

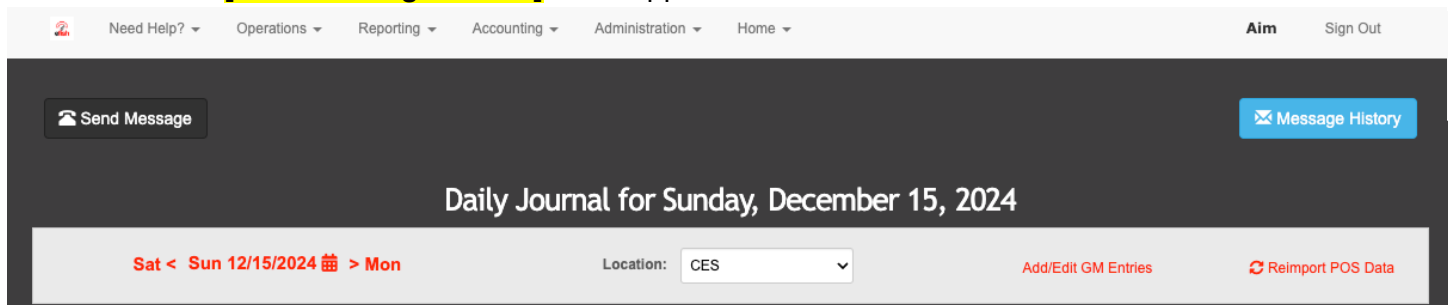


Messaging Center

efish allows management to send out messages to any company, location, job type, or individual within efish for employees using the ShiftX app (app.efish.biz) with scheduling. The employees will see these messages in the in the home page of their ShiftX app, OR by clicking the **[Messages Tab]** within the app to see and respond to historical message threads. This how to guide will teach you how to send out messages to employees directly from efish as a manager (so long as you have permissions to do so in efish.)

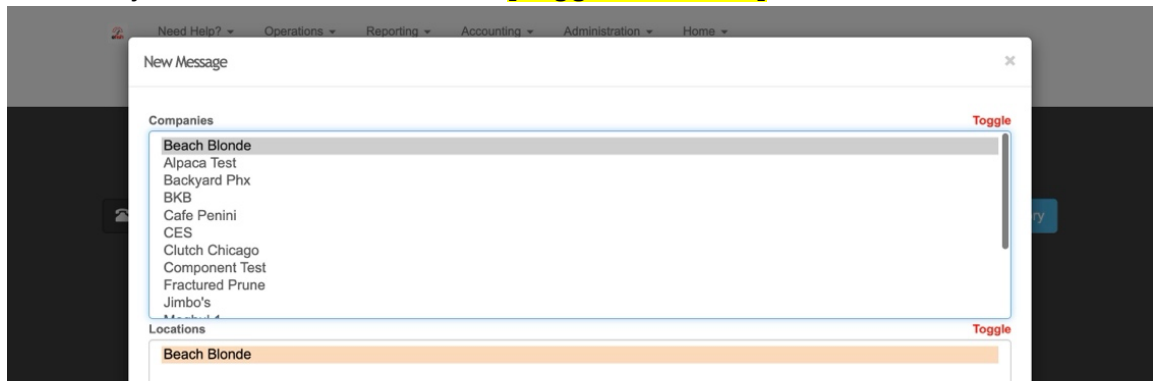
To send a new message out to employees: Navigate to **[Operations > Daily Journal]**

1. Click the **[Send Message button]** in the upper left



Determine who you are sending the message to:

- a. **Everyone: To send a message to every employee at 1 or more Locations:** select the desired company and location or choose multiple companies and locations' by holding down the {CTRL Key} or {Command Key on a mac} when making your selections.
 - You may select all locations with the **[Toggle All Button]** above the Locations section.



- Then click the **[Next]** Button. If you would like to exclude any of the listed Recipients click the red **[X Icon]** to the right of their name on the recipient list, then click **[Next]** again.

