



BLOCKWORX

Helpsheet
Sending and Receiving
Messages in the App

FEB 2021



Introduction

Blockworx is a digital platform which provides a direct link with the Property Management companies you carry out work for.

Blockworx has a messaging service built in which enables you to communicate with property management companies on any individual quote requests, jobs and invoice queries.

This means that you can use the Blockworx App when you are on the go to send and view messages. You may want to request additional information to help you respond to a quote request, update a property management company on a job's status by sending a message or an image.

This ability to comment is also covered separately in the related Blockworx Helpsheets which deal with estimate requests, work orders and invoice queries.

This Helpsheet will guide you through the process of viewing and responding to messages in the Blockworx App.

Step 1 - Log in to your Blockworx App

- Click to access the Blockworx App from your mobile device and make sure you are signed in.



Step 2 - Accessing Your Messages

- Tap on **My Messages** in your Blockworx menu.

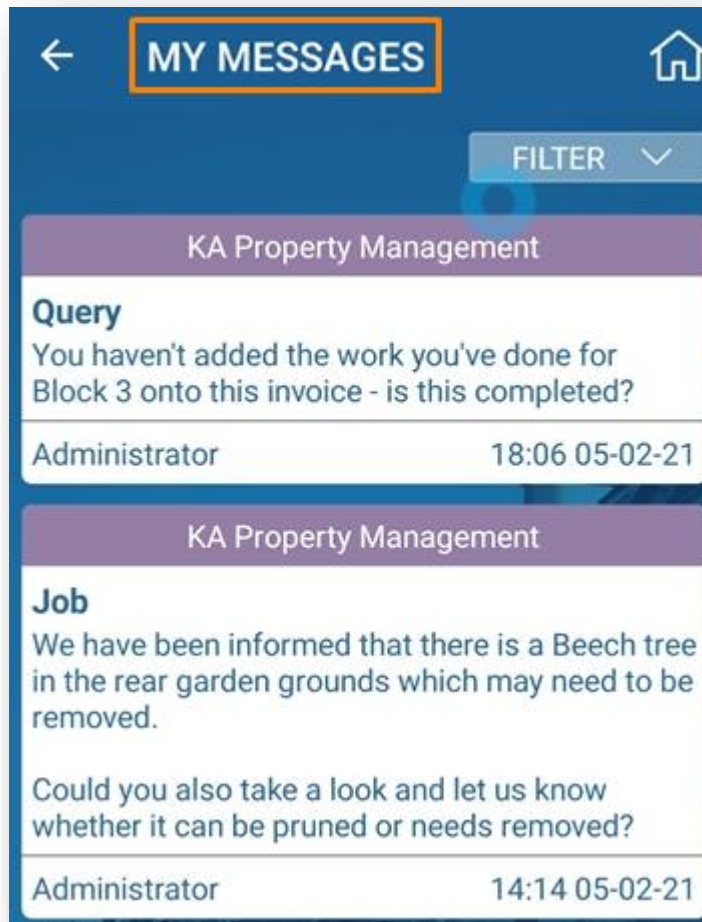




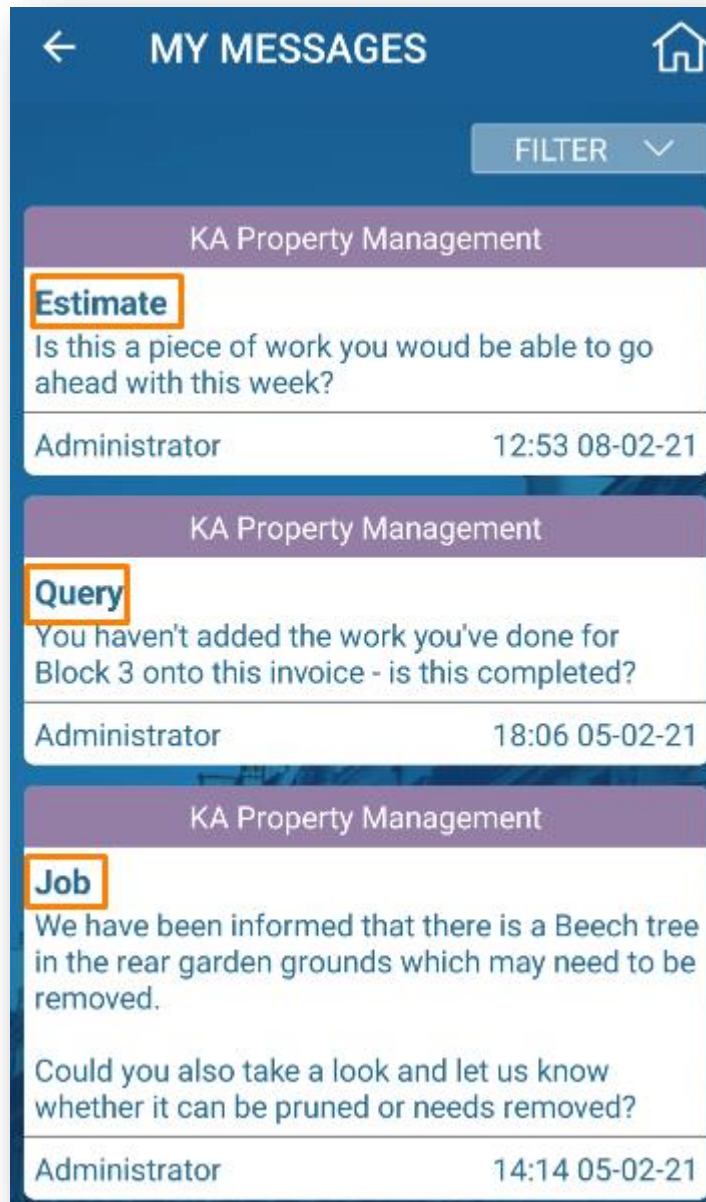
- If you don't see this menu on the screen, tap on **Home** in the top-left corner of your screen to launch the main menu.



