the following:
 - Active employees and clients that have at least one active account (service or funding) linked to a cost center for which the user has a Supervisor role
 - Active employees and clients that have their default cost center set to a cost center for which the user has a Supervisor role
 - Active employees that also have a Supervisor role for at least one of the same cost centers
 - Active employees with Payroll Team role
 - Active employees with Billing Team role
 - Active employees with Authorization role
 - Active employees with Client Admin permission
 - Active employees with Employee Admin permission
- Clients can message the following:
 - Active employees that have a Supervisor role for one or more of the same cost centers for which the client has a service account
 - Employees that are linked directly to the client via an active Service Account
 - Employees that are indirectly linked to the client via an active Group Services Service Account

- Payroll Role can message the following:
 - Active employees
- Billing Role can message the following:
 - Active employees and caseworkers
- Employer Role can message the following:
 - Active employees or clients who are linked to the employer via cost center
- Employee Admin Permission can message the following:
 - Active employees
- Client Admin Permission can message the following:
 - Active clients

Related articles

- [Messaging Module - Navigation - Mobile App](#)
- [Messaging Module - Navigation - Web Portal](#)
- [Who can I send a message to in the messaging module?](#)
- [Message - Send a Message](#)
- [Message Templates - Quick Reference](#)