

WILLIAM & MARY TribeLink

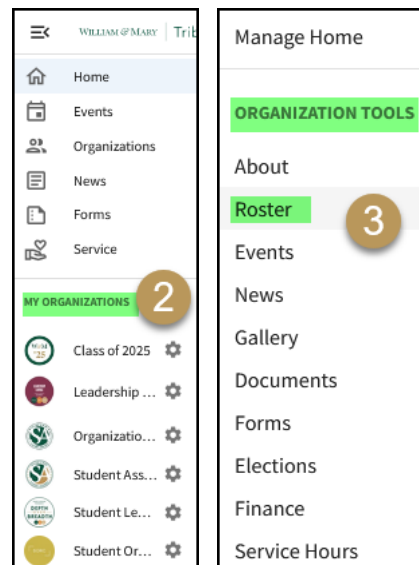
How To Send Messages to Members

Messaging is a feature in TribeLink where organization leaders can send either emails or text messages to the entire member of the organization OR select specific members to message. This resource will walk you through how to use either option.

General Instructions to Access the Messaging Function

To send messages to members through TribeLink, you will first need to access the organization's Roster Management page within TribeLink. Here are some instructions to get to that page, instructions for the specific functions can be found throughout this resource.

- 1) Log into TribeLink
- 2) Click on the gear icon next to your organization name in the left hand menu on our screen under "My Organizations"; this will open a menu of organization tools. If you have not expanded the left hand menu, simply click on the organization profile picture and this will open the menu of organization tools.
- 3) Select "Roster"
- 4) Click the "Messaging" icon towards the top of the Roster page to send either a text or an email to members of your organization



Sending an Email (A)

To send a text message to members of your organization through TribeLink, you will start by creating a relay (Click the blue "+" button). A relay is essentially a temporary listserv, populated by the emails/individuals you identify when creating the relay. You may be wondering how this is different than a listserv. When using a listserv (which can be a great communication mechanism) you don't have the option to send to selected members of the organization, your message will be distributed to all members on the listserv. A relay allows you to identify and select specific recipients (either by position or by name) for your email.

Step 1 - Select the intended recipients of your email

Step 2 - Enter the Title for your email (this does not carry over as your subject line, it's just a way to identify it later)

Step 3 - Generate the Relay Address

The relay address is a temporary, single use email address that you will your email to, using your own preferred email account; simply add it to the "to" field. The email will be distributed to all intended recipients as identified by you in Step 1. If it is not used within 24 hours of being generated, it will automatically expire. ***Helpful Hint - compose your email before generating the relay address, so all you have to do is get the address and send the email.***

Messages will be sent within TribeLink, and may or may not be sent to a member's email inbox; this will depend on their notification settings.

Sending a Text (B)

Please note that in order to receive text messages from an organization, a member must first turn on that function in their notification settings and put in their cell phone number. It is possible that not all members may have this function activated. Additionally, since each member of our community can opt in or out of this function, please use this function with great discretion; if it is overused by one organization, a member may opt out, meaning that another organization won't be able to reach that member using this function.

To send a text message to members of the organization start by clicking the "Send Text" button. Then you will identify the intended recipients. Compose the body of the text in TribeLink and send it. It's that easy!

Additional Questions?

Email tribelink@wm.edu or check out the Engage Help Center for online resources like:

[Sending a Message as an Organization Leader](#)

