Jeff Murray's Programming Shop, Inc.

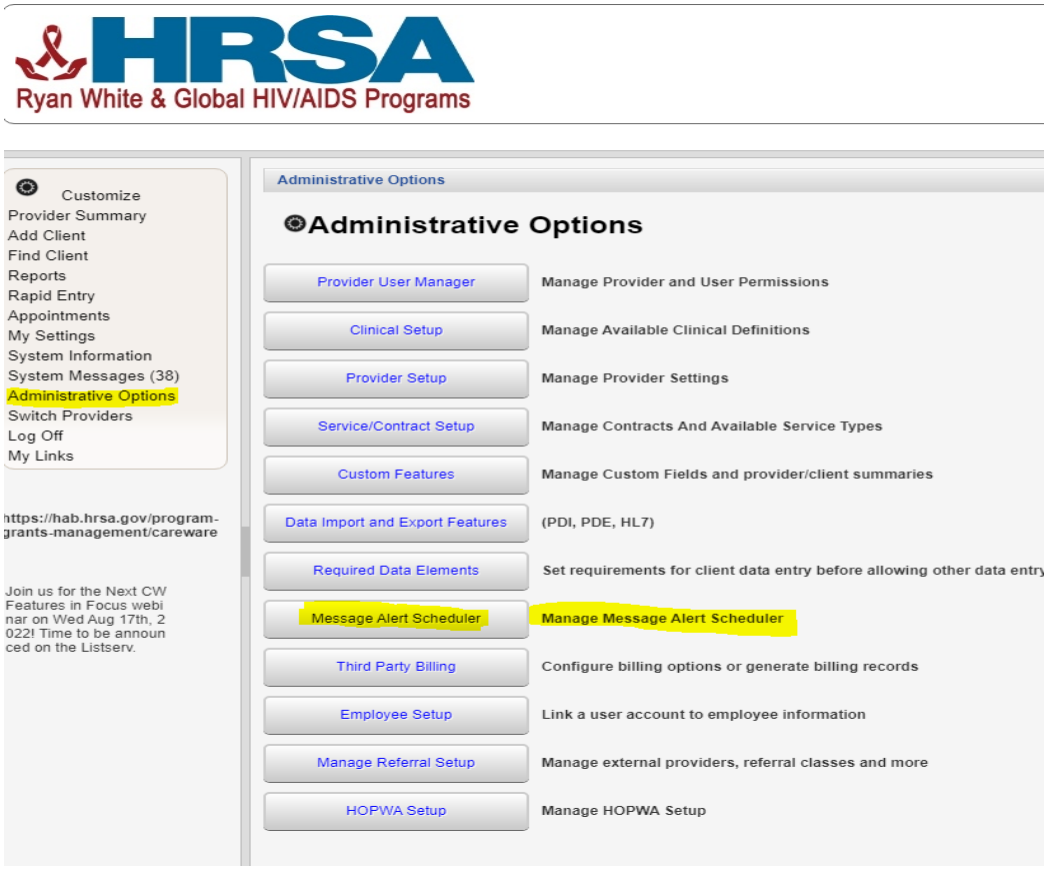
The Message Alert Scheduler Feature allows CAREWare administrators to send out email or user messages based on their selection of recipients and performance measures. It supports:

- Notification about clients who match the Performance Measure
- Sending user messages to a single user
- Sending email to a single recipient
- Sending user messages/email to Form Employees
- Sending user messages/email to Eligible Users

Accessing the Message Alert Scheduler

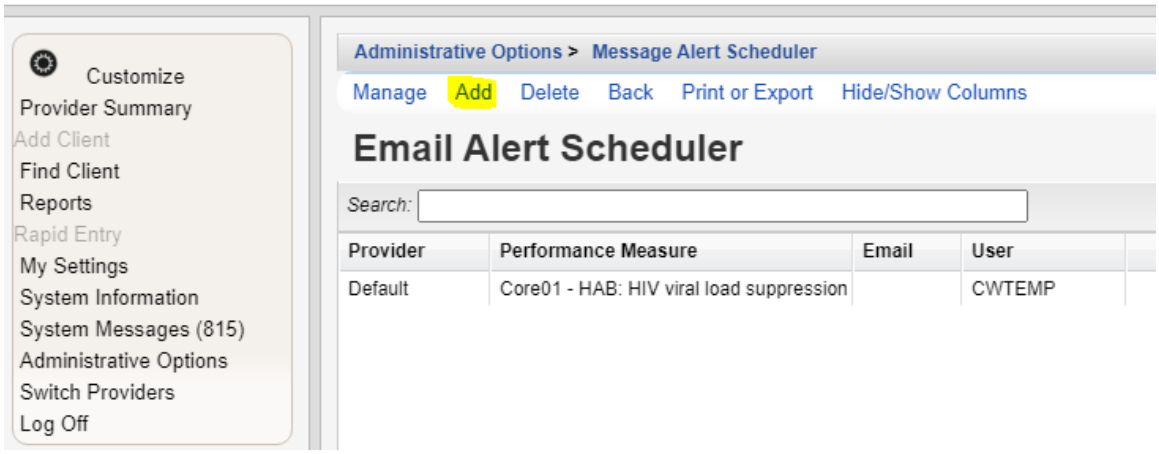
The Message Alert Scheduler can be accessed by Central or a Provider by following these instructions:

