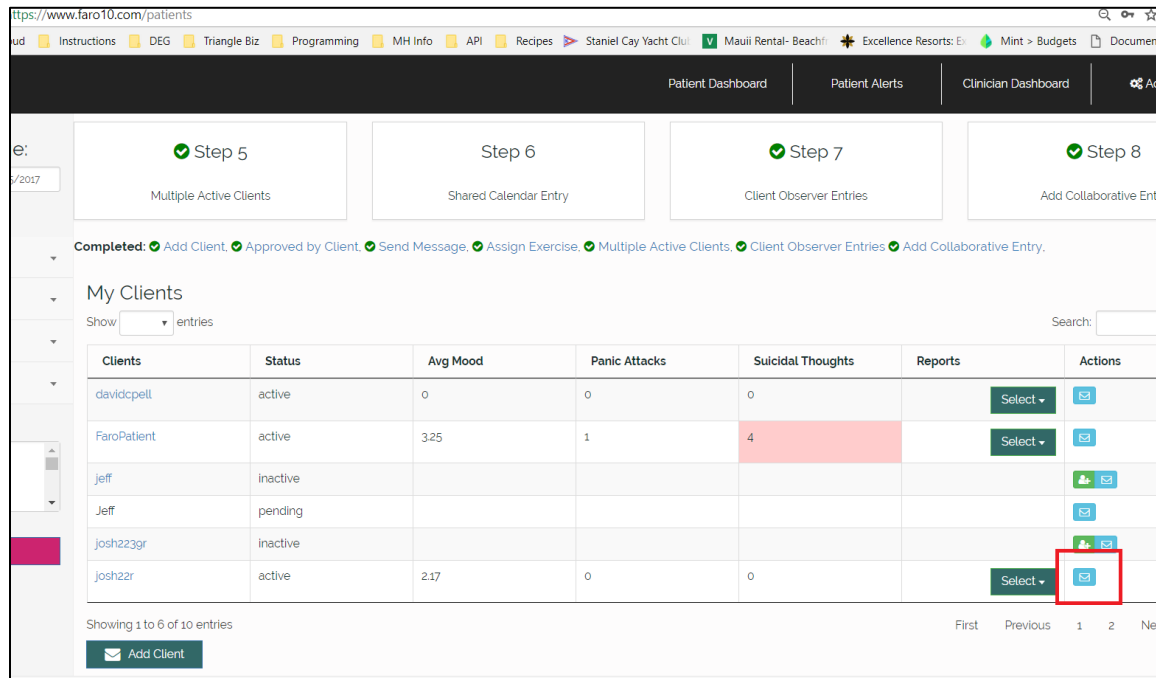


## Send a Message to a Client

### Step 1:

Press the Message button for the Client you'd like to send a message to.



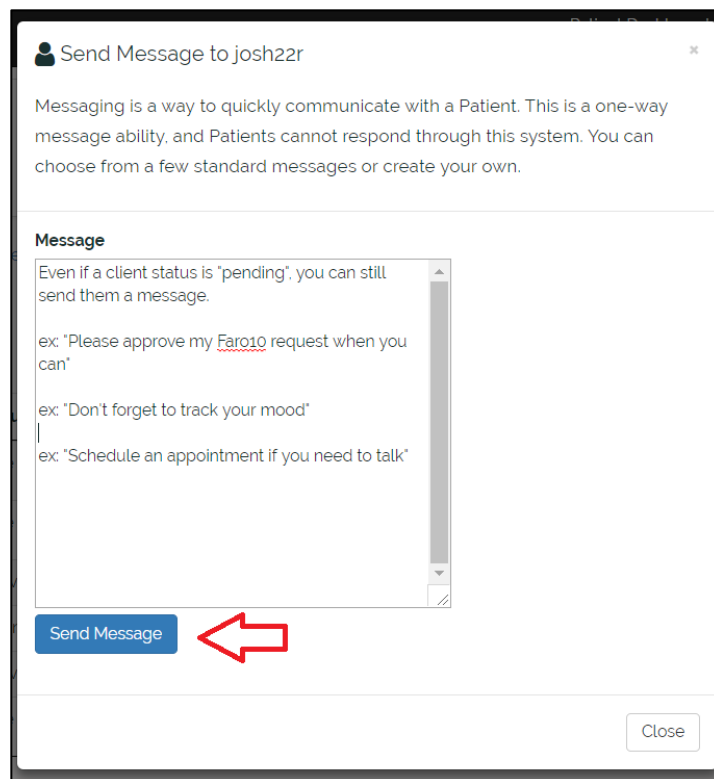
The screenshot shows the FARO10 Patients dashboard. At the top, there are navigation tabs for Patient Dashboard, Patient Alerts, and Clinician Dashboard. Below these, there are four progress steps: Step 5 (Multiple Active Clients), Step 6 (Shared Calendar Entry), Step 7 (Client Observer Entries), and Step 8 (Add Collaborative Entry). A 'Completed' section lists various tasks. The main section is 'My Clients', which displays a table of clients with columns for Clients, Status, Avg Mood, Panic Attacks, Suicidal Thoughts, Reports, and Actions. The client 'josh22r' is highlighted in the table, and the 'Send Message' button in the Actions column is circled in red.

