MANAGE REQUESTS

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INMATE MESSAGING

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

CREATING YOUR REQUESTS:

- System/Setup/Manage Requests

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  - **Definitions**
    1. **Parent Group** – Main Category that multiple message groups can be in
    2. **User Group** – The group you want the messages to go to
    3. **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
- **Questionnaire** – Allows the inmates to have access to any questionnaires that you have set up

4. **Description** – Brief description of message
5. **Auto Response Message** – As soon as an inmate sends a request, they will receive an immediate response back – i.e. "Out of Office" message
6. **Quantity and Per Day** – Allows you to set how many messages they can send per day(s)
7. **Sections** –You can create requests for specific kiosks/units. If nothing is checked then the default will be to go to ALL the kiosks/units.
8. **Enabled (default is checked)** – The message is viewable to the inmates – unclick if you do not want them to see the message or you are no longer using
9. **Allows Children (default is checked)**– Allows you to add sub-groups to a message category
10. **Auto Response** – Goes with the Auto Response Message – this needs to be checked if you are using the Auto Response
11. **Ignore Discipline** – Allows inmates to send certain messages even if they are on a discipline. Good to use for Medical and PREA messages
12. **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


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  - **Creating A New Item - Parent**
    1. Click on 'Create New Base Node'
    2. Choose user group
       a. This will be the group of staff that will receive the kites from this request
    3. Request type
       a. Container
       b. Request with keyboard
       c. Canned message
       d. Request with no keyboard
    4. Description – this text will be on the button on the kiosk

5. Is there going to be an Auto Response?
6. Fill in Preview Message (brief description) and Instruction Message (detailed description or instructions)
7. 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 necessary fields (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

TEAM Inbox
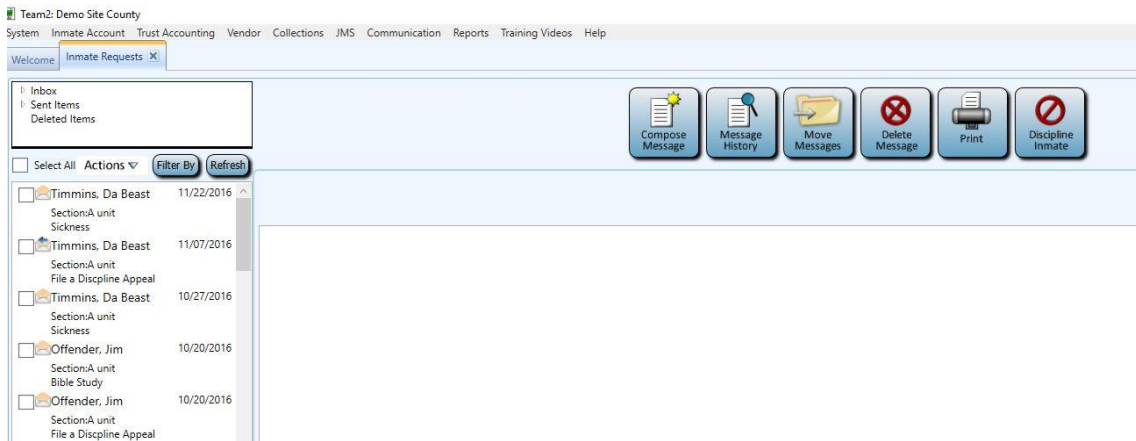
Inbox –

- All messages that come to you
- These are the messages that you can control

Sent Items –

- All messages that you have sent

Deleted items –

- All messages that you have deleted
- If you wanted your deleted messages deleted – you will need to delete them as well

Quick Buttons -

- Used for individual messages or messages that you have checked.
- Compose Message

  - Individual or group messages (1 & 2)
  - Subject (3) – you need to fill this in or you get an error message
  - Message Type (4)
    - You need to select a message type to send your message.
    - You can only send a message for the message types that you have permissions for.

- o Default Responses (5)
  - ▪ Use this function if you continually respond with the same information
- o Allow Reply (6)
  - ▪ This box needs to be checked if you need a response back from the inmate
- Message History
  - o This is the entire message history for an individual inmate even if the messages have been deleted from your inbox
    - ▪ These messages cannot be deleted as not all of them were originally sent to you.
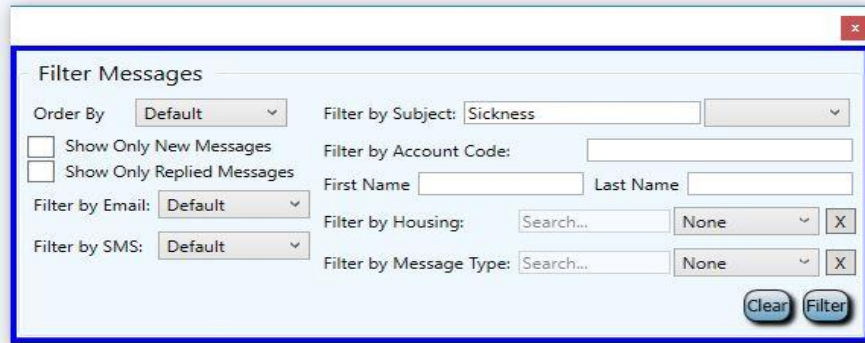- Move Messages

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  - o Allows you to organize your messages
  - o Select the location to put your folder
  - o Click on Make New Folder
  - o Name your folder and click on Create
- Delete Messages
  - o Messages can be highlighted or checked
- Print
  - o Individual Messages – either check the box or click on the message to highlight it.
  - o Multiple messages – select the messages to be printed. It will print the header and full message.

Actions on the left side of screen

- Select all option
- Actions Menu
  - o Move Selected message/messages
  - o Delete Selected message/messages
  - o Copy Headers
  - o Print Selected Headers
  - o Print Selected Full Messages

- Filter By button

- Refresh Button