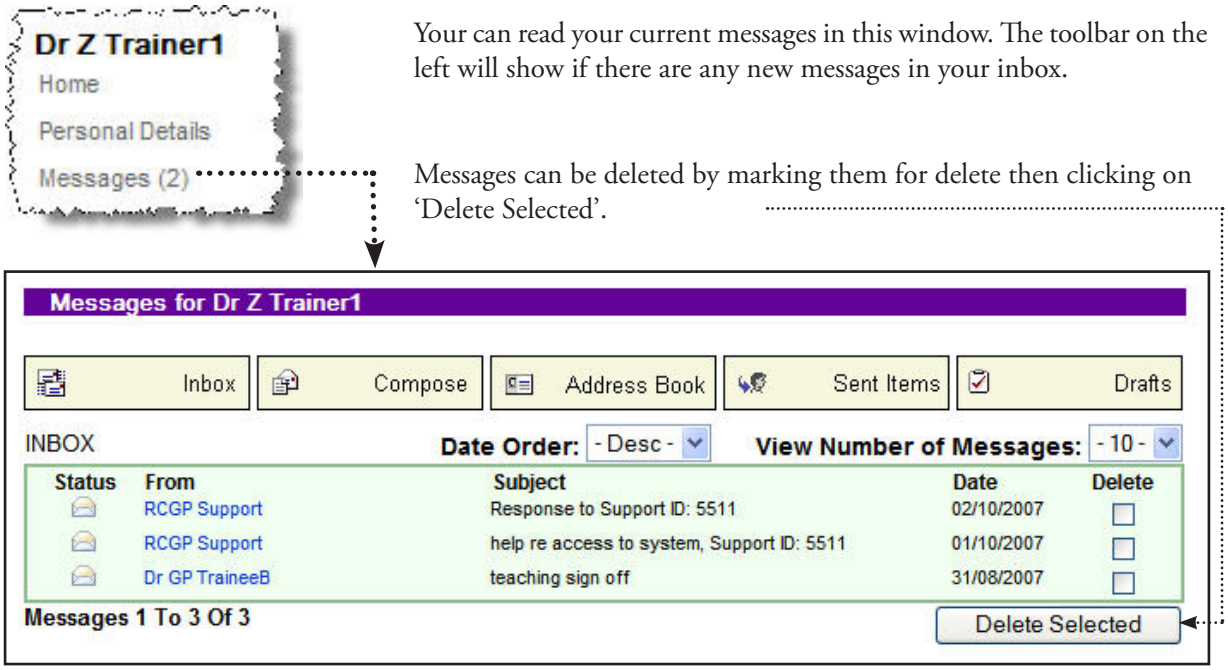
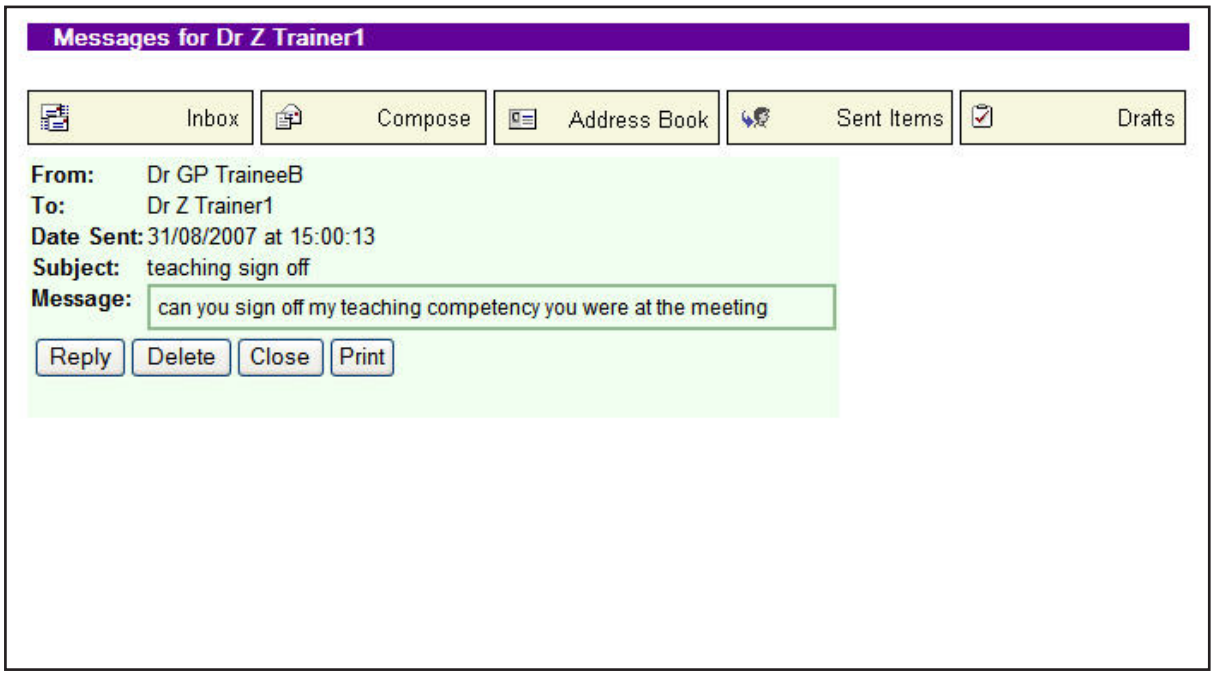
Messaging System

