



D A M S T R A

Working With  
Messages

Solo Platform



## [DISCLAIMER]

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# Working With Messages

## Introduction

The Messaging function in Solo Platform provides a quick and straightforward way to send targeted messages to your workforce either as a one-off, or on an ongoing scheduled basis and can be targeted to specific individuals, teams, or those in a specific zone and or user status.

It also provides visibility of user acknowledgement, so you'll know when the message has been understood.

The screenshot displays the 'Solo / Group Messages' interface. On the left is a navigation sidebar with options like Live, All Users, Alerts, Reports, Subinsights, Messages, Setup, Users, Teams, Profiles, Zones, and Beacons. The main area shows a table of messages:

Group Name	Subject	Teams / No of People	Total Sent/Acknowledged	Created	
Weather Warning	Weather Warning	1 Person	1/1	25/2/2020 02:48 PM	New Message
Melbourne Technicians	Weather warning	1 Person	1/1	06/12/2019 09:47 AM	New Message
CHCH HQ Workers	Reminder: Power Interruption		1/1	17/05/2019 08:55 AM	New Message
Melbourne build Sites	Severe Weather Warning all Melb		17/5	22/02/2019 09:29 AM	New Message
Operations	Executive Meeting location change		6/3	22/02/2019 08:34 AM	New Message
Sydney Sparkies	Electrical Tool Box talk		5/5	22/02/2019 08:28 AM	New Message
Christchurch Contractors	Hagley Site Shut down		4/4	22/02/2019 08:19 AM	New Message

Showing 1 to 7 of 7 entries

Messaging can be sent to:  
Specific Individuals  
Teams  
People in specific zones  
and/or user status

# Working With Messages

## Send New Message

To send a new message to a group for the first time, **click** the 'New Group Message' button.

Name the group with something that reflects the recipients of the message collectively, for easy identification later on.

The screenshot shows the 'Solo' interface for 'Group Messages'. A search bar and a 'New Group Message' button are at the top. Below is a table of groups:

Group Name	Subject	Teams / No of People	Total Sent/Acknowledged	Created	
Weather Warning	Weather Warning	1 Person	1/1	25/2/2020 02:48 PM	New Message
Melbourne Technicians	Weather warning	1 Person	1/1	06/12/2019 09:47 AM	New Message
CHCH HQ Workers	Reminder: Power Interruption	--	1/1	17/05/2019 08:55 AM	New Message
Melbourne build Sites	Severe Weather Warning all Melbourne sites!	Melbourne Industrial Build, Melbourne Residential Build	17/5	22/02/2019 09:29 AM	New Message
Operations	Executive Meeting location change	Operations, Executive	6/3	22/02/2019 08:34 AM	New Message
Sydney Sparkies	Electrical Tool Box talk	5 People	5/5	22/02/2019 08:28 AM	New Message
Christchurch Contractors	Hagley Site Shut down	4 People	4/4	22/02/2019 08:19 AM	New Message

Showing 1 to 7 of 7 entries

# Working With Messages

## Subject and Message

**Provide** a 'Subject' and a 'Message', just as you would for an email.

**Customise** your message to meet your requirement using the various text options.

The screenshot shows the 'Create Group Message' interface in the Damstra Solo application. The interface is divided into a left sidebar and a main content area. The sidebar contains navigation options: Solo, Live, All Users, Alerts, Reports, Soloinights, Messages (highlighted), Setup, Users, Teams, Profiles, Zones, and Beacons. The main content area is titled 'Create Group Message' and includes the following fields and options:

- Message Name:** A text input field containing 'Melbourne Technicians'.
- Subject:** A text input field containing 'Traffic Management'.
- Message:** A rich text editor with a toolbar (Bold, Italic, Underline, Bulleted List, Numbered List, Text Color, Background Color, Link, Unlink, Normal) and a text area containing the message: 'Reminder to check the traffic management schedule for today by logging in and checking here. Please factor this into your planned work activities for today.'
- Characters (with HTML):** 163/8000
- People or Team:** An empty text input field.
- Target Zones:** An empty text input field.
- Session Status:** A dropdown menu with 'None selected'.