Clients	Status	Avg Mood	Panic Attacks	Suicidal Thoughts	Reports	Actions
davidcpell	active	0	0	0	Select	Send Message
FaroPatient	active	3.25	1	4	Select	Send Message
jeff	inactive					Send Message
Jeff	pending					Send Message
josh223gr	inactive					Send Message
josh22r	active	2.17	0	0	Select	Send Message

### Step 2:

In the window, enter a message and then press "Send Message" button

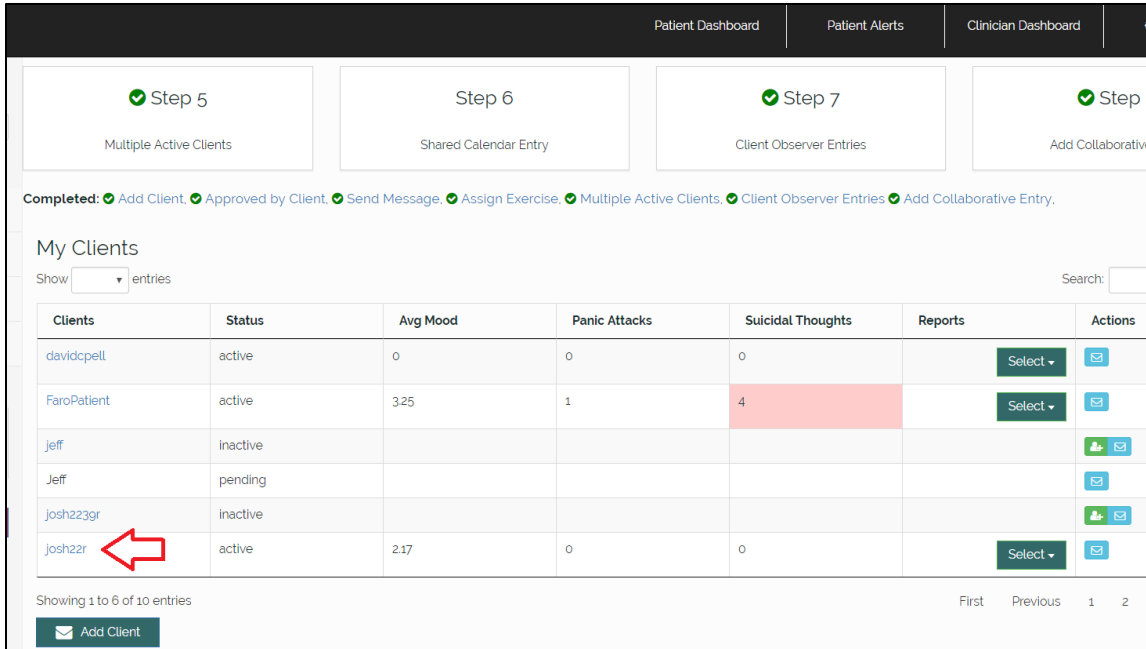
**NOTE:** Clients will receive an email letting them know they have a message from a Clinician. They can view this message in their Faro10 mobile app.



The screenshot shows a dialog box titled 'Send Message to josh22r'. It contains a text input field with a placeholder message: 'Even if a client status is "pending", you can still send them a message.' Below the input field are three example messages: 'ex: "Please approve my Faro10 request when you can"', 'ex: "Don't forget to track your mood"', and 'ex: "Schedule an appointment if you need to talk"'. At the bottom of the dialog box is a blue 'Send Message' button, which is highlighted with a red arrow. There is also a 'Close' button in the bottom right corner.

### Step 3:

You can also send a message from within the Clients' Dashboard.



