



MD-0006 Message Center

Anytime there is a need to communicate within School Dude regarding a particular work order, the message center is to be used.

When a work order is “declined” or “waiting for more information” the requester is to be notified using the message center.

Message center is to be used to communicate between the technician and their Master Foreman, and also communications between Master Foremen.

Example: Technician needs to notify their Master Foreman that a work order needs to be reassigned to another technician or another shop.

Steps:

- Open the work order and scroll down to the Message Center section below Action Taken.
- Click “New Message”
- Check the box “Add WO description to message”
- In the “E-Mail To” field, either: type the email address of the Master Foreman or click “Lookup Email Addresses” to find the email address in the directory

Note: If the requester’s email address is displayed in the “Email To” field, it is to remain there. Multiple email addresses are separated by a comma.

- Type the message into the “Message” field
- Click “Post Message”
- Follow up with the Master Foreman or other recipient verbally