# Working With Messages

## Set a Message Link

You can **set** a link in your message by first highlighting the piece of text you would like to link from, and then **clicking** the 'link' button.

Here you can **set** the text to display for this link, as well as selecting the type of link you wish to set and it's related information.

Once done, **click** 'OK' to return to the create Group Message Screen.

The screenshot displays the 'Create Group Message' interface in the Damstra Solo application. The interface includes a sidebar with navigation options like 'Solo', 'Live', 'All Users', 'Alerts', 'Reports', 'Soloinights', 'Messages', 'Setup', 'Users', 'Teams', 'Profiles', 'Zones', and 'Beacons'. The main content area shows the 'CreateGroup Message' form with fields for 'Message Name' (Melbourne Technicians), 'Subject' (Traffic Management), and 'Message' (Reminder to check the traffic management schedule for today by logging in and checking here. Please factor this into your planned work activities for today.). A 'Link' dialog box is open over the message text, allowing the user to set the link text (here), link type (URL), and protocol (HTTP), with the URL field containing 'www.damstra.com/techbloggers'. The dialog box has 'Cancel' and 'OK' buttons. The interface also shows 'People or Team' and 'Target Zones' fields, and a 'Session Status' dropdown set to 'None selected'.

# Working With Messages

## People or Team

In 'People or Team', **select** the people and/or teams the message is to go too.

Then if required use 'Target zones,' To further define recipients to any people currently located within particular defined zones.

Note that to automatically send messages to People who enter or exit a Zone on an ongoing basis, instead setup an Automated Zone Message, which is managed within the settings for the Zone itself.

The screenshot shows the 'Create Group Message' interface in the Damstra Solo app. The interface is divided into a left sidebar and a main content area. The sidebar, titled 'Solo', contains navigation options: Live, All Users, Alerts, Reports, Soloinights, Messages, Setup, Users, Teams, Profiles, Zones, and Beacons. The main content area is titled 'Solo / Group Messages / Create Group Message' and contains the following fields:

- Message Name:** A text input field containing 'Melbourne Technicians'.
- Subject:** A text input field containing 'Traffic Management'.
- Message:** A rich text editor with a toolbar (Bold, Italic, Underline, Link, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo) and a text area containing the message: 'Reminder to check the traffic management schedule for today by logging in and checking [here](#). Please factor this into your planned work activities for today.'
- User:** A dropdown menu showing 'Me (Simon Templeton)' with the email address 'simon.templeton@abc.mms'.
- Team:** A dropdown menu showing 'Technicians'.
- Target Zones:** A text input field containing 'Techni'.
- Session Status:** A dropdown menu showing 'None selected'.

# Working With Messages

## Session Status

Optionally, **click** the 'Session Status' button to specify one or more states that should receive the message. For example, if the selected people should only receive this message if currently in an Active session, select this here.

Making no selection will send the message to People of all states.

Once the message contents and recipients have been defined, the total number of people that would receive the message if sent now is displayed. **Note** that this number is a snapshot and may change.

The image shows a screenshot of a web application interface for sending messages. The interface is divided into several sections:

