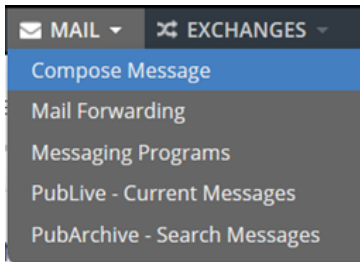


## Sending Messages

### Composing Messages

ContentDepot users with permissions to Send Mail can log into the system to compose and send messages.

1. In the Mail drop down, select Compose Message.



2. In the Compose Message panel, choose your Message Type. *Please use consideration before sending alerts.*

### Compose Message

**Message Type \***

**Program/Exchange Name**

**Additional Subject Details**  
The subject line is based on the Message Type and other related selections, as well as additional details entered below.

**Additional Recipients**  
Please enter any additional email addresses separated by commas. Note that messages will already be delivered to all appropriate users based on the type of message being sent.

**Attachment**  
1 MB Limit

**Subject**  
**Message \***

3. Select the program or exchange associated with the message

4. Provide additional subject details if you choose. These details will appear in the subject line of the sent message.
5. Provide email addresses for additional recipients, if needed.
6. Type or paste the text of your message into the required Message field.
7. Click Send.

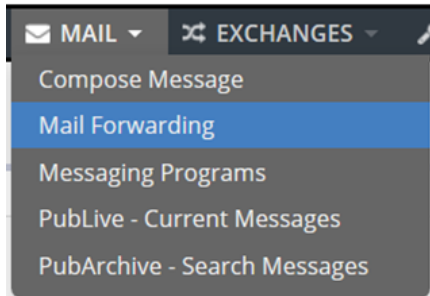
To attach a file to your message (maximum size: 1MB), browse and choose the file you want before you click Send Message.

## Mail Forwarding

You can customize delivery for urgent time critical messages as well as for routine, operational messages. You can specify email addresses and mobile numbers for routing multiple message types. You can set each message type to go to up to three email addresses and to up to two mobile devices connected to a Supported Mobile Network.

Any ContentDepot user can set his or her mail forwarding preferences by following this process:

1. Navigate to Mail Forwarding in the Mail drop down menu



2. Fill in the email addresses and/or mobile numbers you want to use.

Message Type	Email Address 1	Email Address 2	Email Address 3	Mobile Number 1	Mobile Number 2
	<input type="text" value="Operations@station.org"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="button" value="Clear All"/>	<input type="button" value="Clear All"/>	<input type="button" value="Clear All"/>	<input type="button" value="Clear All"/>	<input type="button" value="Clear All"/>
<b>Type 1 - sent to all stations</b> News is breaking. Immediate station response required. Also, urgent news regarding ContentDepot. (Examples: Immediate coverage of unplanned news event; unscheduled PRSS system outage.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Type 2 - sent to subscribed stations</b> Activity that might require station adjustment is pending. (Example: Coverage of emerging news event is pending. Stations should stay tuned.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Type 3 - sent to subscribed stations</b> Programming change is occurring. Stations should be aware and make adjustments as needed. (Examples: Program fixes and updates. Notifications that station receivers have been double booked.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Type 4 - sent to subscribed stations</b> Program audio does not meet the producer intent. Station action may be required. (Examples: Impairments; language advisories. Scheduled system maintenance.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Check the boxes to the right of the message type you want to receive, in the column of the email address or mobile number you want them sent to. If you are entering a mobile number, be sure to select a carrier from the dropdown.

4. When you are done, click Save Changes at the bottom right.

Please note, with the exception of breaking news and marketing messages, **stations must be subscribed to a program in order to receive messages about it.**

# contentdepot® Message Types

We've prepared this guide to help you decide which messages to receive. The guide describes the various types of messages that are delivered via the ContentDepot messaging system.

## Urgent / Time Critical Messages

Urgency	Examples	Message Subject Line
<b>Type 1 - Sent to all stations and producers:</b> News is breaking. Immediate station response required. Or urgent news regarding ContentDepot.	Immediate coverage of unplanned news event; unscheduled PRSS system outage.	<ul style="list-style-type: none"> <li>Alert – Breaking News</li> <li>Alert – System Outage</li> </ul>
<b>Type 2 - Sent to subscribed stations:</b> Activity that might require station adjustment is pending.	Coverage of emerging news event is pending. Stations should stay tuned.	<ul style="list-style-type: none"> <li>Alert – Breaking News Advisory</li> </ul>
<b>Type 3 - Sent to subscribed stations:</b> Programming change is occurring. Stations should be aware and make adjustments as needed	Program fixes and updates, particularly for “Live with Subsequent File” programs. Program updates for live special programming. Station receivers have been double booked.	<ul style="list-style-type: none"> <li>Alert – Program Update</li> <li>Decoder Conflict Detected</li> </ul>
<b>Type 4 - Sent to subscribed stations:</b> Program audio does not meet producer intent. Station action may be required	Impairments; language advisories. Scheduled system maintenance.	<ul style="list-style-type: none"> <li>Alert – Impairment</li> <li>Alert – Impairment Update</li> <li>Alert – Language Advisory</li> <li>Alert – System Management</li> </ul>

