

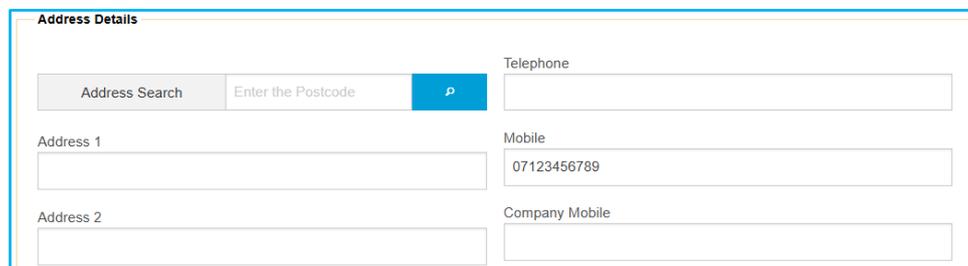
# staff messaging in coolcare.

CoolCare's staff messaging function can be used to send text messages to your staff members, giving you an easy way to communicate any information your staff need to know, and allow them to reply. This guide will cover how to set up staff to receive messages, how to use the messaging function, and how to keep track of the messages sent and received by CoolCare. Please note this is separate from the messaging within the staff rota; for more information on that please see our *Rota Management* guide.

## staff mobile number.

The only thing required to use the staff messaging is a mobile number for each staff member to send the messages to. These can be added to each staff record when being uploaded via csv or added as a new starter, but can also be added after the fact via the **General** tab on the staff record:

- Navigate to **Staff – Staff Records**
- Select the staff member you wish to update
- On the **General** tab, scroll down to the **Address Details**
- Add the mobile number in the **Mobile** field
- Click **Save** when complete



Once saved, you will be able to send messages to the number specified in the mobile field.

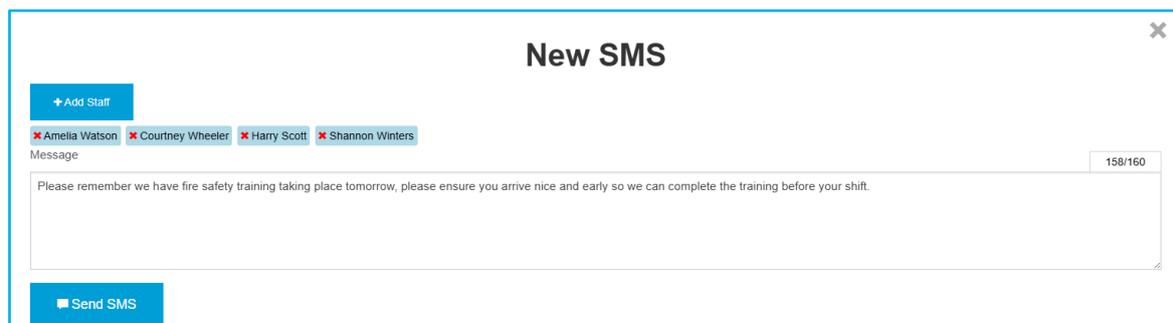
## sending messages.

The messaging function can be found in the care home section, under staff messaging. From here you can send text messages to individual staff members or to multiple staff in one go. To send a message:

- Navigate to **Care Home – Staff Messaging**
- Select **New SMS**
- Select **+Add Staff** to choose who to send the message to
  - You can filter the list of staff by position and permanent/bank staff, then select **All** to choose a group of staff, or select them one by one
  - Select **+Add** to add them as the message's recipients
- Type the message in the **Message** field

**Please Note:** The message field has a limit of 160 characters. If your message is larger, you will need to break it up into multiple messages.

- Select **Send SMS** to send the message to the selected recipients



## tracking message replies.

Once they receive a message from CoolCare, staff members can reply to that message, and it will feed back to your staff messaging section. You'll be notified of any replies with a red bubble next to the care home section.

The screenshot shows the CoolCare dashboard for Sam Reynolds. The 'Care Home' section in the sidebar is highlighted with a red circle and a '1' notification bubble. The main content area displays 'Welcome Sam Reynolds' and 'Occupancy: 19/20 (95%)'. A pie chart shows the occupancy breakdown: LA + Top Up (80% | 16 beds), Private (10% | 2 beds), NHS (5% | 1 beds), and Empty (5% | 1 beds). A table titled 'Staff On Shift VS Rota (Clocked in: 0, Expected: 3)' lists staff members: Hilda Connors (Care Assistant, Due 07:00, AWOL), Courtney Wheeler (Care Assistant, Due 07:00, AWOL), and Amelia Watson (Senior Carer, Due 07:00, AWOL). At the bottom, it shows 'Avg Fees: £947.37 Total Enquiries: 1 Total Waiting List: 1'.

When you open the staff messaging page, it will put the most recent reply at the top of the message list, and it will be highlighted in bold text.

The screenshot shows the 'Staff Messaging' page. The 'Care Home' section in the sidebar is highlighted with a red circle and a '1' notification bubble. The main content area displays 'Staff Messaging' and 'Recent Messages' with a '1 Unread' notification bubble. A table lists recent messages:

Name	Position	Message	When
Miss Amelia Watson	Senior Carer	<b>Thank you! See you in the morning.</b>	06/11/2025 15:19
Mrs Shannon Winters	Care Assistant Night	This message is just a reminder for our training tomorrow, don't forget, starting at 2pm.	11/06/2025 12:06
Miss Courtney Wheeler	Senior Carer	This message is just a reminder for our training tomorrow, don't forget, starting at 2pm.	11/06/2025 12:06

If you select the message from the list, it will open the full message history with that staff member, telling you which user sent messages, and when the staff member replied.

The screenshot shows a message history view. A blue message bubble contains the text: 'Please remember we have fire safety training taking place tomorrow, please ensure you arrive nice and early so we can complete the training before your shift.' The sender is identified as 'Training.SamR | 06/11/2025 15:06'. Below it, a grey message bubble contains the text: 'Thank you! See you in the morning.' The sender is identified as '06/11/2025 15:19'.

**Please Note:** If you need to send the staff member a further reply, use the **New SMS** option again to send a new message.