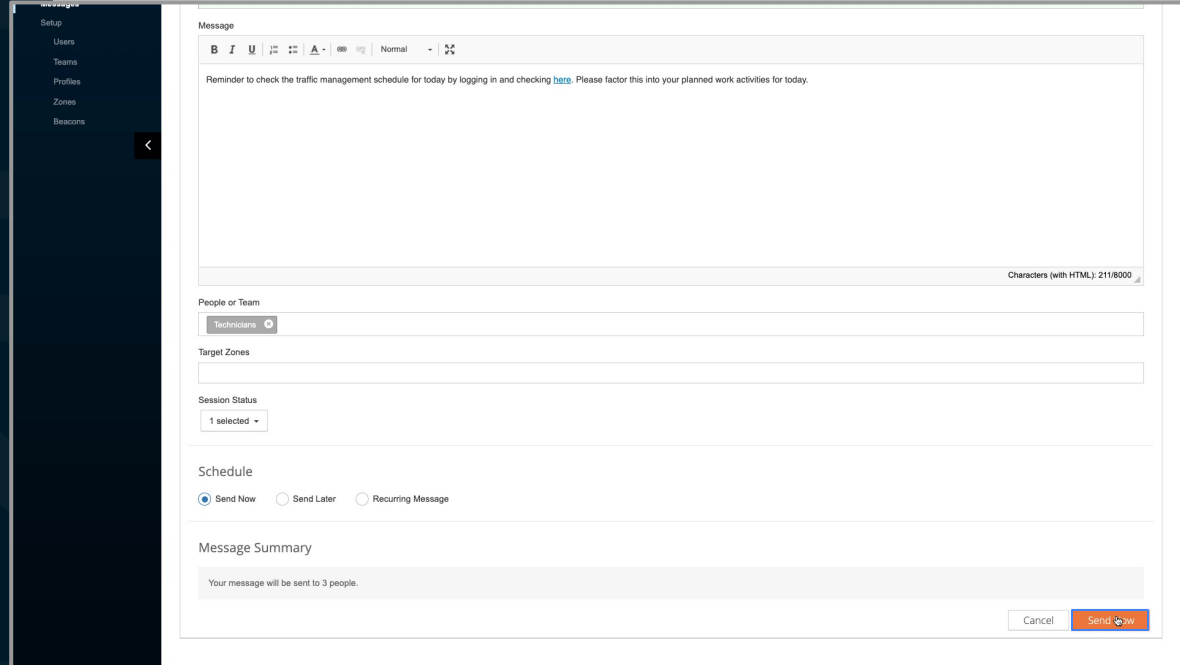
- Message Content:** A text area containing the message: "Reminder to check the traffic management schedule for today by logging in and checking [here](#). Please factor this into your planned work activities for today." Below the text area is a character count: "Characters (with HTML): 211/8000".
- People or Team:** A dropdown menu currently set to "Technicians".
- Target Zones:** An empty text input field.
- Session Status:** A section with a dropdown menu currently set to "None selected". Below it are four checkboxes: "Select all", "Active sessions", "Suspended Sessions", and "Inactive Sessions".
- Message Summary:** A section that displays "Your message will be sent to 3 people" (highlighted with a blue box).
- Schedule:** Radio buttons for "Send Now" (selected), "Send Later", and "Recurring Message".
- Bottom Summary:** A "Message Summary" section at the bottom (highlighted with a blue box) that also displays "Your message will be sent to 3 people".
- Buttons:** "Cancel" and "Send Now" buttons at the bottom right.

# Working With Messages

## Send Message Now

If you wish to send the message immediately, **click** 'Send now.'

The message will be sent to all People matching the criteria at that moment and will not be sent again.



The screenshot shows a web application interface for sending a message. On the left is a dark sidebar with a menu containing: Setup, Users, Teams, Profiles, Zones, and Beacons. The main content area is titled "Message" and features a rich text editor with a toolbar (Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, Text Color, Background Color, Undo, Redo) and a "Normal" style dropdown. The message body contains the text: "Reminder to check the traffic management schedule for today by logging in and checking [here](#). Please factor this into your planned work activities for today." Below the editor is a character count: "Characters (with HTML): 211/8000". The form includes several fields: "People or Team" (a dropdown menu with "Technicians" selected), "Target Zones" (an empty text field), and "Session Status" (a dropdown menu with "1 selected" shown). Under the "Schedule" section, there are three radio buttons: "Send Now" (which is selected), "Send Later", and "Recurring Message". A "Message Summary" section at the bottom shows a preview: "Your message will be sent to 3 people." At the bottom right, there are two buttons: "Cancel" and "Send" with a downward arrow icon.

# Working With Messages

## Schedule Message Options

If you wish to 'Schedule' this message, select the appropriate option.

The screenshot shows a web application interface for scheduling a message. On the left is a dark sidebar with a menu containing: Setup, Users, Teams, Profiles, Zones, and Beacons. The main content area is titled "Message" and features a rich text editor with a toolbar (Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, Text Color, Background Color, Normal, and Undo/Redo). The message body contains the text: "Reminder to check the traffic management schedule for today by logging in and checking [here](#). Please factor this into your planned work activities for today." Below the editor is a character count: "Characters (with HTML): 211/8000".

