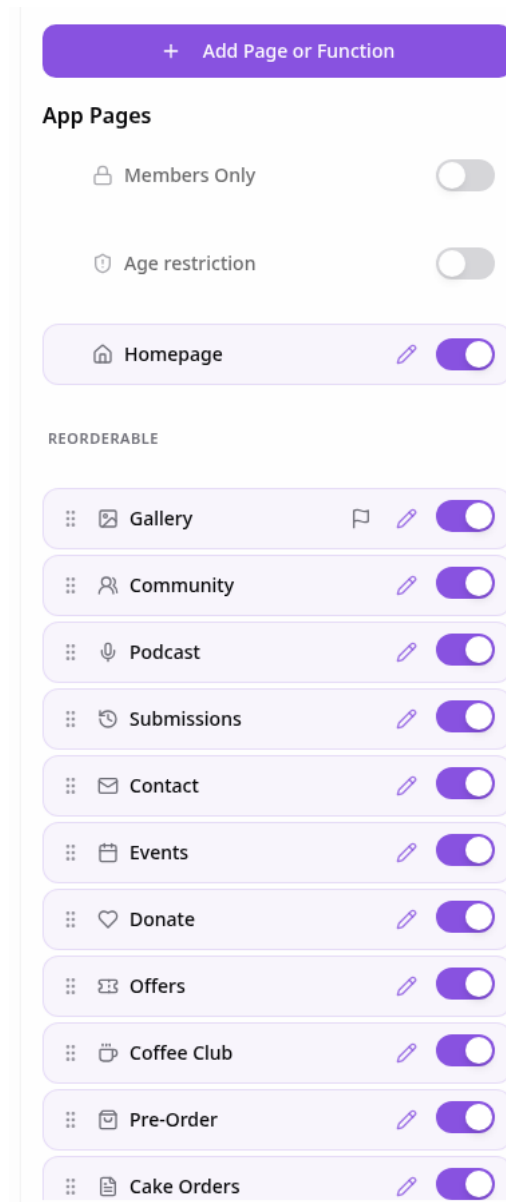


Chat with customers using Messages

1. Open Pages

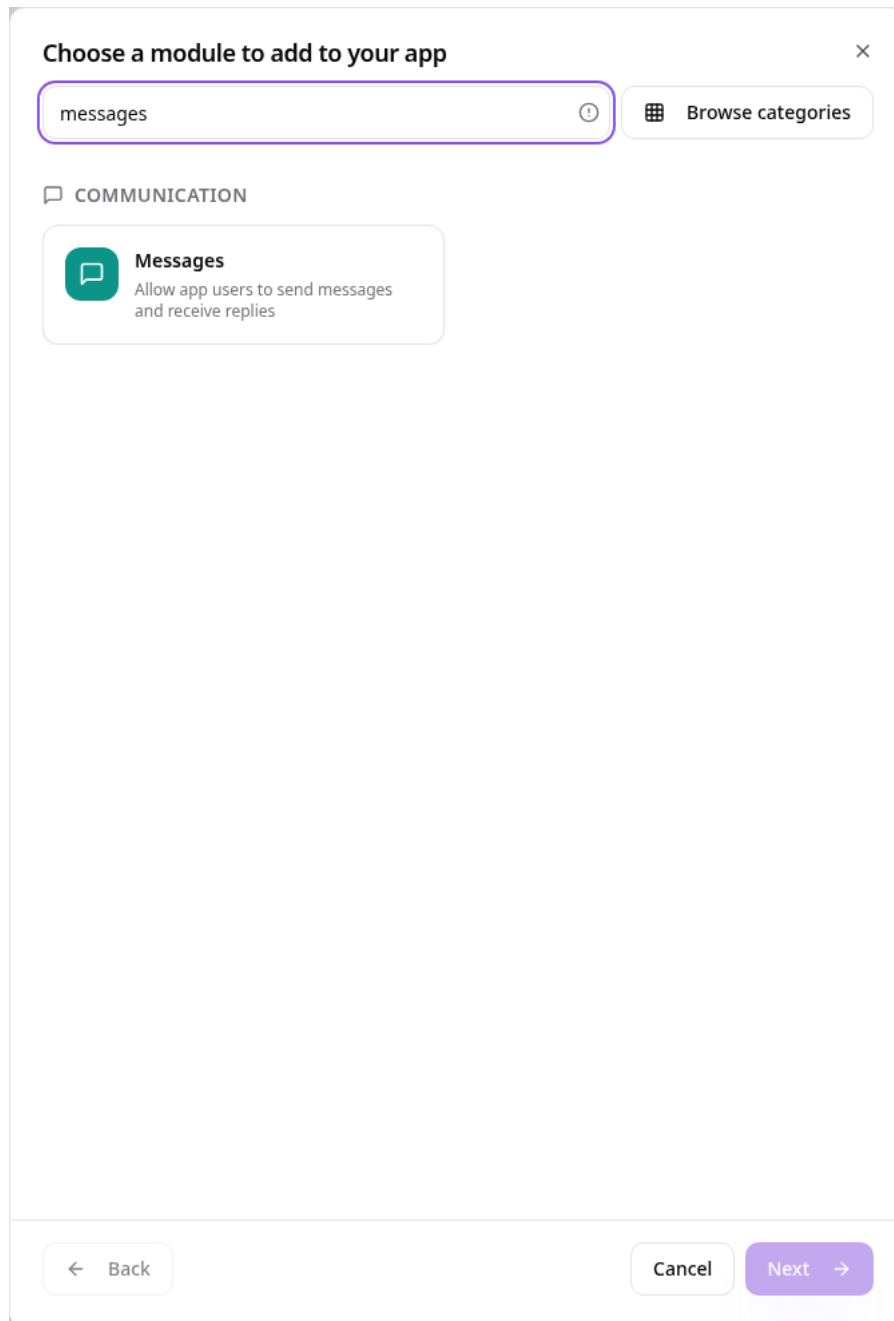
In your app editor, open Pages and tap Add Page or Function.



