

MESSAGING REQUIREMENTS

The messaging function in the Alberta Vaccine Inventory (AVI) system facilitates basic communication between organizations and their facilities.

Only organization-level AVI users can create or send messages. This feature is not meant to replace communication that elicits a response and is not mandatory to use. The below requirement(s) must be met for the respective feature in messaging:

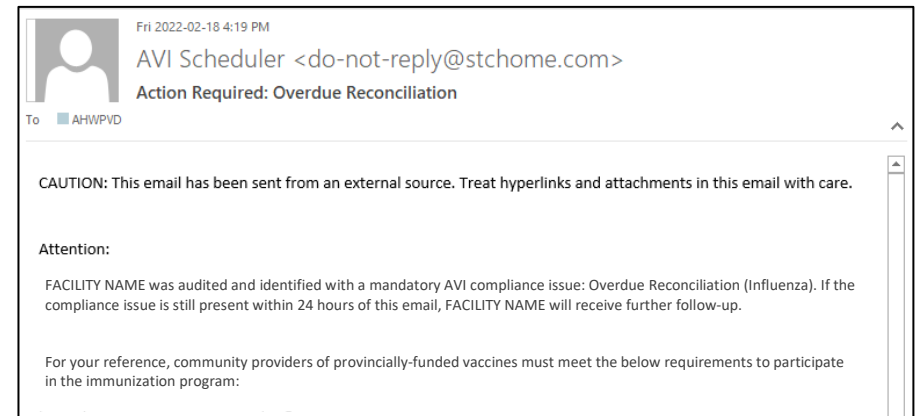
Feature	AVI Account Permission-Level
View AVI messages	Facility or Organization-level
Create AVI messages-Menu	Organization-level
Send AVI messages-Orders	Organization-level
Create/Send message to contact email in AVI system	A <i>Vaccine Delivery</i> contact and email address needs to be set up in the organization/facility details

Note: AVI can only send the email to the first contact listed as *Vaccine Delivery*; it cannot send emails to multiple contacts for a location.

AVI AUTOMATED EMAIL

All emails generated by AVI will come from do-not-reply@stchome.com; this is an **unmonitored** mailbox.

Replies to this email will not be received or read by the Organization.



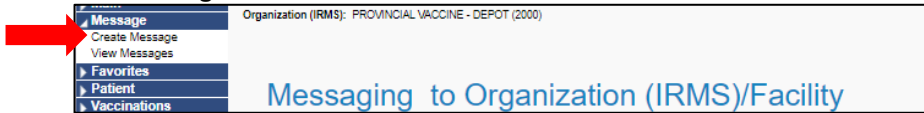
****If a response or reply is required, use another means of communication.****

Note: The AVI system generates all emails from the **unmonitored** mail box do-not-reply@stchome.com. Please be mindful when sending communication out via email since there is a high chance that the email will automatically be delivered into the recipient's spam/junk folder.

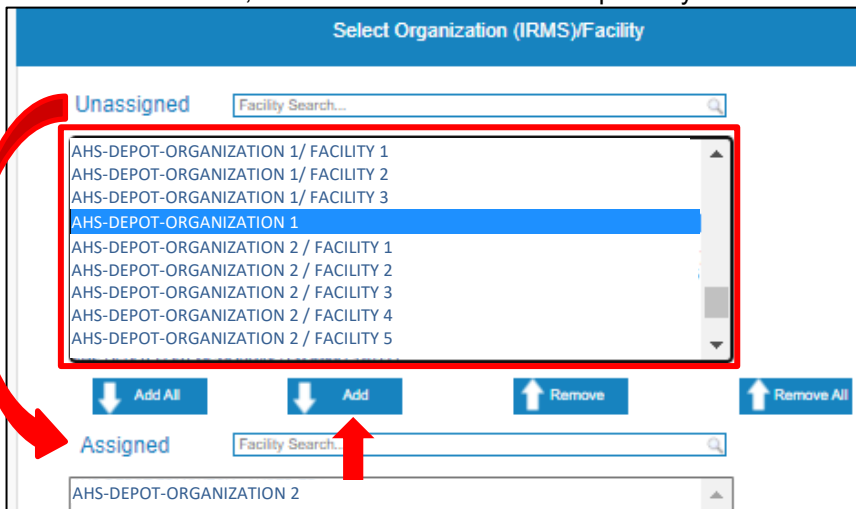
CREATE AN AVI MESSAGE

To create an AVI message:

