

Setup Broadcast Messaging

CommCare Messaging lets you send scheduled or immediate messages to a group of recipients (either a set of [Mobile Worker Groups](#) or [Case Groups](#)).

What makes Broadcast messages different than reminders or keywords?

Broadcast messages are simple reminders, and do not use case properties as triggers.

To send messages in bulk, click on **Messaging > Broadcast Messages**

When are Broadcast messages useful?

To set-up and schedule simple messages.

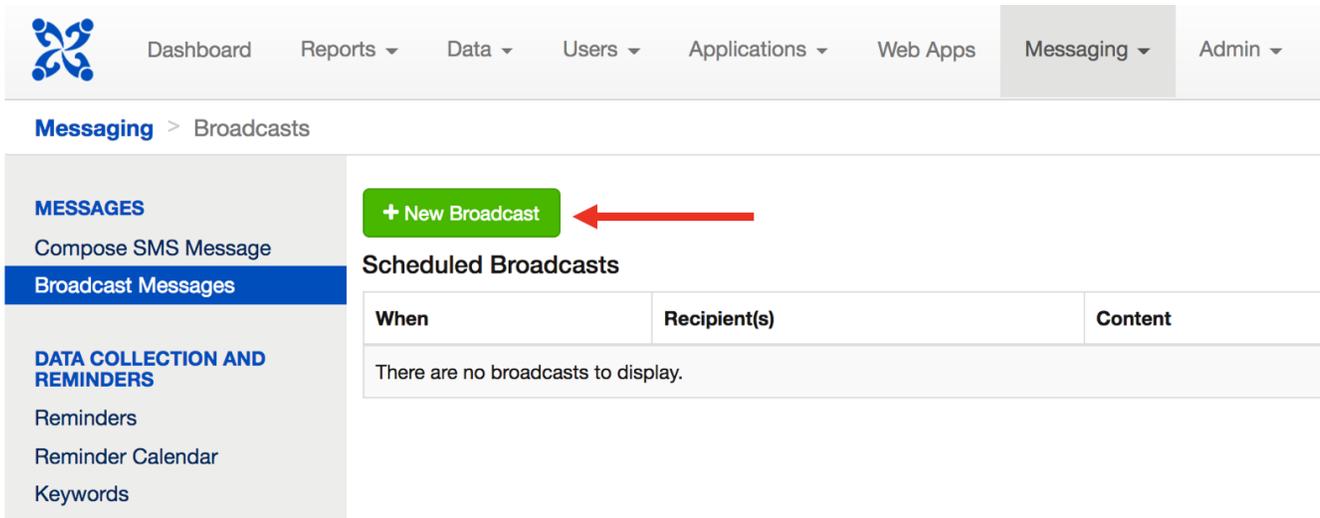
To contact all users in a one group with one time feedback after a day of supervision.

To send a meeting reminder, that is copied on an irregular basis.

- [Creating a New Broadcast](#)
- [Resending a Broadcast](#)
- [Review Scheduled Broadcast Messages](#)

Creating a New Broadcast

Click on the + New Broadcast button



The screenshot shows the CommCare Messaging interface. At the top, there is a navigation bar with a logo and menu items: Dashboard, Reports, Data, Users, Applications, Web Apps, Messaging, and Admin. Below this, the breadcrumb 'Messaging > Broadcasts' is visible. On the left, a sidebar menu lists 'MESSAGES' (Compose SMS Message, Broadcast Messages), 'DATA COLLECTION AND REMINDERS' (Reminders, Reminder Calendar, Keywords), and 'Keywords'. The main content area shows a green '+ New Broadcast' button with a red arrow pointing to it. Below the button is a table titled 'Scheduled Broadcasts' with columns 'When', 'Recipient(s)', and 'Content'. The table is currently empty, displaying the message 'There are no broadcasts to display.'

Set-up the key information

- Who is the recipient? Do you want to send this a [Mobile Worker Groups](#), [Case Groups](#) or [Locations](#).
- When should the message be sent? Specify the timing, either send a message immediately, or at a later date.
- What do you want your message to say? Remember mobile worker groups cannot reference case properties.
- If the broadcast messages is sent at a later date, the time must be specified in 24 hour format.
- The project's timezone will be used.

MESSAGES

Compose SMS Message

Broadcast Messages

New Broadcast

DATA COLLECTION AND REMINDERS

Reminders

Reminder Calendar

Keywords

CONTACTS

Chat

Case Groups

SETTINGS

SMS Connectivity

General Settings

Languages

Recipient

Recipient* Mobile Worker Group

Mobile Worker Group LA

Timing

Timing* Now

Content

Send* SMS Message

Message

Save **Cancel**

Send an SMS message or SMS survey.

- a. If sending an SMS message to a case group, you can specify case properties using {case.case_property}. For example, you may send the message "Thank you participating in this survey. Please contact {case.correspondent} if you have any questions."
- b. If sending an SMS survey to a mobile worker group, the selected survey cannot update or close cases. The broadcast will fail to send if this is selected.

Resending a Broadcast

If a broadcast message has been sent, it will appear in the Previously Sent list. To resend it, click on the Copy button. This will create a copy of the reminder that you can edit and schedule again to send.

Previously Sent

When	Recipient(s)	Content	Action
2017-08-08 02:00:00	managers	"Heads up! Your weekly meeting is at the commu..."	Copy

Review Scheduled Broadcast Messages

After you create a Broadcast Message, go to the [Reminder Calendar](#) to see the upcoming planned messages.

Broadcast messages will display as an unnamed One Time reminder. It will show the recipient group, but does not the specific contacts.

The current date and time is Aug. 8, 2017, 3:55 p.m. UTC. (All dates are in UTC.)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Aug. 7, 2017	Aug. 8, 2017	Aug. 9, 2017 9:00 am One-time Reminder to Case Group 'patients'	Aug. 10, 2017	Aug. 11, 2017	Aug. 12, 2017	Aug. 13, 2017
Aug. 14, 2017 9:00 am Social Support to Lauren 2:00 pm Welcome to Lauren	Aug. 15, 2017	Aug. 16, 2017	Aug. 17, 2017	Aug. 18, 2017	Aug. 19, 2017	Aug. 20, 2017

Note: in the same Reminder Calendar, there are also scheduled reminders. The scheduled reminder will show the reminder name, and provide a direct link to the case, or mobile worker.