## Routine / Operational Messages

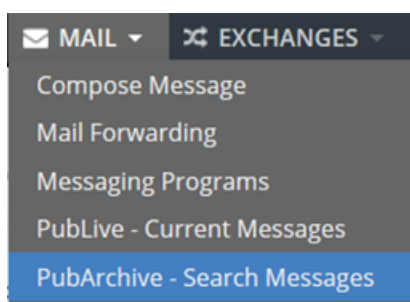
Forwarding Selection	Examples	Message Type & Subject Line
<b>Rundown</b>	Program rundowns for subscribed shows.	<ul style="list-style-type: none"> <li>Rundowns</li> </ul>
<b>Program Information</b>	Information related to subscribed programs including information about program discrepancies, updates, promotional text, fundraising, and other program-related details.	<ul style="list-style-type: none"> <li>Program Information</li> <li>Program Discrepancy</li> <li>Program Update</li> <li>Promotional Text</li> <li>Fundraising</li> <li>Other</li> </ul>
<b>Program Marketing (by genre)</b>	Information on new programs and marketing messages.	<ul style="list-style-type: none"> <li>Program Marketing</li> </ul>
<b>PRSS Information</b>	Operational messages including scheduled PRSS maintenance announcements; BuNOC test date announcements.	<ul style="list-style-type: none"> <li>PRSS Information</li> </ul>
<b>Station Information</b>	Information pertaining to multiple program subscriptions sent to stations from producers.	<ul style="list-style-type: none"> <li>Station Information</li> </ul>
<b>Content Exchange</b>	Information regarding Content Exchanges.	<ul style="list-style-type: none"> <li>Content Exchange</li> </ul>

### ***PubArchive and PubLive***

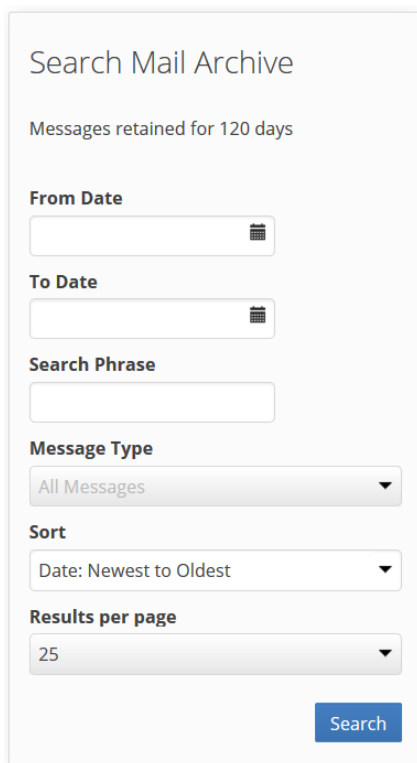
In addition to receiving select ContentDepot messages via email and text, ContentDepot users can access program-related messages via PubArchive and PubLive. Messages in PubArchive are searchable by keywords and can be filtered by message type.

PubLive displays the latest messages and will not log out users.

To see messages in **PubArchive**, navigate to the Mail dropdown at the top left and click Archive.



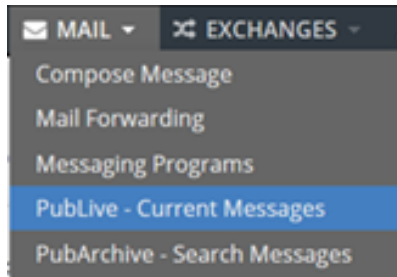
By default, messages are sorted with the ones most recently sent appearing at the top. If you wish to change the sort order, use the Search tool at the left of the archived messages (pictured below). The Search tool also enables you to filter by date range and message type and search for key phrases.

A screenshot of a search interface titled 'Search Mail Archive'. Below the title, it says 'Messages retained for 120 days'. There are several input fields and dropdown menus: 'From Date' with a calendar icon, 'To Date' with a calendar icon, 'Search Phrase' with a text input field, 'Message Type' with a dropdown menu showing 'All Messages', 'Sort' with a dropdown menu showing 'Date: Newest to Oldest', and 'Results per page' with a dropdown menu showing '25'. A blue 'Search' button is located at the bottom right of the form.

To view a particular message, click the link in the Subject column of the message list and the message will appear in a new window. If you need to print a copy, simply click Print at the bottom right of the message window and follow the instructions for your printer settings.

## ***PubLive***

To get the latest ContentDepot messages, you can access PubLive via the mail dropdown menu:



You can also switch between PubArchive and PubLive via the links in the messaging navigation bar across the top:



Messages in PubLive automatically refresh every 30 seconds and users relying on PubLive will not get logged out of the ContentDepot while on that page. PubLive messages are sorted with the ones most recently sent appearing at the top.