



## HME Cloud: Smack Talk User Guide for Desktop Browsers

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This user guide provides step-by-step instructions on how to send and manage Smack Talk messages in HME Cloud on a desktop browser. HME Cloud is a communication platform designed for the hospitality and specialty industries, allowing employees to easily communicate with each other. Smack Talk is a feature that enables users to send pre-written messages to other employees or store locations. The guide explains how to access Smack Talk, how to send messages from a specific store, and how to manage Smack Talk messages. It also includes information on how to view Smack Talk history and how to enable the Customize Smack Talk permission. The guide provides clear instructions and screenshots to help users navigate the platform. For additional support, users can contact HME's customer support team or visit the HME Training Portal for instructional videos and other guides.



**HOSPITALITY & SPECIALTY  
COMMUNICATIONS**  
**Sending and Managing Smack Talk in HME CLOUD® on a Desktop Browser  
User Guide**



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## Smack Talk in HME Cloud on a Desktop Browser



## How to Send Smack Talk in HME CLOUD

1. To allow employees to manage Smack Talk messages, the account owner must first enable the Customize Smack Talk permission.

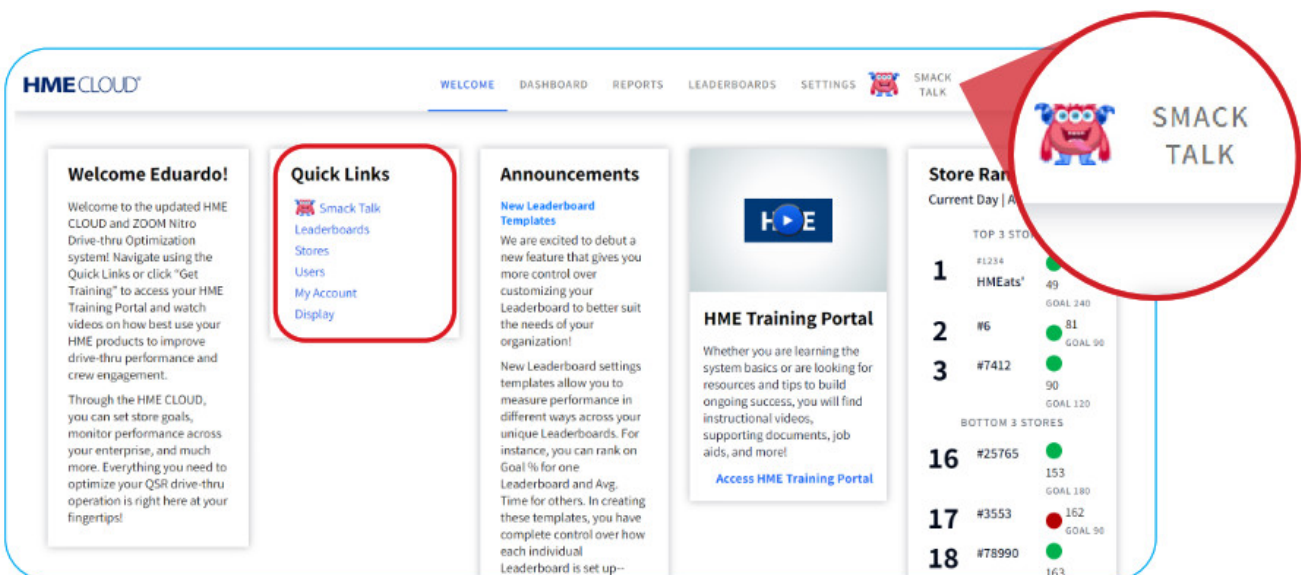
**NOTE:** To enable the Customize Smack Talk permission, please refer to the Appendix on page 11.

Basic	Admin
<input checked="" type="checkbox"/> Add Role	<input checked="" type="checkbox"/> Apply Device Settings
<input checked="" type="checkbox"/> Add User	<input checked="" type="checkbox"/> Edit Device Settings
<input checked="" type="checkbox"/> Edit Role	<input checked="" type="checkbox"/> Edit Leaderboard
<input checked="" type="checkbox"/> Edit Store Basic	<input checked="" type="checkbox"/> Edit Store Advanced
<input checked="" type="checkbox"/> Edit User	<input checked="" type="checkbox"/> Perform Device Restart
<input checked="" type="checkbox"/> Remote Connect	<input checked="" type="checkbox"/> Send Smack Talk
<input checked="" type="checkbox"/> Remove Role	<input checked="" type="checkbox"/> Customize Smack Talk
<input checked="" type="checkbox"/> Remove User	<input checked="" type="checkbox"/> View All Stores
<input checked="" type="checkbox"/> View Leaderboard	

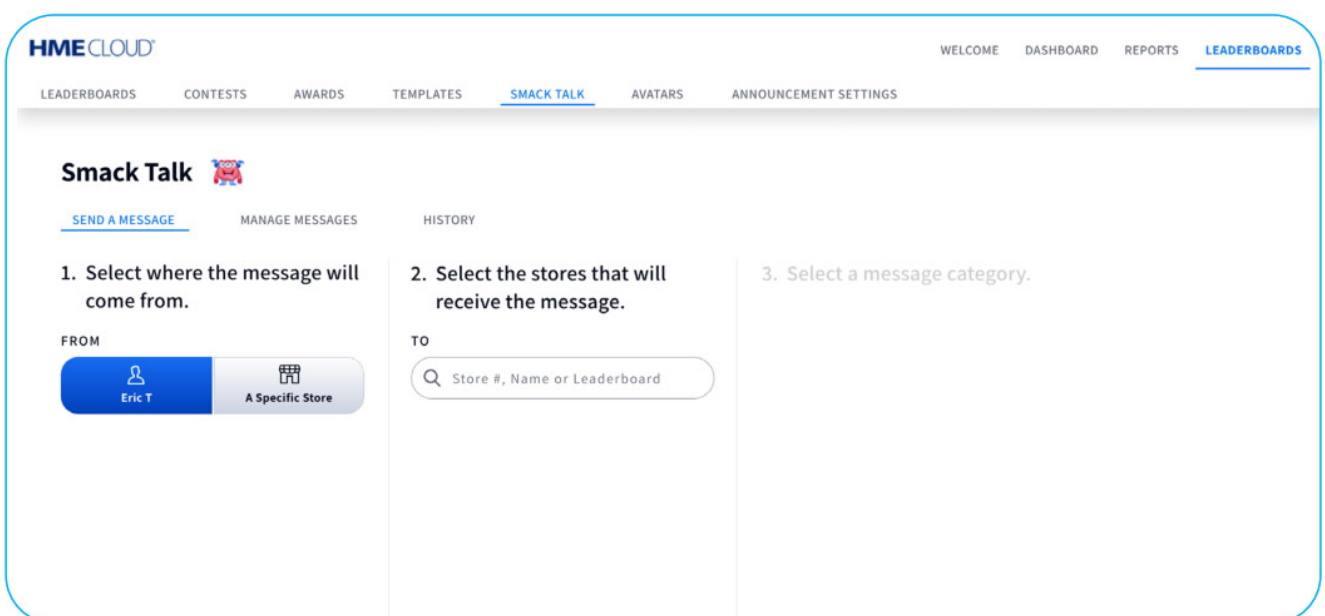
Select All | Deselect All

Save | Cancel

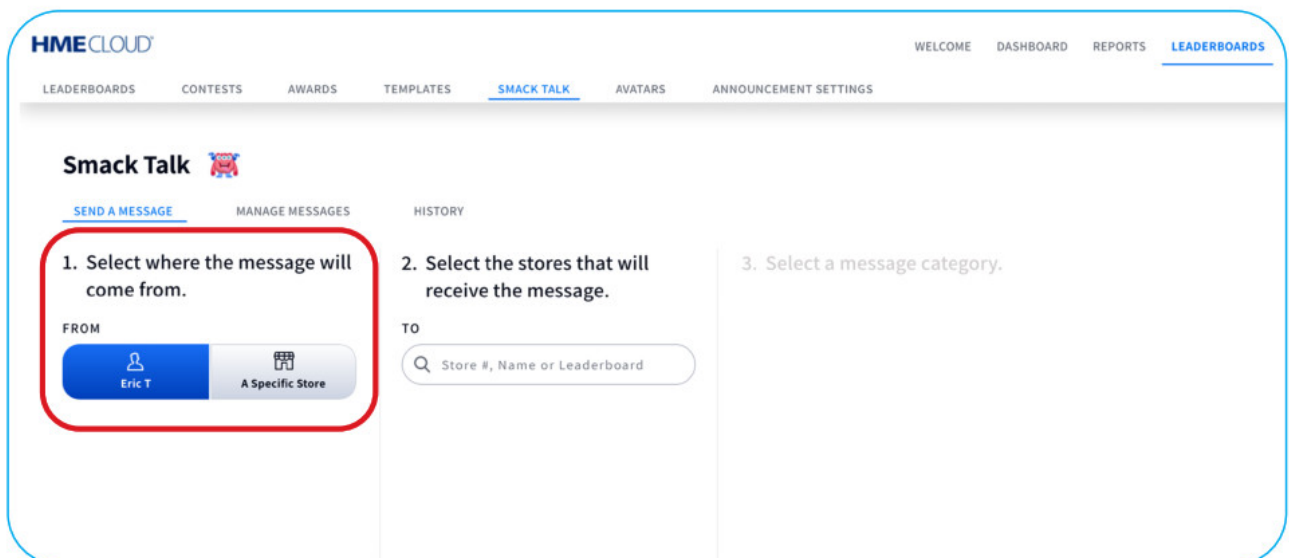
2. To access Smack Talk, click on the Smack Talk icon in the top right corner or under Quick Links. The SmackTalk icon in the top right corner is accessible from any page on HME CLOUD.



3. The SEND A MESSAGE page is the default home page when opening Smack Talk.



4. Smack Talk can be sent from you personally or from a specific store on your account by selecting the desired preference under the FROM field. The default selection is to send a message from the user.



5. To send a message from a specific store, click on the A Specific Store tab. Then, select store from dropdown.

**NOTE:** This only includes stores the user has permission to see on the CLOUD. Enable the Edit User permission to update stores available to the users.

**HMECLOUD** WELCOME DASHBOARD REPORTS **LEADERBOARDS**

LEADERBOARDS CONTESTS AWARDS TEMPLATES **SMACK TALK** AVATARS ANNOUNCEMENT SETTINGS

### Smack Talk

[SEND A MESSAGE](#) [MANAGE MESSAGES](#) [HISTORY](#)

- Select where the message will come from.
- Select the stores that will receive the message.
- Select a message category.

**FROM**

Eric T A Specific Store

Select a Store

0-Whiptail  
4321  
**602001-Rancho**

**TO**

6. Under the “TO” field, type in the name of a specific store or Leaderboard in the search bar.

**NOTE:** To remove a store from the TO field, click “X” next to store name. To select the entire Leaderboard or specific stores with the Leaderboard, click the checkbox to the left of the name.

**HMECLOUD** WELCOME DASHBOARD REPORTS **LEADERBOARDS**

LEADERBOARDS CONTESTS AWARDS TEMPLATES **SMACK TALK** AVATARS ANNOUNCEMENT SETTINGS

### Smack Talk

[SEND A MESSAGE](#) [MANAGE MESSAGES](#) [HISTORY](#)

- Select where the message will come from.
- Select the stores that will receive the message.
- Select a message category.

**FROM**

Eric T A Specific Store

**TO** 5 Stores

☒ MEats (Default Group)  
☒ Store 1  
☒ Store 2  
☒ Store 3  
☒ Store 4

**CATEGORY**

Boast Taunt Congratulate Custom

7. Under CATEGORY, determine what kind of Smack Talk you would like to send.

**HMECLOUD** WELCOME DASHBOARD REPORTS **LEADERBOARDS**

LEADERBOARDS CONTESTS AWARDS TEMPLATES **SMACK TALK** AVATARS ANNOUNCEMENT SETTINGS

### Smack Talk

[SEND A MESSAGE](#) [MANAGE MESSAGES](#) [HISTORY](#)

- Select where the message will come from.
- Select the stores that will receive the message.
- Select a message category.

**FROM**

Eric T A Specific Store

**TO** 5 Stores

**CATEGORY**

Boast **Taunt** Congratulate Custom

Select a taunt message

Better pick up the pace!

Catch us if you can!

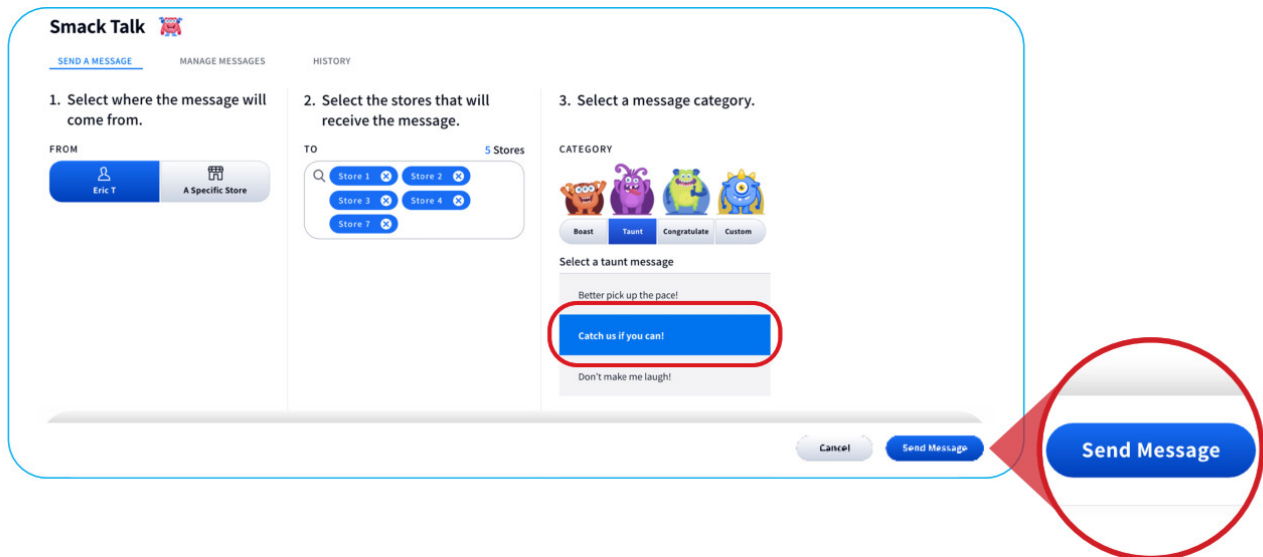
Don't make me laugh!

Is that all you got?

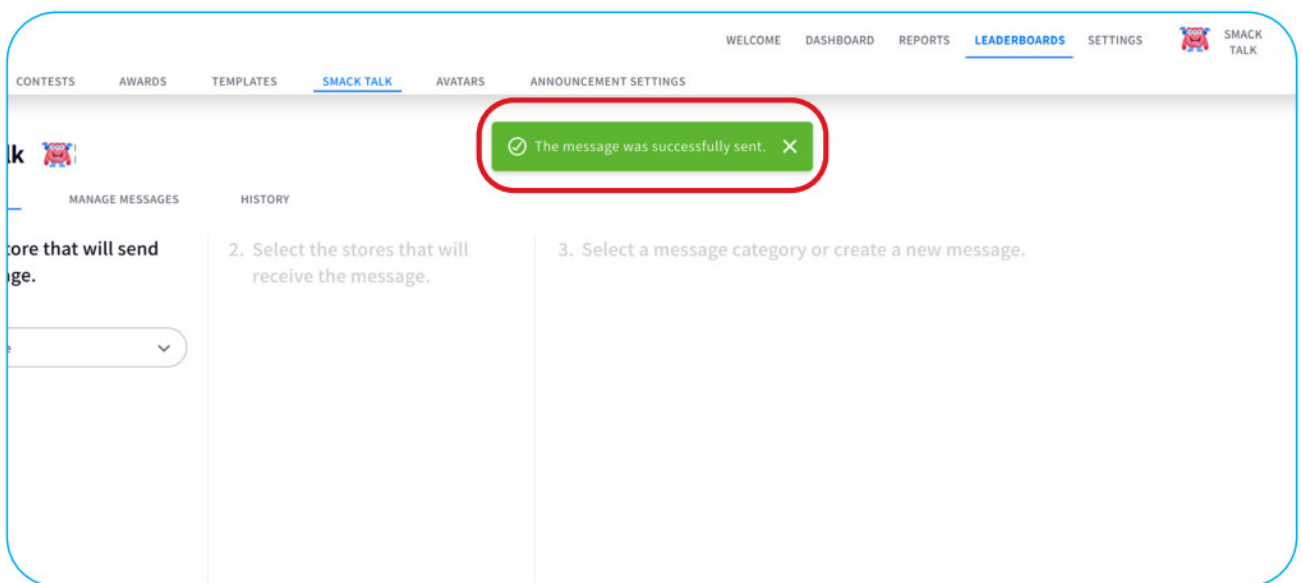
I could do better in my clean... 7777777!

8. Choose the specific Smack Talk phrase you would like to send them. Then, click Send Message.





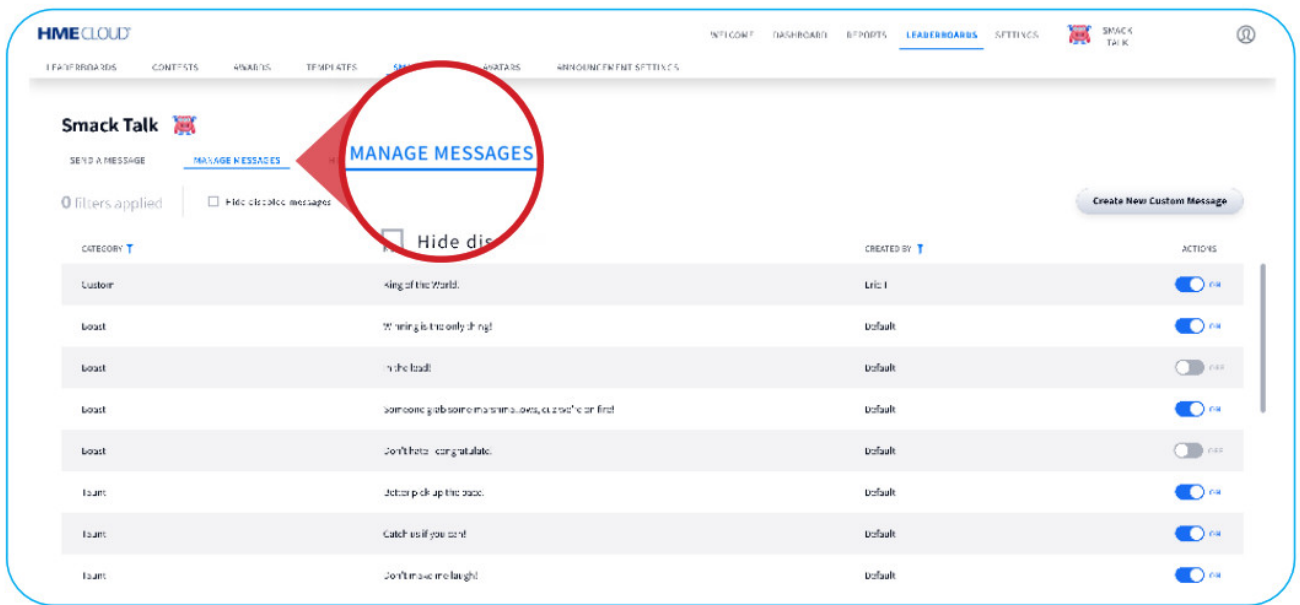
9. A confirmation message will appear once the message is sent.



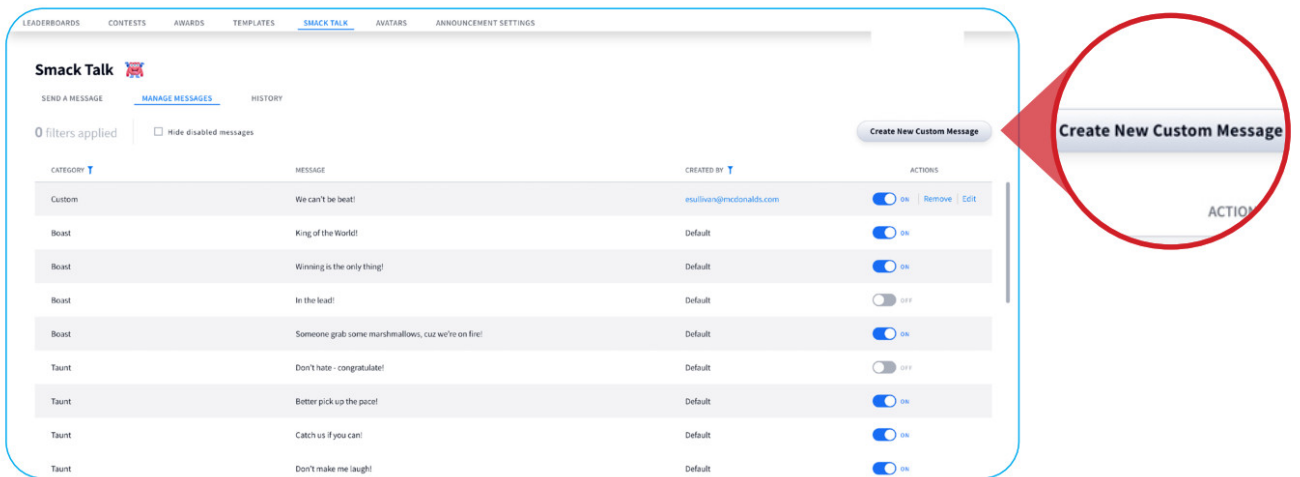
## How to Manage Smack Talk in HME CLOUD

1. To manage Smack Talk messages, click MANAGE MESSAGES in the navigation bar.

**NOTE:** You must have the Customize Smack Talk permission enabled to view this tab. Please refer to the Appendix on page 11.

