

## GETTING YOUR MESSAGE ACROSS: Message Center Webinar Q&A

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**Q:** Is this a new product to add onto our existing Message Center tool?

**A:** No; This is an upgrade with no additional cost. If you are interested in using this email messaging tool and your property, please contact your Property Solutions Sale Representative or visit our website at [www.propertyolutions.com](http://www.propertyolutions.com).

**Q:** Will messages and lists I've already created be available in the new format?

**A:** All Data is shared between the old and new message centers, so no data will be lost. You will simply be accessing the same data through a more powerful tool.

**Q:** Do residents need to be enrolled in ResidentPortal in order to receive email messages from Message Center?

**A:** No, Residents don't need to be enrolled in ResidentPortal in order to be recognized in Message Center. We will use their listed primary email address. There is a merge field entitled "Resident Portal Enroll Link" to invite residents to set-up an account.

**Q:** Is it possible to send one resident an email from Message Center?

**A:** Yes; Message Center uses Recipient Lists to send messages to a group. Those lists/groups can be filtered lists of residents, prospect, or employees. You can filter using the filter options and the select/deselect the actual contacts that are returned as results of your filter options.

**Q:** Where do I set my social media URL links?

**A:** Go to Properties > Info > (Select property name) > Property Settings > Social Media Settings

**Q:** Is the system aware of which lead/resident is having a birthday, about to renew their lease, or moving in etc.? Or, is this something we need to personally be aware of?

**A:** These dates would just need to be in the system for Message Center to use them. They can be integrated from another PMS or through Entrata.

**Q:** How do we set the "From Address"?

**A:** Go to Properties > Info > (Select property name) > Property Settings > Email Address Settings > From Email Address > Message Center

**Q:** Will all emailed recipients see others' email addresses?

**A:** No; All other emails will be hidden.

**Q:** Is there an approval system set-up for administration to review messages created by site staff?

**A:** Currently, no. But it could easily be handled by internal policy and procedure by the property and company.

**Q:** Where can I find the slides from the presentation?

**A:** Webinar slides are available through a link in the Property Solutions blog post entitled "Getting Your Message Across."