Chat with customers using Messages

2. Choose Messages

Search “messages” and tap Messages. Your app can have one Messages page.



Chat with customers using Messages

3. Set up Messages

Add the email that gets an alert for each new message, choose whether customers can attach photos or files, and add a short introduction.

**Messages Settings**
Set up customer messages and email alerts

Help

Configure Messages

Set up the basic configuration for this function

Email notifications

Receive an alert when a customer sends a new message.

Notification email

support+helpguides@appinstitute.com

This address receives alerts. Reply to customers from your inbox.

Email alerts configured

Customer message form

Allow attachments ☒

Customers can attach a photo or file to their message.

Introduction (optional)

Questions about orders or cakes? Send us a message and we'll reply here.



Manage conversations

Read customer messages and send replies from your inbox.

Open inbox

- Customer sends a message in the app.
- Your team receives an email alert.
- Reply in the inbox; the conversation stays in the app.

Back

CancelNext

Chat with customers using Messages

4. Name the page

Give the page a name, choose an icon and tap Create Page.

Messages

×

Page Details

Choose a name and icon for your page

Page Title

Messages

Icon

Selected Icon

MessageSquare

Upload Custom Icon

Recommended: 128 x 128px, PNG or SVG

Messages

MessageSquare

Envelope

← Back

Cancel

Create Page

Chat with customers using Messages

5. A customer writes in

Customers open Messages, add a subject and their message, then tap Send message.

Messages

New Message

How can we help?
Questions about orders or cakes? Send us a message and we'll reply here.

Name (optional)
Jodie Fraser

Subject (optional)
Birthday cake order

Message
Hi! Could you make a chocolate birthday cake for 12 people this Saturday?

Attachment (optional)
You can attach a photo or document (max 10 MB).
Add file

Send message

You'll be asked to sign up or sign in when you

Home Messages Gallery Community

Chat with customers using Messages

6. Sign up to send

New customers create an account when they send. Their message stays filled in and sends automatically.

Create Account ×
Register to access this app.