- A list of any outstanding messages you have received will display on the **My Messages** screen.



- Any recent messages will appear towards the top of the screen.
- In your list of messages on the **My Messages** screen, you will be able to see whether they refer to an ongoing estimate request, a job, or an invoice query from any of the property management companies you are linked with.



- Tap on an individual message if you would like to respond.
- This will open up the estimate request, job or query that the message relates to.



KA Property Management

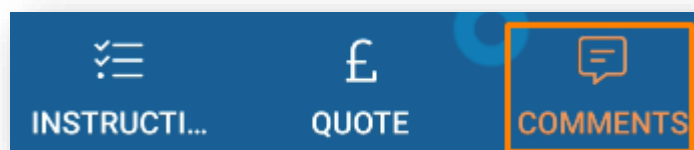
Estimate Name: Tree Clearance - 4 trees
Dev Name:
Dev Address:
Reference: 30224
Estimate Type: Job **Job:**
Estimate Status: Requested
Status: Received
Created: 16/11/2020 **Expiry Date:** None

Estimate Details:
Please quote for Tree Clearance - 4 trees side gate area for Fraser Road.

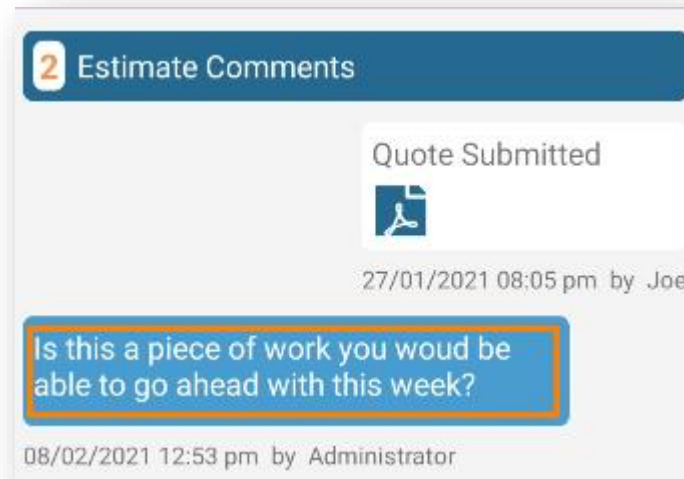
[View Estimate Instructions](#) >

Step 3 – Responding to a Message

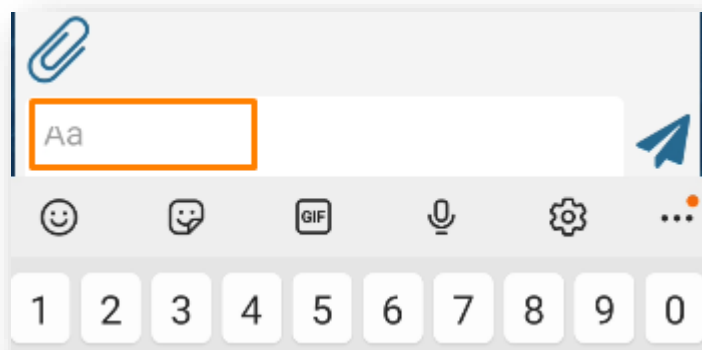
- To be able to respond to the message, click on the **Comments** icon which will appear at either the top or the bottom of the screen (depending on what kind of device you are using).



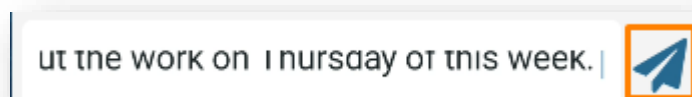
- This will take you to the **Comments** section for this item and you will be able to view a history of any messages sent.
- In this example, this relates to an estimate request where a quote has already been sent through to the property management company.



