# How to Send a Direct Message with Office Hours Enabled with the App and Website

Staff can enable office hours to let people know the best times they can be reached.

If you initiate a direct message with a teacher or staff member who is currently outside of their office hours, you will be informed that they unavailable. *Note: If you do send a message to someone outside of their office hours, the message will be delivered when you click send. However, the recipient can choose to reply, or not reply, while out of office.*

Send Using Website Browser

1. Create a Direct Message. When selecting staff that have Office Hours enabled, you may see a note that "recipient(s) is outside of office hours." Hover over their name(s) to see a pop-up with the office hours for each person that is unavailable.
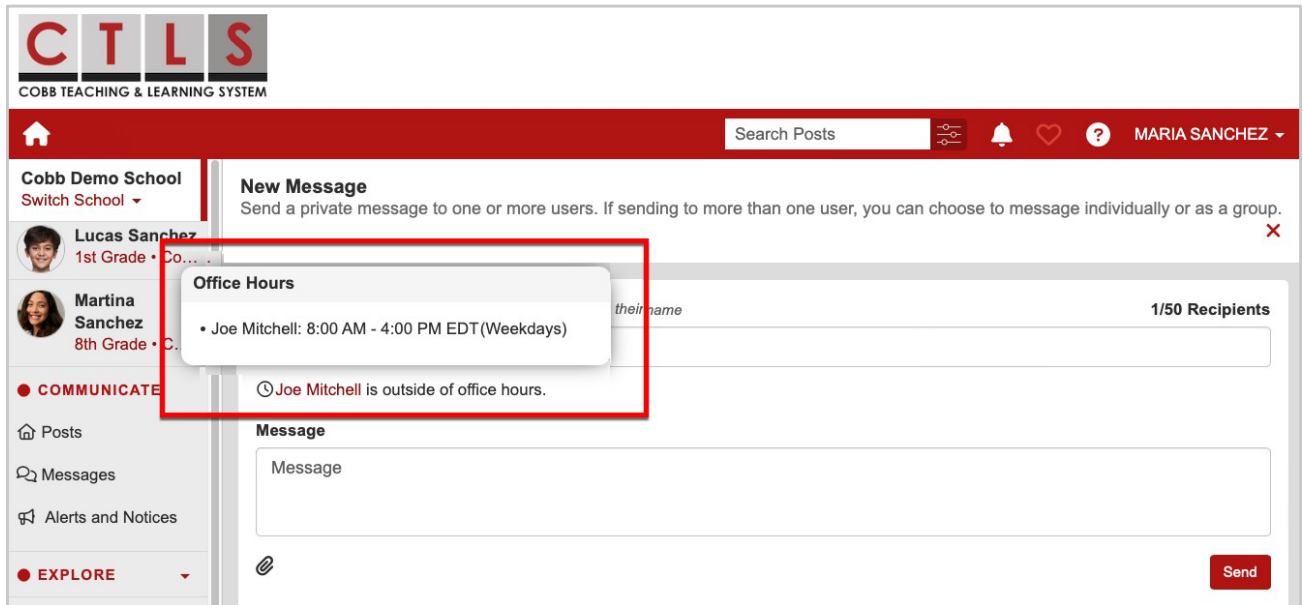
2. If you continue with your message, you'll see a warning, "Some Recipients are Unavailable", a list of names, and, "...are currently out of office and may not respond until office hours resume."

3. Click **Send Anyway** to send now, or **Cancel** to not send at this time. *Note: please be mindful of staff's time and send direct messages during office hours.*
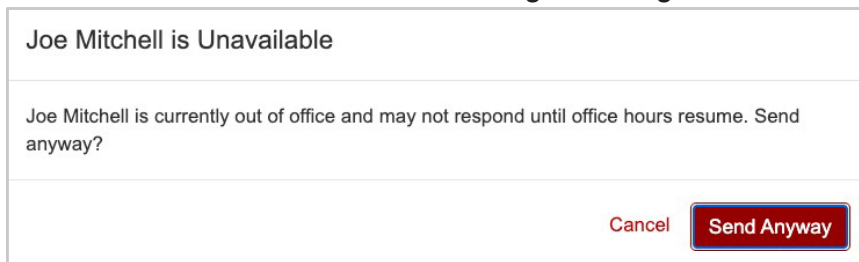
Send Using Mobile App

1.   Create a Direct Message. When selecting staff that have Office Hours enabled, you may see a note that "recipient(s) is outside of office hours." **Tap their name** to see a pop-up with names and office hours for each person that is unavailable.

2.   If you continue with your message, you will see a warning, "Some Recipients are Unavailable", a list of names, and, "...are currently out of office and may not respond until office hours resume."

3.   Tap **Don't Send** to not send at this time or, **Yes, Send** to send now. *Note: please be mindful of staff's time and send direct messages during office hours.*