[Sign In](#) [Sign Up](#)

First Name: Jodie Last Name: Fraser

Email: jodie.fraser.chat2@example.com

Password: 👁

Confirm Password: 👁

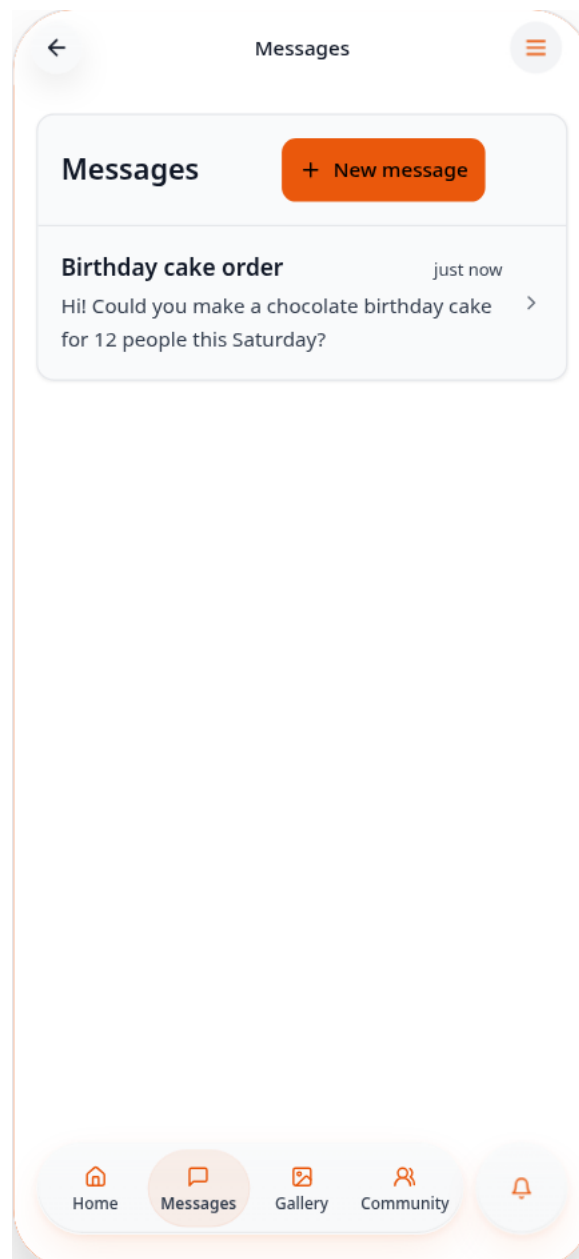
☐ I agree to the [Terms of Use \(EULA\)](#) and [Privacy Policy](#), and I understand there is **zero tolerance** for objectionable content or abusive users.

[Create Account](#)

Chat with customers using Messages

7. The message is sent

The conversation appears in the customer's Messages list, and you get an email alert.



Chat with customers using Messages

8. Reply from Data Manager

Open Data Manager, then Messages. Pick the message, type your reply and tap Send Reply.

 **Messages**
View and respond to messages from your app users

1 unread

All Apps

 **All Messages (2)**

 **Jodie Fraser** 10/29/2026

 jodie.fraser.chat2@example.com

Hi! Could you make a chocolate birthday cake for 12 people this Saturday?

 **Jodie Fraser** New 10/29/2026

 jodie.fraser.chat@example.com

Hi! Could you make a chocolate birthday cake for 12 people this Saturday?

Message Details

 **Jodie Fraser** 10/29/2026, 2:42:45 PM

 jodie.fraser.chat2@example.com

Hi! Could you make a chocolate birthday cake for 12 people this Saturday?

Send a Reply

Hi Jodie, yes we can! A 12-portion chocolate cake is ready for collection from 10am on Saturday.

