# What is TimeFiler Messenger?

Employees, managers and administrators can send messages via the TimeFiler application to any other person within the business. These messages can go between users on any supported device, including desktop computers and the TimeFiler mobile apps for iPhone, iPad and Android devices.

The benefits of using TimeFiler Messenger are:

- You can send a message to one employee, or a group of employees. Some examples could be:
    - When a manager is preparing rosters, they can send a message to a group of employees asking who might be available to work a shift
    - When a manager is approving timesheets, they can send a message to the employee querying something
    - There is an urgent staff meeting and employees need to be notified.

- The message will be sent with a Notification (i.e. the notification appears on the mobile device home screen). Notifications are likely to be seen quicker than sending employee/s an email

- Messages/notifications are free to send, as opposed to the cost of sending text messages

- All employees within the message group see responses sent by any member of the group. It is a good way of ensuring everyone is "kept in the loop". Employees can choose to be 'un-notified' if they no longer wish to see messages from other conversation participants

- Photos can be attached to messages e.g. employees may want to notify others there is a potential hazard to be aware of

- A history of the conversation is retained within the TimeFiler database. Administrators are able to search conversations, which is beneficial from an audit perspective.
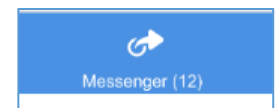
Using Messenger from your desktop computer

On **desktop computers**, Messenger is located at the top right of the screen.
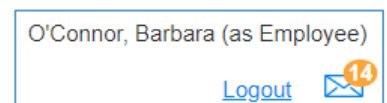
Using Messenger from your mobile device

On **mobile devices**, Messenger is located at the bottom of the screen.
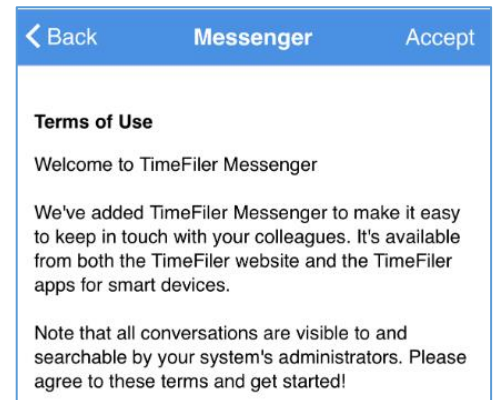
To use Messenger on your mobile device, the TimeFiler App must firstly be installed on your mobile device. Please refer to the Mobile App user guide if you need guidance on how to install the TimeFiler App.

When using TimeFiler on your desktop computer or your mobile device you are able to send/receive messages to/from employees' mobile devices/Web app.

First time use

The first time an employee uses Messenger, some 'Terms of Use' text is displayed. This must be accepted (once only) before the employee can use Messenger.

If required, organisations can add an additional paragraph to this text. To do so, send your text through to support@timefiler.com and we will add it on for you.

Sending/receiving messages

The functionality is very similar whether you are using Messenger on a desktop computer or via the TimeFiler App on a mobile device.

Sending a message:

1. Tap [Messenger] in mobile or [envelope icon] on your desktop
2. Tap 'Menu' then 'New conversation'
3. Type the conversation topic e.g. "*Overtime shift available*"
4. Select the people to receive the message:

   - Click 'Participants' or [icon] and then tap on your selected employee/s from the list. You can search by their name, code or the work area they are in (for example the Work Area could be 'Finance'). Click Next (repeat to add more than one participant);
5. Tap Save
6. Type in your message e.g. '*Require one person to fill night shift Sat 8 Sep. Anyone keen?*' There is the option to attach a photo (e.g. if the message was regarding a hazard).
7. Tap Done
8. Tap [send icon] to send message.
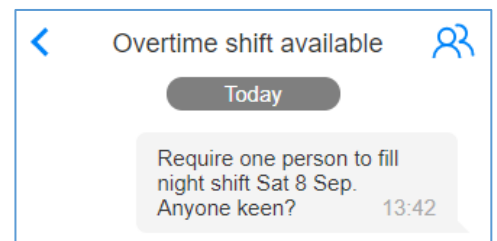
Replying to messages:

Simply type your message in the 'Message' box and tap [send icon]

Conversation history is viewable to all employees in the group.

