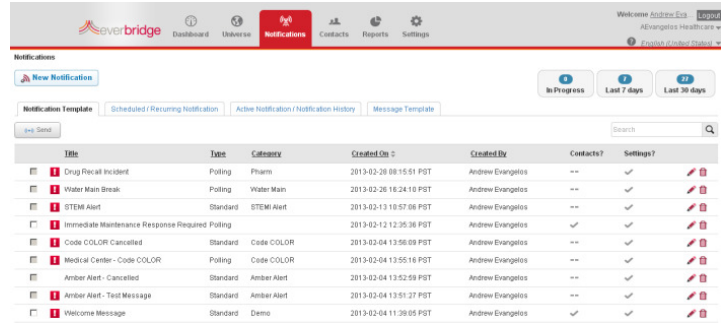


## Quick Sheet MN: Managing Templates

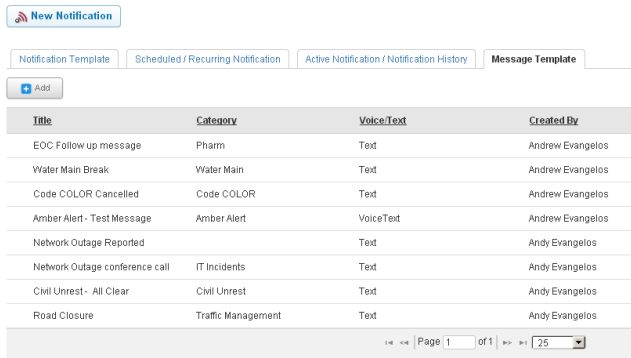
### Notification Templates vs. Message Templates

When you click the notifications tab you can see a list of your notification templates. A notification template can contain a message, recipients, and settings. These messages can be ready to send immediately by checking the box and clicking send, or by clicking the pen to edit them prior to sending. To create a notification template see the Quick Sheet on Notification Templates.

A message template contains only a message. This message may contain a text and/or voice message.



Title	Type	Category	Created On	Created By	Contacts?	Settings?
Drug Recall Incident	Poling	Pharm	2013-02-28 09:55:51 PST	Andrew Evangelos	--	✓
Water Main Break	Poling	Water Main	2013-02-28 16:24:10 PST	Andrew Evangelos	--	✓
STEM Alert	Standard	STEM Alert	2013-02-13 18:57:08 PST	Andrew Evangelos	--	✓
Immediate Maintenance Response Required	Poling	Code COLOR	2013-02-12 12:35:36 PST	Andrew Evangelos	✓	✓
Code COLOR Cancelled	Standard	Code COLOR	2013-02-04 13:56:09 PST	Andrew Evangelos	--	✓
Medical Center - Code COLOR	Poling	Code COLOR	2013-02-04 13:52:16 PST	Andrew Evangelos	--	✓
Amber Alert - Cancelled	Standard	Amber Alert	2013-02-04 13:52:59 PST	Andrew Evangelos	--	✓
Amber Alert - Test Message	Standard	Amber Alert	2013-02-04 13:51:27 PST	Andrew Evangelos	--	✓
Welcome Message	Standard	Demo	2013-02-04 11:38:05 PST	Andrew Evangelos	✓	✓



[New Notification](#)

Notification Template | Scheduled / Recurring Notification | Active Notification / Notification History | **Message Template**

[Add](#)

Title	Category	Voice/Text	Created By
EOC Follow up message	Pharm	Text	Andrew Evangelos
Water Main Break	Water Main	Text	Andrew Evangelos
Code COLOR Cancelled	Code COLOR	Text	Andrew Evangelos
Amber Alert - Test Message	Amber Alert	Voice/Text	Andrew Evangelos
Network Outage Reported		Text	Andy Evangelos
Network Outage conference call	IT Incidents	Text	Andy Evangelos
Civil Unrest - All Clear	Civil Unrest	Text	Andy Evangelos
Road Closure	Traffic Management	Text	Andy Evangelos

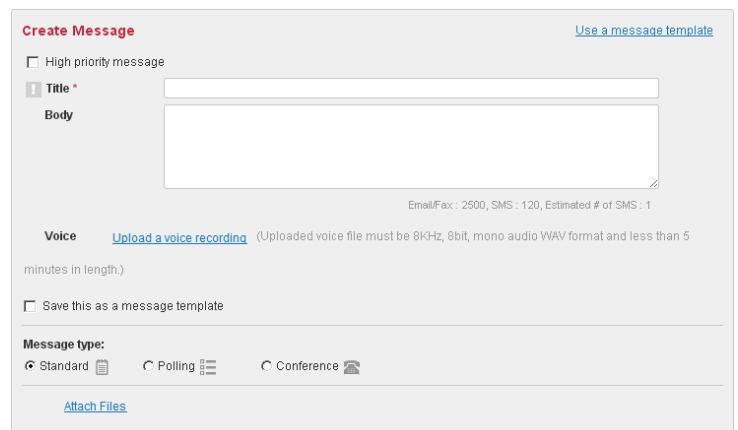
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### Message Templates

Message templates only contain text or voice message. They can be found under the message template tab on the notifications page. To create a new message template click Add. In the Add Message Template screen you can create the text to be used, record a message using the online applet, or upload a voice recording. For best results using the voice recorder, use a headset or microphone and make sure you have the latest version of Adobe Flash installed on your computer. You can assign the templates to a category, which will assist with finding the one you need quickly.

### Using a Message Template

Message templates can be included in a message within the notification workflow. Use the button in the top right corner to load the message content including a voice recording if it has been made. Message templates can also be used when sending a follow up message, see the Monitoring and Reporting Quick Sheet MN.



**Create Message** [Use a message template](#)

High priority message

**Title \***

**Body**

Email/Fax: 2500, SMS: 120, Estimated # of SMS: 1

**Voice** [Upload a voice recording](#) (Uploaded voice file must be 8KHz, 8bit, mono audio WAV format and less than 5 minutes in length.)

Save this as a message template

**Message type:**

Standard  Polling  Conference

[Attach Files](#)