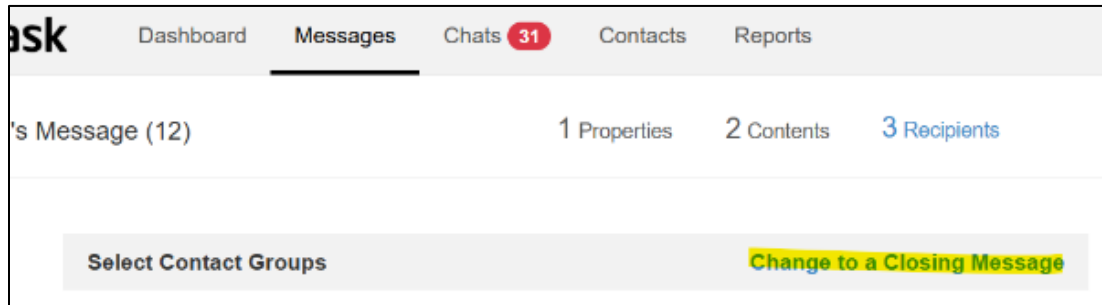


Teletask Appointment Reminder Follow-Up

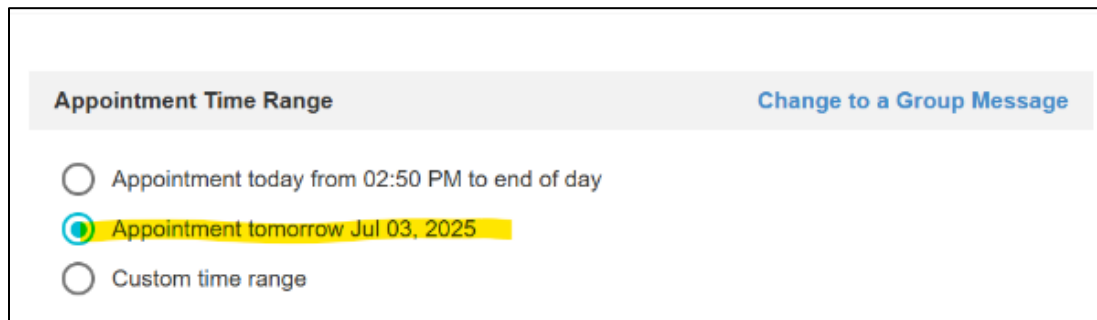
The Teletask Health Messenger Platform sends Auto Dialer appointment reminders and provides two-way texting (“chat”) and group messaging between local agency staff and WIC participants. For more information see the resources on the Community Nutrition Services Section (CNSS) website under [Teletask](#).

Auto Dialer appointment reminders are made two days in advance of appointments. Some local agency WIC staff then send messaging the day before with more specific information depending upon the appointment type(s) scheduled. Use the Teletask Knowledge Base article **How to Create a Group Message** [here](#) and the instructions below to send follow-up messages.

1. Create a new message or select an already drafted message. See the Teletask Knowledge Base article **How to Create a Group Message** [here](#) for more information.
2. In the **Recipients** section, select **Change to a Closing Message**



3. By selecting “Appointment tomorrow mm/dd/yyyy” the message will be sent out to the **same participants** from the Auto Dialer appointment reminders report.



For questions about Teletask, please contact the Teletask Help Desk at 866-863-1108 or submit a [New Ticket](#). To add new Teletask users, or for help with Crossroads procedures, please contact the CNSS Customer Service Desk at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov. If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant.