

# Sending a message

I want to send a message to the placements team about the referral.

## Sending a message about a referral *before* making an offer

1. Click on the referral on the new referrals list to open it.
2. In the **Respond** panel, click the **Send a Message** button.
3. Click in the **Message** field.
4. Enter the message in the text field.
5. Click the **Submit** button. The message is sent. The referral is moved to your Active list.

### Respond

Make an offer

Send a message

Decline referral

## Sending a message about a referral *after* making an offer

1. Click on the referral in the **Active** list to open it.
2. Click the **Messages** tab.
3. Scroll down the page.
4. Enter your message in the **Message** field.
5. Click the **Choose File** button to attach a document to your message.
6. Click the **Send Message** button.
7. Click **Back to referrals** at the top of the page.

### Message

The bedroom has the fire escape in the corner.  
See attached fire evacuation plan.

1 file uploaded

TestDocument2.pdf

UPLOADED

Remove

Send Message



**Tip:** If your file is too large to upload, contact support. Click **contact support** at the bottom of the page.

## Viewing messages

1. Click on the referral in the **Active** list to open it.
2. Click the **Messages** tab.

< Back to referrals

URGENT

**AB-9876: Female 14y**

Save referral ☆

Summary

Messages

The message history is displayed.

The messages are in date order with the newest at the bottom.

The name of the person who sent it and the time it was sent is shown under the message.



**Note:** If the placements team has sent you a message, the referral has the new message label.

NEW MESSAGE

06 May 2025

IS she OK with cats?

Rebecca Mason at 11:51

06 May 2025

Yes. She is fine with cats.

Leanna O'connor at 11:52