System messages

When irregularities are pending, such as system maintenance work or special events in the company, Webdesk users can be made aware of them by means of **system messages**.

These system messages are written by the system administrator; users see the message directly after logging in to Webdesk on their welcome screen.
How long a message is displayed and who sees it is set directly on each message (fields **Valid from** and **Valid till** and the **Recipient** tab). No system parameter is needed for this.

NOTIZ

The former system parameter **daysToLive** no longer exists. Existing messages were converted to a fixed **Valid till** date during the update.

Creating a new system message

Menu item **Settings** > **System messages** > **New System message**

- **Headline**
  Headline for the system message
- **Link**
  e.g. a link to a web page. If a link is provided, the text is not displayed; the headline then points to the given link.
- **Valid from**
  The message is displayed from this day on. Defaults to today.
- **Valid till**
  The message is displayed up to and including this day. Defaults to an unlimited date – if the message should only appear for a certain time, the desired end date must be entered here.
- **Client**
  Client the message is assigned to. If a client is set, only persons of this client see the message, and only groups and roles of this client can be chosen as recipients.
  Users who are not authorized for all clients must specify a client. If a user is authorized for a single client only, it is set automatically and the field is hidden.
- **Hide From Archive**
  By default, expired messages are shown in the archive list on the welcome page (if it is configured there). If this option is set, the message does **not** appear in the archive after it expires.

Text tab

- **Text**
  Entry of the desired text (with formatting options)

Recipient tab

Defines who receives the message. Several categories can be combined:

- **Clients**
  All persons of the selected clients. Only visible to users authorized for all clients, and only as long as no **Client** is set above.
- **Roles**
  All persons holding one of the selected roles
- **Groups**
  All persons of the selected groups
- **Include sub groups as recipients**

If this option is set, persons in sub groups of the selected groups also receive the message.

- **Persons**
  Individual persons
- **Public message**
  This field cannot be edited; it only shows whether the message is public. A message is public if neither a **Client** nor any recipient is specified. Public messages are seen by **all** persons in the system.

Finish with **Save & Close**. The system message then appears in the overview.

Overview

- **Created at**
  Date on which the message was created
- **Headline**
  Headline of the message
- **Message**
  The content of the message appears here
- **Link**
  Display of a possible link
- **Created by**
  Display of the creator of the message
- **Client**
  Client the message is assigned to
- **Valid from** / **Valid till**
  Period during which the message is displayed
- **Is public?**
  Shows whether the message is seen by all persons

Recipients see the message after logging in on the **welcome screen** as long as today's date lies between **Valid from** and **Valid till**. After that it is considered archived.

Felder

Name	Wert
Modul	Portal & Organisation (po)
Webdesk Actionname	po_editSystemMessage
Artefakt-Typ	Action