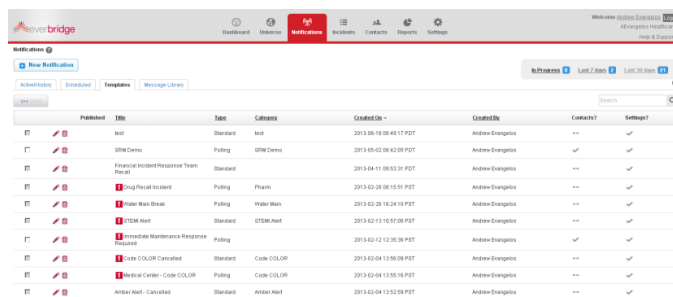


## Quick Sheet MN: Managing Templates

### 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 pencil icon to edit them prior to sending. To create a notification template, see the Quick Sheet on Notification Templates.

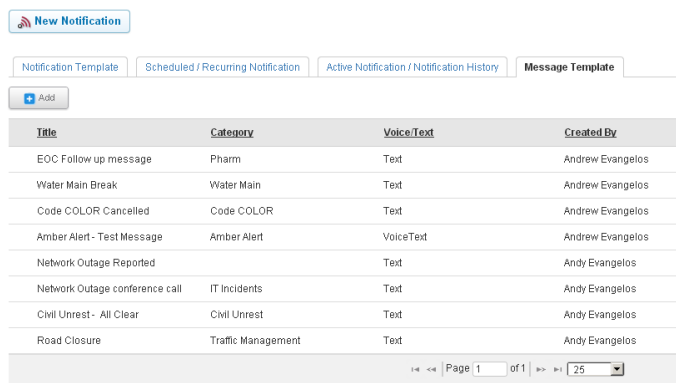
A message template contains only a message. This message may contain a text and/or voice message.



Published	Title	Type	Category	Created On	Created By	Contacts	Settings
<input type="checkbox"/>	Test	Standard	Test	2013-05-16 09:17 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SPB Demo	Polling	SPB Demo	2013-05-02 09:42:05 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Emergency Incident Response Team Report	Standard		2013-04-11 08:53:31 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Drug Recall Incident	Polling	Pharm	2013-02-28 08:15:51 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Water Main Break	Polling	Water Main	2013-02-28 16:24:19 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	STDM Alert	Standard	STDM Alert	2013-02-13 11:07:08 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Intermediate Maintenance Response Cancelled	Polling		2013-02-12 12:25:36 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Code COLOR Cancelled	Standard	Code COLOR	2013-02-04 13:56:09 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Medical Center - Code COLOR	Polling	Code COLOR	2013-02-04 13:55:18 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Amber Alert - Cancelled	Standard	Amber Alert	2013-02-04 13:52:59 PST	Andrew Evangelos	---	<input checked="" type="checkbox"/>

### Message Templates

Message templates only contain text and, optionally, a 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 templates to a category, which will help you find+ the one you need quickly.

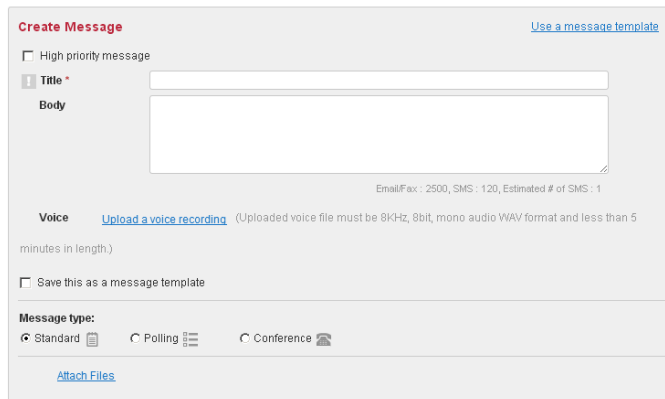


Title	Category	Voice/Text	Created By
EOC Follow up message	Pharm	Text	Andrew Evangelos
Water Main Break	Water Main	Text	Andrew Evangelos
Code COLOR Cancelled	Code COLOR	Text	Andrew Evangelos
Amber Alert - Test Message	Amber Alert	VoiceText	Andrew Evangelos
Network Outage Reported		Text	Andy Evangelos
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

Page 1 of 1 | 25

### Using the Message Library

Message templates can be included in a message within the notification workflow to speed message creation. 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. For details, 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](#)