Below the editor are several form fields:

- People or Team:** A dropdown menu with "Technicians" selected.
- Target Zones:** An empty text input field.
- Session Status:** A dropdown menu with "1 selected" shown.
- Schedule:** Three radio button options: "Send Now" (selected), "Send Later", and "Recurring Message".

At the bottom is a "Message Summary" section with a grey background containing the text: "Your message will be sent to 3 people." At the bottom right are two buttons: "Cancel" and "Send" with a right-pointing arrow.

# Working With Messages

## Send Later

To send this message 'Later', simply **state** the 'Time Zone', the send 'Date' and the send 'Time' required.

A message summary will display, and once you are happy you're selections, **click** 'Save'.

The screenshot shows a web interface for configuring a message. On the left is a dark sidebar with 'ZONES' and 'Beacons' labels. The main content area is white and contains the following elements:

- A large text input field at the top.
- A character count: 'Characters (with HTML): 211/8000'.
- 'People or Team' dropdown menu with 'Technicians' selected.
- 'Target Zones' dropdown menu.
- 'Session Status' dropdown menu with '1 selected'.
- 'Schedule' section with radio buttons for 'Send Now' (unselected), 'Send Later' (selected), and 'Recurring Message' (unselected).
- Instruction: 'Send a one-off message to people/team(s) at a specific time and date.'
- 'Select Timezone' dropdown menu with 'Australia/Melbourne' selected.
- 'Send Date' input field with '16/09/2021' and a calendar icon.
- 'Send Time' input field with '8:00 AM' and a clock icon.
- 'Message Summary' section with a preview: 'Your message will be sent at 8:00 AM on 16/09/2021'.
- 'Cancel' and 'Save' buttons at the bottom right.

# Working With Messages

## Recurring Message

To make this a 'Recurring message', **state** the 'Time Zone', and 'Repeat' frequency. Then **stipulate** the 'Starting date', 'Send Time' and if there is an 'End Date' for this schedule.

A message summary will display, and once you are happy you're selections, **click** 'Save'.

People or Team  
Technicians

Target Zones

Session Status  
1 selected

Schedule  
 Send Now  Send Later  Recurring Message

Send a message to people/team(s) or those within a specific zone, on a recurring schedule.

Select Timezone  
Australia/Melbourne

The message will repeat  
Weekly

Repeating every  
1 Week(s)

On what day(s)  
 Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Starting on  
16/09/2021

Send Time  
8:00 AM

Ending on  
No End Date  
 No End Date

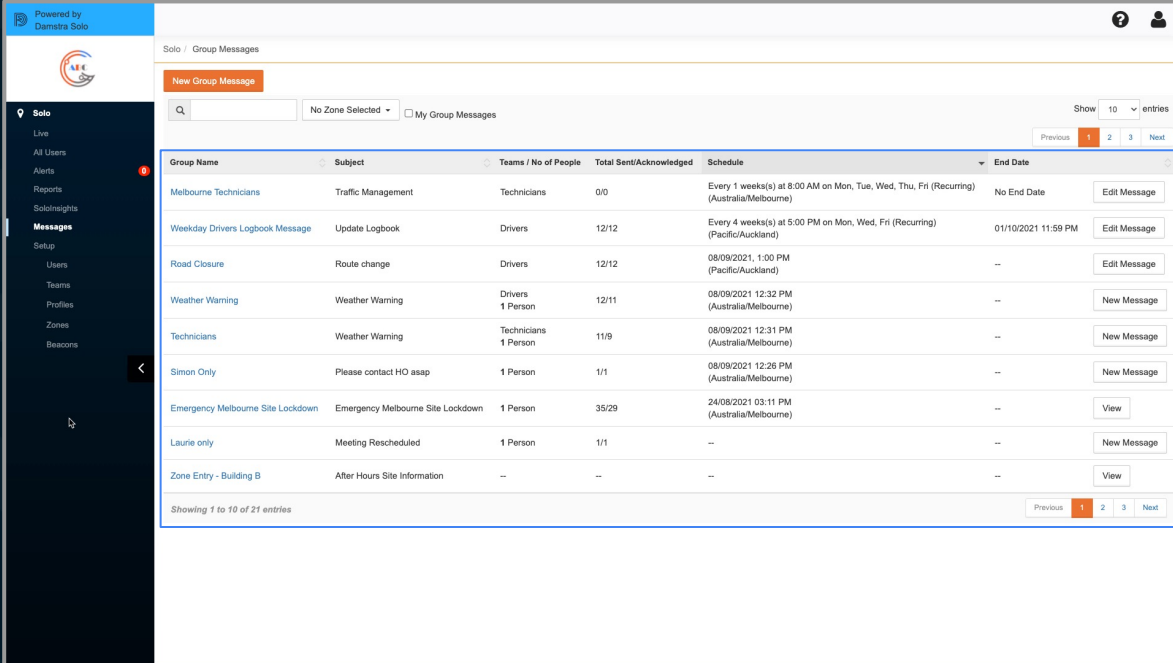
Message Summary  
Your message will be sent every 1 Week(s), on Monday, Tuesday, Wednesday, Thursday, Friday at 8:00 AM and has No End Date