The Messages section allows you to send and receive emails to and from other ePortfolio users for easy communication. Email addresses are listed by Person, Area or Role.



Inbox (Receiving Messages)

When a new message has been received in the inbox, an email will also be sent to the email address that has been provided on the system. The email that you receive will inform you only that you have received a new message in the messaging system.
The messages that you receive are only available in plaintext format.



Once you have read the email you can choose whether to reply, delete, print or close the current message that you are viewing.

Compose (Sending Messages)

You can send messages to all other users of the ePortfolio system.

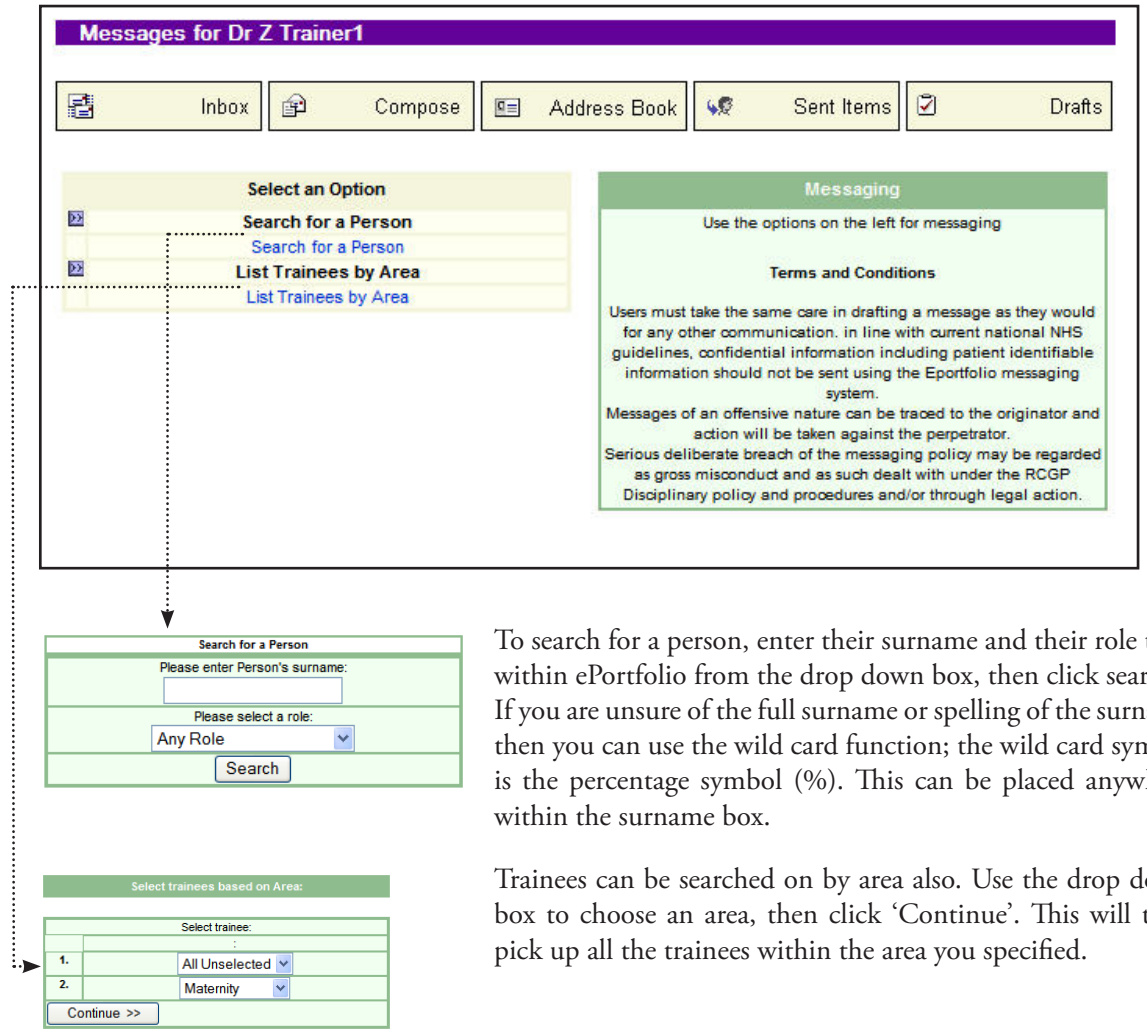
