

CORES® Quick Reference Guide

Send a Message

Overview

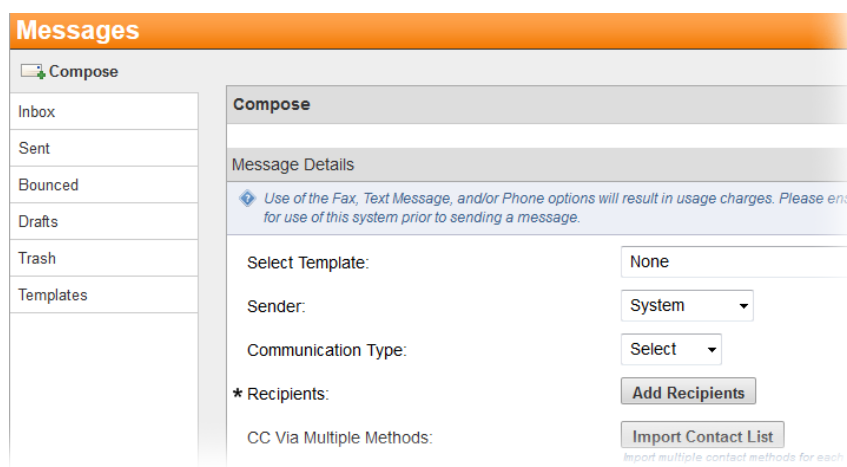
There are four main types of messages in CORES. Each type is designed to meet slightly different needs in terms of the delivery channel, device, or format. These message types are described below to help you compose and send your messages.

- **Internal messages** are only accessible within the system. Recipients may receive a notification stating that an internal message has been delivered, but they can only read it by logging in to CORES.
- **Long messages** are formatted specifically for extended messages, such as emails and faxes.
- **Short messages** are formatted specifically for display on devices with limited screen space, such as mobile devices and pagers.
- **Voice messages** are audio recordings for delivery via telephone.

In addition to sending basic messages, you can include attachments, record voice messages, define response options, preview and test your message, and export delivery statistics.

To Send a Basic Message

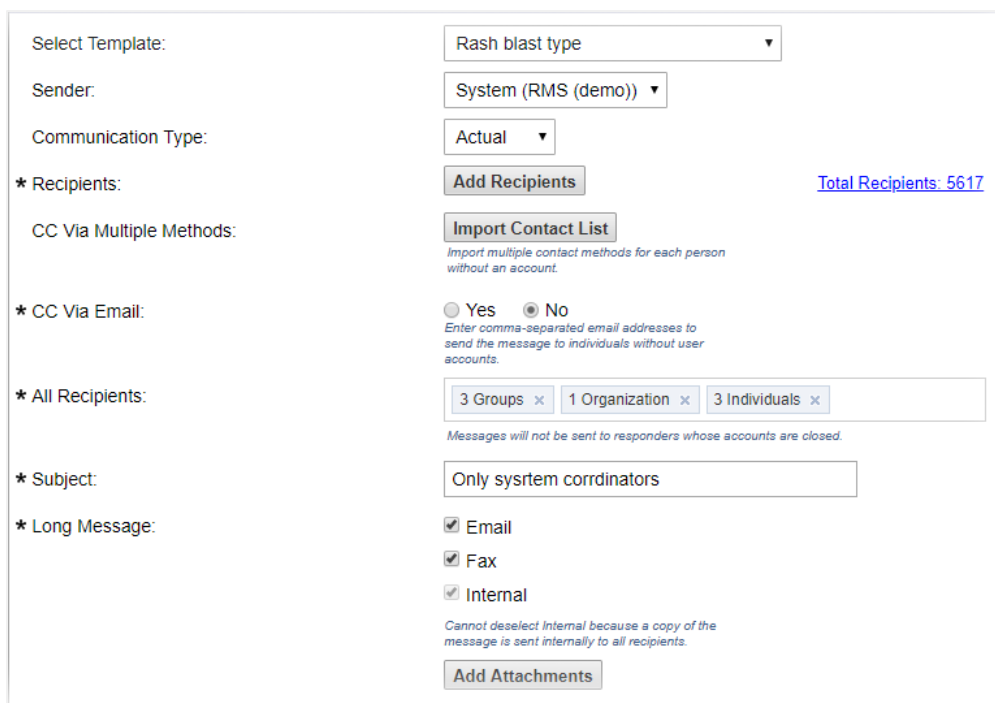
1. Click the **Messages** tab. The *Messages* page opens.
2. On the left, click **Compose**. The *Compose* page opens.