- Using the **Navigation Menu**, click on **Messages** and then **Create Message**.
 - Only organization-level AVI users can see the option to **Create Message** on the menu.

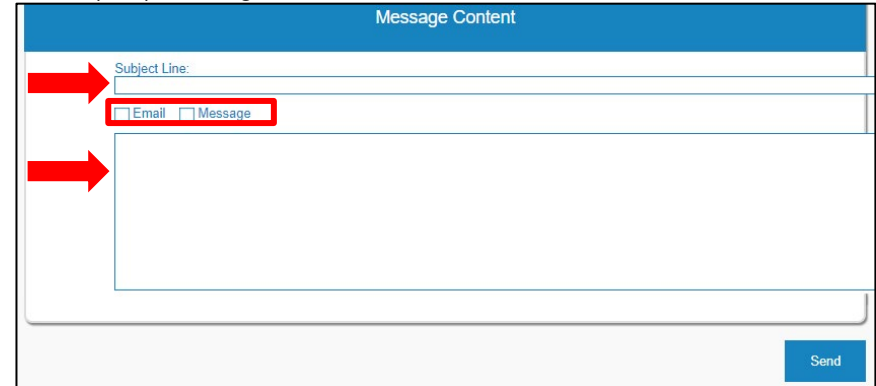


- Select the facilities or organizations to receive the message under the **Select Organization/Facility** section and click the **Add** button.
 - You can add several locations at once by holding the CTRL key on your keyboard, highlighting them, and selecting the **Add** button.
 - Sending a message to an organization does not send it to the facilities under it; facilities must be selected separately.



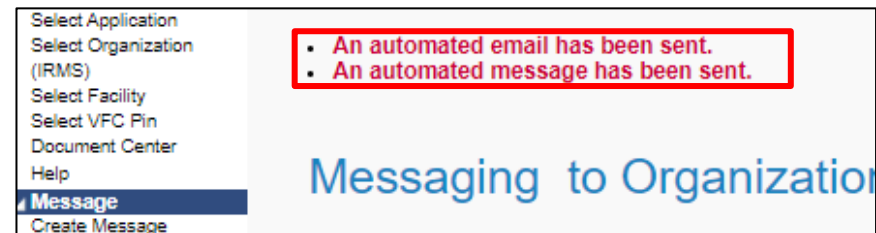
Note: There are *Facility Search* bars that can be used. The filtering is extremely slow so it is not recommended to use them.

- Under the **Message Content** section, enter a **Subject Line** and a message under **Message Body**. Select the checkbox to send this via email, (AVI) message, or both.



Reminder: The email feature requires a [contact set-up as Vaccine Delivery](#) and AVI can only send the email to the first contact listed.

- Click the **Send** button once all the details have been reviewed. AVI will display a notification on the top if the message or email was successfully sent.
 - See the [AVI Automated Email section](#) for more details on the email that the user will receive.

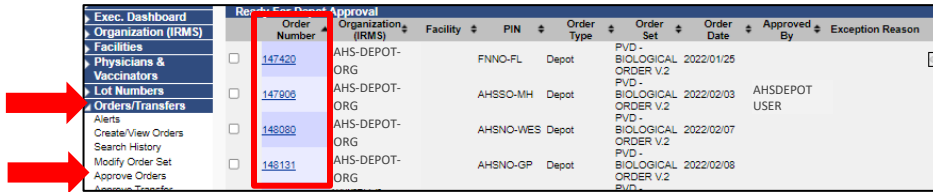


Note: The AVI system generates all emails from the **unmonitored** mail box do-not-reply@stchome.com. Please be mindful when sending communication out via email since there is a high chance that the email will automatically be delivered into the recipient's spam/junk folder.