1. Click *Administrative Options.*
2. *Click Message Alert Scheduler.*



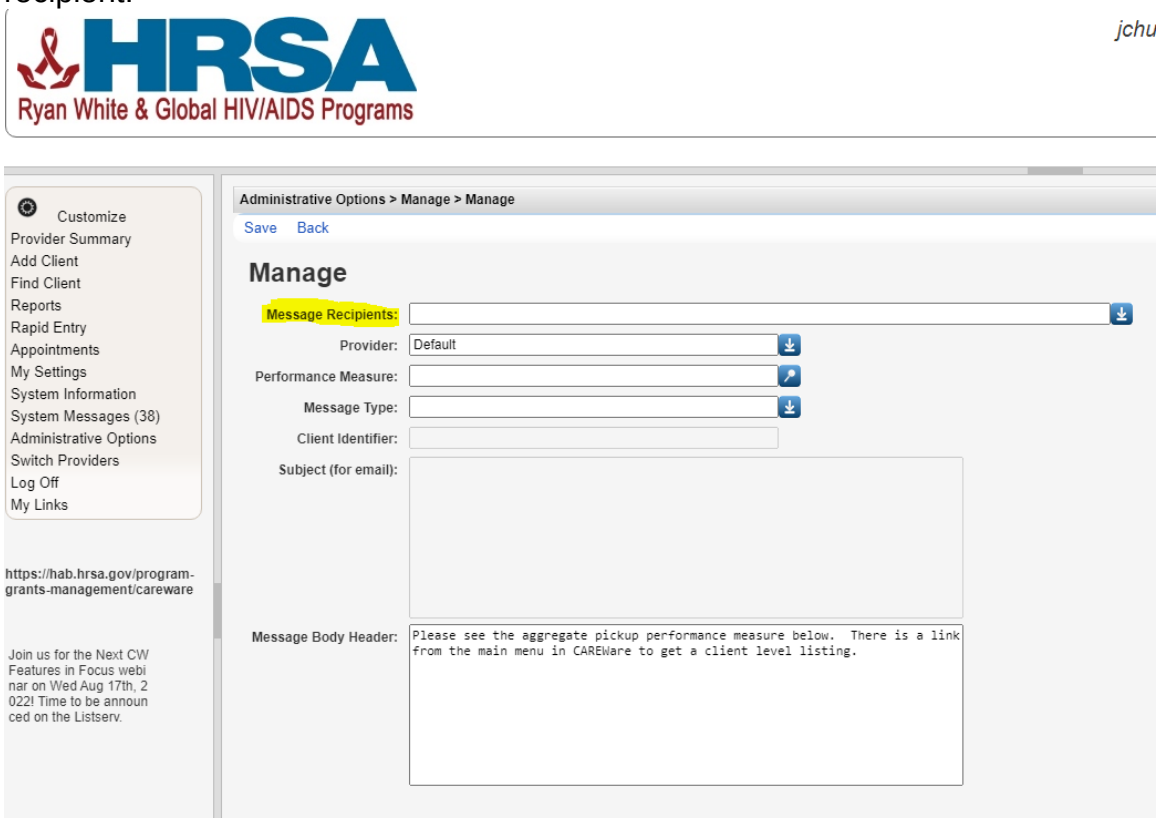
Adding Message Alerts

Adding new Message Alerts can be done within the list view for *Message Alert Scheduler:*



Message Alerts Setup Screen

The setup screen for Message Alerts changes depending on who the *Message Recipient* is. However, some elements still remain present no matter the recipient.



***Provider**:* If done in Central Admin, all available providers will be listed. This setting is used to determine the client list and where to run the performance measure.