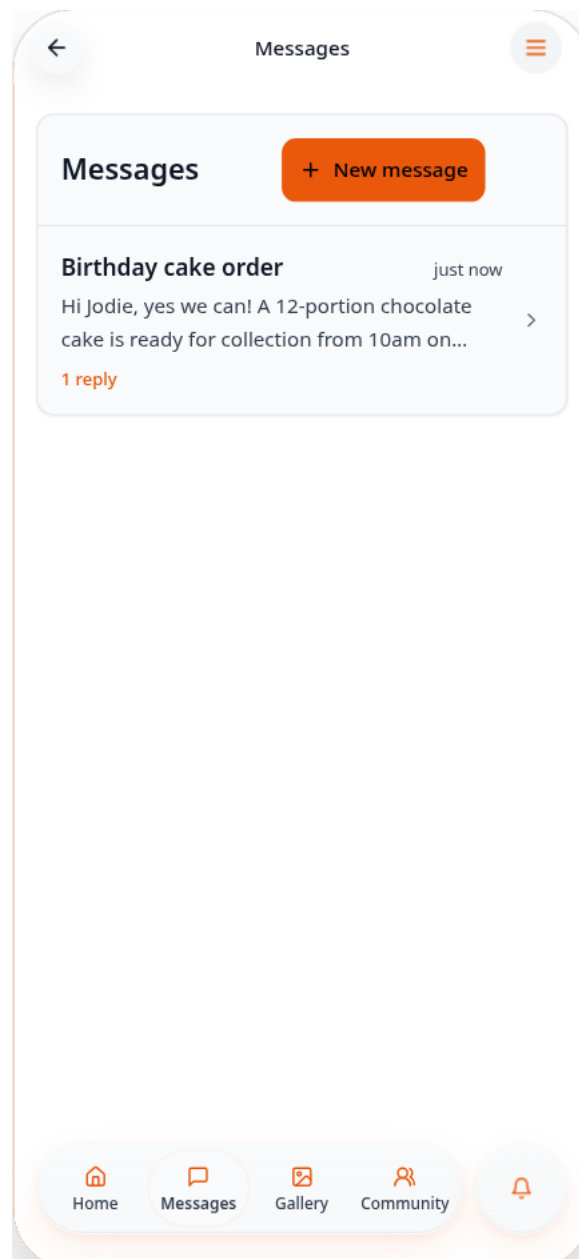
 **Attach File** Max 10MB

 **Send Reply**

Chat with customers using Messages

9. The customer sees your reply

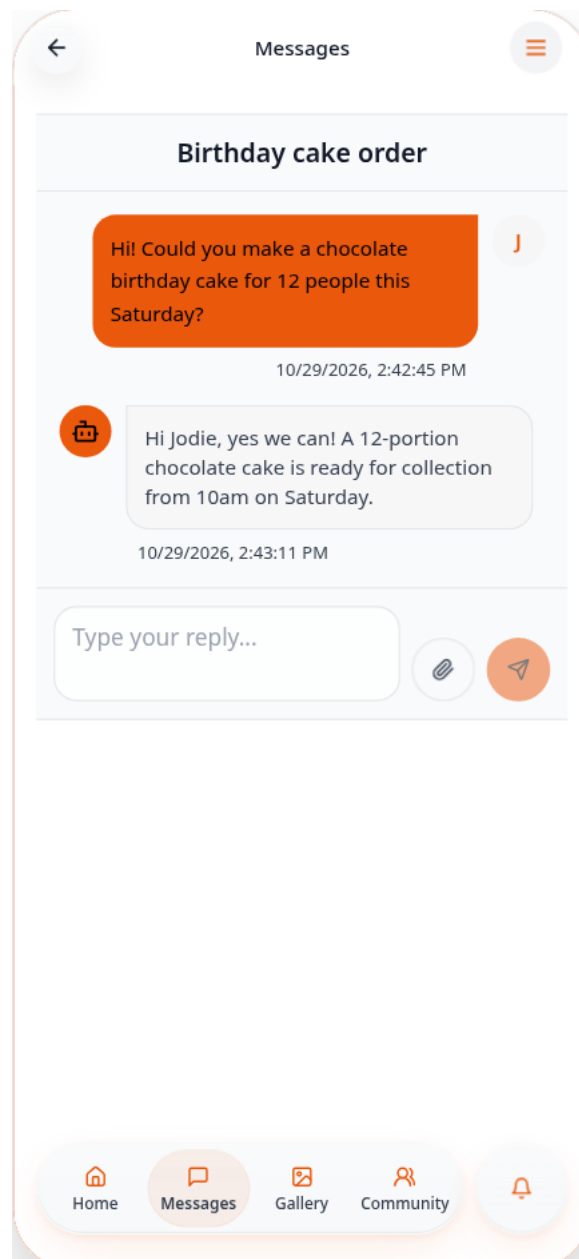
Your reply shows in the customer's Messages list straight away.



Chat with customers using Messages

10. Keep the conversation going

Customers tap the conversation to read the whole chat and reply back.



Every conversation is kept in Data Manager under Messages. You can change the alert email, attachments and introduction any time from Edit Page Content.