

How to use Internal Email and Instant Messenger

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Overview

There are two types of internal messaging available for communicating with staff.

- Internal emails are used for sending longer messages.
- Instant messages are for fast, short messages that are pre-programmed into TDO.

Detailed Instructions

Internal Email

On the top upper left bar there are two options to choose from: **Open Email** and **Send New Email**.

Click on **Send New Email**, select who you would like to send the email to. Choose a category, the importance level, and you can choose a patient name or leave it blank.

Click on Send.

A red message window will pop up on the receiver's screen.

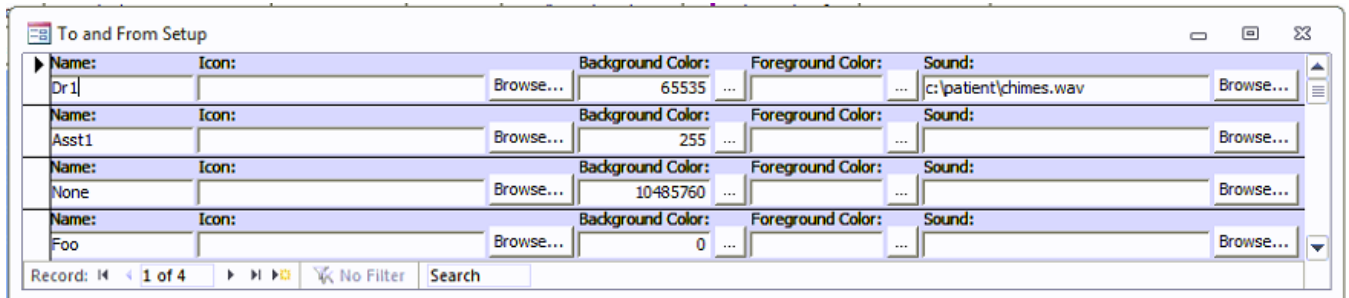
Double-click on the red email window to view the message.