- If any employee in the conversation group no longer wishes to receive notifications on their mobile device (i.e. they don't want to be notified each time a person in the group replies), they can switch the 'Notify me' button off.
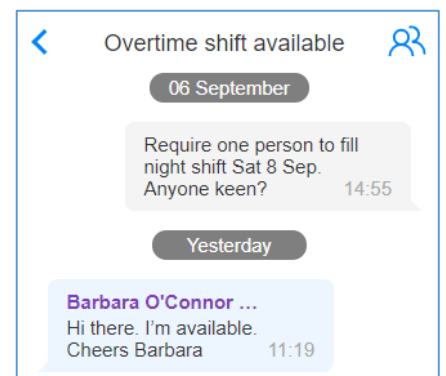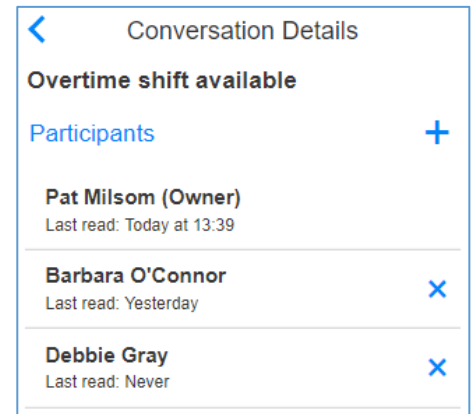
Adding participants to a conversation group:

Only the owner (i.e. the person who originally created the conversation group) can add additional participants.

To add:

Tap 'Add' or '+' at the top right and select new participants.

There is no ability to remove participants from a conversation (but participants can choose to turn off notifications or ignore a conversation).

Searching for conversations

There is the ability to search for conversations, for example you'd like to look back at an old conversation.

Tap 'Menu' at the top of the screen and select 'Search' from the list

- Enter some key words that might have been in the message in the 'Search for' field
- If you are the Administrator, you have the ability to search all employees' messages by saying 'Yes'
- Select the date range you wish to search
- You are able to add a filter e.g. search for messages sent by you, or sent to you etc
- Tap 'Search' to return any messages that have met your selected criteria.
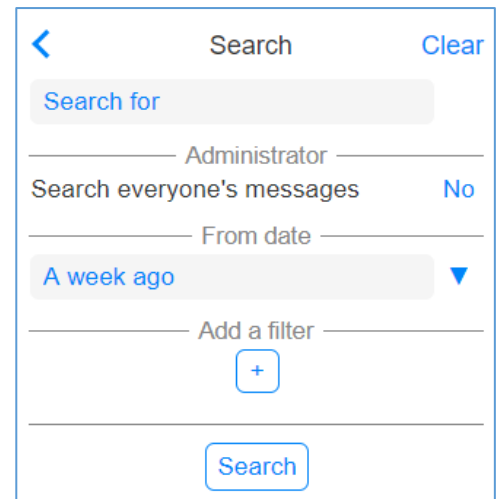
Frequently asked questions

"I am not receiving notifications of conversations"

Some possible reasons for this are:

- The TimeFiler App is not set up to receive Notifications. On your mobile device, go to 'Settings', select the TimeFiler App, click on 'Notifications' and ensure it is set to 'allow notifications'
- At some point during the conversation, you have turned 'Notify me' off. Locate the conversation and turn it back on
- Employee is logged into the App under a different profile
- App is not installed (i.e. currently only using Messenger via Web app only)
- Administrators won't receive notifications unless they have Admin/Emp "roles" set up in the TimeFiler database.