

Manage In-App Notifications

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Read to learn about sending in-app notifications.

Overview

Problem: A CIO wants to send a yearly reminder to all employees to complete mandatory security training or a manager wants to send a daily reminder to all contractors to submit time sheets.

Solution: In-App Messaging controlled from Management Portal.

- Requires mandatory acknowledgment by end-user
- Helps with compliance reporting of delivery/acknowledgment

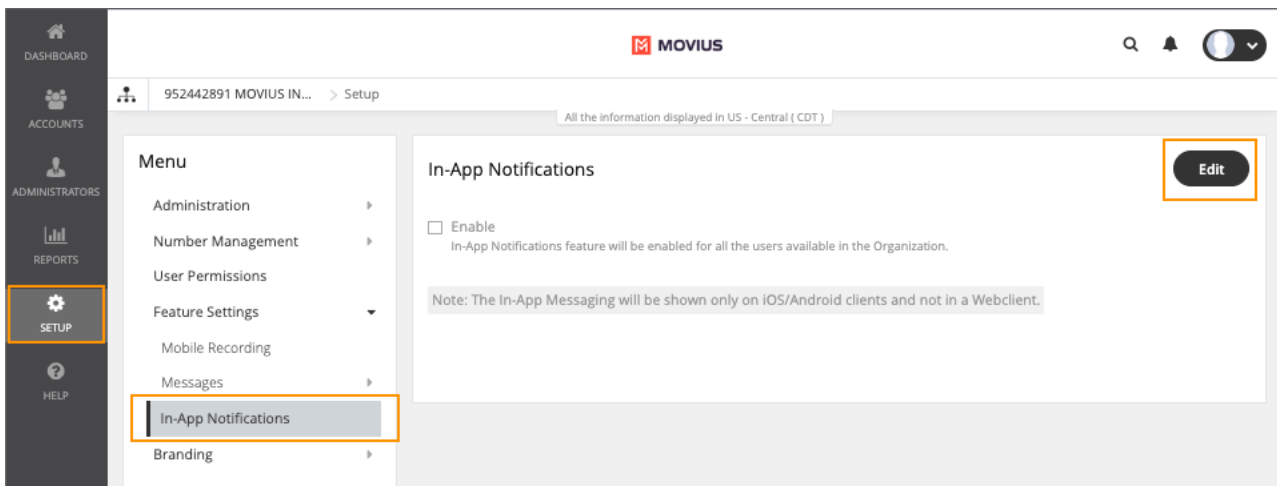
Before you start

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp/) (<https://help.moviuscorp.com/help/what-admin-roles-mmp/>).

Enable In-App messaging

A user or a group of users view an in-app message when MultiLine is launched.

1. Go to **Setup**, then **Feature Settings**, then **In-App Notifications**.
2. By default, the In-App Messaging feature is set as disabled.
3. Select **Edit**.



4. Check the **Enable** box.
5. Enter the message into the **Message Content** text box. *Maximum character length is 150.*
6. In the **Repeat Every** menu, select the message frequency

The message frequency has four options: Day, Week, Month, and Year.

- **Day:** displays the message once a day.
- **Week:** displays the message for any one day in a week.
- **Month:** displays the message every 1-31 or 1-30. *Note: If the selected date is not available for the current month, then the last day of the month will be selected by default.*
- **Year:** displays for any day of any month of the respective year. *Note: You can't select February 29 as the date and month for the message frequency.*

Note the Retention Policy appears on your screen. Retention Policy is just an information display and is not an editable field.

Limitations

The In-App Messaging feature has the following limitations:

- When the In-App Messaging feature is enabled, the message will only be displayed on the mobile iOS or Android applications.
 - There is no option to queue the message, users can't navigate, view, or delete the old messages received.
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