Cancel Save

# Working With Messages

## Message Acknowledgement

Once a message has been viewed and understood, users should acknowledge the message. This acknowledgement can be seen within platform.



The screenshot displays the 'Group Messages' interface in the Damstra Solo platform. The interface includes a sidebar with navigation options like 'Solo', 'Live', 'All Users', 'Alerts', 'Reports', 'Soloinights', 'Messages', 'Setup', 'Users', 'Teams', 'Profiles', 'Zones', and 'Beacons'. The main content area shows a table of messages with the following columns: Group Name, Subject, Teams / No of People, Total Sent/Acknowledged, Schedule, and End Date. The table lists various messages such as 'Melbourne Technicians', 'Weekday Drivers Logbook Message', 'Road Closure', 'Weather Warning', 'Technicians', 'Simon Only', 'Emergency Melbourne Site Lockdown', 'Laurie only', and 'Zone Entry - Building B'. Each message row includes an 'Edit Message' or 'New Message' button. The interface also features a search bar, a 'No Zone Selected' dropdown, and a 'My Group Messages' checkbox. The bottom of the table shows 'Showing 1 to 10 of 21 entries' and pagination controls.

Group Name	Subject	Teams / No of People	Total Sent/Acknowledged	Schedule	End Date	
Melbourne Technicians	Traffic Management	Technicians	0/0	Every 1 weeks(s) at 8:00 AM on Mon, Tue, Wed, Thu, Fri (Recurring) (Australia/Melbourne)	No End Date	Edit Message
Weekday Drivers Logbook Message	Update Logbook	Drivers	12/12	Every 4 weeks(s) at 5:00 PM on Mon, Wed, Fri (Recurring) (Pacific/Auckland)	01/10/2021 11:59 PM	Edit Message
Road Closure	Route change	Drivers	12/12	08/09/2021, 1:00 PM (Pacific/Auckland)	--	Edit Message
Weather Warning	Weather Warning	Drivers 1 Person	12/11	08/09/2021 12:32 PM (Australia/Melbourne)	--	New Message
Technicians	Weather Warning	Technicians 1 Person	11/9	08/09/2021 12:31 PM (Australia/Melbourne)	--	New Message
Simon Only	Please contact HO asap	1 Person	1/1	08/09/2021 12:26 PM (Australia/Melbourne)	--	New Message
Emergency Melbourne Site Lockdown	Emergency Melbourne Site Lockdown	1 Person	35/29	24/08/2021 03:11 PM (Australia/Melbourne)	--	View
Laurie only	Meeting Rescheduled	1 Person	1/1	--	--	New Message
Zone Entry - Building B	After Hours Site Information	--	--	--	--	View

# Working With Messages

## Message Acknowledgement

To do this, from the Messages register, **locate** the message by **browsing** or **searching** the table.

Optionally, **click** 'My Group Messages' to narrow the table to only messages sent by you.

The screenshot displays the 'Solo / Group Messages' interface. On the left is a dark sidebar with navigation options: Solo, Live, All Users, Alerts, Reports, Soloinights, Messages, Setup, Users, Teams, Profiles, Zones, and Beacons. The main content area shows a 'New Group Message' button and a search bar. Below the search bar is a filter dropdown menu with 'No Zone Selected' and 'My Group Messages' (highlighted with a red box). The table below lists messages with columns for Group Name, Subject, Teams / No of People, Total Sent/Acknowledged, Schedule, and End Date. Each row has an action button (New Message, Edit Message, or View). The first row, 'Road Closure', is highlighted with a blue border. At the bottom, it says 'Showing 1 to 9 of 9 entries'.

