Communication, Alerts, Teams & Organizations

How do you message a users, a team or an organization?

One user can call or text another user if contact information is visible. A user who is not part of a **team** or **organization** cannot communicate with multiple people at one time using the PubSafe messaging functionality. The portal is reserved for organizations.

A team member can communicate with other members of the team using the app messaging functionality but not with users which are not part of the team. A team can be independent or inclusive of an organization.

An organization with Pro or Enterprise users can communicate with org members but not with multiple users which are not part of the organzation.

Government Messaging Capabilities

Government organizations can message citizens on the free app, not connected to their organization as members, at the city or county level. Each message sent to a PubSafe user not a member of the organization will incur a per message charge. The fee is displayed before the message is sent and is considerably cheaper than SMS. There are not fees to message members of your organization.

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