CORES® Quick Reference Guide

CORES Messages

Overview

CORES Messages is a mobile app for Android and iOS devices that provides a subset of features from the CORES messaging module. Fully integrated with the Web version, the app allows authorized CORES clients to send and receive emergency notifications on mobile devices from anywhere, at any time.

Accessing the App

To log into the CORES Messages app, you simply need to enter the URL for your system and the username and password you use on the Web. Full integration means you have easy access to your saved templates.

Note: Before downloading the app, confirm with your Site Administrator or with Client Services that mobile messaging is enabled for your system and account.

To View Messages

New messages appear automatically in your Inbox, which is the first screen you see upon successfully logging in to the app.

To view sent messages, tap the menu icon and then **Sent**.

In the *Inbox* or *Sent* messages area, tap a message to view its details. In addition, you can also search for a particular message.
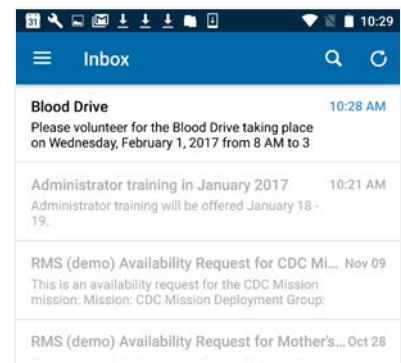
To Compose and Send a Message

1. From the *Inbox* or *Sent* screen, tap the compose icon 🖊️.
2. Tap **Compose a Custom Message**; or locate and tap a template. The *Compose Message* screen opens.
3. Tap **Sender** to select who the message appears from.
4. Tap **Recipients** to search for and add recipients to the list. When done, tap the arrow in the upper left corner.
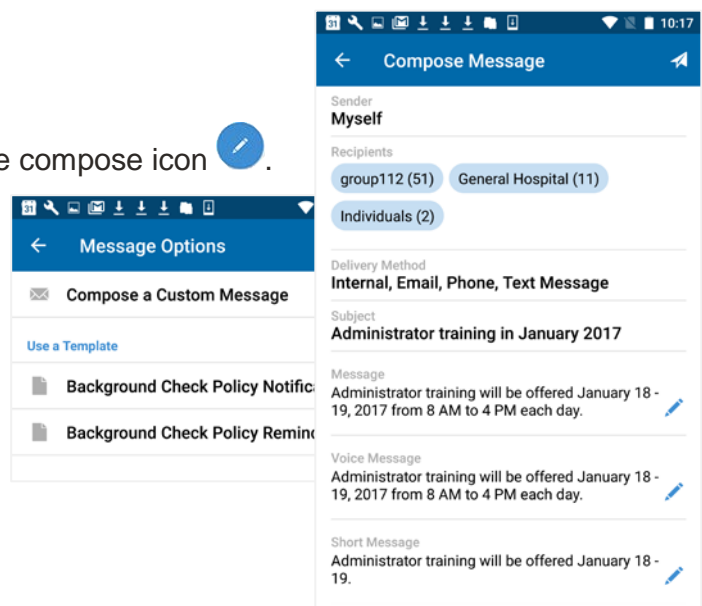
5. Tap **Delivery Method**, enable the appropriate options, and tap the arrow in the upper left corner.

6. Tap **Subject**, enter a subject for the message, and tap **Save**.

7. Tap **Message**, enter the message, and tap **Save**.

8. Tap the send icon.

## To View Message Delivery Results

1. Tap the menu icon, and then tap **Sent**.

2. Locate and tap the appropriate message.

3. Tap **Delivery Results**.

4. Tap any of the options to view the associated results.
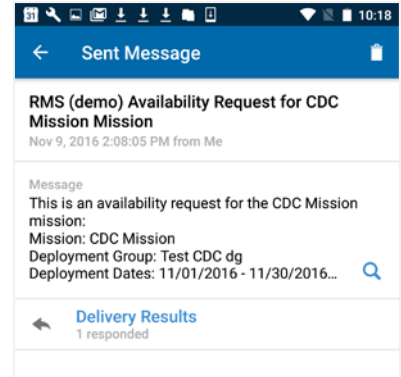
To Change Settings

You can change your message settings to determine how long messages display in your Inbox and Sent message folders. If you don't see all the messages you expect in your folder, check this setting.

1. Tap the menu icon.

2. Tap **Settings**.

3. Tap your **Inbox** or **Sent** message folder.

4. Tap a timeframe.

5. On the *Settings* screen, tap the arrow in the upper left corner when you are done.
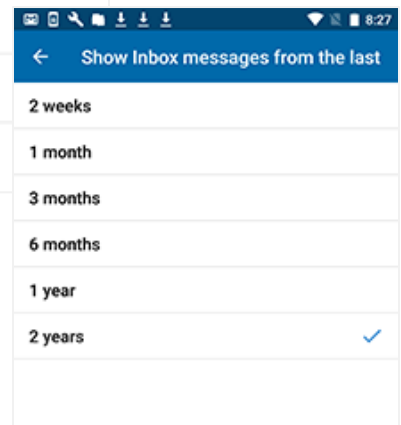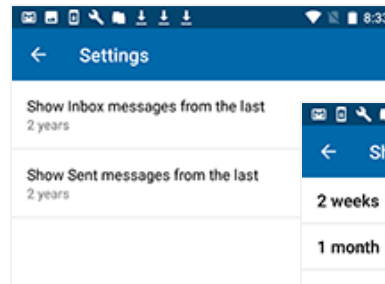
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