Terms and Conditions

Users must take the same care in drafting a message as they would for any other communication. In line with current national NHS guidelines, confidential information including patient identifiable information should not be sent using the ePortfolio messaging system.

Messages of an offensive nature can be traced to the originator and action will be taken against the perpetrator.

Serious deliberate breach of the messaging policy may be regarded as gross misconduct and as such dealt with under the RCGP Disciplinary policy and procedures and/or through legal action.

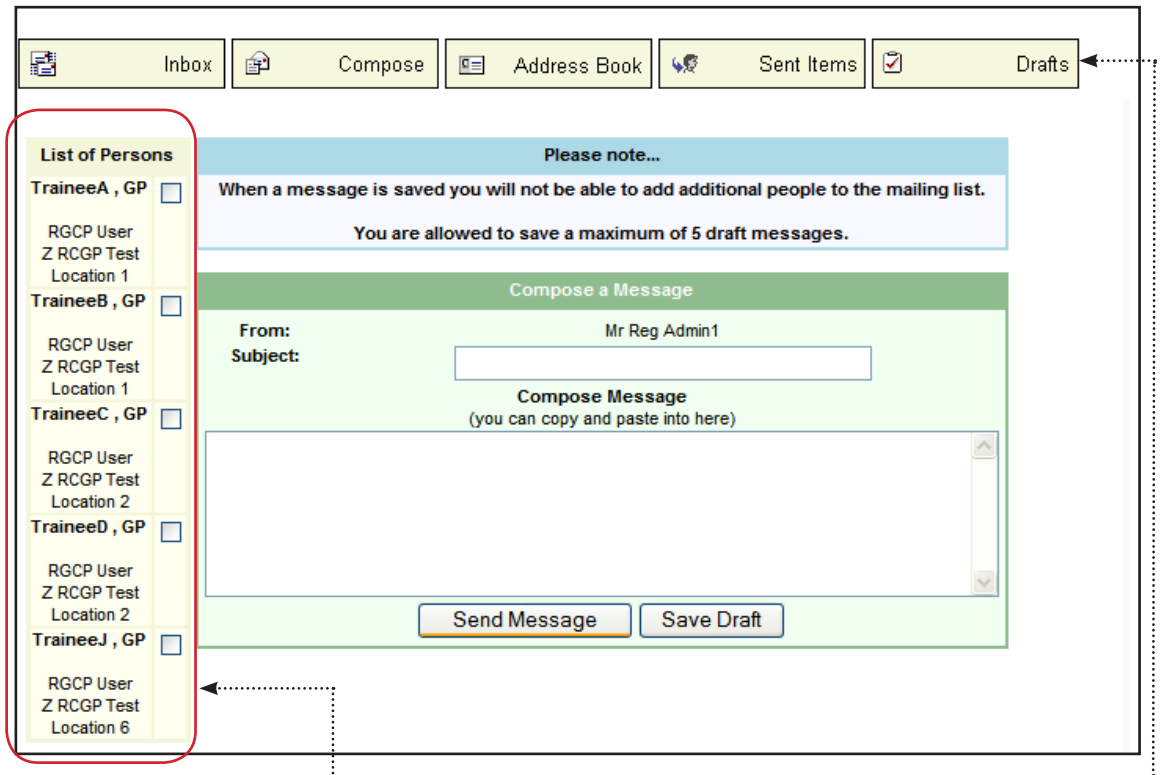
There are two options for selecting the recipient of the message. You can search by person or by area (trainees only).