First Name	Last Name	Jobs	Roles	
Adam	Poppens	Security		X

- b. **Everyone with a certain job code: To send a message to every employee by job type:** select the desired company and location(s), Then select the specific Job Type(s) you wish to message under "Jobs & Roles." Choose multiple Job Types by holding down the {CTRL Key} or

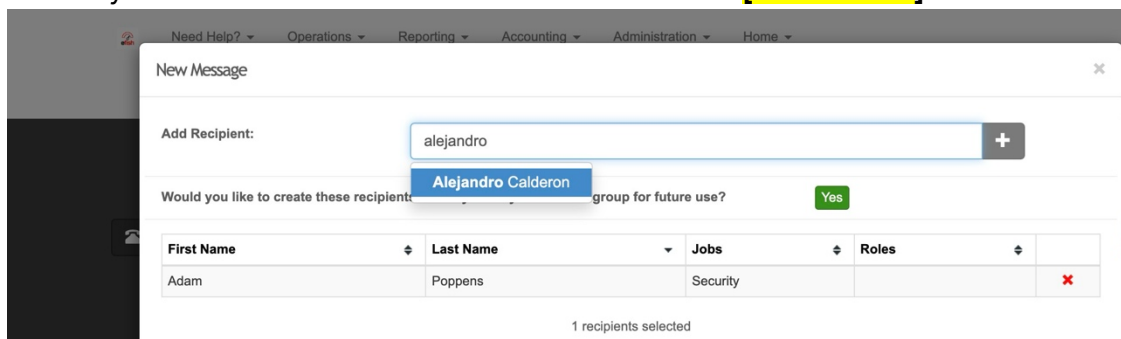


{Command Key on a mac} when making your selections. Then click the **[Next]** Button. If you would like to exclude any of the listed Recipients click the red **[X Icon]** to the right of their name, then click **[Next]** again.

- You may select all job Type(s) with the **[Toggle All Button]** above the “Job’s and Roles” section.

c. **An individual or a handful of them: To send a message to 1 or more Individuals:** click the **[Skip and Enter Individually button]**

- Search for the individual(s) by name in the search bar
- Click on the **[Employees Name]** to add them to the list of recipients
- Once you have added all intended individuals click the **[Next button]**



- Adjust your recipients list as needed by either removing employees by clicking the red **"X"** or by adding additional employees to the list via the **[Search by name]** field and typing their name to find and add them. Then click **[Next]**

d. **How to Save Groups: To send a message to a group of 2 or more Individuals and save them as a custom group for future use:**

- select the desired company and location or choose multiple companies and locations’ by holding down the {CTRL Key} or {Command Key on a mac} when making your selections.
- click the **[Skip and Enter Individually button]**
- Search for all of the desired individuals by name in the search bar
- Click on the **[Employees Name]** to add them to the list of recipients
- Once you have added all intended individuals click the **[Yes]** button next to “Would you like to create these recipients and any other you add as a group for future use”



New Message

x

Add Recipient:

kat

+

Would you like to create these recipients and any other you add as a group for future use?

Yes

First Name	Last Name	Jobs	Roles	
Adam	Poppens	Security		✗
Alejandro	Calderon	Security		✗
Ashley	Myers	Bartender,Host		✗

- Enter the Group Name
- Check the **[Let Others Use this Group]** box to make it a public group allowing other users to send messages to the group if you wish. *(Otherwise, it will be saved as a private group, meaning that only you can use it to send out messages to that group and other efish users will not see the option to use that group under Public Groups in the message center.)*

Would you like to create these recipients and any other you add as a group for future use?