The screenshot shows the 'Messages' interface with a left-hand navigation menu containing 'Compose', 'Inbox', 'Sent', 'Bounced', 'Drafts', 'Trash', and 'Templates'. The main area is titled 'Compose' and includes a 'Message Details' section with a warning: 'Use of the Fax, Text Message, and/or Phone options will result in usage charges. Please ensure for use of this system prior to sending a message.' Below this, there are fields for 'Select Template:' (set to 'None'), 'Sender:' (set to 'System'), and 'Communication Type:' (set to 'Select'). There are also buttons for 'Add Recipients' and 'Import Contact List'.

3. Enter the required information.
4. Click **Add Recipients**. The *Search Center* window opens.
5. Across the top, click **Responders, Administrators, Groups, Organizations, or Access Levels** according to the type of recipient you want to include.

6. Enter the name of the recipient and click **Search**. The results appear.
7. Select the check box for one or more recipients.
8. Click **Add Individuals**. The total number of recipients appears on the right and the type and number of recipients appears in the *All Recipients* field.



Select Template: Rash blast type

Sender: System (RMS (demo))

Communication Type: Actual

* Recipients: **Add Recipients** [Total Recipients: 5617](#)

CC Via Multiple Methods: **Import Contact List**
Import multiple contact methods for each person without an account.

* CC Via Email: Yes No
Enter comma-separated email addresses to send the message to individuals without user accounts.

* All Recipients: 3 Groups x 1 Organization x 3 Individuals x
Messages will not be sent to responders whose accounts are closed.

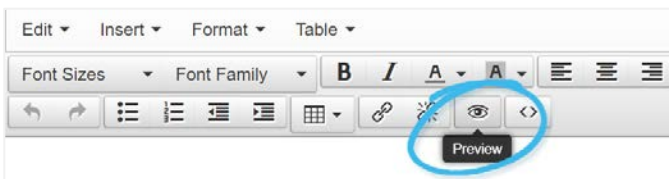
* Subject: Only system coordinators

* Long Message: Email Fax Internal
Cannot deselect Internal because a copy of the message is sent internally to all recipients.

Add Attachments

9. Repeat steps 4-8 to add additional recipients.
10. Continue entering the required information, including the message and message delivery methods.

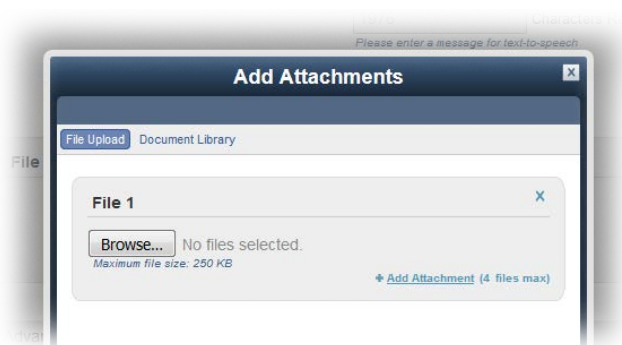
Tip: In the long message composition field, click **Preview** to see how your message will appear.



