



BORN Information System Messaging User Guide



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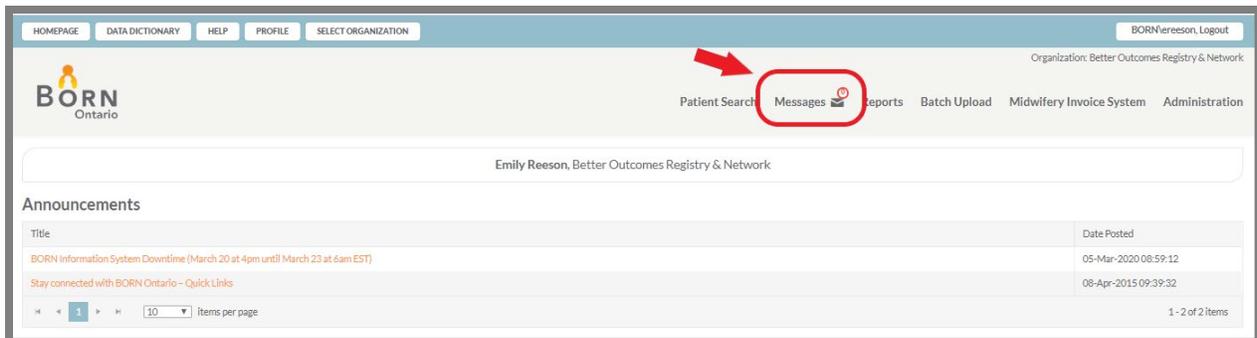
BORN Information System Messaging User Guide

What is BIS Messaging

- The BIS messaging system was created to allow users to communicate with BORN employees in a safe and secure manner.
- The system allows users to send personal health information (PHI) without worrying about accidental disclosure.
- All users of the BIS have access to the messaging system.

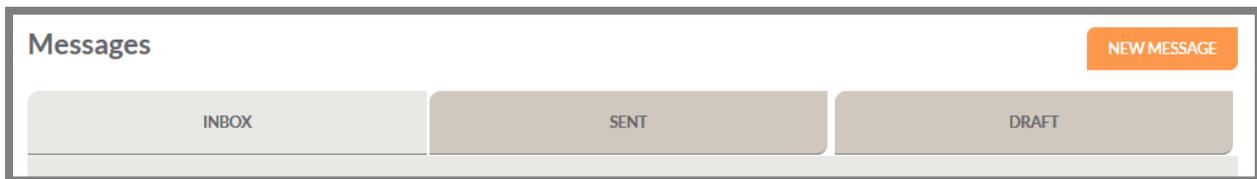
Accessing BIS Messaging

BIS Messaging can be accessed using the **'Messages'** link in the top navigation bar of the BIS landing page.



The Messaging System

The messaging system contains 3 tabs; Inbox; Sent; and Drafts.



Inbox:

- Contains all messages sent to you.
- This tab lists who sent the message; the subject; message category (if applicable); the date it was received; the date you read the message; and a link to delete the message

Sent:

- Contains all messages that you have sent.
- The tab lists who you sent the message to; the date the message was sent; message category (if applicable) ; and a link to delete the message

Drafts:

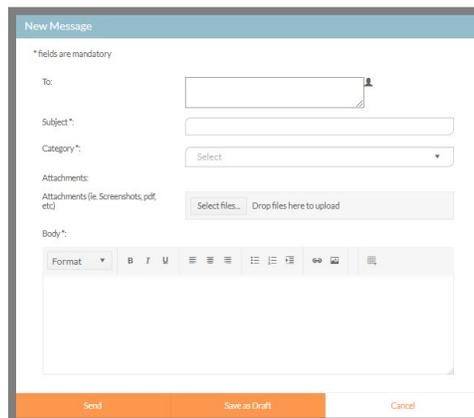
- Contains all the messages you have started but have not yet sent.
- This tab lists who you are sending the message to; message category (if applicable) ; and a link to delete the message

Creating a New Message

To create a message, click on the **'New Message'** button in the top left hand corner of the BIS messaging homepage.



A new window will open for you to create your message.

A screenshot of the "New Message" form. The form has a blue header with the title "New Message". Below the header, there is a note: "* fields are mandatory". The form contains several fields: "To:" with a text input and a person icon on the right; "Subject*:" with a text input; "Category*:" with a dropdown menu labeled "Select"; "Attachments:" with a button "Select files..." and a note "Drop files here to upload"; and "Body*:" with a rich text editor toolbar and a text area. At the bottom, there are three buttons: "Send", "Save as Draft", and "Cancel".