Cancel

Group Name

Beach Blonde Leads

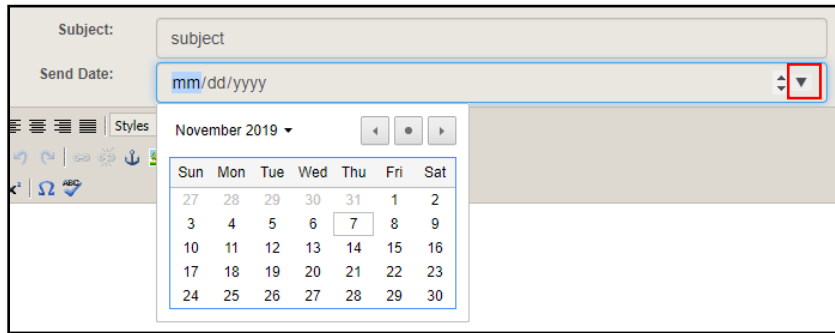
Let others use this group

The screenshot shows a group selection interface with two columns: Public Groups (7) and Private Groups (2). The Public Groups list includes: App Tests, openers, openers 1, openers 2, closers, openers 26, and openers 8. The Private Groups list includes: adams and openers 7. A green button labeled 'Skip and Enter Individually' is centered below the lists. At the bottom, there are 'Cancel' and 'Next' buttons.

- Click **[Next]**

Create Your Message:

1. Type the desired subject in the "Subject Line"
2. Type OR select the desired send date from the calendar by clicking into the **[Send Date Field]** and clicking on the **[Drop Down Arrow]**



3. Type your message into the **[Message Field]**
4. Click the **[Next Button]**

Send Message:

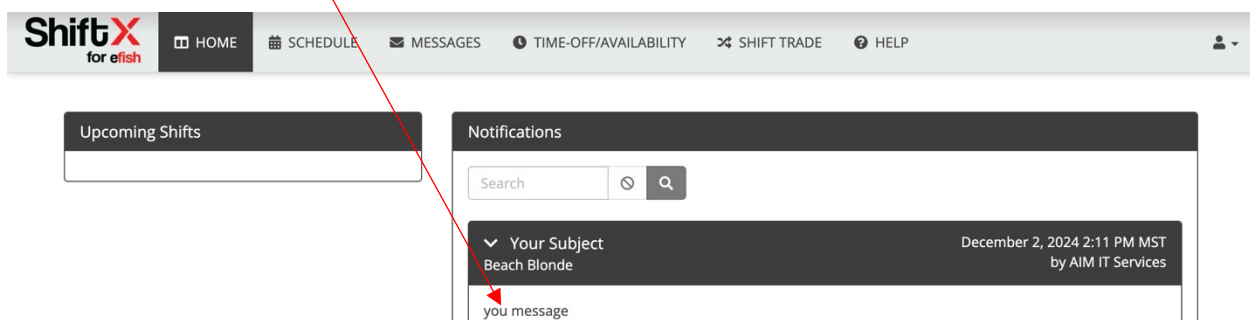
5. Review the Recipients, Subject, Date Sent, and Message Body and click the **[Send Button]**
 - *Note each recipient will get the message and will be able to respond to it individually instead of in a group thread format, this ensures that employees can only reply to managers directly instead of all members in a group or other employees directly. Limiting miscommunication.*
 - *Employees cannot see that a message sent to them was also sent to other employees or recipients within ShiftX.*
6. You will get a confirmation as shown below:

“Sent Successfully

Your message has been successfully sent. You will receive a delivery report by email once delivered to all recipients.”

