

# Internal Messaging Administration

24/07/2025 11:42 am BST

## Summary

The 'Internal Messages' screen is located on the Primary Navigation on the left-hand side under 'Comms'. It is used for internal messaging only. This screen is used to message users within your practice and across multiple sites (if applicable).

## Details

### Creating Users

A pre requisite of using the Messaging functionality is the need to setup individual users. For information, see: [User Administration](#)

### Create Messaging Groups

Messaging groups can be set-up to allow users to send messages to multiple users (by selecting the group name instead of each recipient), allowing messages to be sent quickly and to the relevant recipients.

Messaging groups can also be used to notify users for system activity such as receiving VetXML lab results.

#### Creating Messaging Groups

1. Select Administration > Message Maintenance.
2. The Messaging Maintenance screen will display.
3. To add a new Messaging Group, select the 'Add' button.
4. Enter a name for the group (i.e. 'Reception', 'Nurses' or 'Vets') and select 'OK'.
5. The group is saved and added to the Messaging Groups list. Repeat the steps above to create as many groups as required.

### Assigning Users to a Messaging Group

Once the groups have been created, users need to be added to the groups.

1. Select a group from the Messaging Groups list provided.
2. This will load two columns. 'Available Users' and 'Users Assigned to the Group'
3. Select a user/s from the 'Available Users' column

Messaging Maintenance

Activities Administration

Groups

Messaging Groups

Name
Vets
Nurses
Reception

Add

Delete

Available Users	
Name	Site
All Matoorian	Esher SA, Guildford EQ, Walton LA
D J Gridley	Esher SA, Walton LA, Guildford EQ
E A Gardiner	Esher SA, Walton LA, Guildford EQ
Elle Lightowler	Esher SA, Walton LA, Guildford EQ
Heather Duffy (HeatherD)	Esher SA, Bedford, Glasgow, Guildford EQ, Linc...
J Heller	Esher SA, Walton LA, Guildford EQ
Jon Clayton	Esher SA, Bedford, Glasgow, Guildford EQ, Linc...
Jupiter	Esher SA, Walton LA, Referral Hospital, York, Shr...
Nurses	

Users Assigned to the Group	
Name	Site
A Cottell	Esher SA, Walton LA, Guildford EQ
A Masters	Esher SA, Walton LA, Guildford EQ
A Smith	Esher SA, Walton LA, Guildford EQ
Harry Thomas	Guildford EQ, Esher SA, Walton LA

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4. Click the single right pointing arrow to assign the user to the group.

Note: To add all users to the group, use the double right arrows.

## Remove a User from a Messaging Group

1. Select the required group.
2. Select the user you want to remove in the 'Users Assigned to the Group' column.
3. Select the left pointing arrow.
4. The user is now no longer a part of this group.

To remove all users from a group, use the double left arrows.