Group Name	Subject	Teams / No of People	Total Sent/Acknowledged	Schedule	End Date	
Road Closure	Route change	Drivers	7/2	Today, 9:35 AM (Australia/Melbourne)	--	New Message
Drivers Lunch	Drivers Lunch Reminder	Drivers	12/9	15/09/2021 11:06 AM (Australia/Melbourne)	--	New Message
Melbourne Technicians	Traffic Management	Technicians	0/0	Every 1 weeks(s) at 8:00 AM on Mon, Tue, Wed, Thu, Fri (Recurring) (Australia/Melbourne)	No End Date	Edit Message
Weekday Drivers Logbook Message	Update Logbook	Drivers	12/12	Every 4 weeks(s) at 5:00 PM on Mon, Wed, Fri (Recurring) (Pacific/Auckland)	01/10/2021 11:59 PM	Edit Message
Weather Warning	Weather Warning	Drivers 1 Person	12/11	08/09/2021 12:32 PM (Australia/Melbourne)	--	New Message
Technicians	Weather Warning	Technicians 1 Person	9/11	08/09/2021 12:31 PM (Australia/Melbourne)	--	New Message
Simon Only	Please contact HO asap	1 Person	1/1	08/09/2021 12:26 PM (Australia/Melbourne)	--	New Message
Emergency Melbourne Site lockdown	Emergency Melbourne Site lockdown	Melbourne HO	1/0	24/08/2021 03:11 PM (Australia/Melbourne)	--	View
Laurie only	Meeting Rescheduled	1 Person	1/1	24/08/2021 12:02 PM (Australia/Melbourne)	--	View

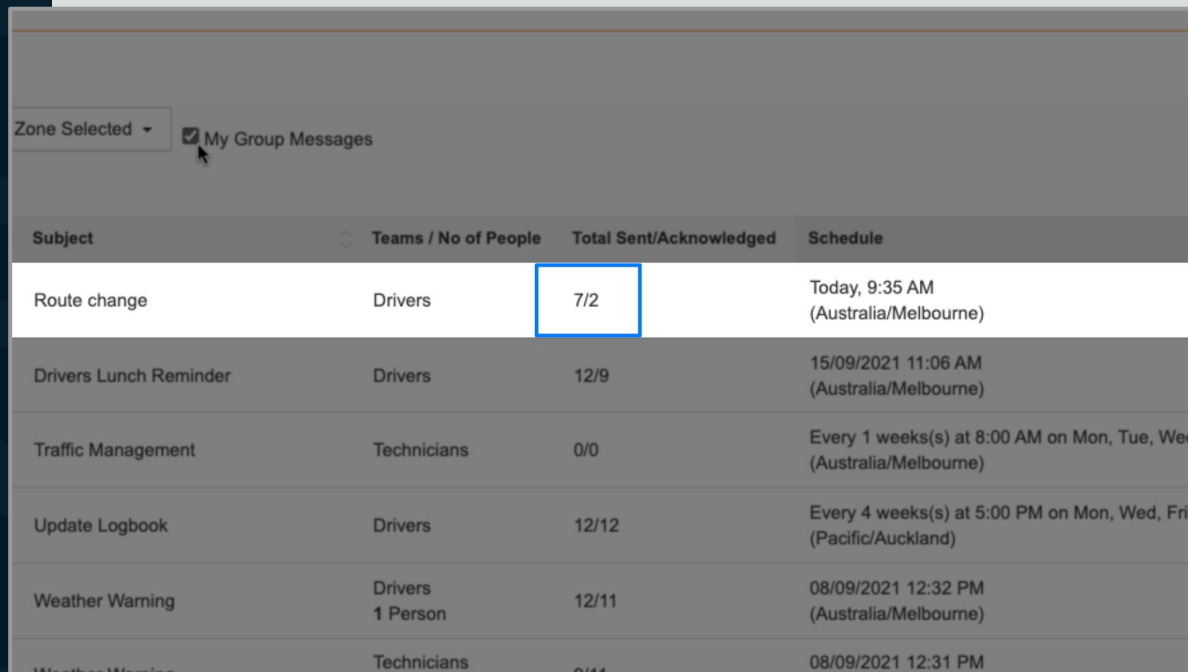
# Working With Messages

## Message Acknowledgement

In this example:

7 messages have been sent, and 2 acknowledgements have been received.