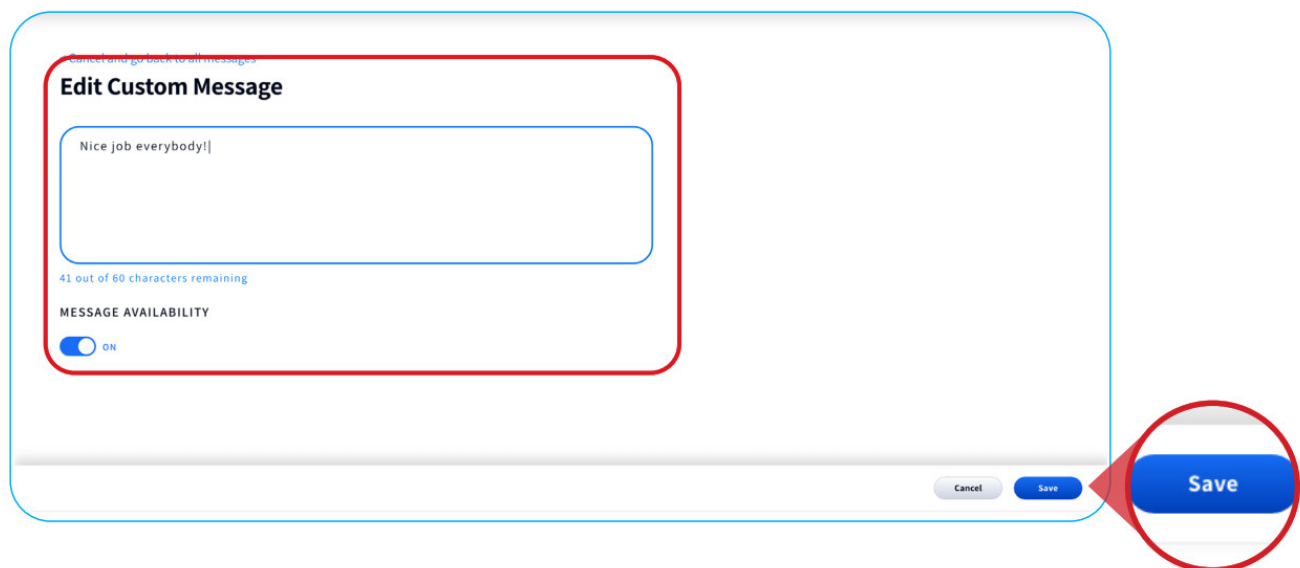


2. Click on Create New Custom Message to create your own message.

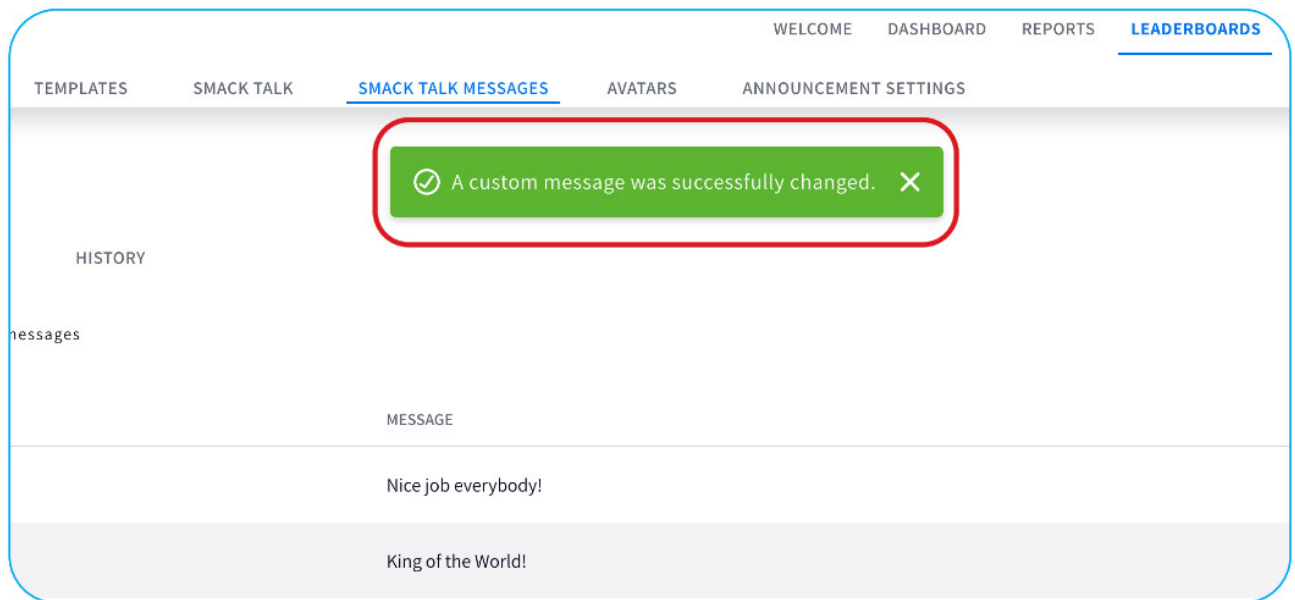


3. Type your custom message and click Save.

**NOTE:** When MESSAGE AVAILABILITY is turned OFF, the message will be hidden from the list of Smack Talk messages.

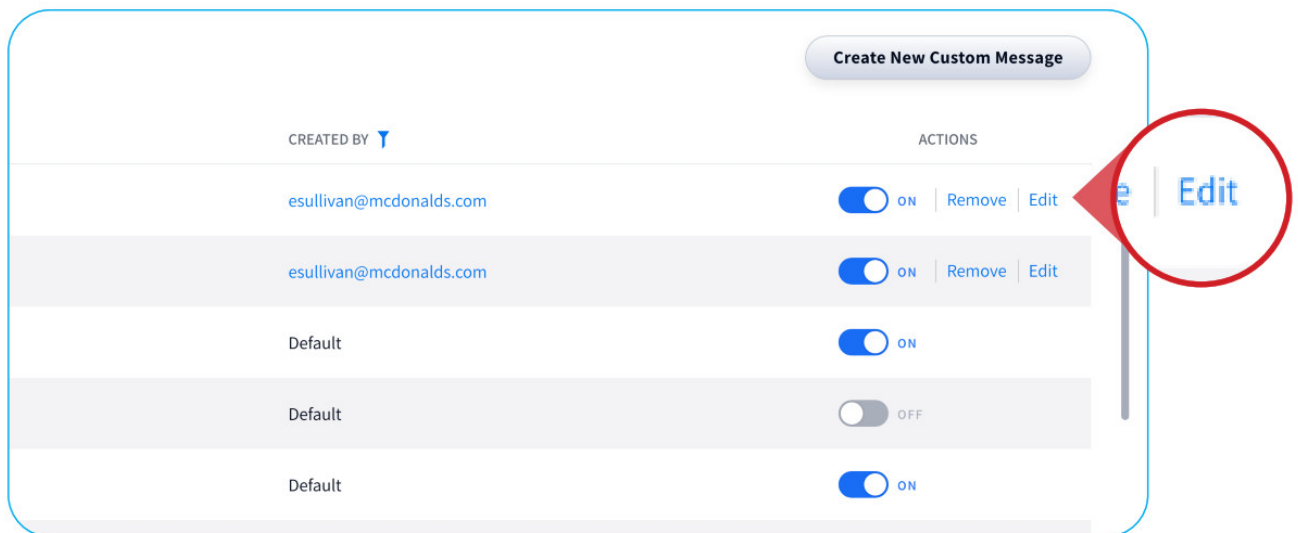


4. A confirmation message will appear at the top once saved.