Performance Measure: A list of available Performance Measures

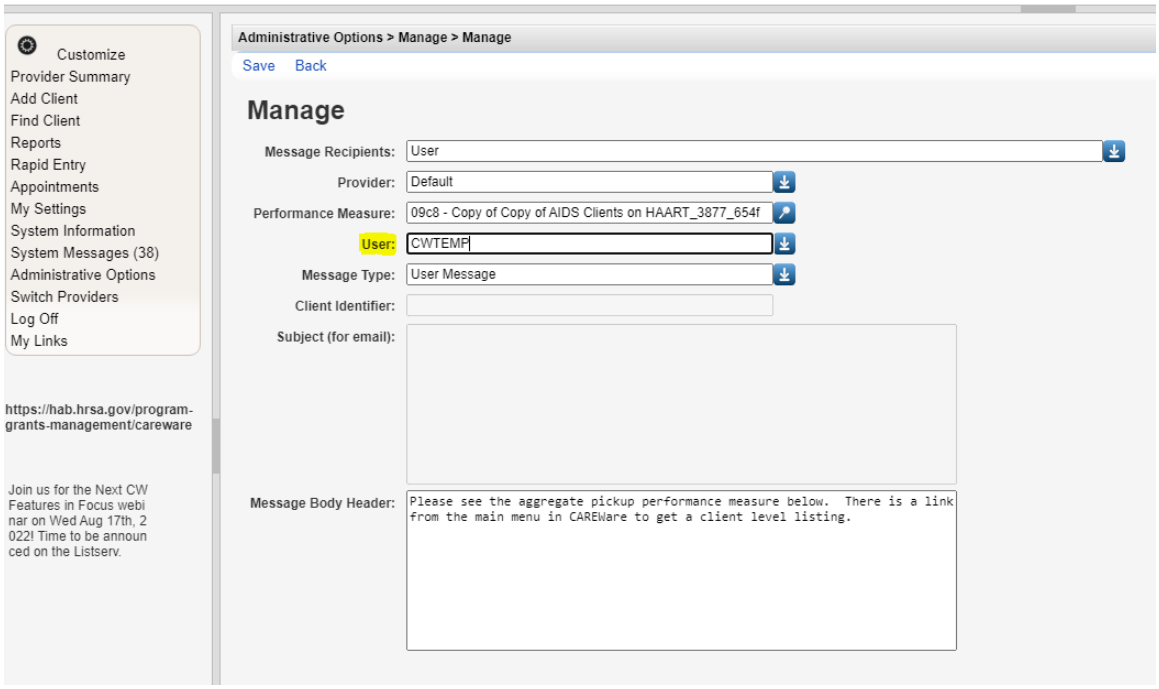
Message Type: A selection of whether to send it out as an Email or User Message

Client Identifier: If both *Email* and *Form Employees* are selected as the Message Type and Message Recipients, then this list unlocks with three options: *Client ID, Encrypted URN* and *URN*. The email will contain this information when sent.

Subject (for email): If *Email* is selected for message type, then subject will become available. A subject must be entered.

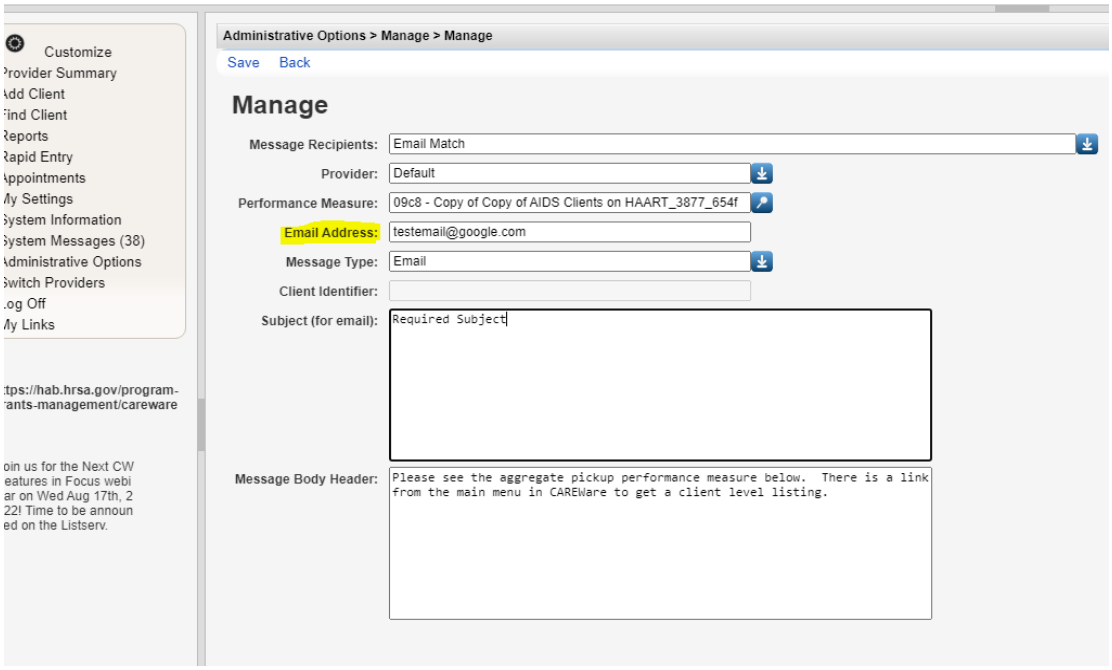
The following section is divided into the different types of *Message Recipients* and what information they would need in order to function.

