

Who can I send a message to in the messaging module?

The recipient list (who users can send a message to) is dependent upon the user's role or permission. Your profile must be in active status to send a message. All users can send a message to DCI Support.

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

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