Note that this will only update when the page is refreshed.



Zone Selected ▾  My Group Messages

Subject	Teams / No of People	Total Sent/Acknowledged	Schedule
Route change	Drivers	7/2	Today, 9:35 AM (Australia/Melbourne)
Drivers Lunch Reminder	Drivers	12/9	15/09/2021 11:06 AM (Australia/Melbourne)
Traffic Management	Technicians	0/0	Every 1 weeks(s) at 8:00 AM on Mon, Tue, We (Australia/Melbourne)
Update Logbook	Drivers	12/12	Every 4 weeks(s) at 5:00 PM on Mon, Wed, Fri (Pacific/Auckland)
Weather Warning	Drivers 1 Person	12/11	08/09/2021 12:32 PM (Australia/Melbourne)
Weather Warning	Technicians	0/0	08/09/2021 12:31 PM

# Working With Messages

## Message Recipient Details

Beneath the message properties, the recipients are displayed along with the time the message was sent and whether the recipients have acknowledged it.

The screenshot shows a 'Group Message Details' page. The top section displays message properties:

- Name: Road Closure
- Subject: Route change
- Teams/People: Drivers
- Zones: --
- People Status: Active sessions
- Last Message Sent to: 7 People
- First Created: 08/09/2021 12:44 PM
- Send Type: Send Now
- Schedule: Today, 9:35 AM (Australia/Melbourne)
- Last Updated On: Today, 9:35 AM
- Last Updated By: Simon Templeton

Below the properties is a search bar and a table of recipients. The table has columns for Recipient, Time Sent, Acknowledged, Subject, and Message. The 'Acknowledged' column contains checkboxes, with the first two rows (Clarence Travis and Molly Dedalus) checked and highlighted by a blue box.

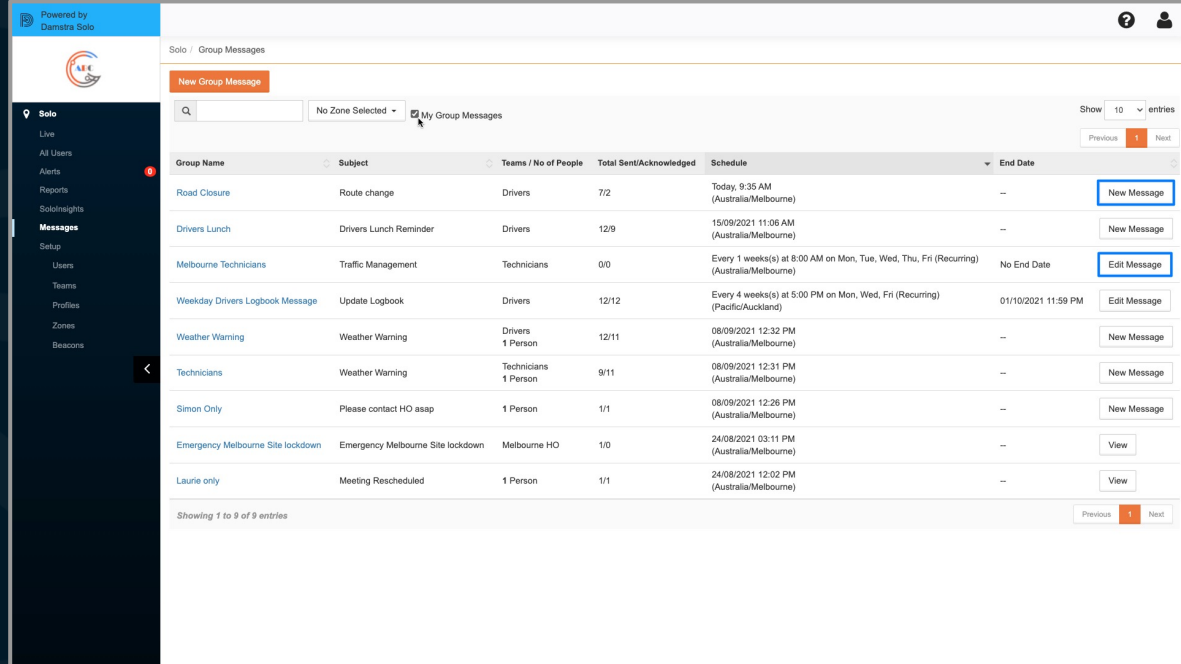
Recipient	Time Sent	Acknowledged	Subject	Message
Clarence Travis	Today, 9:36 AM	Yes	Route change	Hey Everyone, SH1 has been closed due to a major accident this morning, expected the closure will be in place for at least 5hrs (approx 6 pm).
Molly Dedalus	Today, 9:36 AM	Yes	Route change	Hey Everyone, SH1 has been closed due to a major accident this morning, expected the closure will be in place for at least 5hrs (approx 6 pm).
Leopold Finch	Today, 9:36 AM	No	Route change	Hey Everyone, SH1 has been closed due to a major accident this morning, expected the closure will be in place for at least 5hrs (approx 6 pm).
Scout Portnoy	Today, 9:36 AM	No	Route change	Hey Everyone, SH1 has been closed due to a major accident this morning, expected the closure will be in place for at least 5hrs (approx 6 pm).

