

Software Support

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Sending Private Messages as the Workspace Manager to Everyone

Software Support - 2018-08-21 - in Workspace Managers

From time to time, as a Manager, you may need to reach out to all your users which we all know some "if not all" of them would have changed/turned off their email preferences to not notify them of any alerts, however, you have an important update or an issue that everyone needs to be aware off. Therefore as a Workspace Manager, you have the rights to send a broadcast message out to everyone within the workspace regardless of their preferences, please see below for more details...

Every user can define their own email preferences of which there are 2 areas, General Settings & Workspace Settings...

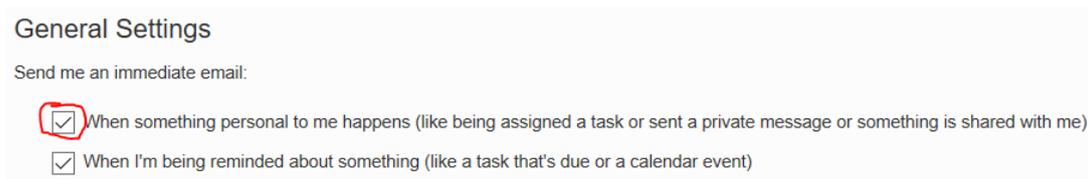
If users have selected "never" within the (Workspace Settings) area, that will not affect private messages as they would still receive them.



The screenshot shows two email preference settings. The first is 'Send me an immediate email' with a dropdown menu set to 'never' and a small blue icon to its right. The second is 'Send me a summary email' with a dropdown menu set to 'never'.

> This area only affects the main changes which are new documents, blog articles, web pages links, discussion forum messages and surveys.

Whereas, it's the checkbox option within the (General Settings) area that would stop the private messages being sent to them, see below...

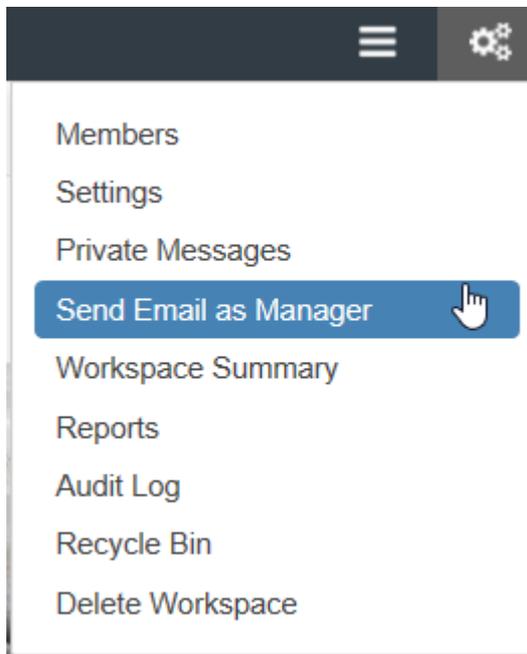


The screenshot shows the 'General Settings' section. Under the heading 'Send me an immediate email:', there are two checkboxes. The first checkbox is checked and circled in red, with the text 'When something personal to me happens (like being assigned a task or sent a private message or something is shared with me)'. The second checkbox is also checked, with the text 'When I'm being reminded about something (like a task that's due or a calendar event)'.

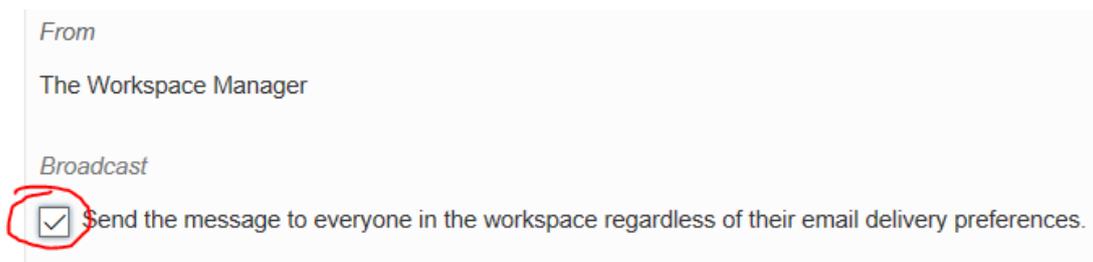
> If users were to untick the top checkbox above, that would then stop users from receiving any private messages on the platform.

TIP: For more information on What Alerts & Notifications are sent via eMail Preferences - [click here](#)

However as a manager, if you need to send a message out to all users regardless of their preferences then you can use the "send email as manager" option...



Go into the workspace and select "Send Email as Manager" from the (Manage Workspace) drop-down, shown above and then remember to tick Broadcast...



As shown above, this will then send an email to everyone in that Workspace regardless of their email preferences.