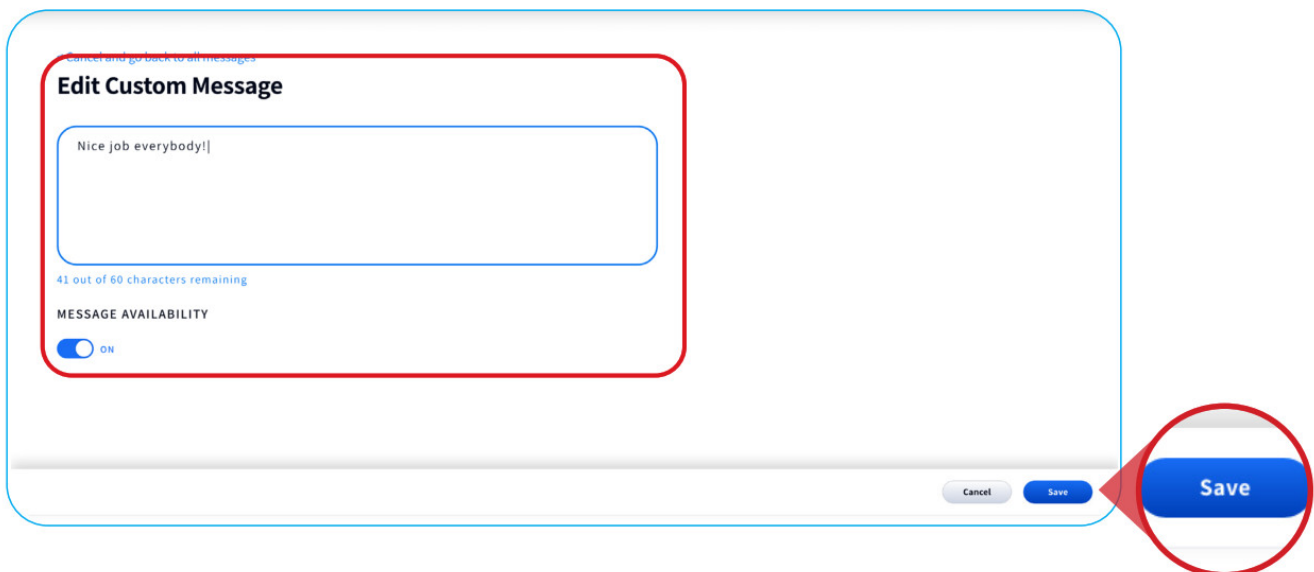


5. To edit an existing custom message, click on the message and select Edit.

**NOTE:** Messages provided by HME cannot be edited or removed.

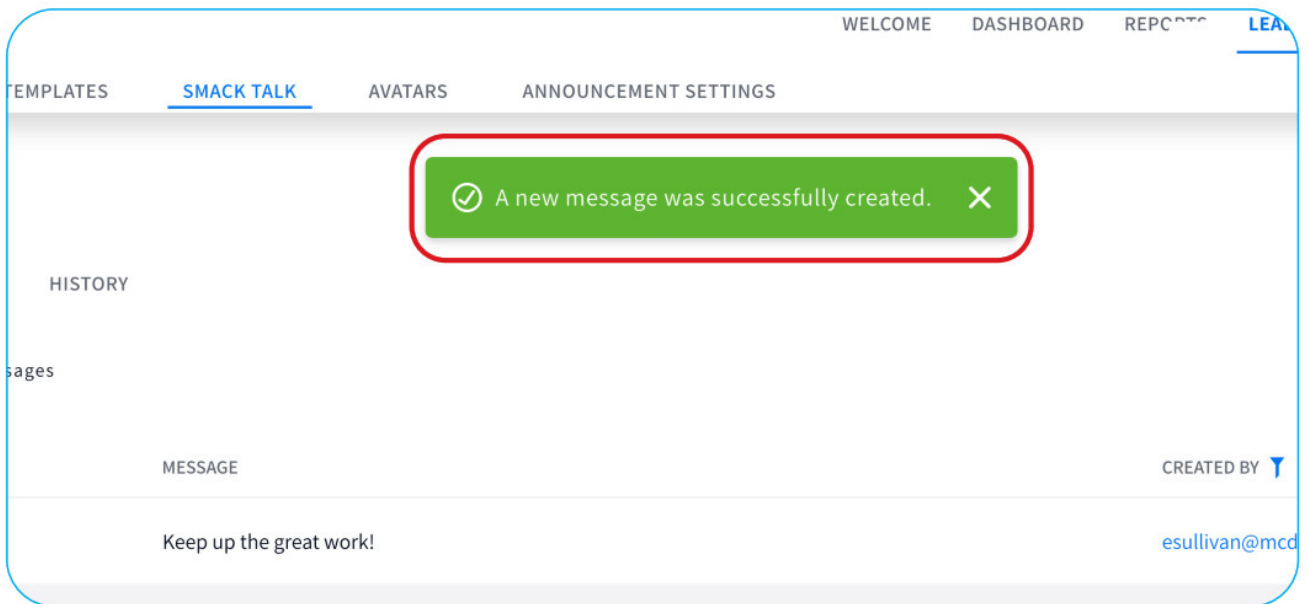


6. Type new custom Smack Talk message and click Save.

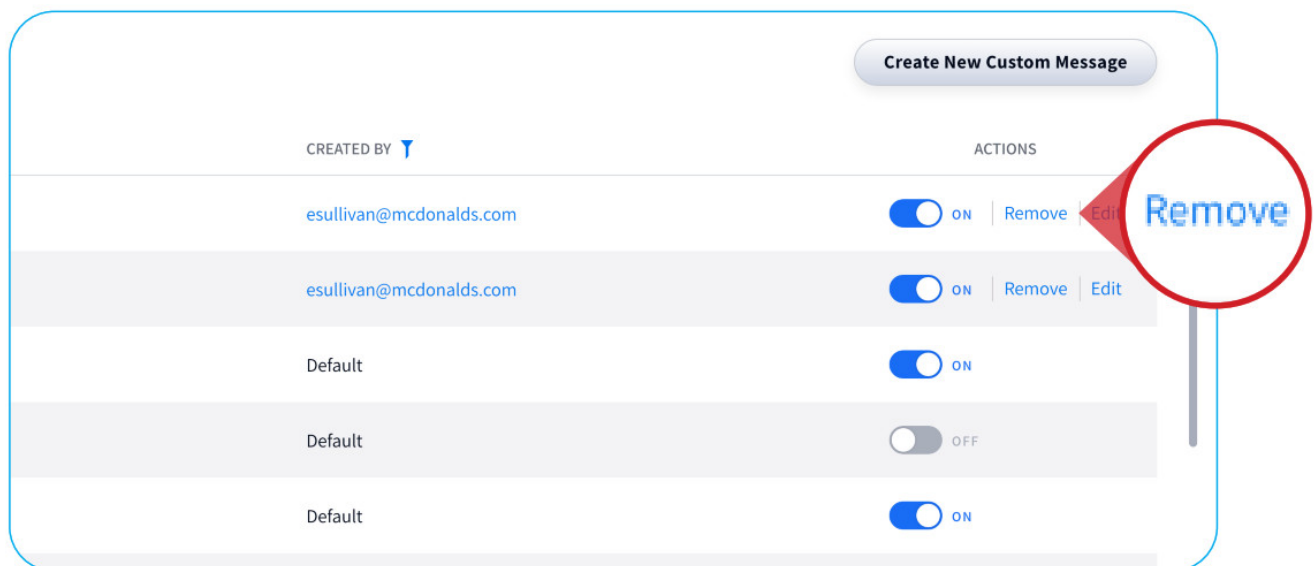


7. A confirmation message will appear at the top once the message is changed.

