

Manage In-App Notifications

Last Modified on 11/10/2021 2:32 pm EST

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 acknowledgement by end-user
- Helps with compliance reporting of delivery/acknowledgement

Before you start

- An admin must have "Setup" Role in the organization to do these instructions. See [What Admin Roles are in the Management Portal](#).

Configure In-App messaging

A user or a group of users view an in-app message when MultiLine is launched. You can configure in-app messaging at the organization level under **Feature Settings** in the **Setup** tab.



By default, the In-App Messaging feature is set as disabled.

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.*

Enable In-App messaging

1. Log in to MMP.
2. Go to **Setup > Feature Setting > In-App Messaging**.
3. Select the checkbox to enable the In-App messaging feature.

4. Enter the message into the **Message Content** text box. *The maximum allowed characters are 150 - and this field should not be left empty!*
5. In the **Repeat Every** menu, select the message frequency
6. Note the Purge Time Period appear on your screen. *Purge Time Period is just an information display and it 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 be displayed on the iOS or Android device of the user but will not be displayed on the Web Client.
 - As there is no option to queue the message, the user will not be able to navigate, view, or delete the old messages received.
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