Learn how to add, update, and delete general messages in Relais ILL.
It is possible to create a set of saved General Messages. Staff can select from these, then add to or modify the text prior to sending a General Message.

**Add a general message**

1. Login to Table Maintenance.
2. Click the **Miscellaneous** tab.
3. Click **General Messages**.
4. If desired, click **Clear**, to clear the existing data from the form.
5. Enter a **single character code**.
6. Enter your **home library symbol**.
7. Enter the **description** (maximum 50 characters). This is the text the staff see in the Message drop down box when selecting which message to use.
8. Enter the **subject** (optional). If no subject is configured then the subject associated with the Header and Footer is used.
   - Note that the subject is not used when sending a General Message for an ISO or generic script request.
9. Enter the **text of the message** (maximum 1,000 characters).
10. Click **Add**.
In a shared system the library symbol is used to determine which General Messages to show to staff at each member library. When adding a General Message, enter the library symbol for the library where this message is to be used.

**Update a general message**

1. Login to Table Maintenance.
2. Click the **Miscellaneous** tab.
3. Click **General Messages**.
4. In the grid, highlight the message to be updated.
5. Modify the message as appropriate.
6. Click **Update**.

**Delete a general message**

1. Login to Table Maintenance.
2. Click the **Miscellaneous** tab.
3. Click **General Messages**.
4. In the grid, highlight the message to be deleted.
5. Modify the message as appropriate.
6. Click **Delete**.

[Image of Relais - General Messages window]

https://help.oclc.org/Resource_Sharing/Relais_ILL/General_messages/Configure_general_messages
Printed: Fri, 17 Apr 2020 16:51:13 GMT
Configure the general message header, footer, and subject

1. Login to Table Maintenance.
2. Click the **Cover Pages** tab.
3. In the grid, highlight the request type for which to modify the header, footer or subject.
4. Click **General**.
5. Update the Subject, Header, Report or Footer as required.
6. In the Subject, the request number token can be used. The token is replace with the request number at the time the General Message is created.
7. To ensure well formatted emails, basic HTML coding can be used. To use HTML coding add `<HTML>` in the Header and `</HTML>` at the end of the footer. To add carriage returns for spacing, use `<BR>`.

8. By default the report to use is GeneralText.rpt.
9. GeneralText.rpt includes the following (if available):
   - The text of the general message selected and entered by staff
   - Date request submitted
   - Request Number
   - External Number
Remove the <br> HTML encoding from general messages

If when your General Messages are received they include <BR> HTML encoding, for example

```
NOTES TO CLIENT: Please quote the request number when making any inquiries.<BR><BR>test
```

then update each of the General Messages to correct the HTML encoding.

At the start of the message add: <HTML><BODY> and at the end of the message add </BODY></HTML>

For example