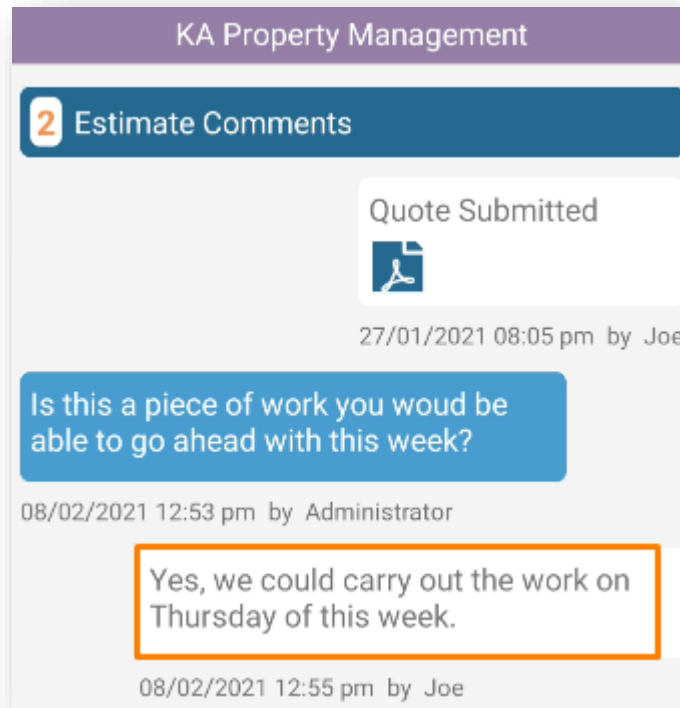
- Here, you will be able to view the message in full.
- Tap on the text field to open your on-screen keyboard and start typing your response.



- Tap the paper plane to send your response.

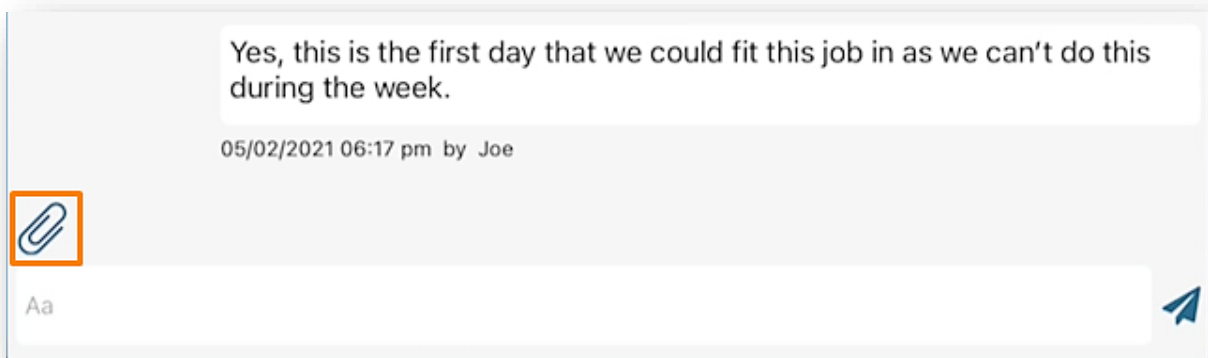


- This will send the message to the property management company and the message will appear in the comments area on your screen above the text field.

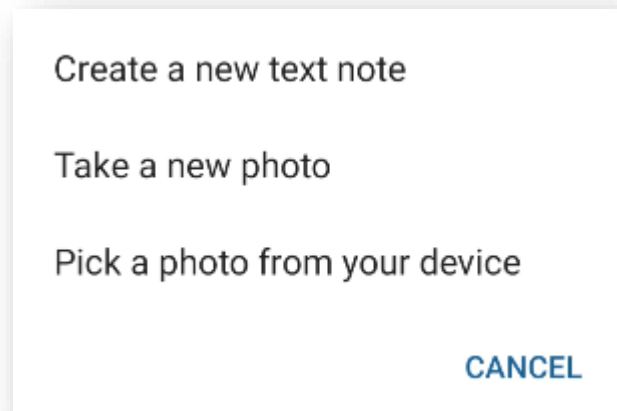


Step 4 – Sending an image or a file

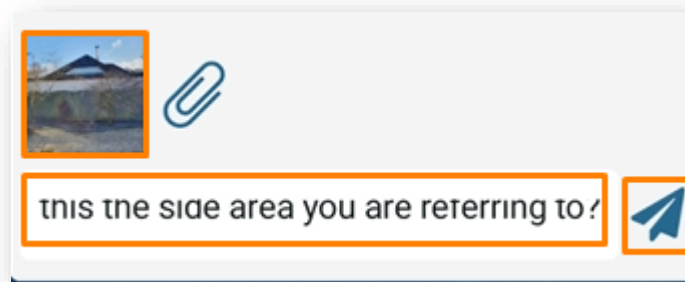
- You can choose to submit an image or file to the property management company as part of your response.
- To do this, click on the paperclip above the text field.



- A menu of options will appear for what you would like to send.



- You will then be able to select what you would like to send to the property management company (along with a comment if you wish) and tap on the paper plane to send this.



- You will notice that your file has been added to the comments section.
- When you have finished responding to the property management company's message, you can tap on the arrow in the top left-hand corner of the screen to return to the main **My Messages** screen and respond to any additional messages.



- When property management companies send you a message you will receive notifications in the app, as long as you have these enabled on your device.

