

Using CoolCare to Email Staff

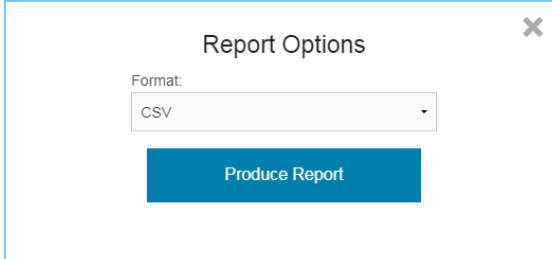
At this difficult time, it is important to keep in touch with your staff and whilst the SMS Staff Messaging service is a great way to send out limited information, it may be helpful to you to email out to staff. Updates on the latest COVID information, changes in the PPE provisions and methods, changes to procedures at your Home can be a challenge. We have developed this guide to use Microsoft Word and Outlook to help you with delivering more comprehensive information to staff via email and to a large audience at once.

CoolCare – Staff Contact

CoolCare is a single source of information for staff record information that can include mobile number (for SMS messages) and an email address for your staff members.

Using CoolCare as a basis for your information gives you the flexibility to identify key information about your staff members. For example, their usual position in the Home, whether they are absent and perhaps except from communication just now or those that have perhaps left the Home and are no longer a current staff member.

- From the Staff Menu in CoolCare
- Choose Reports
- Select 'Staff Contact Details'
- Select CSV as an output format
- Click the 'Produce Report' button



A current list of staff is now exported and can be opened in Ms Excel.

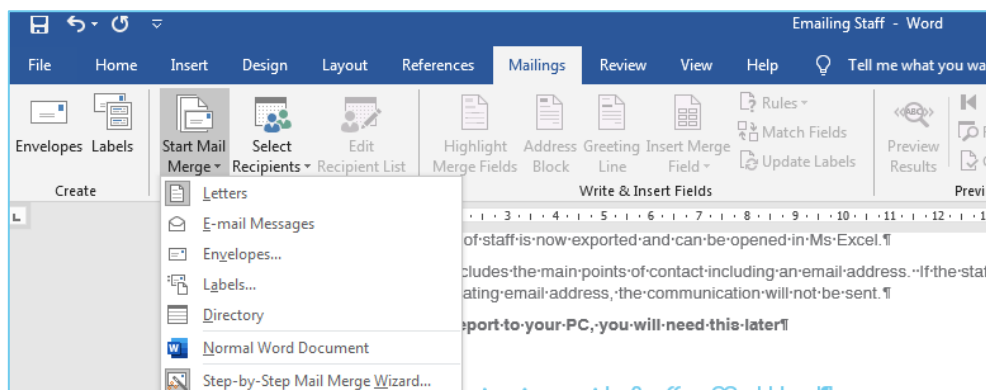
The report includes the main points of contact including an email address. If the staff member does not have a correlating email address, the communication will not be sent.

Save your report to your PC, you will need this later

Communicating with Staff – MS-Word

Using the functionality in Ms Word, it is possible to create a document or communication that can then be emailed to staff members.

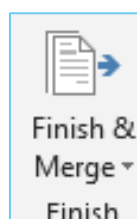
- Open Ms Word
- Choose an existing or Blank Document, this is the information that you will send to your staff
- Type your document or open an existing document that you wish to send.
- Click on the 'Mailings' tab
- Click 'Select Recipients'
- You now need to locate the report you created earlier for the 'Staff Contact Details' from CoolCare.
- Choose 'Use an Existing List'
- In the pop-up window, locate the Staff Details report on your PC
- Click 'Open'
- Here you now have the option to insert 'Merge Fields' for example if you want to address the email to a named person. Click the 'Insert Merge Field'



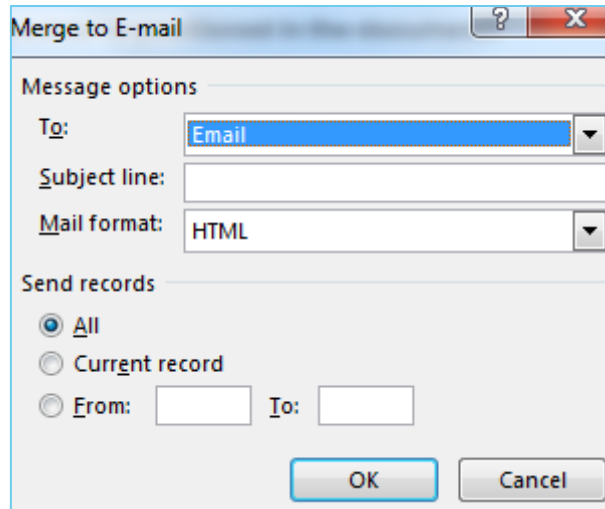
- Choose type 'Forename' from the list

Note the field will be inserted where ever your cursor is positioned in the document

- Insert any other merged fields that you may want to use from the report.
- Click the 'Finish & Merge' option in the toolbar when you have completed the document, ready to send via Email.



- Select 'Send Email Messages'



Note the Email field is already selected from the report

- Enter a Subject Line for your email.
- Click 'OK'

The cursor will show a blue circle until all the emails to the Staff Members in the report have been sent. Those members with no email address will be skipped.

- The sent emails will now be in your sent folder.