Click the **[OK Button]**

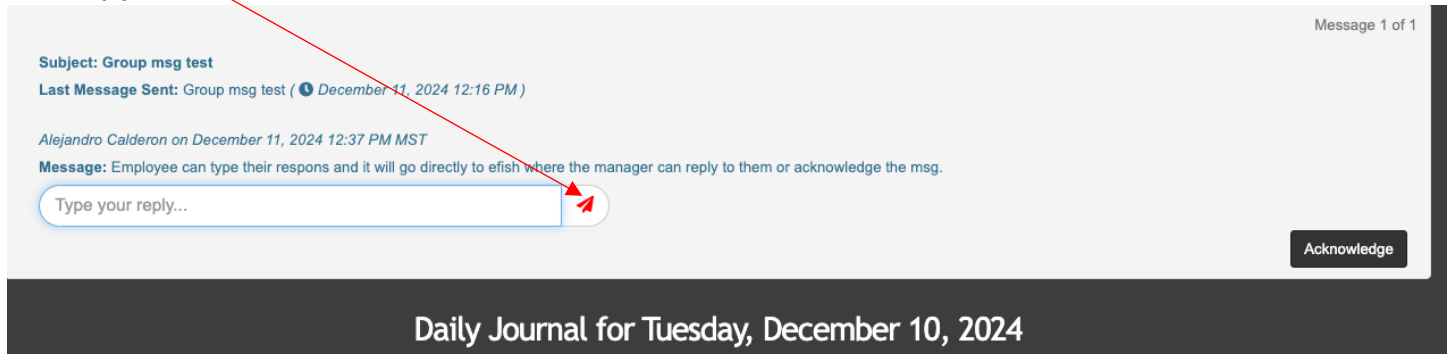
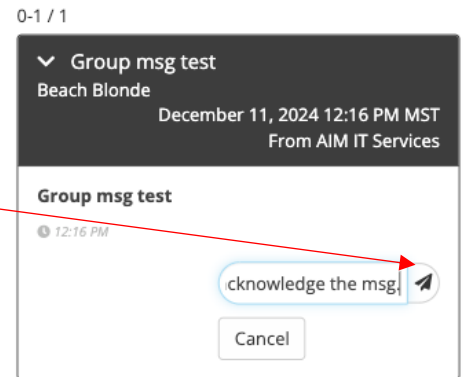
The recipients with a ShiftX account will see your message on the landing page along with any other unread messages they have when logged into ShiftX.



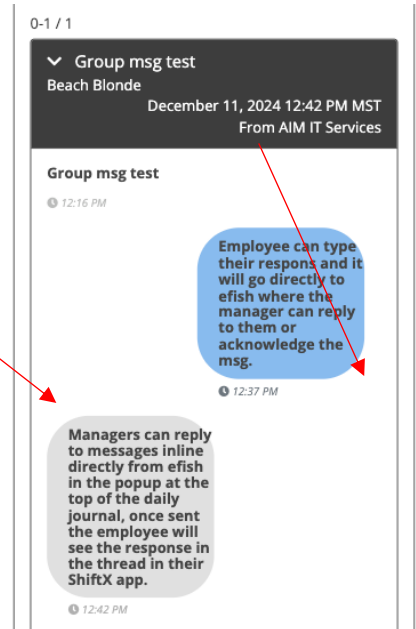


Employee Replies: each recipient with a ShiftX account can reply to your message on the landing page of ShiftX along with any other unread messages they have when logged into ShiftX. If a message has already been opened in ShiftX it will move to the “Messages” tab in ShiftX which also allows them to reply to each message inline.

Manager Replies: Messages from Employee’s will show up in a pop up at the top of the daily journal (homepage) in efish for the Manager they were sent to ONLY, you must be logged into YOUR efish account to see any message responses sent to you by employees from ShiftX. Managers can reply to messages inline directly from efish in the popup at the top of the daily journal.



- Once sent the employee will see the response in the thread in their ShiftX app.



Acknowledging a message: Managers have the option to Acknowledge a message in efish instead of replying, by clicking the **[Acknowledge]** button. This removes it from the pop up so you are not expected to



reply to it anymore, once you acknowledge a message in efish you can no longer respond inline in the same message thread to that employee, instead you must send a new message to them individually.

Message 1 of 1

Subject: Group msg test
Last Message Sent: Group msg test (🕒 December 11, 2024 12:16 PM)

Alejandro Calderon on December 11, 2024 12:37 PM MST
Message: Employee can type their resposns and it will go directly to efish where the manager can reply to them or acknowledge the msg.

Type your reply...

