MANAGE REQUESTS

**Prior to setting up your requests, you will need to have all of your 'User Groups' set up. To do this, go to:

- System/Setup/Create Group
- Select the permissions that will be needed
  - For request groups the permissions that will be needed are from General Permissions:
    - Login
    - Respond to Kite
- Click on the Group Name and Review tab
  - Name your group
  - You will see all of the permissions that are assigned to that group
  - Click on 'Create Group' in the lower right corner

***If you do not have permissions to Create User Groups, contact TurnKey and we can help you.

CREATING YOUR REQUESTS:

- System/Setup/Manage Requests
  - **Definitions**
    - **Parent Group** – Main category that multiple message groups can be in.
    - **User Group** – The group you want the messages to go to.
    - **Request Type** –
      - **Container** – Main message category.
      - **Request with Keyboard** – Allows inmate to type a message.
      - **Canned Message** – A read-only message where no response is needed; i.e. – inmate handbook, visiting hours, PREA Policy, etc.
      - **Request with No Keyboard** – Inmate can send a message but doesn't need to type a response; i.e. – Attend an AA meeting, bible study, bingo night, etc. This is commonly used with the 'Auto Response' messages.
      - **HTML Types** – These are used for putting in websites. We use these for the Law Library access.
      - **Media Player (contact TurnKey for set up help)**
        - We can link short videos to the kiosk for the inmate to view.
      - **PDF Viewer (contact TurnKey for set up help)**
        - We can add PDF documents to the kiosk.
      - **Questionnaire** – allows the inmates to have access to any questionnaires that you have set up. Contact TurnKey if you would like information on the Questionnaire feature.
    - **Description** – Brief description of message.
    - **Auto Response Message** – Similar to an "Out of Office" message. As soon as an inmate sends a request, they will receive an immediate response back.

- **Quantity and Per Day** – Allows you to set how many messages they can send per day(s)
- **Sections** –You can create requests for specific kiosks/units. If nothing is checked then the default will be to go to ALL of the kiosks/units.
- **Enabled (default is checked)** – The message is viewable to the inmates. Unclick if you don't want them to see the message or you are no longer using.
- **Allows Children (default is checked)** – Allows you to add sub-groups to a message category.
- **Auto Response** – Goes with the Auto Response Message. This needs to be checked if you are using the Auto Response.
- **Ignore Discipline** – Allows inmates to send certain messages even if they are on a discipline. Good to use for Medical and PREA messages.
- **Enable Security** – Provides extra security so that the message will only be seen by the proper recipient. Good to use for Medical and PREA messages.

- **Creating A New Item - Parent**
  - Click on 'Create New Base Node'
  - Choose user group
    - This will be the group of staff that will receive the kites from this request.
  - Request Type
    - Container
    - Request with Keyboard
    - Canned Message
    - Request with No keyboard
  - Description – This text will be on the button on the kiosk.
  - Fill in Preview Message (brief description) and Instruction Message (detailed description or instructions).
  - When all is completed, choose 'Save'.

- **Creating a Child**
  - Select the 'Parent', right click with your mouse and click on 'Create Child'.
  - Fill in all of the fields necessary (same as creating a new item).

- **Edit Current Messages**
  - **Edit Text** – Click on the message that needs editing and then make any changes as you would in a Word document.
  - **Changing a Parent Group** – Click on the section that needs to get moved
    - Click in Change Parent and choose the heading the message group needs to be in.
  - **Changing a User Group** – Click on the section that needs to be changed
    - Click in the User Group and choose the new group.
  - **Changing the Request Type** – Click on the section that needs to be changed
    - Click in Request Type and make the change.

***Contact TurnKey with any questions on setting up the Inmate Requests.

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