The screenshot shows the 'My Clients' dashboard. At the top, there are four progress steps: Step 5 (Multiple Active Clients), Step 6 (Shared Calendar Entry), Step 7 (Client Observer Entries), and Step 8 (Add Collaborative Entry). Below these, a 'Completed' section lists several tasks with green checkmarks. The main section is titled 'My Clients' and includes a search bar and a table of clients. A red arrow points to the client 'josh22r' in the table.

Clients	Status	Avg Mood	Panic Attacks	Suicidal Thoughts	Reports	Actions
davidcpell	active	0	0	0	Select	Message
FaroPatient	active	3.25	1	4	Select	Message
jeff	inactive					Message
Jeff	pending					Message
josh223gr	inactive					Message
josh22r	active	2.17	0	0	Select	Message

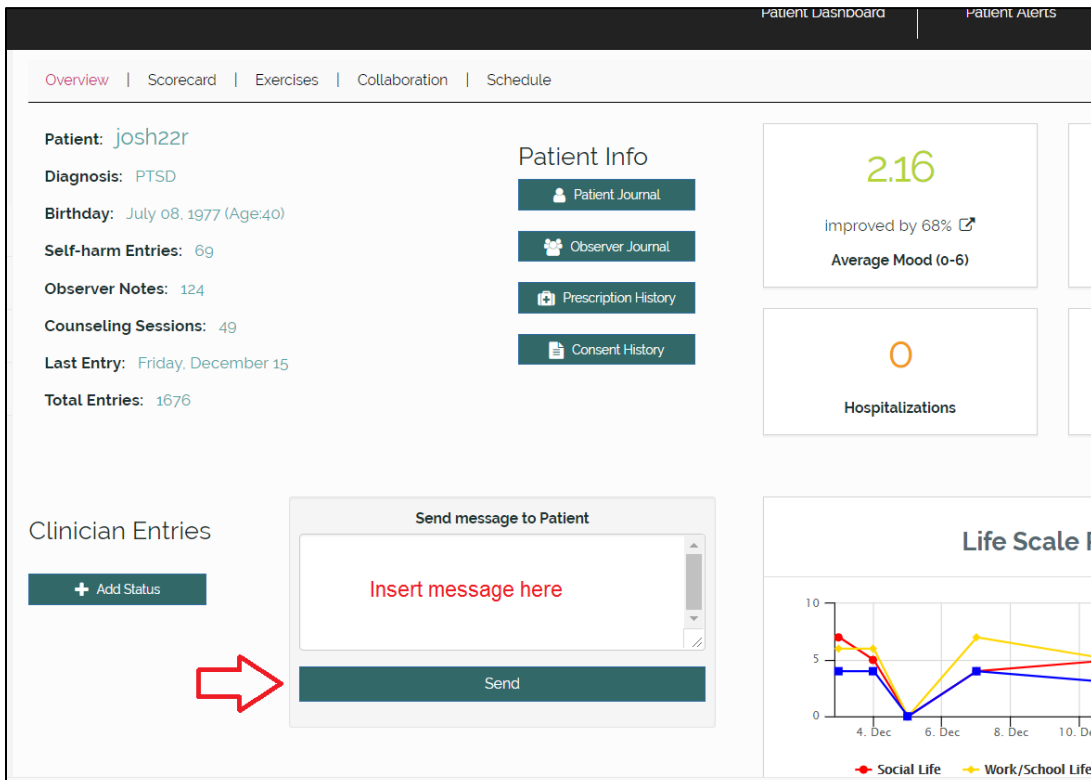
Showing 1 to 6 of 10 entries

First Previous 1 2

Add Client

### Step 4:

Enter a message in the messaging window and press "Send"



The screenshot shows the 'Patient Dashboard' for 'josh22r'. The dashboard includes a navigation bar with 'Overview', 'Scorecard', 'Exercises', 'Collaboration', and 'Schedule'. The 'Overview' section displays patient information: Diagnosis (PTSD), Birthday (July 08, 1977 (Age:40)), Self-harm Entries (69), Observer Notes (124), Counseling Sessions (49), Last Entry (Friday, December 15), and Total Entries (1676). The 'Patient Info' section has buttons for Patient Journal, Observer Journal, Prescription History, and Consent History. The 'Scorecard' section shows a '2.16' average mood, improved by 68%, and '0' hospitalizations. The 'Clinician Entries' section has an 'Add Status' button. A 'Send message to Patient' window is open, showing a text input field with the placeholder 'Insert message here' and a 'Send' button. A red arrow points to the 'Send' button. The 'Life Scale' section shows a line graph for 'Social Life' and 'Work/School Life' from December 4 to 10.