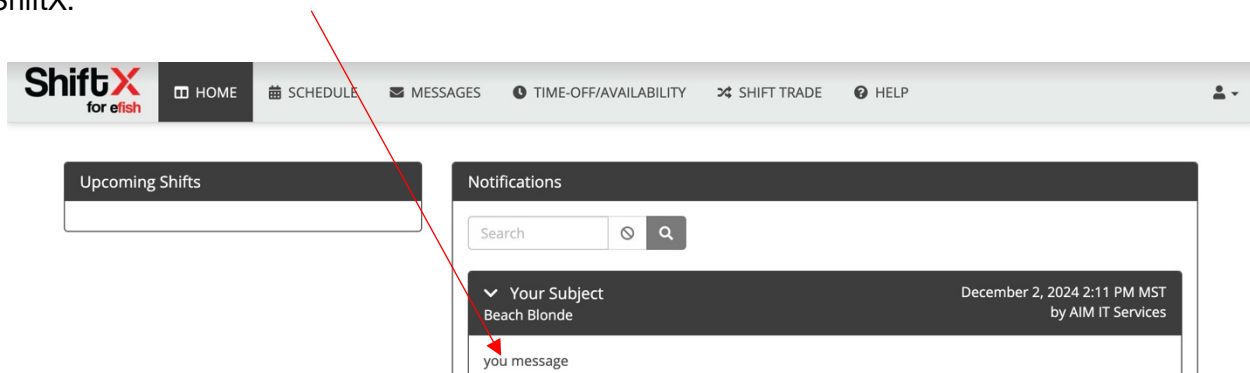# ShiftX Messaging

efish allows management to send out messages to any company, location, job type, or individual within efish for employees using the ShiftX app (app.efish.biz) with scheduling. As an employee you will see these messages in the in the home page of the ShiftX app, OR by clicking the **[Messages Tab]** within the app to see and respond to historical message threads. This how to guide will teach you how to see and respond to manger messages directly from ShiftX as an employee as well as how to manage your notifications.
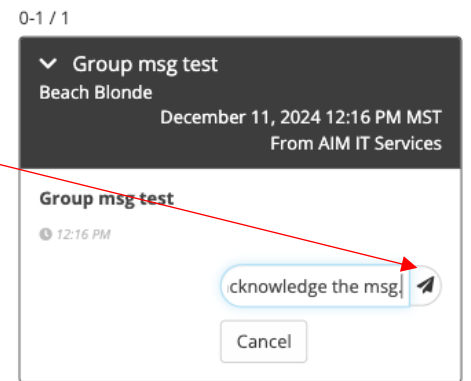
To see and reply a new message: Login to **[ShiftX > New messages will appear on the home screen.]** You will see your message on the landing page along with any other unread messages you have not opened yet in ShiftX.

Replying to a message: you can reply to a new message on the landing page of ShiftX along with any other unread messages you have when logged into ShiftX. If a message has already been opened in ShiftX it will move to the "Messages" tab in ShiftX which also allows you to reply to each message inline.
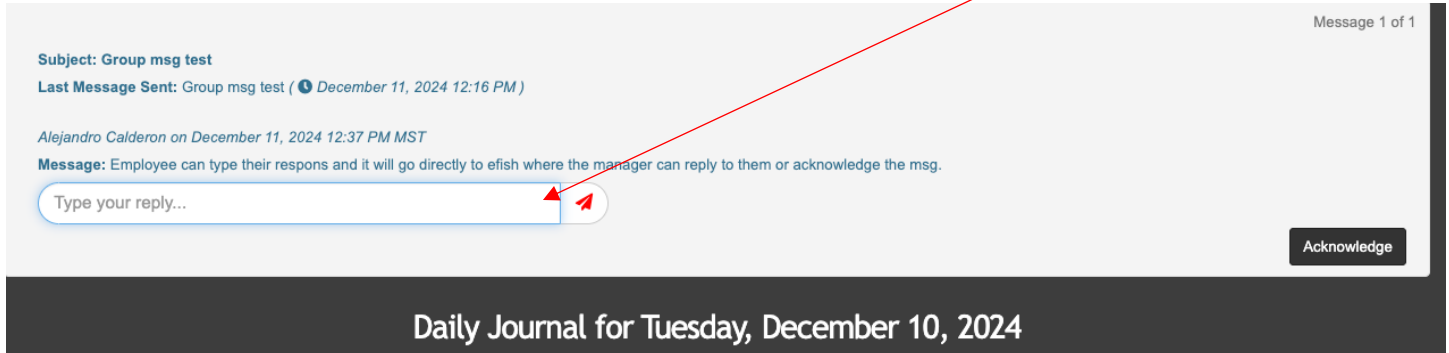

