

# HOW TO SEND A MESSAGE IN BEACON CONNECT

This guide will walk you through the process of sending a message using Beacon Connect. <u>Go to admin.stage.beaconconnect.app</u>

#### 1. View messages.

Click the arrow under district message on the home screen to open the messages window.

$\equiv \rightarrow$	≣⇒ Home					REGION BEACON MOBILITY (TI V LOCATION B (TEST) V					4 <sup>1</sup>	8	
G	Dashboard									Welcome			nect
SYSTEM	Messages				Notifications								
22	District Messages	Driver Messages	Family's assages	Admin Messag	jes	Video Requests	57	Routing Reques	ts	Student In	cident Rep	iorts	
Ē.	Unread of 18 messages	Unread of 9 messa	Unread of 0 messages	Unread of 0 messages		Pending of 18 requests		Pending of 16 requests		Pending of 11 repor	ts		
ŝ	Districts Upcoming Events					District Requests							

# 2. Find and open unread messages.

Messages are displayed in time order. To find the message that is unread, look for the small orange indicator dot. Click anywhere on the message to open it.



## 3. Write a message.

Select the option to write a message. Type your message in the provided space. Click the *arrow* to send the message.

	lessagi	ing Messaging		BEACON MOBILITY (T)  LOCATION B (TEST)  Wednesday, April 17, 2024 BEACON MOBILITY (T)	¢ <b>P</b> 🙎
Â	Messa	iges		Beacon Tech School Open BS Student Related	@
SYSTEM	Districts	Drivers     Families     Dispatche earch	rs ()	Test Client2 09:20 AM Please send me an incident report for the student yesterday	
	TC	Test Client2 (Beacon Tech Oss School) Student Related	n 9:21 AM	Joshua Blakeley 09:20 AM Preparing this for you now 09:21 AM	
KOS Apps	тс	Test Client2 (Beacon Tech Open School) Student Related	10:03 AM	Incident Report.pdf Test Client2 09:21 AM 20 Adville Ave. Marville, RL02838, USA	
ð Ŵ	тс	Test Client2 (Beacon Tech Oper School) Student Related	n 2:33 PM ***	Joshua Blakeley 09:21 AM Sending a driver to this location now!	
	тс	Test Client2 (Beacon Tech Closed	1 2:33 PM	Write youf message here	

#### 4. Start a new message.

To write a new message, click the paper and pencil icon



#### 5. Create your message.

A new message box will pop up. Fill out each line and then hit send.



## 6. Select contact type.

In the contact type, Select "Districts."

#### 7. Select contact name.

Use the drop down menu to choose the specific customer you want to send the message to.

## 8. Select the category.

Next choose the category of the message.

## 9. Type and send message.

Then type the message to the customer in the box labeled, "your message". Once you are satisfied with your message. Click "Send Message" to send your message.



lew Message	X
ontact Type	
Districts	
ontact Name	
۹	
Select contact name	
Test Client2	
Test User	
Kristina Wilson	





Your message will now appear as the top message on the message list.



#### 10. Close a message.

If a message no longer needs attention, it is best practice to close the message. Start by clicking the *3 dots*. Then choose Close the conversation.

≣≯	Messaging Messaging	REGION BEACON MOBILITY (T)			2
Â	Messages	BS Lot And Found		. (9)	
	Districts (1) Drivers (2) Families (1) Dispatchers (1)		Today		
	Q Search				
	Test Client2 (Beacon Tech Open 3: Tomas		Kristina Wilson We found the blue g	03:19 PM lasses on bus 35	
	Lost And Found				
Ś	Test Client? (Reason Tesh Own 317 7	lose conversation			
APPS	TC School) Student Related				

## 11. Confirmation of closing the message.

Proceed by clicking "Continue."



# 12. An auto prompt will be sent to the client.

This message is sent to alert the client that the message has been closed. But never fear, if a customer wishes to say more, they are able to reopen the message at any time.



The guide covered the detailed steps to send a message in Beacon Connect, facilitating seamless communication within the application. Thank you for using Beacon Connect.