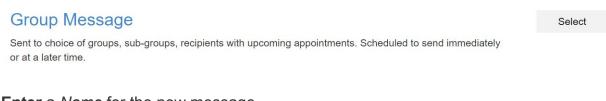
## **How to: Create a Closing Message**

Closing messages are used when an office closes unexpectedly. Closing messages are sent automatically to participants with a scheduled appointment during the time frame you specify. Please follow the steps below to create and send a closing message.

Before you get started: Closing Messages use the appointment data already imported to your Dashboard. If Appointments Reminders haven't been scheduled yet in Teletask, the sending a closing message will not send any messages. If appointment reminders have been scheduled, sending a closing message will cancel all appointment reminders that are already loaded into the system. If you currently have your Appointment Reminder set to send immediately, you may want to adjust the time frame of those reminders so that the Closing Message can cancel those reminders prior to them being sent. If not, your participants will receive an Appointment Reminder and a Closing Message.

- 1. **Log-in** to: <a href="https://hms.teletask.com/">https://hms.teletask.com/</a>, your email address is your username.
- 2. Click on Messages Messages in the top menu bar.
- 3. Press Create Message button in the top right-hand corner.
- 4. Click the Select button for Group Message.



5. **Enter** a *Name* for the new message.

Name COVID-19 Closure

6. **Select** the *languages* you would like to use. *Add additional languages* as applicable.

		_
Languages ②	English	•

**Note:** Languages are used when the user's profile has a language preference for a particular language.

7. **Check** the boxes for the *Message Type* you want to send; our options are *Text*, *Voice*, and *Email*.



- 8. **Press** the *Next* button to save your changes in the *Properties* section and proceed to the *Contents* section.
- 9. **Click** the Start button for the Text, Voice, or Email message you want to create. You will only see the applicable options for the message you select, so it may look a bit different from the image below.



- 10. Once you have updated the English sections, you can **press** the *Translate Now* button to have *Google Translate* translate the English messages into the other languages you have selected.
- 11. Once you have finished updating your messages **click** the *Next* option in the bottom right-hand side of the screen to proceed to the *Recipients* section.

12. Next to Select Contact Groups, **choose** the option to Change to a Closing Message.

Select Contact Groups	Change to a Closing Message

13. **Select** the Appointment Time Range you would like the message to apply to. We offer quick options for the end of the current day, tomorrow, or a custom time range that you can select.

Appointment today from 11:47 AM	to end of day
Appointment tomorrow Mar 18, 20	20
O Custom time range	
From	0
То	0

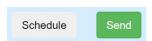
14. Under the *Add Filters* heading, you can **choose** if you want this message to apply to specific clinics or all of your clinics.



15. You can also **choose** to *Select Sub-Groups* for a message, an example would be to send the Closing Message only to specific types of appointments.



16. Now *Schedule your Close* message for a future date and time or *Send* immediately.



Reminder: Closing Messages will cancel all appointment reminders that are already loaded into the system. You will need to resend the Closing Message each time you upload new appointments, if your offices are still closed. If you currently have your Appointment Reminder set to send immediately, you will need to adjust the time frame so that the Closing Message can cancel those reminders prior to them being sent. If not, your participants will receive an Appointment Reminder and a Closing Message.