11. Click **Send**.

To Add an Attachment

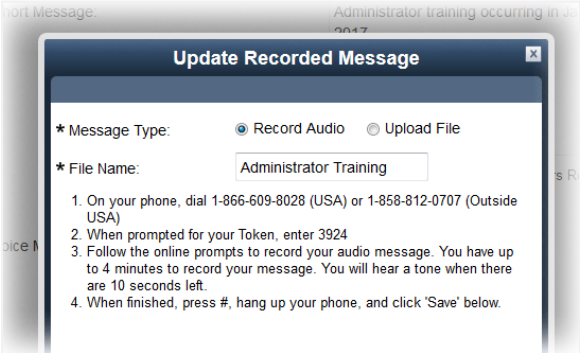
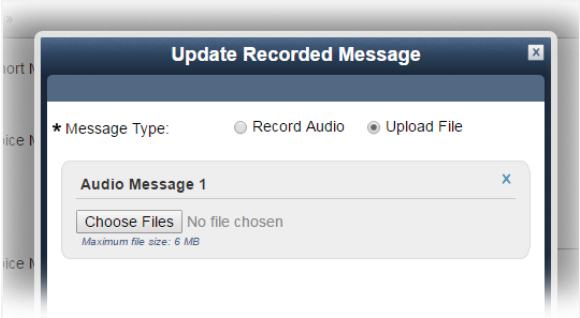
1. During composition of your message, click **Add Attachments**. The *Add Attachments* window opens.
2. Click **Choose Files**. The file browser window opens.
3. Locate and select the files, and then click **Open**.
4. Click **Upload File**. Attached files are listed below.



To Send a Voice Message

You have three options for sending voice messages. You can have the system read the message, you can record yourself reading the message, or you can upload a pre-recorded message.

1. During composition of your message, for **Voice Message**, select **Phone**.
2. Take one or more of these actions.

If you want to...	Then...
Have the system read the message,	<p>In Voice Message Body, enter the message text.</p> <p>Note: Recipients with TDD/TY devices will receive this message.</p>
Record yourself reading the message,	<ol style="list-style-type: none"> 1. Click Add Recorded Audio. The <i>Recorded Message</i> window opens. 2. For Message Type, click Record Audio. 3. In File Name, enter a name for the recording. 4. Follow the instructions to record your message. 5. Click Save. <p>Note: If you want recipients with TDD/TY devices to receive the message, enter the message text in the Voice Message Body field as well.</p> 
Upload a pre-recorded message,	<ol style="list-style-type: none"> 1. Click Add Recorded Audio. The <i>Recorded Message</i> window opens. 2. For Message Type, click Upload File. 3. Click Choose Files. The file browser window opens. 4. Locate and select the file, and then click Open. 5. Click Save. 

Advanced Delivery Options

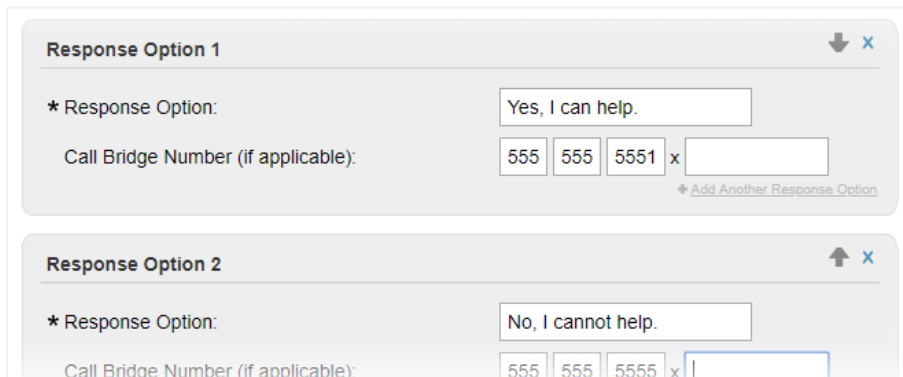
During composition of your message, settings in the *Advanced Delivery Options* area allow you to specify and customize delivery options for your message. Enter the required information, and provide additional details as needed.

Field	Description	Valid Values
Delivery Delay	Number of minutes after sending the message via email that the system waits before sending the message through other methods.	<ul style="list-style-type: none"> • 0 • 5 • 10 • 15
Send Time	Identifies when to send the message. Choose Delay Until if you want the message delivered later, at a specified date and time.	<ul style="list-style-type: none"> • Immediately • Delay Until
Priority	Urgency of the message. Selecting High flags the message as important in email systems that support this feature.	<ul style="list-style-type: none"> • Normal • High
Message Delivery	Identifies the approach for sending the message to multiple recipients. <ul style="list-style-type: none"> • Escalation sends the message to one contact, and if delivery fails, it is sent to the next contact. This process continues until the message is delivered successfully. • Blast sends the message to every contact simultaneously. This option should only be used for emergency messages. 	<ul style="list-style-type: none"> • Escalation • Blast
Time this message is available for response	Number of hours, after the message is sent, that recipients can retrieve the message and respond. Note: Only applicable on messages that include response options.	<ul style="list-style-type: none"> • 2 • 3 • 4 • 5 • 6
Validate Recipient	Requires recipients to verify their identity before hearing the message. Note: Only applicable on voice messages.	<ul style="list-style-type: none"> • Yes • No
Leave Voice Message	Voice message options if the call is answered by a machine or service. Note: Only applicable on voice messages.	<ul style="list-style-type: none"> • Full Message • Message Retrieval Instructions