***User**:* When User is selected as the Message Recipient, a new combo box called User will appear. This combobox lists all the available users. The selected User will be the only one to receive a message. *Note: As of Build 157, You cannot send an email with User selected as a Message Recipient.*

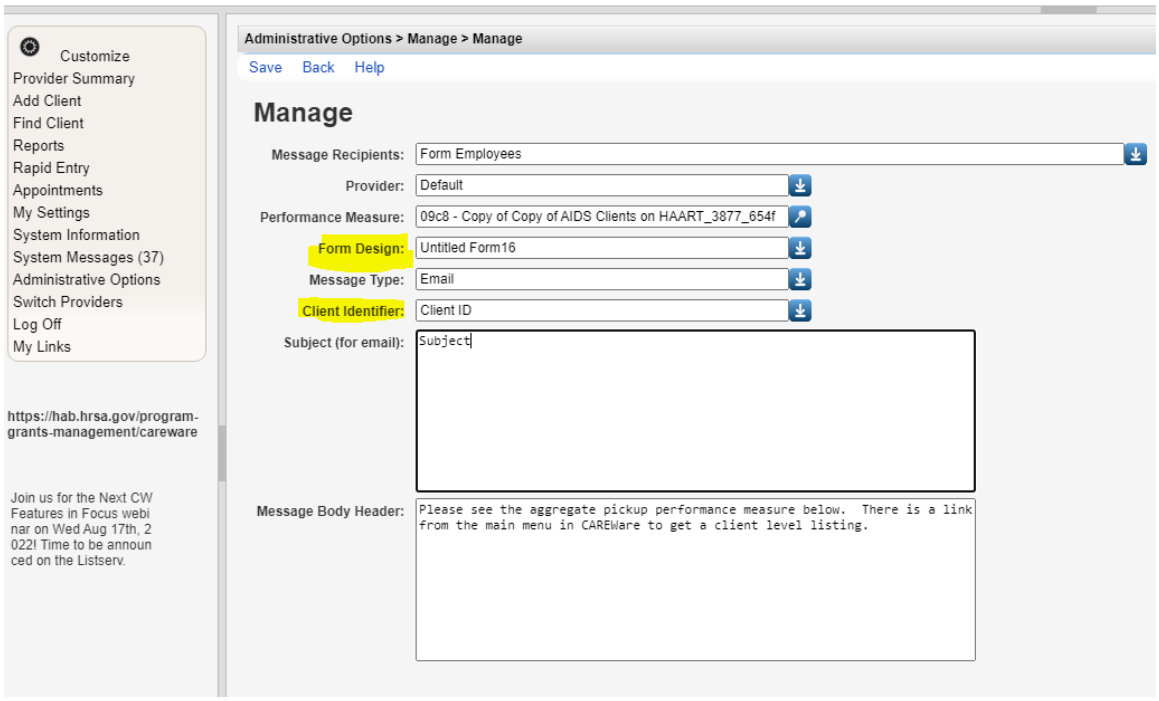


***Email Match**:* When this is the selected *Message Recipient*, a text input box called email address will appear, prompting a user for an email address. Note: As

of Build 157, you cannot send a user message with Email Match selected as a Message Recipient.



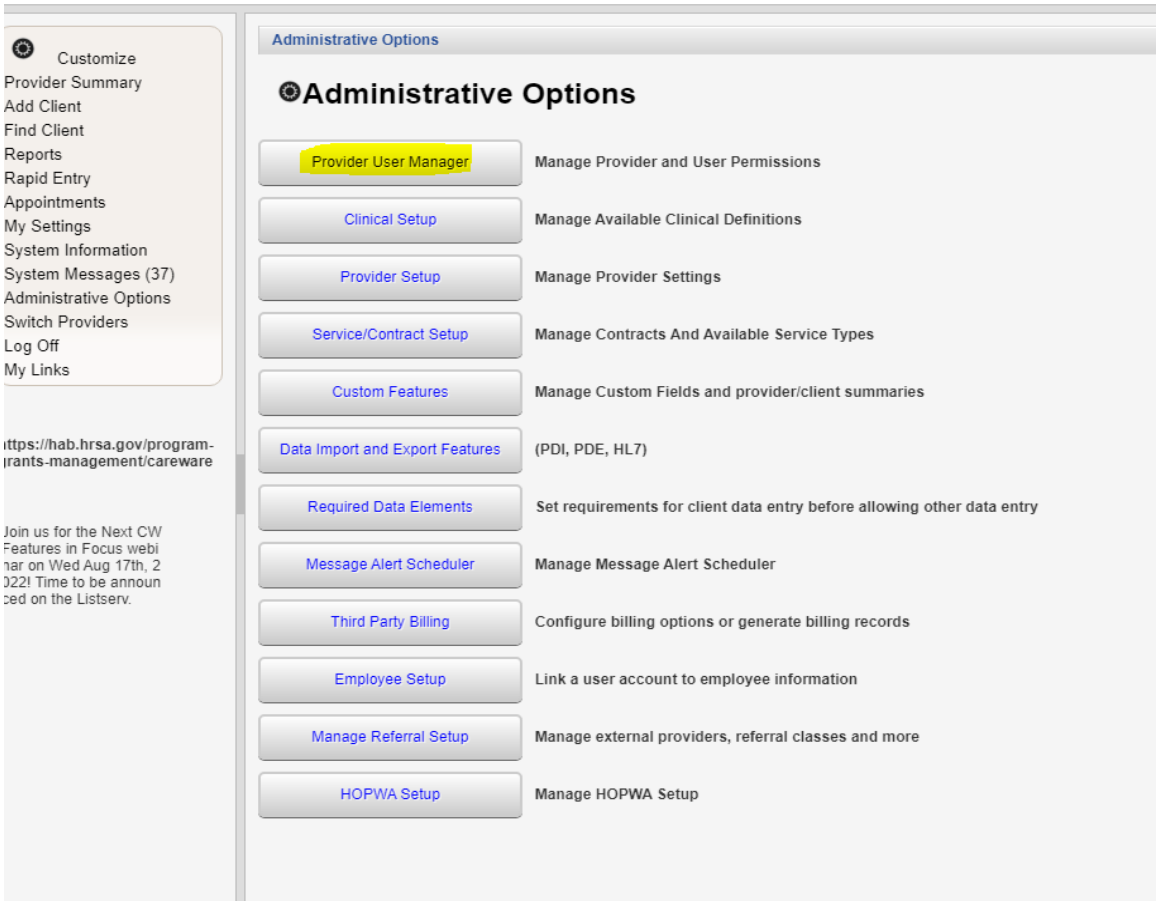
Form Employees: When this is the selected *Message Recipient*, a combo box called *Form Design* will appear, which contains all the available forms. The message will be sent to employees selected on the specified form. If *Message Type* is also set to *Email*, then *Client Identifier* becomes available.