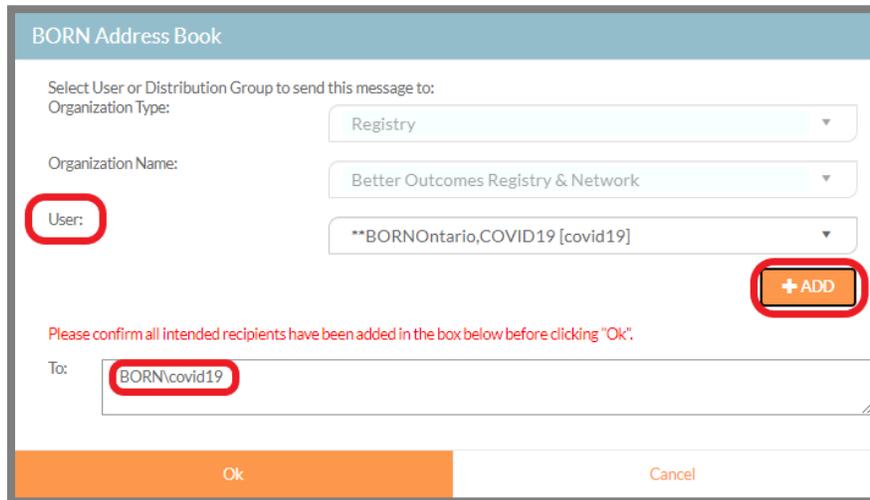
Addressing Your Message

Messages sent through the BIS Messaging System can only be addressed to BORN employees. To address your message, click on the person icon on the right side of the "New Message" window.

A screenshot of the "New Message" form, focusing on the "To:" field. The person icon on the right side of the "To:" field is circled in red.

This will open up the BORN Address Book. Select the intended recipient(s) from the **'User'** list and click **'+ ADD.'** The name(s) will now be populated in the **"To"** field.

To add additional recipients, select another name from the **'User'** list and click **'+ ADD'** again. When all recipient names have been added to the **'To'** box, click **'Ok.'**



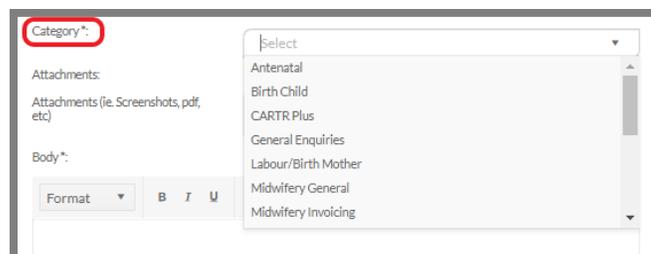
Adding a Subject to Your Message

Click on the subject field and type a subject. The maximum length of the subject is 255 characters.



Selecting a Category for Your Message

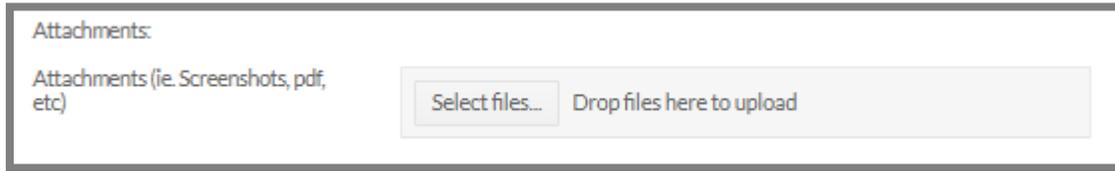
In order to help better identify the issue you are trying to resolve or the reason for your message, you must select a category. Click the dropdown menu and select a category from the provided list.



Adding an Attachment to Your Message

The BORN messaging system allows you to add a file attachment up to 2 megabytes (2mb) in size.

To add an attachment, click the **'Select files'** button.



