

Group conversations allow staff to communicate with multiple people simultaneously. CareAware Connect Messenger allows staff to send a group conversation to up to 200 participants. The group message history will disappear after 5 days of inactivity.

Creating a group message



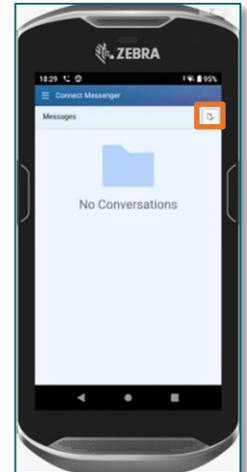
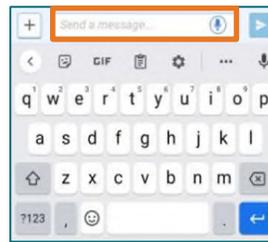
STEP 1: Log into the **Messenger** app.

STEP 2: Click the  icon in the top right corner of the screen.

STEP 3: In the **To:** section, type the participants names.

STEP 4: Enter a message in the text box.

- Send message by selecting the  button.



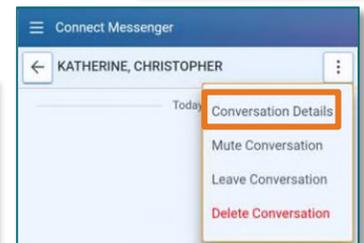
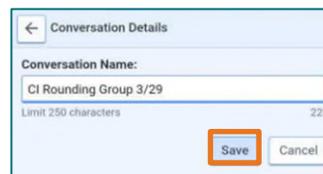
Changing the Conversation Name:

STEP 1: Select the **ellipsis** on the right side of the message. 

- Select **Conversation Details**.

STEP 2: Name the conversation.

- Click **Save**.



Add participants to the group conversation

Staff can add participants after the group message has been created by following the steps below.

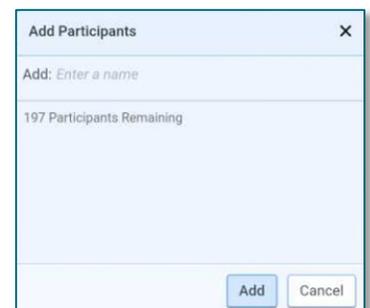
STEP 1: Select the **ellipsis** on the right side of the message. 

- Select **Conversation Details**.

STEP 2: Select the **Add** button. 

STEP 3: Add additional participants.

- The number of allowed remaining participants will show on the screen.



STEP 4: When complete, click **Add**. 

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.