To search for a person, enter their surname and their role type within ePortfolio from the drop down box, then click search. If you are unsure of the full surname or spelling of the surname then you can use the wild card function; the wild card symbol is the percentage symbol (%). This can be placed anywhere within the surname box.

Trainees can be searched on by area also. Use the drop down box to choose an area, then click 'Continue'. This will then pick up all the trainees within the area you specified.

After selecting the surname or area in the above boxes, you will be able to start composing your messages. You can choose whether the email is sent now or whether the email should be saved for sending later (Drafts).

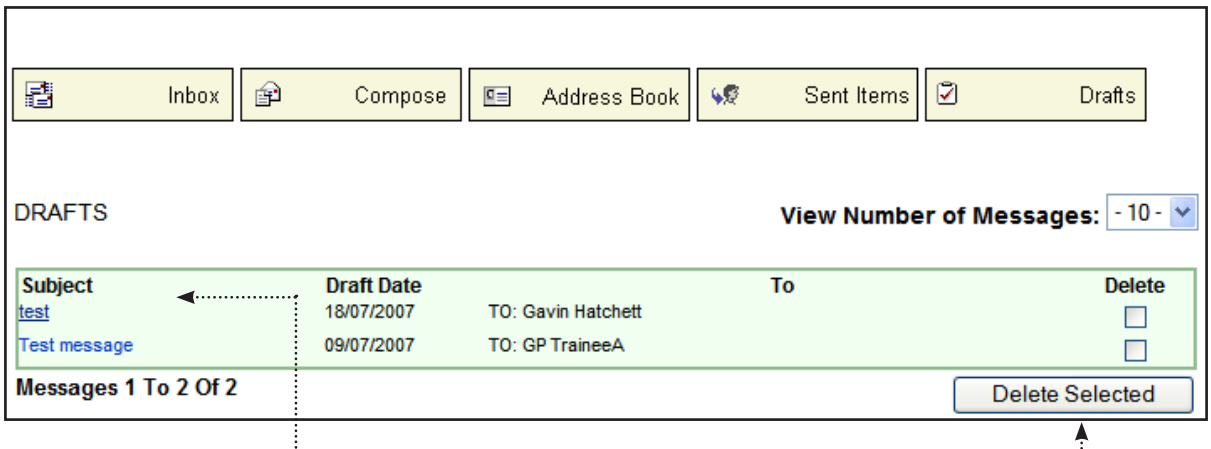


Select here which persons you want the message to go to. Then click 'Send Message' or 'Save Draft'.

If you chose to save draft, it can be viewed by clicking on 'Drafts'.

Drafts

Saved messages are shown here for the user to send them later. Please note, once a message has been saved, you will not be able to add additional people to the mailing list. You are allowed a maximum of 5 draft messages.