Field	Description	Valid Values
Do not recontact if	Identifies the situation that qualifies as a sufficiently successful delivery in an effort to determine when the system stops attempting to deliver the message. Note: Only applicable on voice messages.	<ul style="list-style-type: none"> Recipient listens to entire message Recipient listens to partial message Answering Machine listens to entire message Answering Machine listens to partial message
Number of times to contact	Identifies how many times the system should attempt to deliver the message.	<ul style="list-style-type: none"> 1 2
Time between each contact attempt	Number of minutes, after a failed delivery, the system waits before attempting to deliver the message again.	<ul style="list-style-type: none"> 5 10 15 20
Request a response?	Indicates whether the system should request a response from the message recipient.	<ul style="list-style-type: none"> Yes No
Response Options	Available responses the recipient can select in response to the message; up to nine options are allowed. If appropriate, you can specify a Call Bridge Number for each option. The call bridge uses a unique phone number to connect specific recipients with a certain call center or facility.	To be determined.
Do you want to save this message as a template?	Select Yes to save this message and its attributes as a message template that you can use in the future to help speed up message creation.	<ul style="list-style-type: none"> Yes No

To Add Response Options

1. During composition of your message, in the *Advanced Delivery Options* area, for **Request a response?** click **Yes**.




The screenshot shows a user interface for configuring message response options. It features two distinct sections, each with a title, a text input field for the response, and a call bridge number input field. The first section, 'Response Option 1', contains the text 'Yes, I can help.' and the call bridge number '555 555 5551'. The second section, 'Response Option 2', contains the text 'No, I cannot help.' and the call bridge number '555 555 5555'. Each section also includes a small 'x' icon for deletion and a plus icon for adding more options.

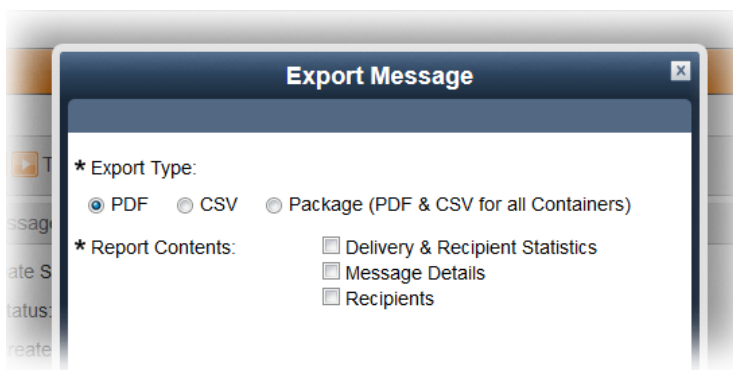
2. In the *Response Option* area, for **Response Option**, enter the first response option. If appropriate, enter a corresponding **Call Bridge Number**.
3. To add another option, click **Add Another Response Option**.
4. Repeat these steps for each response option.
5. On the upper right of each Response Option, click the arrow icon to position the options in the order in which the recipient will hear them.

To Preview and Test Your Message

During composition of your message, click **Preview and Test** toward the lower right of the page to view the message and, if desired, to send yourself a test message.

To Export or Print Delivery Statistics

1. Click the **Messages** tab. The *Messages* page opens.
2. On the left, click **Sent**. The *Sent* page opens.
3. Locate the message and click its **Subject**. The *Message Summary* opens.
4. On the upper right, click the Export to File icon . The Export Message window opens.



5. For **Export Type**, click the type of file you want to create. Each type has optional or preselected report contents.
6. If you chose to create a **PDF**, select the check box for the **Report Contents** you want to generate.
7. Depending on your export type, click **Download** or **Save to Document Library**.

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