- o Simply click the message Subject to expand the body of the message and then click **[Reply]** and type your response in the text box & click the **[Airplane Icon]** to send your response to the original sender.
- o *NOTE: They will see this message in efish when logged in but it may take up to 10 min at the most for new messages to show up.*
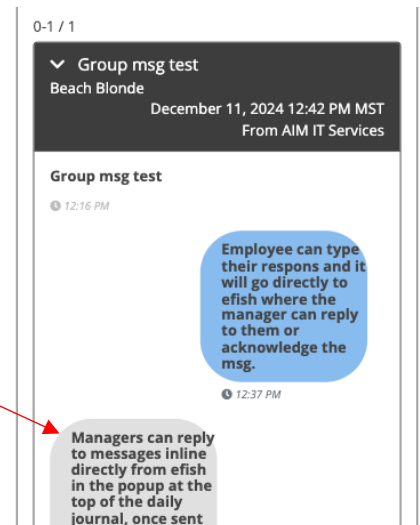
How do manager replies work?

- Message responses from Employee's will show up in a pop up at the top of the daily journal (homepage) in efish for the Manager they were sent to ONLY. Managers must be logged into their efish account to see any message responses sent to them by employees from ShiftX. Managers can reply to messages inline directly from efish in the popup at the top of the daily journal.
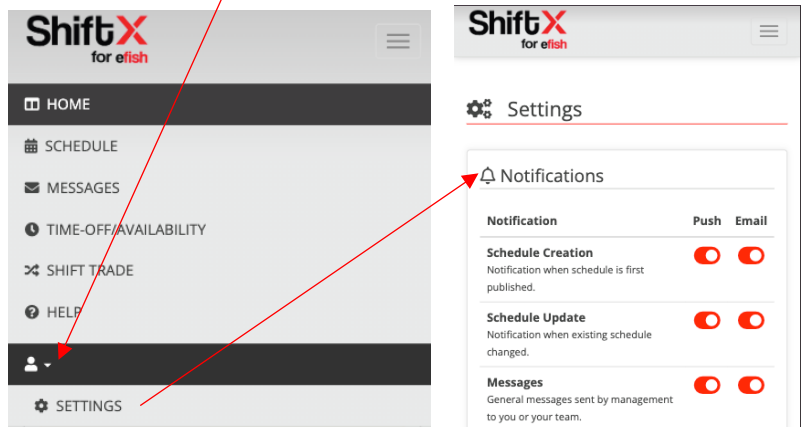

- Once a manager has replied to your message, you will be notified according to your ShiftX notification settings and you will be able to see the response and reply to it in the thread in the ShiftX app.

- *NOTE: All employees ShiftX notifications are deflated to "ON" for both email and push within [ShiftX > Menu > Settings.] These can be toggled off or on according to how you wish to receive your ShiftX notifications.*
  - o *It is STRONGLY RECOMMENDED TO KEEP AT LEAST 1 Notification option on for each update type.*

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Historical messages in ShiftX:

- You can see and respond to any historical message you were ever sent in **[ShiftX > Menu > Messages]** which allows you to search for specific messages and reply inline to them anytime.
  - *NOTE: Once a message has been opened or replied to from the ShiftX home page, it gets moved to the Messages Tab with the rest of the messaged they have already opened.*