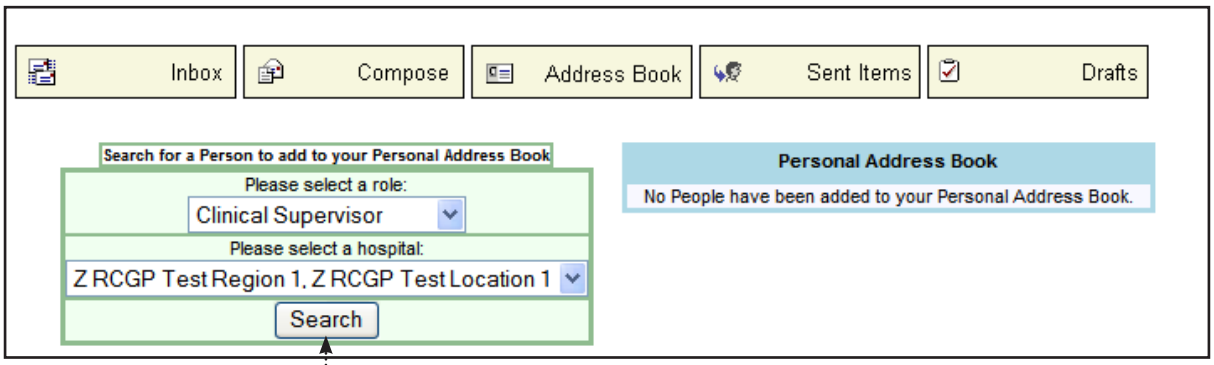


To send a saved message, select it from the area shown and the email will reopen. Then click send.

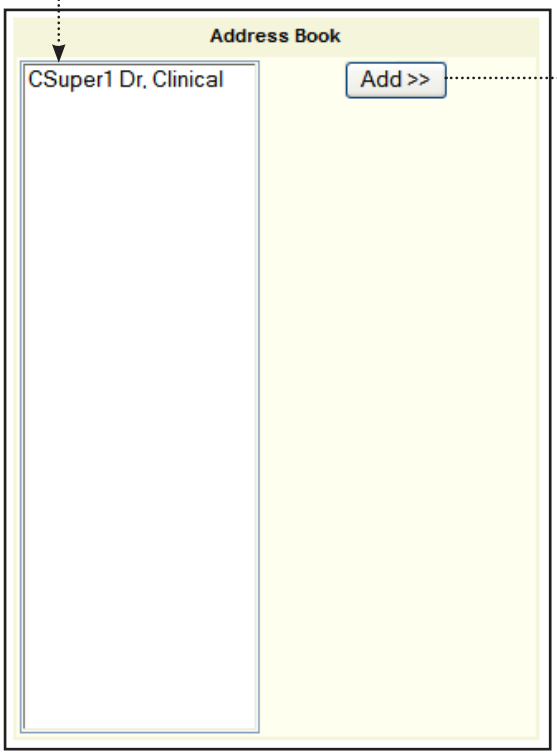
Delete any saved messages that you don't require here to make space for more draft messages.

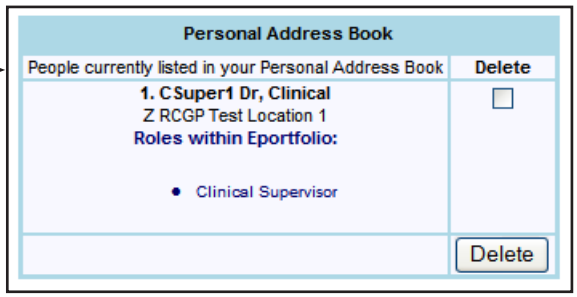
Address Book

The address book allows you to view all the people currently on the system. You are also given the option to save them in your personal address book within ePortfolio. This is very useful if there are a few people that you contact regularly. When you first come to use the address book there will be no one listed under this section; you will need to go in and select those users you wish to see in your personal address book.



Select the role and hospital of the person, then click 'Send'. The address book will then show which users you have selected.





You can now populate your Personal address book by clicking 'Add'.