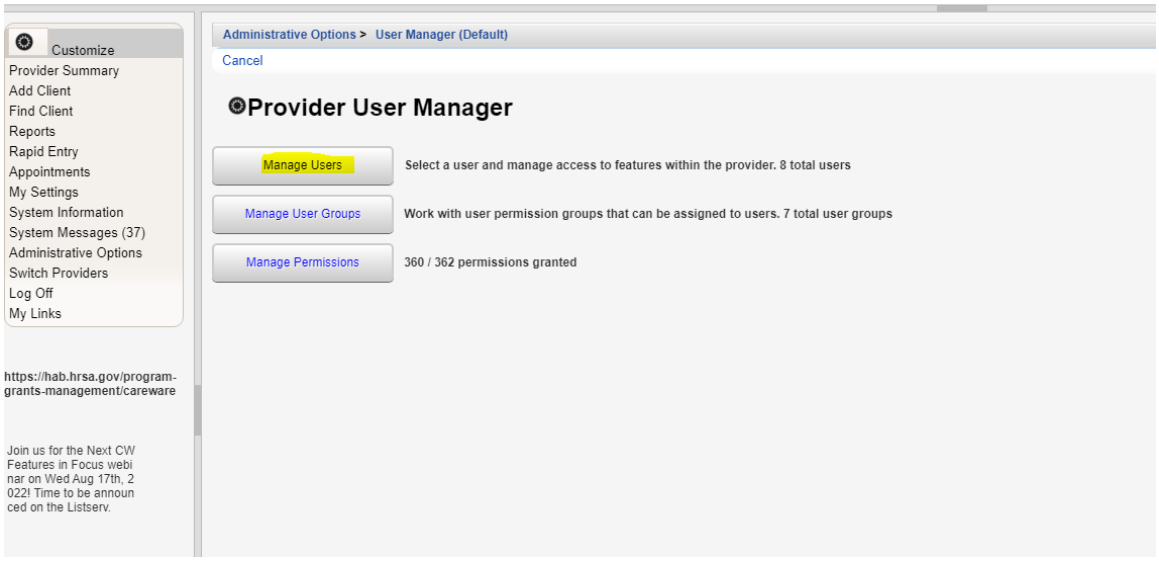
All Eligible Users*:* No Additional Information is needed for this selection. However, the messages will only be sent to users who have the permission *Receive User Messages,* a provider-level permission that can be assigned to user groups or individual users.