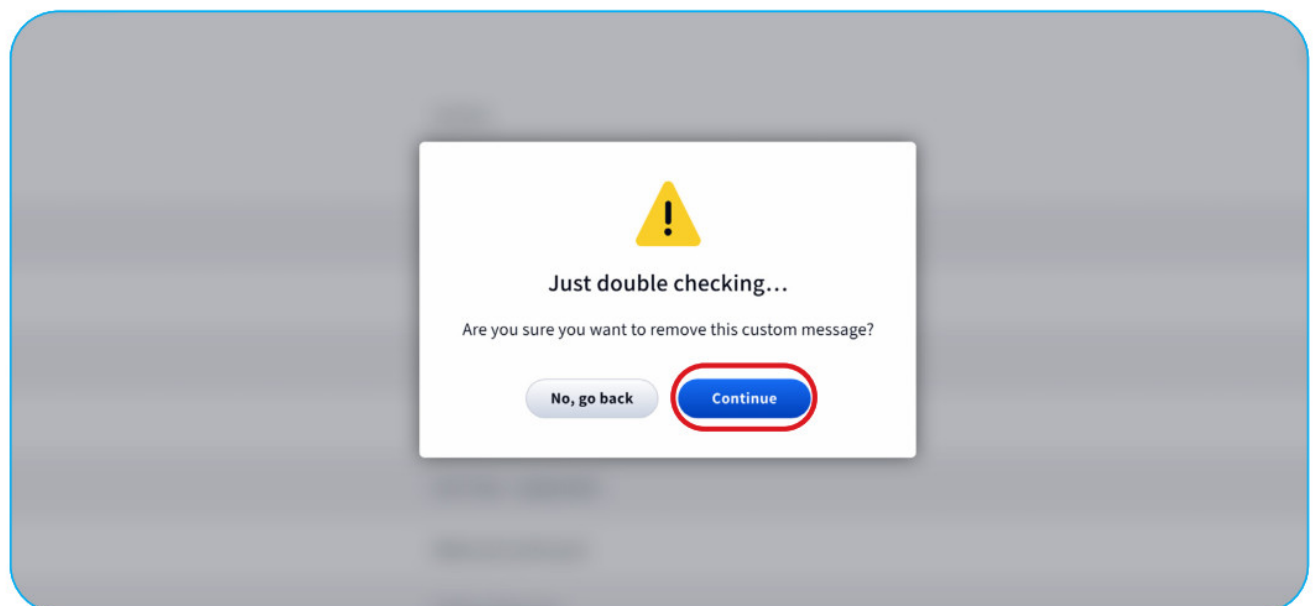




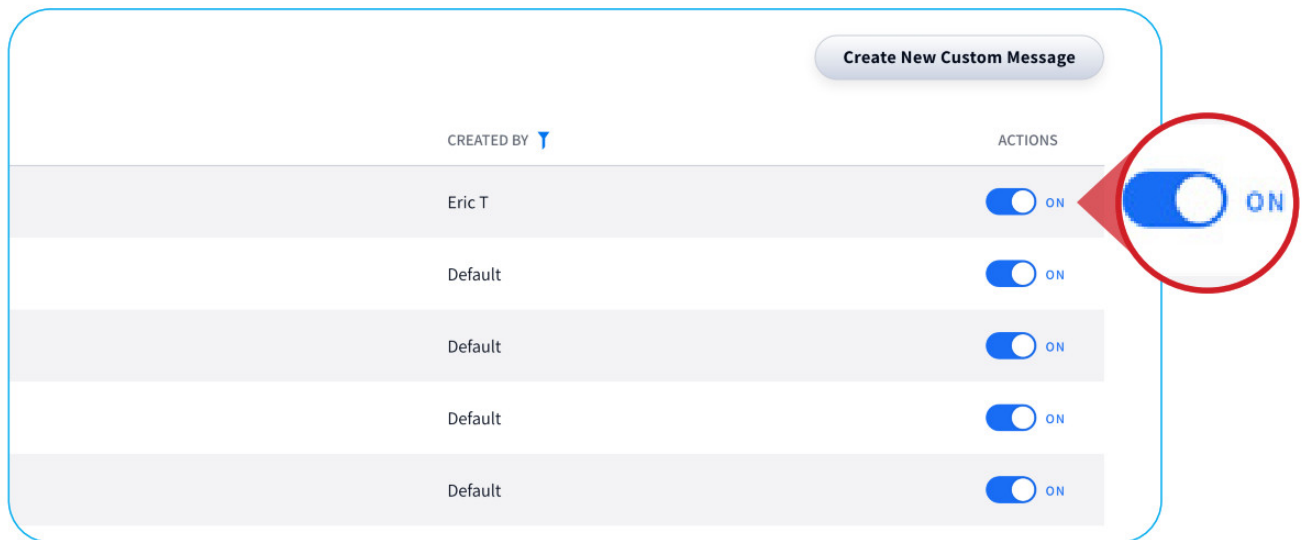
8. To remove a custom message, click on a message and select Remove.



9. Click Continue on the confirmation message to remove custom message.

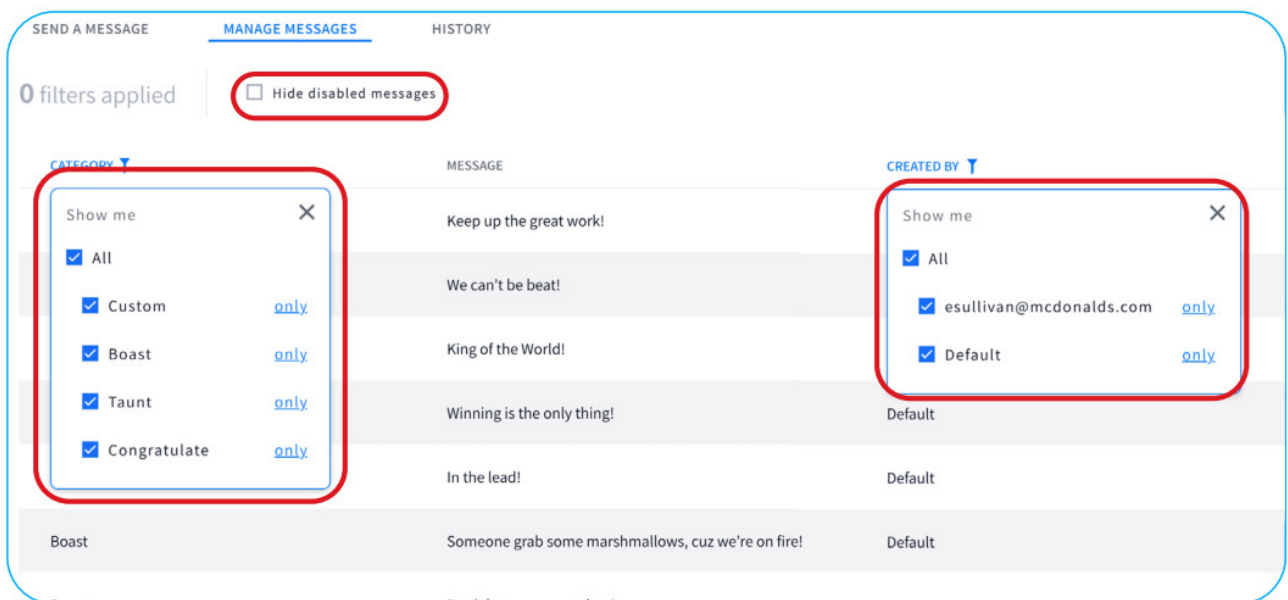


10. Click on the On/Off toggle switch next to a specific SmackTalk message to add or remove from your message list when sending a Smack Talk message.



