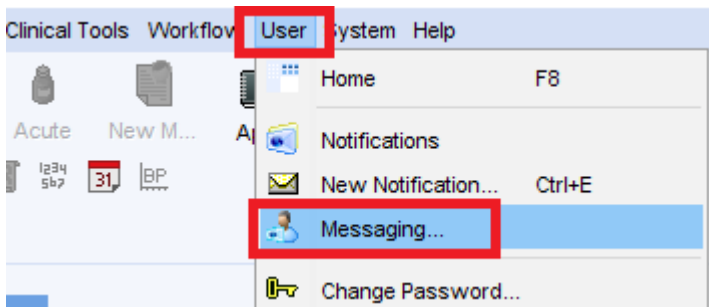


## NECS Clinical Systems Specialist Team SystemOne – Instant Messaging

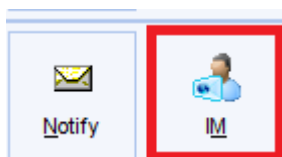
### Sending a Message

1. To send an Instant Message do one of the following:

a. Click **User** - select **Messaging**, or



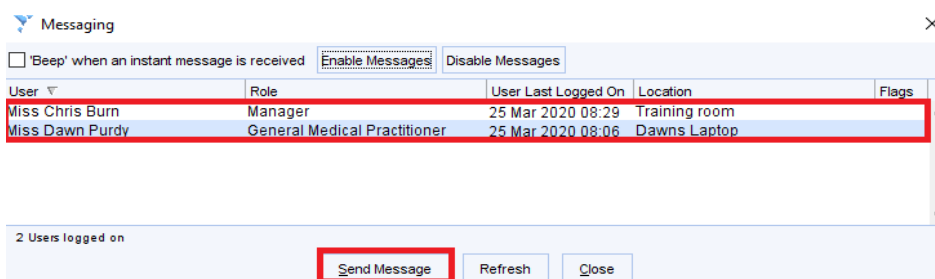
b. Click **IM**



A window will display, this shows all staff who are currently logged on at your practice

2. Highlight the staff member's name, to send the message to more than one user, use the CTRL key to highlight the names

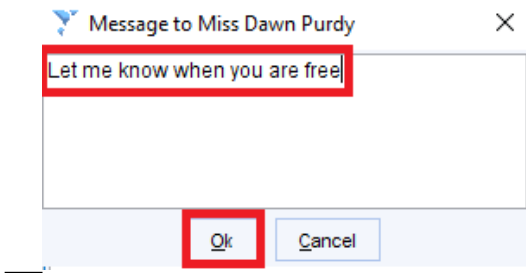
3. Click **Send Message**



**Note:** A padlock symbol will display in the Flags column, if the user has either locked SystemOne or timed out. The message will still send but the user may not view this immediately.

A patient's face symbol will indicate that the user is currently in Consultation mode within the record and may have a patient with them.

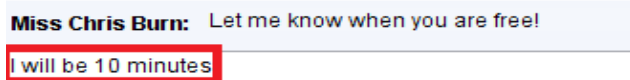
4. Type your message in the box and click **Ok** to send



**Note:** Messages can be fully audited.

## Actioning an Instant Message

1. Click **Reply** to respond to an instant message and type your reply



2. Click **Postpone** to remove the message temporarily from your screen. Your instant message will reappear on your screen after a set time. You can change postponement timing options in your user preferences.

3. Click **Dismiss** to remove the message permanently from your screen.