Acknowledge

Daily Journal for Tuesday, December 10, 2024

Message History: click the **[Message History]** button in the top right to view status and details such as delivery method and read time for messages previously sent out, replied to or acknowledged and search for them by Company, Location, Job, and even subject.

1. Type in the subject of the message you are searching for in the **[Subject Field]** to narrow down your results, you can leave this blank.
2. Select the company or companies you wish to search across (can leave blank)
 - a. Click **[Toggle All]** next to Companies to select all companies.
3. Select the Location or Locations you wish to search across (can leave blank)
 - a. Click **[Toggle All]** next to Locations to select all Locations.
4. Select the Jobs & Roles you wish to search across (can leave blank)
 - a. Click **[Toggle All]** next to Jobs & Roles to select all Jobs & Roles.
5. Click the **[Search Button]** the results will appear in the table to the right, Click the **[Magnifying Glass Icon]** to open the message details.

Messaging History ✕

Subject:

Companies Toggle

- Beach Blonde
- Alpaca Test
- Backyard Blu

Sent By	Created	Subject	Recipients	
AIM IT Services	2024-12-16 11:36:11 America/Phoenix	test	11	
AIM IT Services	2024-12-11 15:49:55 America/Phoenix	Testing Msg Notification	1	
AIM IT Services	2024-12-11 15:49:04 America/Phoenix	Group msg test	1	

This will open a pop up with the message details including the subject, body, created and sent time stamps as well as show you the delivery method(s) used to send the message to each employee and a received timestamp once opened in ShiftX

- *NOTE: There may be up to a 10min delay in notifications although it is usually much quicker.*



Message Detail

Subject: Testing Msg Notification

Created: 2024-12-11 15:49:55 America/Phoenix
Sent Date: 2024-12-11 00:00:00 America/Phoenix

testing push, may be a 10 min delay per Mary

Time stamp for when message was sent

Name	Delivery Method	Delivered	Read
Adam Poppens	Email iOS	2024-12-11 16:00:08 America/Phoenix	2024-12-11 15:53:21 America/Phoenix

if you see email here it means it was emailed.

if you see IOS or Android it means that it was sent via the ShiftX App with push notifications.

Time stamp for when message was received. (only populates once opened in ShiftX for employees, or replied to or acknowledged in efish by GMs)

Recipients: 11, 1, 1, 1, 11, 1, 1, 1

ShiftX for efish

Settings

Notifications

Notification	Push	Email
Schedule Creation Notification when schedule is first published.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Schedule Update Notification when existing schedule changed.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Messages General messages sent by management to you or your team.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

NOTE: All employees ShiftX notifications are defaulted to "ON" for both email and push within [ShiftX > Menu > Settings.] These can be toggled off or on by the employee according to how they wish to receive their ShiftX notifications.

Employees have access to all historical messages in ShiftX:

- Employees can see and respond to any historical message they were ever sent in [ShiftX > Menu > Messages] which allows them to search for specific messages and reply inline to them anytime.
 - **NOTE: Once a message has been opened or replied to from the ShiftX home page, it gets moved to the Messages Tab with the rest of the messages they have already opened.**

ShiftX for efish

Messages

Upcoming Shifts

16 Today
December, 2024
Security - Beach Blonde
08:00 AM - 04:30 PM

Notifications

0-0 / 0
No Messages

Current Positions

Company	Employee Number	Job (Location)
Demo Setup	1625149540162133586	Security (Beach Blonde)

test
Beach Blonde
April 8, 2020 10:46 AM MST
From AIM IT Services

test
10:46 AM

Testing
December 16, 2024 at 1:35 PM
MST

Reply

Big Event 2/27
Beach Blonde,BKB,Cafe Panini,Clutch, Chicago,Fractured Prune,Moghul 1,Prison Rock Pizzeria,Windmill Estate,Wired Wine Bar North
February 26, 2020 8:38 AM MST
From AIM IT Services