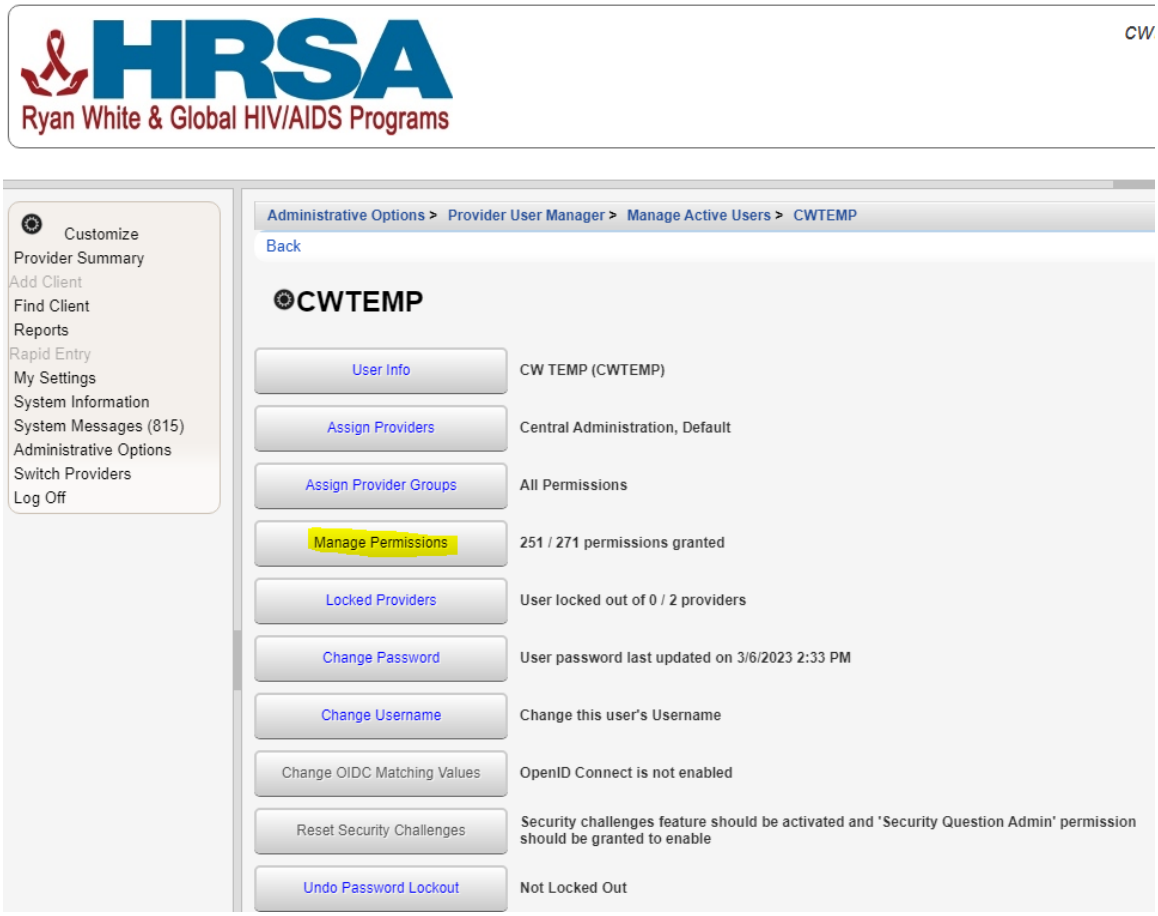
To assign this permission to a user navigate to:

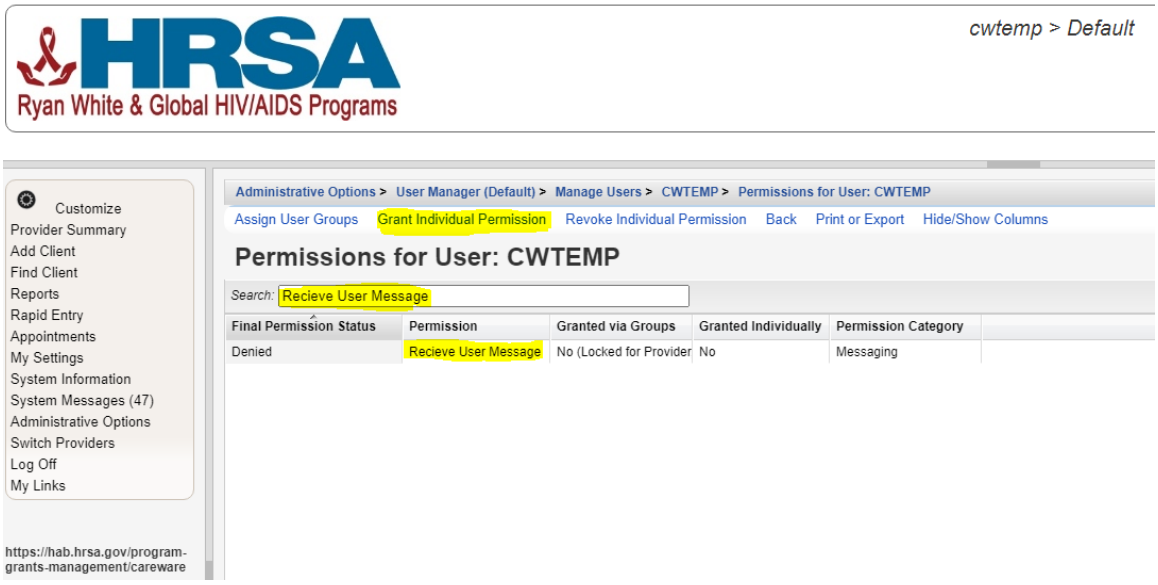
1. Click *Administrative Options.*
2. *Click Provider User Manager.*
3. *Click Manage Users.*
4. *Click Select User.*
5. *Click Manage Permissions.*
6. *Search for Receive User Messages.*