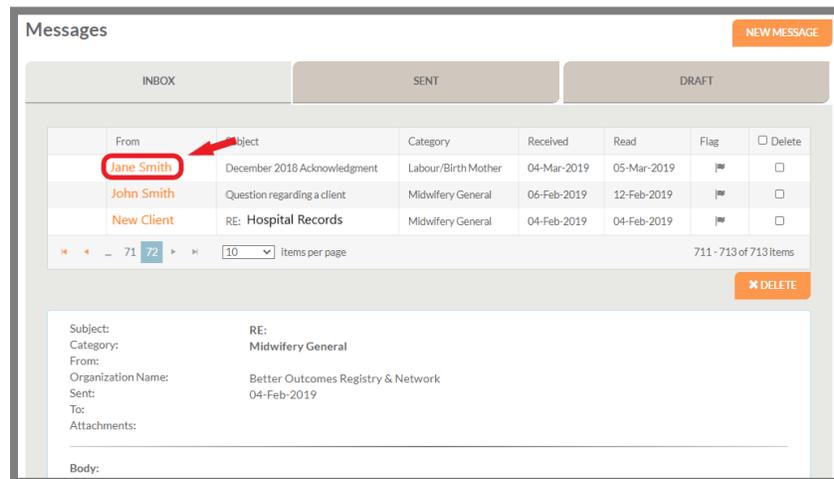
Creating the Body of the Message

BIS Messaging contains a rich text editor that will allow you format the content of your message. Enter the text of the message in the 'Body' section.

Once you have entered your message text you can either **'Send'**, **'Save as Draft'**, or **'Cancel'**.

Reading a Message

From your Inbox click on the orange hyperlink in the **'From'** column of the message you wish to read. The message will open below the Inbox.

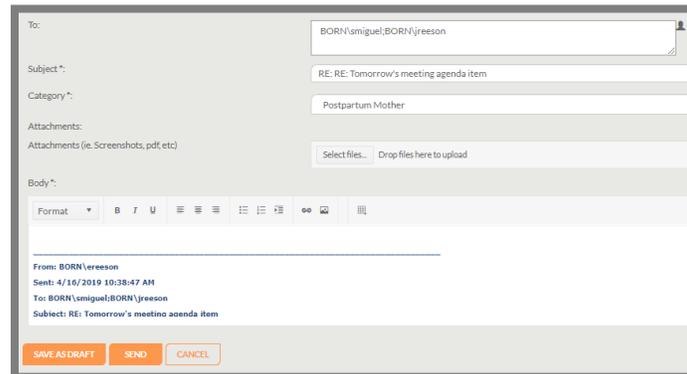


Replying to a Message

To reply to a message click **'Reply'** at the bottom of the original message.



This will open a new message in the original message's place.



You may then enter a reply and either send it, save it as a draft, or cancel it.

Forwarding a Message

To forward a message click '**Forward**' at the bottom of the original message.



This will open a new message in the original message's place. You may then enter a forwarding user name, and add attachments and then send, save as draft or cancel the message.

Accessing Your Draft Messages

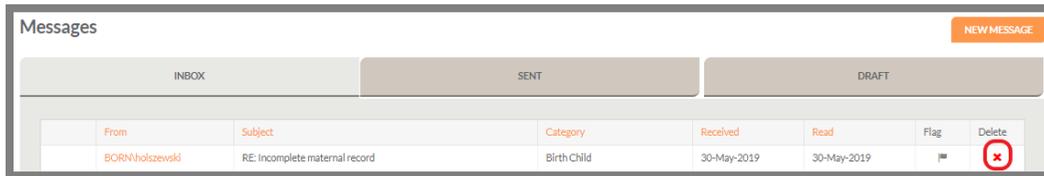
To retrieve a draft message, select the '**Drafts**' tab in the message system. Select the draft message you wish to open and click the associated link.



Deleting Messages

To delete a message click the red '**X**' to the right of the message you wish to delete. You will be prompted to confirm you wish to delete the message.

