


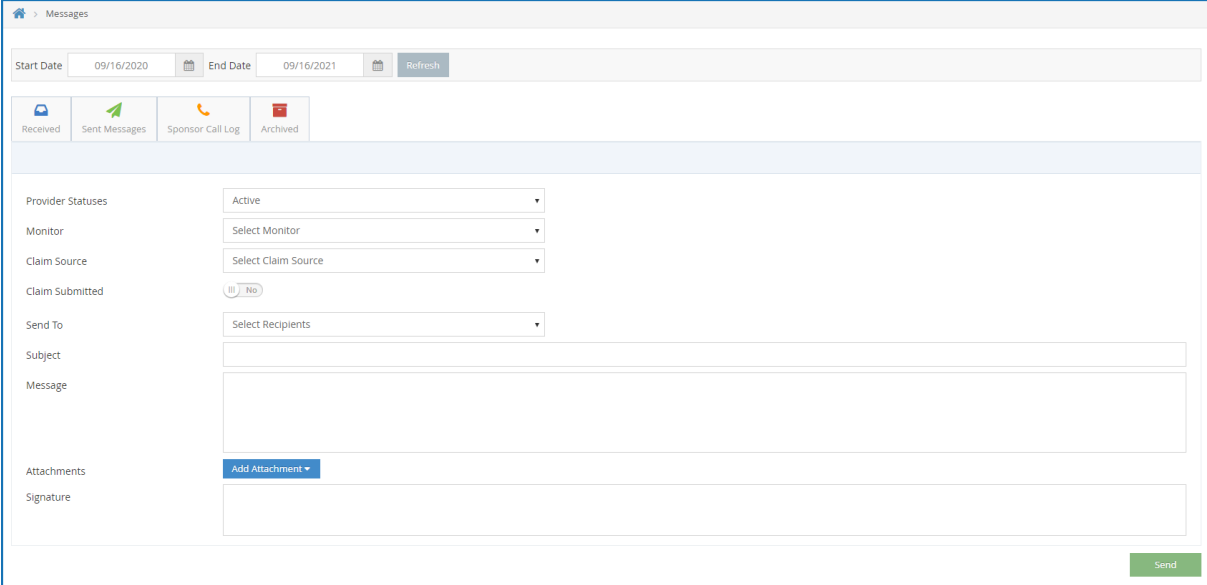
Message Providers in KidKare

Last Modified on 09/16/2021 9:40 am CDT


KidKare's messaging feature allows you to send messages directly to your providers in KidKare. Your providers can then review and respond to these messages, allowing both of you to keep a record of communications online.

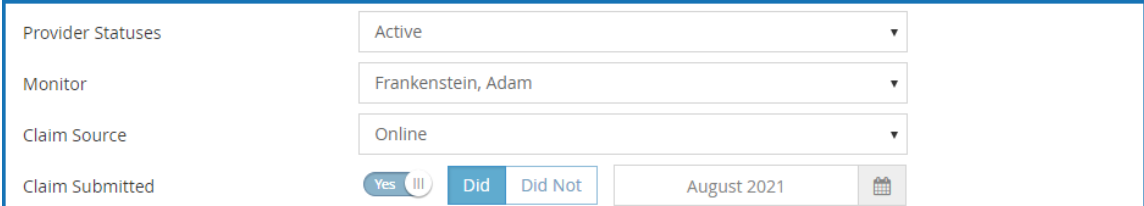
Note: The **Manage Provider Messages** permission must be set to **Full Access** before you can message providers.

1. Log in to app.kidkare.com. Use the same credentials you use to log into Minute Menu HX.
2. Click . The Messages page opens to the Received tab by default.
3. Click **Send Message**. The Message Editor opens.



The screenshot shows the 'Messages' page in the KidKare application. At the top, there are filters for 'Start Date' (09/16/2020) and 'End Date' (09/16/2021), along with a 'Refresh' button. Below this are four tabs: 'Received', 'Sent Messages', 'Sponsor Call Log', and 'Archived'. The main area is a form for composing a message. It includes fields for 'Provider Statuses' (set to 'Active'), 'Monitor' (set to 'Select Monitor'), 'Claim Source' (set to 'Select Claim Source'), and 'Claim Submitted' (set to 'No'). There is a 'Send To' dropdown menu (set to 'Select Recipients'), a 'Subject' field, and a large 'Message' text area. Below the message area is an 'Attachments' section with an 'Add Attachment' button and a 'Signature' field. A green 'Send' button is located at the bottom right of the form.

4. Set filters for the providers to include in the message, if needed:
 - a. Click the **Provider Statuses** drop-down menu and select provider statuses to include. This defaults to **Active**.
 - b. Click the **Monitor** drop-down menu and select the Monitors assigned to the providers you wish to message. You can also select **All Monitors**. This option defaults to **All Monitors**.
 - c. Click the **Claim Source** drop-down menu and select the provider claim source. You can select **Manual Entry - Sponsor, Online, and/or Scannable Forms - Sponsor**.
 - d. Click  next to **Claims Submitted** to filter by whether a claim was submitted. Then, select **Did** or **Did Not** and select a claim month.



This close-up screenshot shows the filter options for the message editor. It includes the following fields:

- Provider Statuses:** A dropdown menu with 'Active' selected.
- Monitor:** A dropdown menu with 'Frankenstein, Adam' selected.
- Claim Source:** A dropdown menu with 'Online' selected.
- Claim Submitted:** A section with three buttons: 'Yes' (disabled), 'Did' (selected), and 'Did Not' (disabled). To the right of these buttons is a date selector showing 'August 2021' and a calendar icon.

5. Click the **Send To** drop-down menu and select the provider(s) to message. You can use the **Search** box in

this menu to search for specific providers. To message all providers, select **All Providers**.

6. Click the **Subject** box and enter a subject for this message.
7. Click the **Message** box and enter the contents of your message.
8. To add an attachment to your message:
 - a. Click **Add Attachment** and select **File**.
 - b. Browse to the location on your computer where the attachment is stored.
9. Click the **Signature** box and enter your email signature.

Messages

Start Date: 09/16/2020 End Date: 09/16/2021 Refresh

Received Sent Messages Sponsor Call Log Archived

Provider Statuses: Active

Monitor: Frankenstein, Adam

Claim Source: Online

Claim Submitted: Yes Did Did Not August 2021

Send To: Select Recipients

Subject: Thank you

Message: Thank you for submitting your claims for August 2021. Please see the attached notice for important updates.

Attachments: Add Attachment

Signature: Bonaventure Smythe
Food Program Champions
817-555-5555

Send

10. When finished, click **Send**.