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Managing Global Canned Messages from the Options tab [GPv3]

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Global Canned Messages are predefined messages which are configured by an Administrator and intended to save devices users time from typing messages using the virtual keyboard on the device. As an Administrator, you have the ability to define up to 15 Global Canned Messages and up to 5 Device Canned Messages. Typically, the first 15 Global Canned Messages are configured by the Administrator and the 5 remaining Device Canned Messages are left to the device user.

This article explains how to define Global Canned Messages.

Note: Changes to any Global Canned Messages require all devices to re-sync in order for the changes to appear on the device.

1. To define Global Messages for all devices, navigate to the **Options** tab and select **Global Canned Messages**.

Options

- My Profile >
- Users >
- Groups >
- Global Address Book >
- Global Event Notifications >
- Global Canned Messages >
- Check-In Schedules >
- Synchronization Tools >
- Tracks >
- Geofences >
- Points of Interest >
- Account Management >
- Log a Support Request



2. The Global Canned Messages page will be displayed. You now have the ability to **manage** any of your Global Canned Messages.

To define Global Canned Messages, select a message or *empty* field you wish to modify.

< Options **Global Canned Messages**

Changes to global canned messages require all devices to re-sync.

- 1. GlobalCan1 >
- 2. GlobalCan2 >
- 3. GlobalCan3 >
- 4. GlobalCan4 >
- 5. *empty* >
- 6. *empty* >
- 7. *empty* >
- 8. *empty* >
- 9. *empty* >
- 10. *empty* >
- 11. *empty* >
- 12. *empty* >
- 13. *empty* >
- 14. *empty* >
- 15. *empty* >



3. Enter the desired content in to the text box and **Save** when finished.

The screenshot shows the top navigation bar of the GeoPro web app with icons and labels for Home, Devices, List View, Filter, Help, Options (which is underlined), and Log Out. Below the navigation bar is a breadcrumb trail: < Global Can **Edit Canned Message**. The main content area features a large, empty text input field with a small cursor icon at the bottom right. Below the input field are two buttons: a blue 'Save' button and a grey 'Cancel' button.

4. Your changes will be reflected in the GeoPro web app immediately however will not be reflected on your devices until they have been synced. Syncing your devices ensures they are up to date with the latest changes.