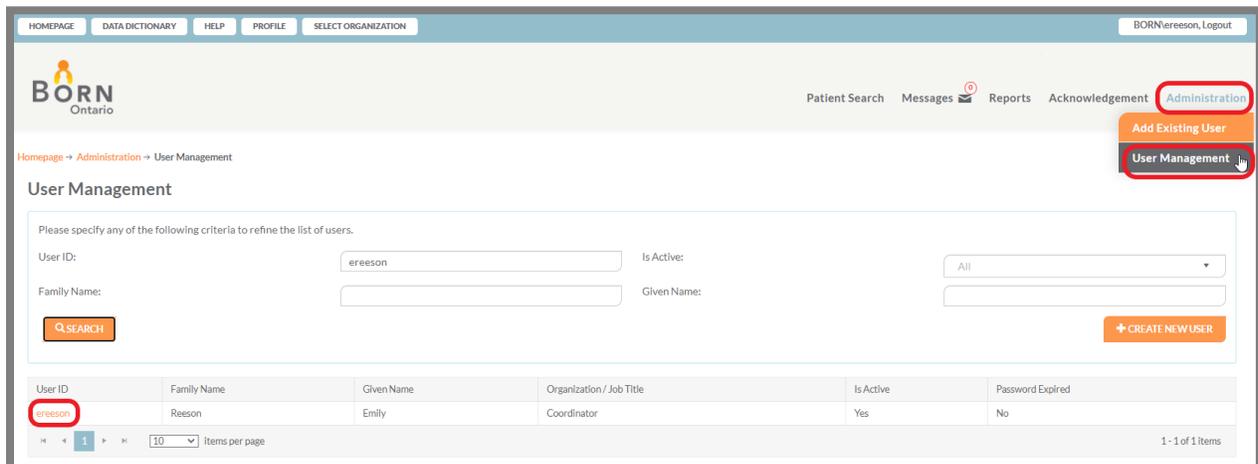
Click **'OK'** to delete the message or **'Cancel'** to return to the message list.



Message Notifications

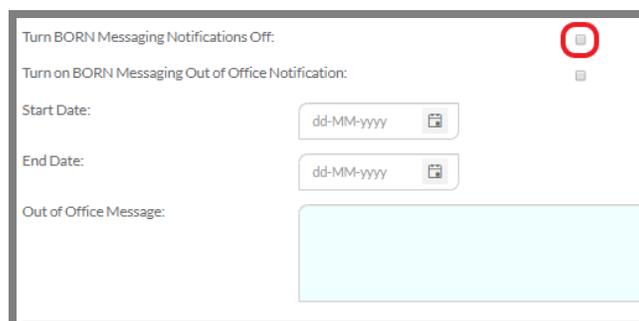
When a message is sent to you, you will receive an email notification to the account that is in your BIS profile. The email will indicate that there is a message for you in the BORN Information System.

If you do not wish to receive these notifications, you can turn them off by selecting **'User Management'** from the Administration drop-down navigation menu and search for your user ID.



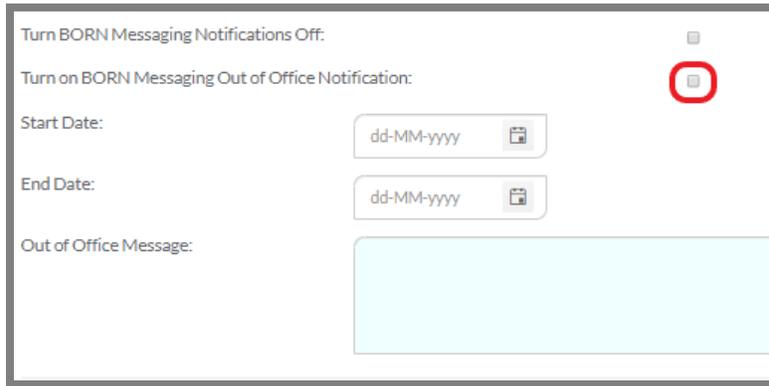
This will open the **'Edit User'** Screen.

- Check the **'Turn BORN Messaging Notifications Off'** box to turn on or off the notifications.
- Notifications are on by default.



Out of Office Notifications

The BIS messaging system has an **'Out of Office'** feature. To set your out of office message, select **'User Management'** from the Administration drop-down navigation menu and search for your user ID. This will open the **'Edit User'** screen.

A screenshot of a web application interface for editing user settings. The form is titled "Edit User" and contains several sections. At the top, there are two toggle switches: "Turn BORN Messaging Notifications Off:" (unchecked) and "Turn on BORN Messaging Out of Office Notification:" (checked). The second toggle is circled in red. Below these are two date pickers labeled "Start Date:" and "End Date:", both showing the format "dd-MM-yyyy". At the bottom, there is a text area labeled "Out of Office Message:" with a light blue background.

Check the 'Turn on BORN Messaging Out of Office Notification' box to turn on or off out of office notification. You must also set a start date, end date, and provide a message.