HRSA
Ryan White & Global HIV/AIDS Programs

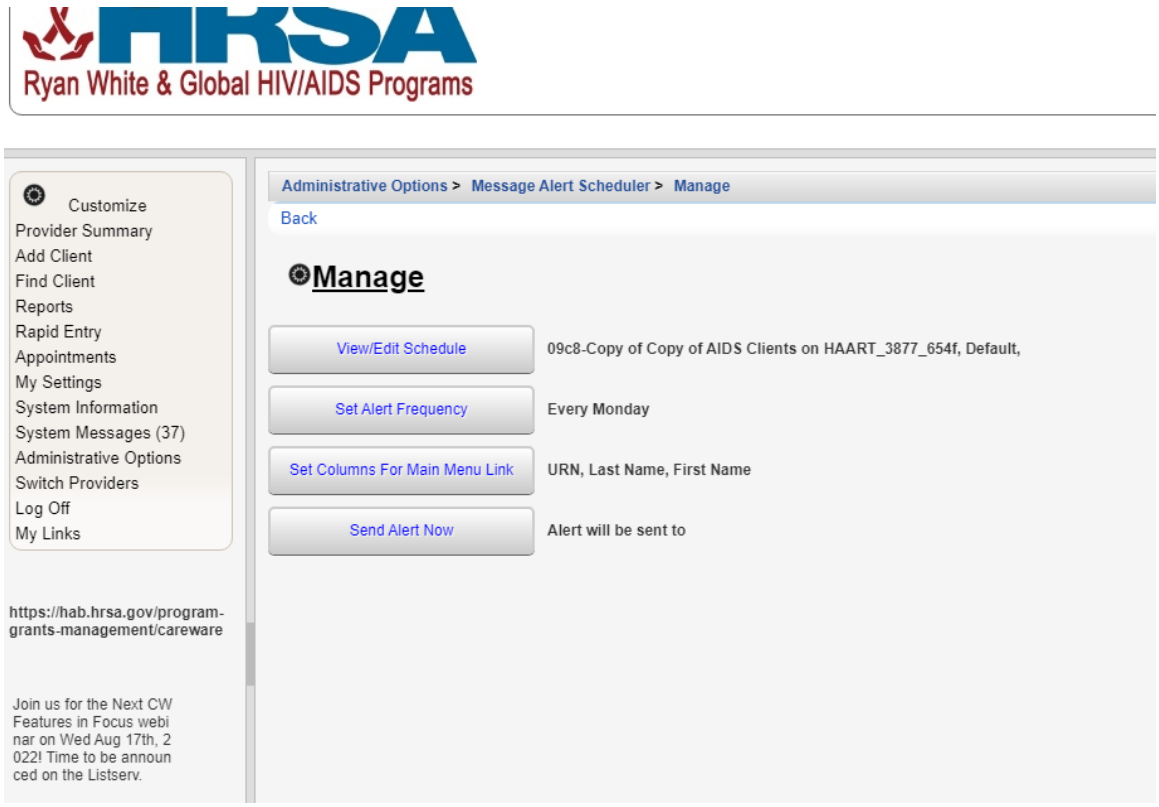



HRSA
Ryan White & Global HIV/AIDS Programs
cw
Customize
Provider Summary
Add Client
Find Client
Reports
Rapid Entry
My Settings
System Information
System Messages (815)
Administrative Options
Switch Providers
Log Off
Administrative Options > Provider User Manager > Manage Active Users > CWTEMP
Back
CWTEMP
User Info
CW TEMP (CWTEMP)
Assign Providers
Central Administration, Default
Assign Provider Groups
All Permissions
Manage Permissions
251 / 271 permissions granted
Locked Providers
User locked out of 0 / 2 providers
Change Password
User password last updated on 3/6/2023 2:33 PM
Change Username
Change this user's Username
Change OIDC Matching Values
OpenID Connect is not enabled
Reset Security Challenges
Security challenges feature should be activated and 'Security Question Admin' permission should be granted to enable
Undo Password Lockout
Not Locked Out


HRSA
Ryan White & Global HIV/AIDS Programs
cwtemp > Default
Customize
Provider Summary
Add Client
Find Client
Reports
Rapid Entry
Appointments
My Settings
System Information
System Messages (47)
Administrative Options
Switch Providers
Log Off
My Links
https://hab.hrsa.gov/program-grants-management/careware
Administrative Options > User Manager (Default) > Manage Users > CWTEMP > Permissions for User: CWTEMP
Assign User Groups
Grant Individual Permission
Revoke Individual Permission
Back
Print or Export
Hide/Show Columns
Permissions for User: CWTEMP
Search: Recieve User Message
Final Permission Status
Permission
Granted via Groups
Granted Individually
Permission Category
Denied
Recieve User Message
No (Locked for Provider
No
Messaging