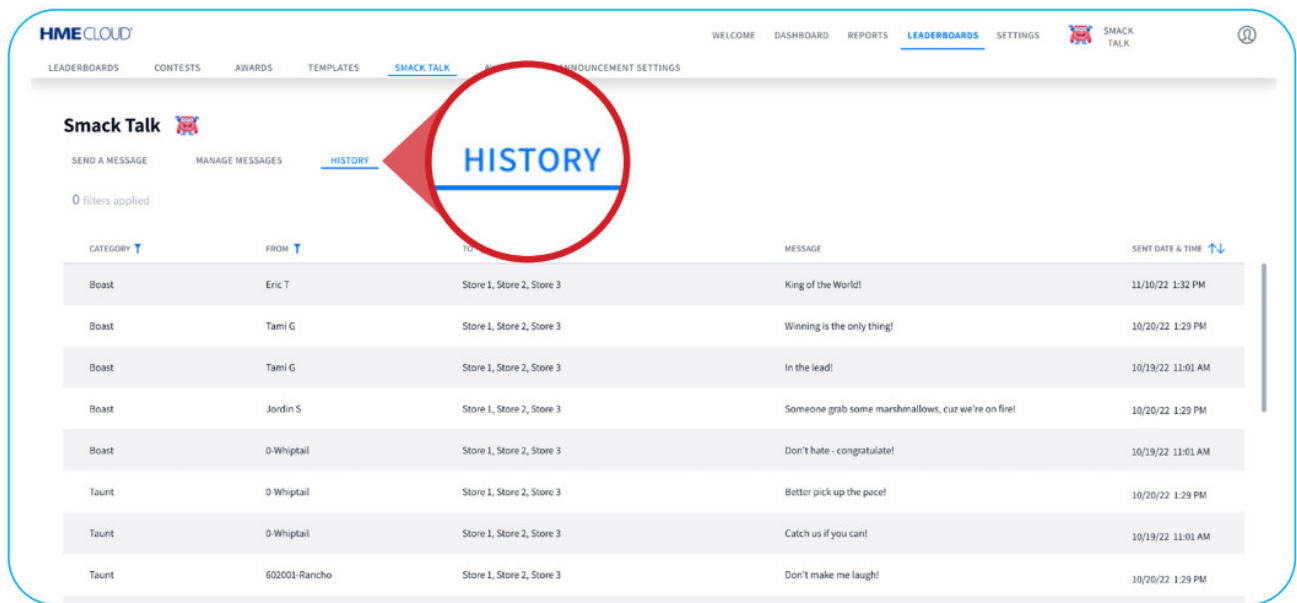
11. Click CATEGORY or CREATED BY to show message filters. Select the desired filters by clicking the blue checkboxes.

**NOTE:** Hide disabled messages by clicking the checkbox to the left. Disabled messages will remain hidden until the box is unchecked.

