

# Information Sheet 10 – Messaging

## Introduction

The messaging system is now available in the ePortfolio for all Trainees and Educators so that Trainees can send simple but secure messages to their ESs and TPDs. TPDs and ESs can also communicate with trainees to whom they are linked. Those logged in with an administrator’s account are not able to access the messaging.

The messaging system is not an email system and should not be used as such. If you wish to send documents or similar as attachments, a secure email should be used. This is a secure private messaging system for communication between Trainees and their Educators. Assessment Panel members can also send messages to Trainees.

Deans and TPDs have the additional function of being able to send a broadcast to Trainees.

Messages, once sent, cannot be deleted, but they can be set to ‘hidden’. However, Broadcasts can be deleted by their recipients, after they have been read.

## Access to Messaging

The messaging service is accessed from the dropdown box at the top of each page under the user’s name.



If an unread message is waiting for the user, a blue dot will appear at the top of each page next to the user’s name and picture.

When the messaging item is opened the page displays three areas; Broadcasts, at the top of the page, Ongoing Conversations in a column on the left of the page, and a panel on the right to display a Current or New Conversation.



The message which is currently displayed in the right hand pane will be highlighted in black.



Messages which are unread will have a blue dot beside them.

For TPDs and Deans, the Broadcast box is configured to allow the sending of Broadcasts.

## Sending a message

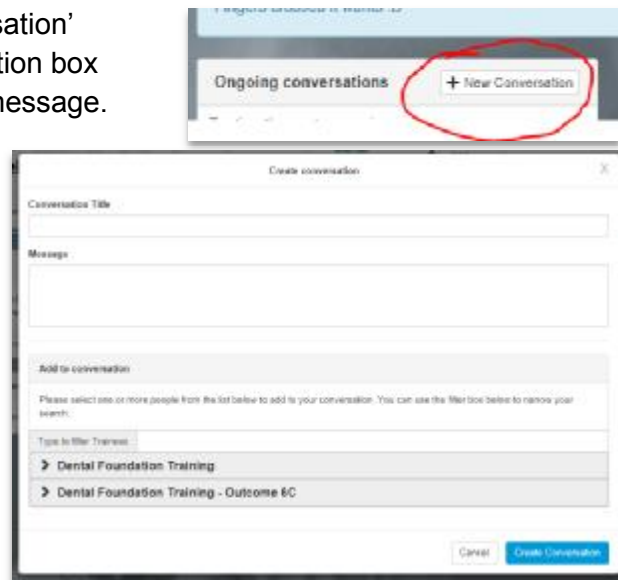
To send a new message, the 'New Conversation' button is clicked and this opens a conversation box which gives guidance on forming the new message.

The message requires the entry of a: Conversation Title, the body of the Message, and then selection of the recipients.

For TPDs and Deans, the recipients are grouped into Programme Types, Schemes or Cohorts and then into lists of Trainees.

ESs are linked to individual trainees, and can be accessed by clicking on a Trainee's name

For Trainees, a list of Educators to whom they are linked appears.



## Sending a Broadcast

Broadcasts are sent in a similar manner by clicking the 'Send a broadcast' button. If you wish to view all broadcasts you have sent and whether they have been dismissed/acknowledged by the Trainees, you can do so by clicking the 'View all sent broadcasts' button.

July 2021