SEND AN AVI MESSAGE (APPROVE ORDERS)

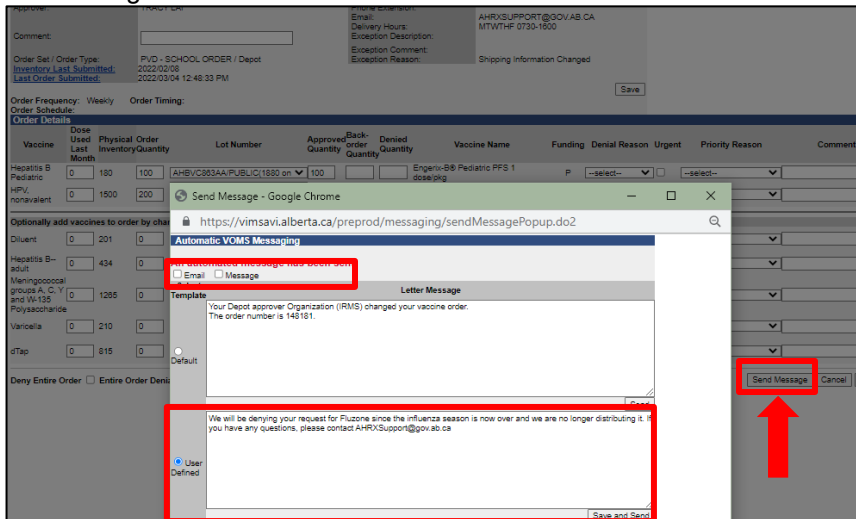
To send an AVI message:

- Using the **Navigation Menu**, click on **Orders/Transfers**, then **Approve Orders**, and select into an **Order Number**.



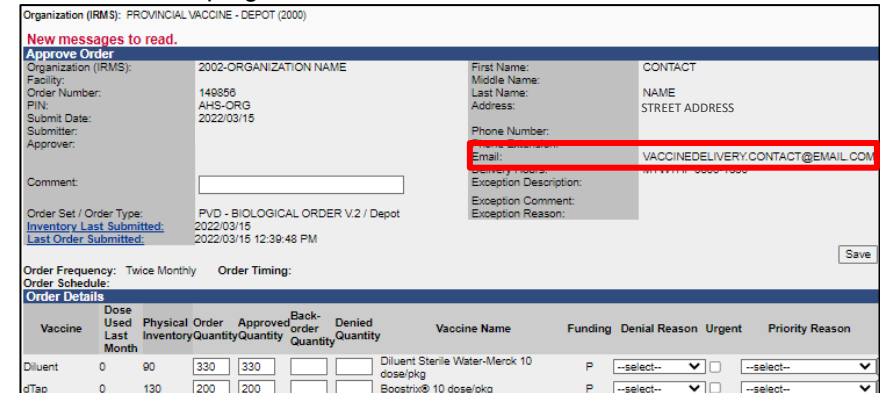
- In the order, select the **Send Message** button located on the bottom right; a new window will open.

Choose the **User Defined** option to enter a free-form message. Select the checkbox to send via email, AVI system as a message, or both. Click the **Save and Send** button to confirm, a notification will display if the message was sent.



Reminder: Recipients cannot “reply” to the email or message. If a response is required, choose another method of communication.

Note: The email that will receive the message will be listed as the order contact at the top right-hand corner of the order.



Note: The AVI system generates all emails from the **unmonitored** mail box do-not-reply@stchome.com. Please be mindful when sending communication out via email since there is a high chance that the email will automatically be delivered into the recipient’s spam/junk folder.