

Updated 27.10.22

## Prime Support Centre - Jobs

## Prime Instructions |Jobs – How To Send Email

1. From any screen in the job select the Envelope icon on the right hand side of the screen.



**Support Centre** 

**Prime Ecosystem** 

2. Use the Template drop down to select the email template you wish to use. (These can be set up through Administration).

The subject line and body of the email will auto fill as per the template set up. These fields can be edited and added to as needed.

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template.	We have received your insurance claim from Some Client a	
	Watermark Constructions representative is reviewing the details.	
	We are experiencing high volumes of claims due to the recent Queensland catastrophe and are doing our best to prioritise the most	
	vulnerable claims.	
	of our friendly team. We appreciate your nationce	

3. Use the Address Book to select who you want to send your email to. Alternatively, type the email address into the To box.

(The address book is auto populated with anyone assigned on the job, including customer's, clients, subcontractors and internal staff).

Map Reports Register 🗰 DC46	Messages ×
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Or, type the email address into the To box.	Case Manager Alyson Harris alyson@primeecosystem.com.au Supervisor Alyson Harris alyson@primeecosystem.com.au Message *
•	Paragraph <ul> <li>Add Tags/Content</li> <li>Add Images</li> <li>More ▼</li> <li>B</li> <li>B</li> <li>E</li> <li>E</li> <li>A</li> <li>A</li> <li>A</li> <li>T</li> <lit< li=""> <li>T</li> <li< td=""></li<></lit<></ul>
New Value: Draft	We have received your insurance claim from Some Client, a Watermark Constructions representative is reviewing the details. We are experiencing high volumes of claims due to the recent Queensland catastrophe and are doing our best to prioritise the most vulnerable claims. If site attendance is required, you will be in contacted shortly by one of our friendly team. We appreciate your nationce

- 4. You can attach any documents or photos to your email that are saved to the Documents section on the job in Prime. You will also be able to access any Company Documents on file.
- 1. Select Add Attachments button
- 2. Choose which documents or photos you would like to attach by selecting the check box.
- 3. Select Add Attachments



5. Once you are happy with your email click the Send Email button at the bottom of the screen. When the email has been sent you will see the green success message and the email form will reset itself.

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DC460     Message*     Paragraph · Add Tags/Content Add Images More · · · ·   B @ E E E E A · · · · · · · ·   Alyson Harris   DevCon Technologies   www.devcon.tech   sales@devcon.tech     Business Name Case Manager Name Displays todays date   Instructing Client Name Job Address (Street and Suburb) Show More   Create Reminder For.   Create Reminder For.     Reset Send Email   This email was sent successfully	Expand All	Subject *			
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A Reminders	Classification	We are experiencing high volumes of claims due to the recent Queensland of	catastrophe and are doing our best to prioritise the	
Appointments	Content	most vulnerable claims.		
Forma	Carterit.	If site attendance is required, you will be in contacted shortly by one of our When conducting our assessment at your property our business will be foll	friendly team. We appreciate your patience owing the Government guidelines in preventing the	
\$ Finance		spread of COVID by:		
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50 Martin		* Minimising the number of people required at your property		
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<ul> <li>Share &amp; Sync</li> </ul>		* Ensuring all representatives who attend your property are well and fit for v	vork.	