# Working With Messages

## Send Additional Message

To send additional messages to the same group or to edit a scheduled message, locate the group in the table, and **click** 'New Message' or 'Edit message'.

This concludes our look at the Messages function. Help with other Solo Platform related procedures is available in the Support Portal.



The screenshot displays the 'Solo / Group Messages' interface. On the left is a navigation sidebar with options like Live, All Users, Alerts, Reports, Soloinights, Messages, Setup, Users, Teams, Profiles, Zones, and Beacons. The main area shows a table of messages with columns for Group Name, Subject, Teams / No of People, Total Sent/Acknowledged, Schedule, and End Date. Each row includes a 'New Message' or 'Edit Message' button. A search bar at the top right shows 'No Zone Selected' and 'My Group Messages'.

Group Name	Subject	Teams / No of People	Total Sent/Acknowledged	Schedule	End Date	
Road Closure	Route change	Drivers	7/2	Today, 9:35 AM (Australia/Melbourne)	--	<a href="#">New Message</a>
Drivers Lunch	Drivers Lunch Reminder	Drivers	12/9	15/09/2021 11:06 AM (Australia/Melbourne)	--	<a href="#">New Message</a>
Melbourne Technicians	Traffic Management	Technicians	0/0	Every 1 weeks(s) at 8:00 AM on Mon, Tue, Wed, Thu, Fri (Recurring) (Australia/Melbourne)	No End Date	<a href="#">Edit Message</a>
Weekday Drivers Logbook Message	Update Logbook	Drivers	12/12	Every 4 weeks(s) at 5:00 PM on Mon, Wed, Fri (Recurring) (Pacific/Auckland)	01/10/2021 11:59 PM	<a href="#">Edit Message</a>
Weather Warning	Weather Warning	Drivers 1 Person	12/11	08/09/2021 12:32 PM (Australia/Melbourne)	--	<a href="#">New Message</a>
Technicians	Weather Warning	Technicians 1 Person	9/11	08/09/2021 12:31 PM (Australia/Melbourne)	--	<a href="#">New Message</a>
Simon Only	Please contact HO asap	1 Person	1/1	08/09/2021 12:26 PM (Australia/Melbourne)	--	<a href="#">New Message</a>
Emergency Melbourne Site lockdown	Emergency Melbourne Site lockdown	Melbourne HO	1/0	24/08/2021 03:11 PM (Australia/Melbourne)	--	<a href="#">View</a>
Laurie only	Meeting Rescheduled	1 Person	1/1	24/08/2021 12:02 PM (Australia/Melbourne)	--	<a href="#">View</a>

Showing 1 to 9 of 9 entries

