

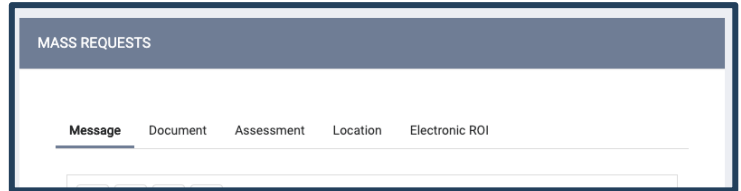
# NAVIGATION: Provider Instructions

## Mass MyConnectSV Requests

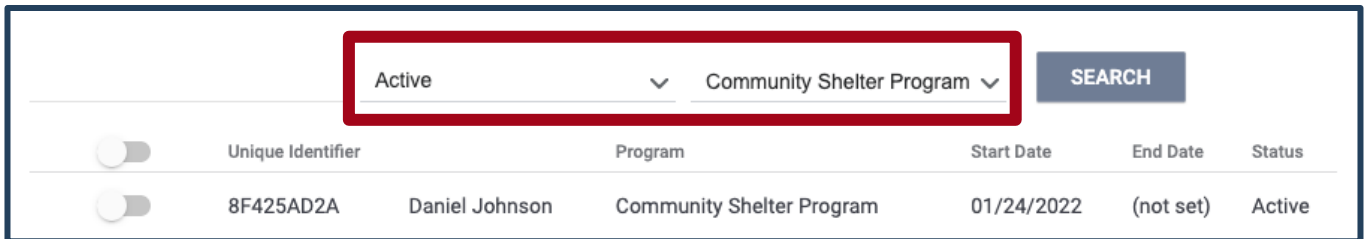
MyConnectSV requests or messages to multiple clients at one time are managed through the **Mass Sending** functionality, which is accessed through the **navigation pad**.



After clicking **Mass Sending**, choose either **Message** or the type of mass request you'd like to send (Document, Assessment, Location, or Electronic ROI). Details on specific types of requests are included in the next section (Feature Review).

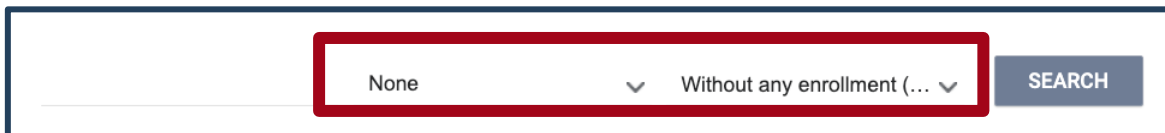


Use the dropdowns under the request information section to find a list of clients with MyConnectSV Portal accounts who currently have an **Active** program enrollment (not exited) or **Inactive** program enrollment (previously were enrolled but exited) in the **selected program(s)** within your agency.



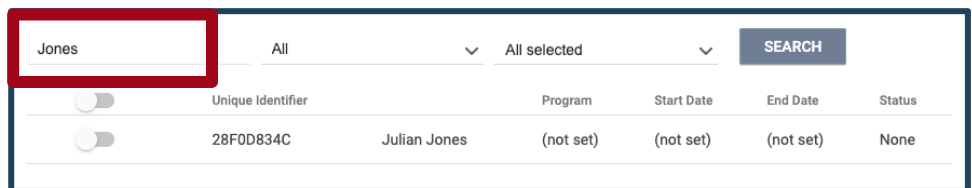
Click **SEARCH** to get a list of clients with MyConnectSV accounts who are currently active in the Community Shelter Program.

Alternatively, to find clients who are *not* currently or previously enrolled in programs in your agency select **None** and **Without any enrollment**:



Click **SEARCH** to get a list of clients with MyConnectSV accounts who have never been enrolled in programs in your agency.

You can also use the text box to **search for a specific client** by name:



Click the top toggle button to add all clients in the current list to the **Selected clients list** in the right pane, or add and remove individual clients by clicking the toggle next to their name:



Click **Preview Mass Request** in the right pane to review and send your message or request.