Instant Messenger

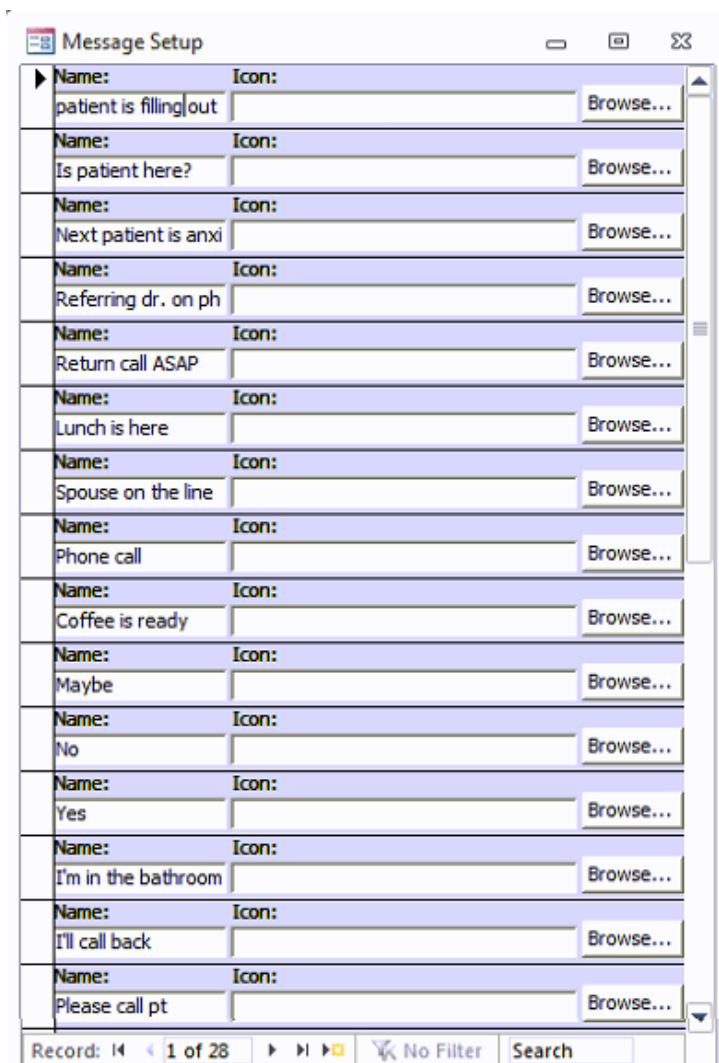
Set-up

There is a drop-down menu for Messages in the upper right corner of TDO.

- Go to **To/From Setup** and enter under "name" everyone's login username for tdo. You can also choose a background and foreground (text) color for the message window. Do not choose the same color for both, or you will not be able to read the message. You can also add a sound notification. The sound files are stored in the tdofficedata folder on the server. You will need to use the "browse" to locate them



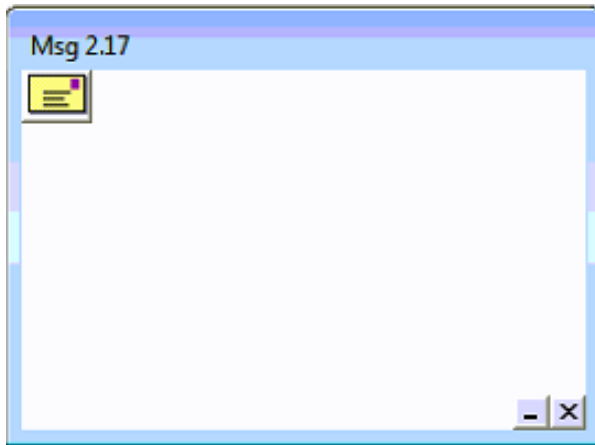
- Go to **Message Setup**. TDO comes with a set of messages already. You can add more at the bottom of the list or delete/change existing ones.



Sending a message

- Go to **Messages > View Messages**. You will see a window pop up. Click on the **yellow postcard icon**. Choose who you want to send the message to, who it's from, what the message is, and what computer you want it to go to.
- IMPORTANT NOTE: The message window **must be open** to receive Instant Messages. The window can be opened and then minimized.

- At the bottom of the window, there is an option for a pop-up message. You can enter a short message here. When the recipient receives the Instant Message, they can hover their mouse over it, and the pop-up message will appear.
- Single-click on the message to remove it.
- Instant Messages do not save, so once you click on them, they are deleted.



The listing orders of To, From, and Computers are alphabetical. There is no way to change or update the orders.

Send Message			
To	From	Message	Computer
Abby	Abby	Ref Dr Phone	All
Ale	Ale	Yes	ADMIN
Beasley	Beasley	No	ASSISTANT1
Bradford	Bradford	OK	ASSISTANT4
Donna	Donna	One Minute	ASST1
Jade	Jade	Perfect!	ASST2
Leslie	Leslie	Help	ASST3
		Unable	ASST4
		RMH	CBCTROOM
		check BP	CHECKIN
		Scan complete	CHECKIN-SPEC1
		Enter RX	CHECKOUT
		script is in	CSD_XRAY
		Pt Here	DRBB-3
		Pt Ready Op1	DRBB-4
		Pt Ready Op2	DRBB-MAIN
		Pt Ready Op 3	DRJB-1
		Pt Ready Op 4	DRJB-2
		Bring Pt. Back	DRJB-MAIN
		Bring Pt to Front	OFFICE-8B
		sched change Bradford	OFFICE JB
		sched change Beasley	STERILE
		5 mins	
		10 mins	
		20 mins	
		Op1 ready for Dr	
		Op2 ready for Dr	
		Op3 ready for Dr	
		Op4 ready for Dr	
		Good To Go?	
		More B	
		Complete stuff	
		Thank you!	
		Gagger	

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