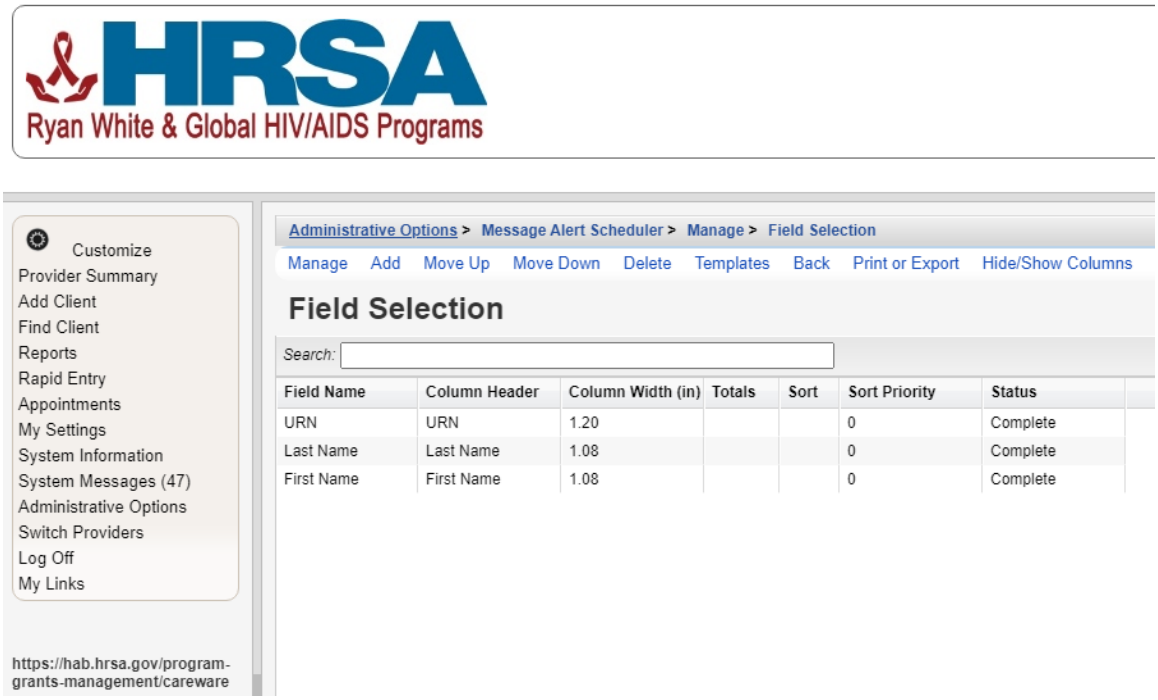
Message Alert Summary Screen

After selecting a message alert or adding a new one, you'll be taken to the summary screen. Here you can edit the alert, manage the frequency, set columns for the main menu link and send alerts.



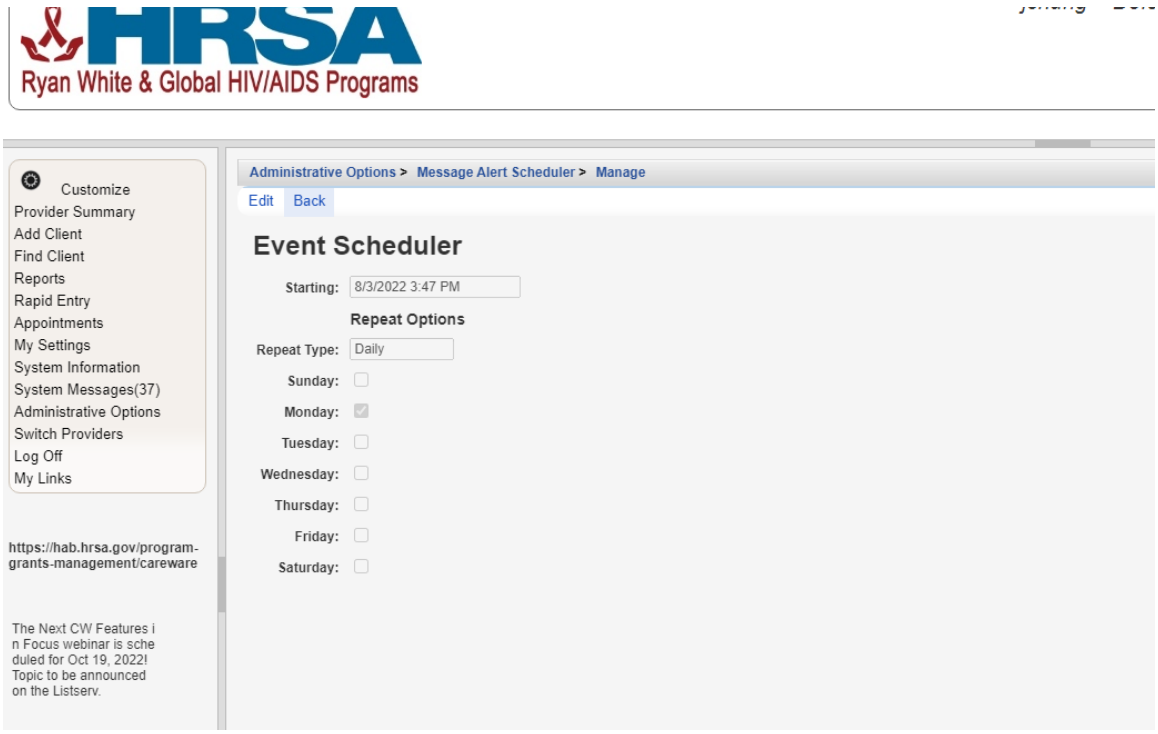
Set Columns For Main Menu Link

New alerts will have the default columns of URN, Last Name, and First Name. New Report fields can be added and managed through this screen. For more information, view this page for Custom Reports: Creating Custom Reports .



Set Alert Frequency

This screen allows you to set the frequency of the alert sent out to users.



Send Alert Now

This link will send out messages once clicked. It will match the criteria of your settings and will notify you when the message has been sent.