CHIP Messaging System

The CHIP messaging system has been recently updated to include more features. You will notice that it is very similar to other email systems. However it only allows you to send messages to other CHIP users. You cannot send a message to an email address. This means that the messages are secure and that you are able to send consumer sensitive information through the messaging system. All system generated messages and reports will show up in your inbox, along with messages from other users.

To open the messaging system, you will click the envelope next to the help button.


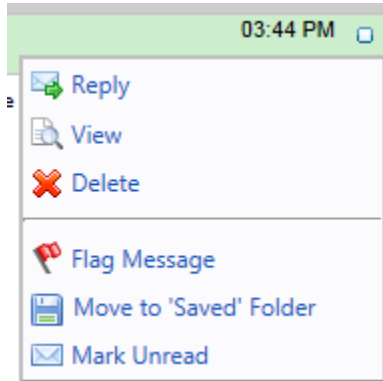After clicking the envelope, a window will open showing you your inbox.

- At the top of the message window you will see 4 tabs; Inbox, Sent, Saved and Search.
  - The "Inbox" tab shows you a list of all the messages that have been sent to you by other staff and the system.
  - The "Sent" tab shows you a list of all the messages that you have sent.
  - The "Saved" tab shows you a list of messages that you have marked as saved.
  - The "Search" tab allows you to search your messages. To perform a search, simply select the date range you would like to search and enter part of the content of the message you are looking for in the content box. Then select if the message was one you received or sent. Then select the "Search" link located at the right hand side of the window.
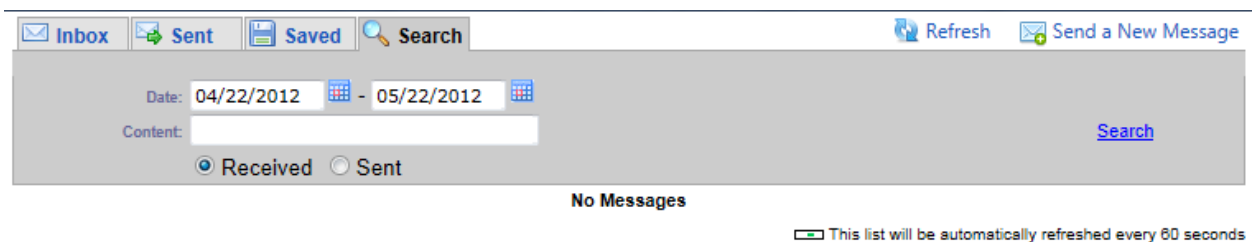
- Back in your inbox when you hover your mouse over a message, a blue downward facing triangle appears on the right hand side of the message.
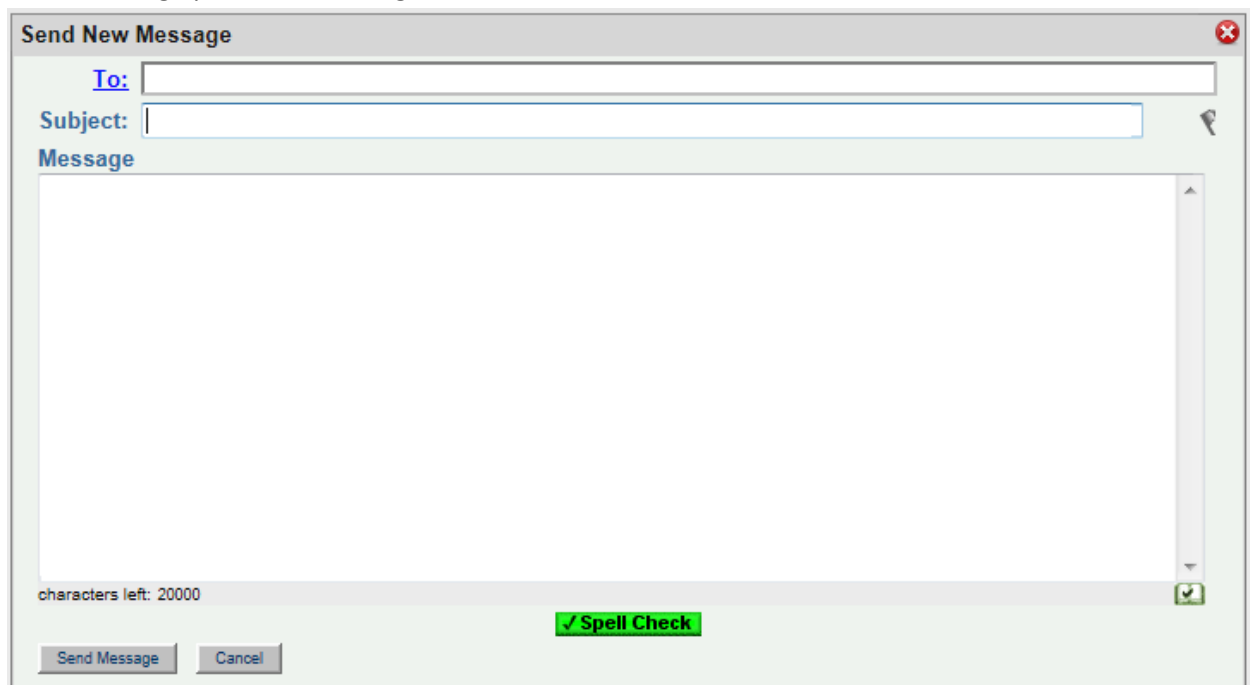
Send a New Message
Delete Selected Messages

03:44 PM ▼
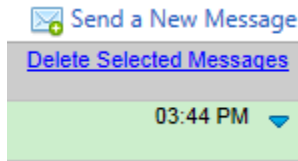
- When you click on this blue triangle, a menu will appear.

03:44 PM ☐

Reply
View
Delete

Flag Message
Move to 'Saved' Folder
Mark Unread

- You can reply, view, delete, flag, move to the saved folder or mark the message as unread.
- To send a new message click the "Send a New Message" link located at the top right hand corner of the messages window. Send a New Message

This will bring up the new message window.

Send New Message   ✖

To:

Subject: ✎

Message

characters left: 20000   ☑
                                    ✓ Spell Check

Send Message   Cancel

- To select the staff you would like to send the message to, click the blue "To:" link at the top. A select staff window will appear, allowing you to search for the staff in CHIP that you would like to send the message to. Enter either the first or last name in the name box and click search. The staff has to have an account to log into CHIP in order for them to appear on the list. You can narrow the search down by selecting either a staff type or provider (shows only locations that you work at) in the drop down boxes.

After you have found the staff you would like to send the message to, click the "Select" link on the right.

Name	Staff Type	Primary Provider	Status	
Test Tester	Administrative		Active	Select

- This will add that staff to the To: line of the message. If you would like to add another person to the message, simply click the To: link again and follow the previous steps again to find and select another staff member.

- Next you will enter a subject, and fill out the message body. You can flag the message by clicking the flag symbol located to the right of the subject line.

- Once the message is filled out, you can click the green Spell Check button located at the bottom of the message box to run a spell checker on your message to find any misspellings.

- To send the message, simply click the send message button located at the bottom left of the window.

In your sent folder, if you click the blue triangle, a different menu will appear.
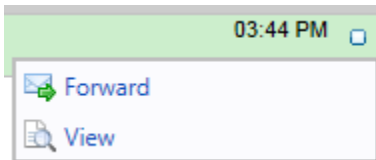
- In this menu you are given the option to forward this message to another staff member or to view it.