



## 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: <https://hms.teletask.com/>, your email address is your username.
2. **Click on 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*.

### Group Message

Sent to choice of groups, sub-groups, recipients with upcoming appointments. Scheduled to send immediately or at a later time.

Select

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 ?

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*.

Message Type

Text

Voice

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.

Components	Status	Text	Voice	Email
English	<input type="radio"/> Draft	<input type="button" value="Start"/>	<input type="button" value="Start"/>	<input type="button" value="Start"/>
Spanish	<input type="radio"/> Draft	<input type="button" value="Start"/>	<input type="button" value="Start"/>	<input type="button" value="Start"/>

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, 2020
- Custom time range

From

To

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

[Add Filters](#)

Select Clinic Name

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.

Select Sub-Groups **Field Name**

[Remove](#)

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.