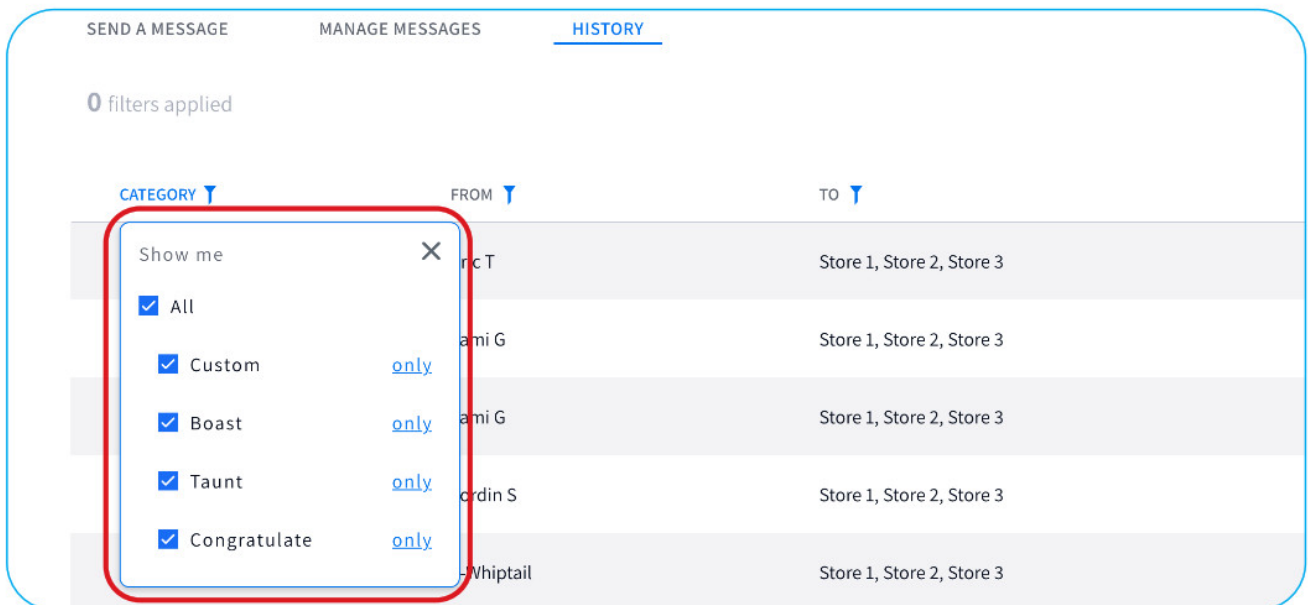


## How to View Smack Talk History in HME CLOUD

1. To view Smack Talk history, click HISTORY in the navigation bar.

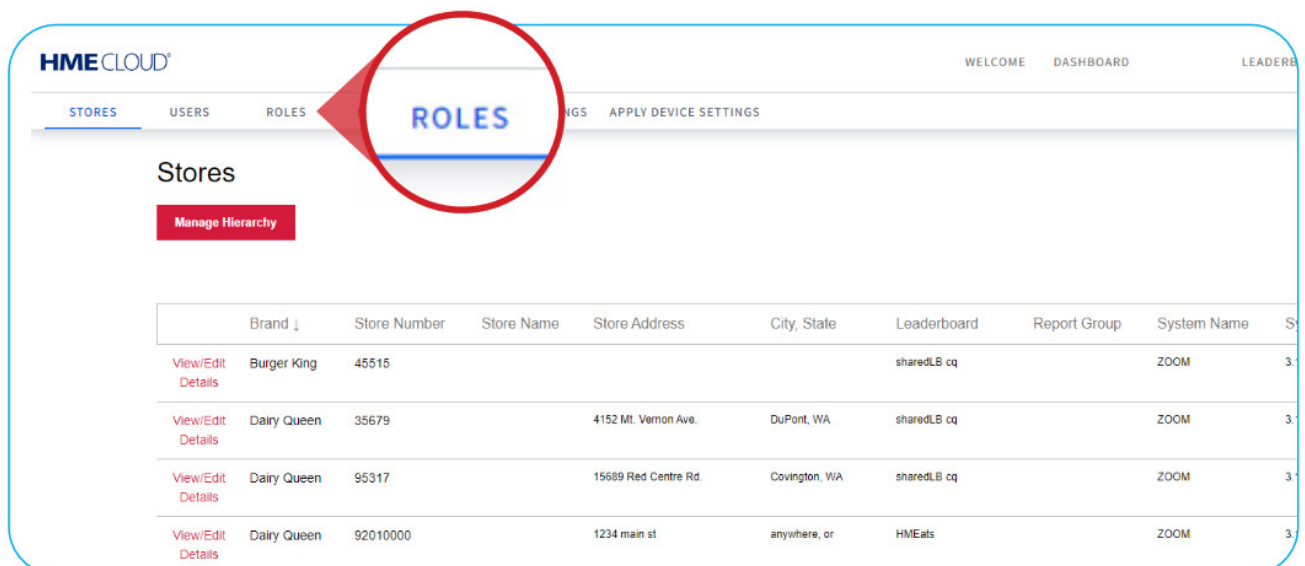


2. Click CATEGORY to show history filters. Select the desired filters by clicking the blue checkboxes.

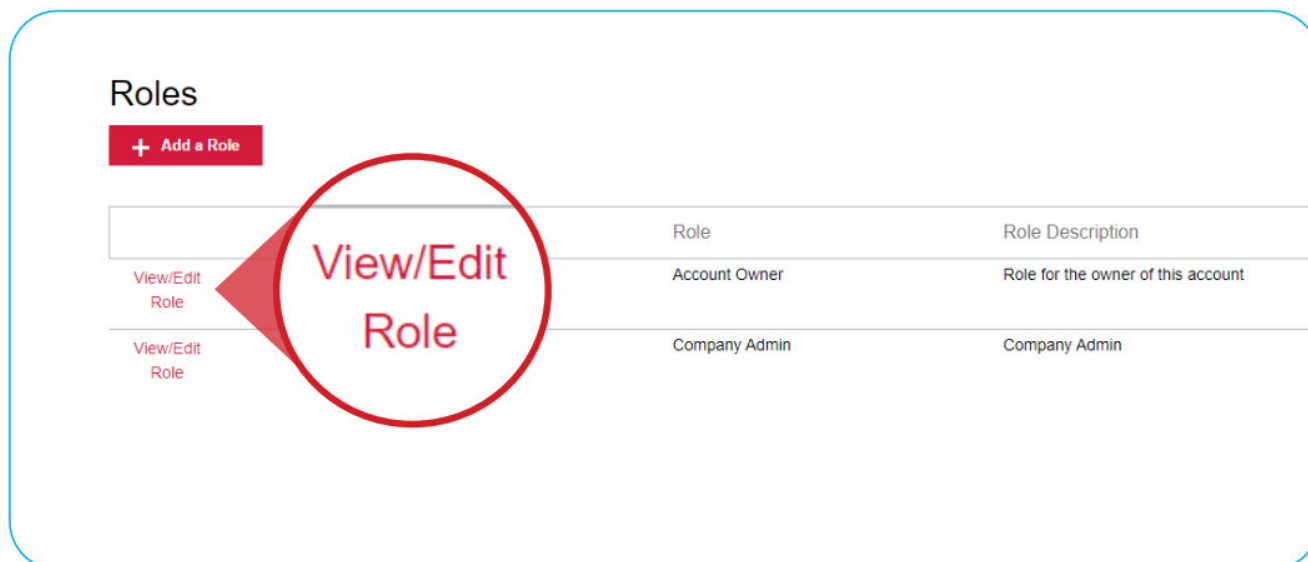


## Appendix: Enabling the Custom Smack Talk Permission

1. Under the SETTINGS tab, click ROLES in the left navigation bar.

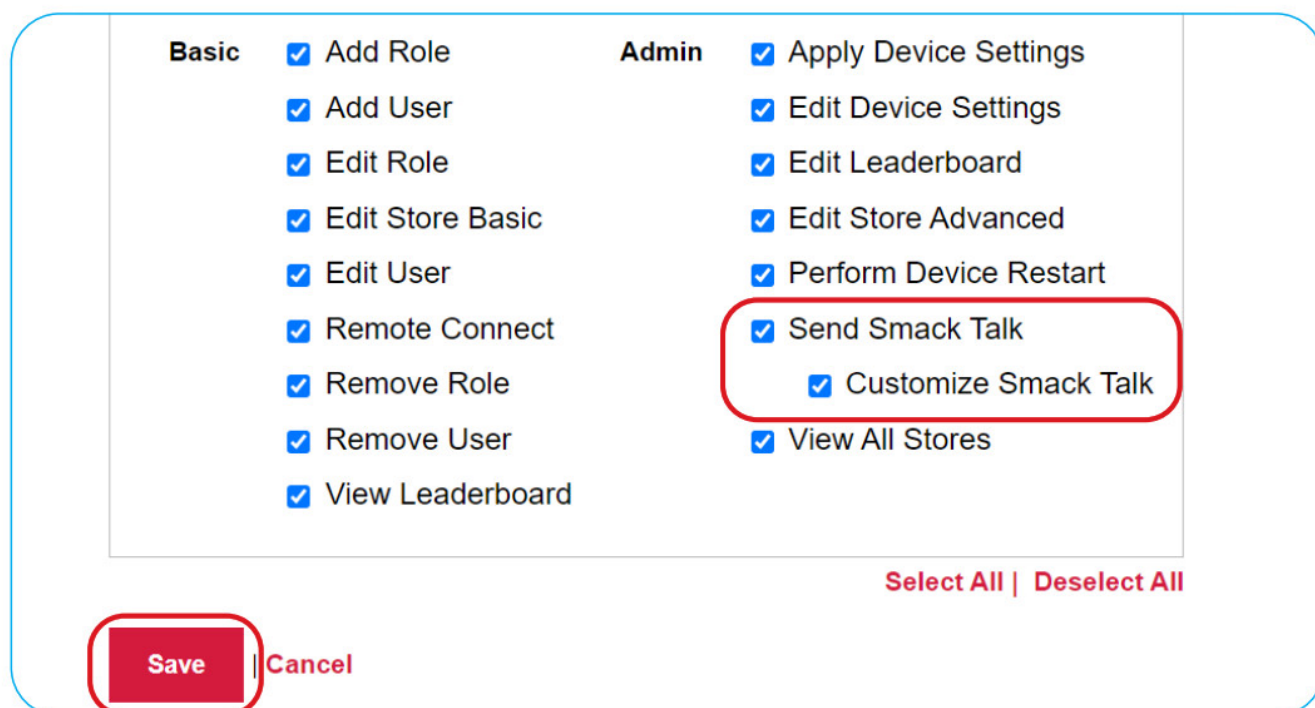


2. Select View/Edit Role next to the user you would like to enable permissions for.



3. Check the blue box next to Send Smack Talk and Customize Smack Talk. Then, click Save.

**NOTE:** You can still send a message and view history with just the Send Smack Talk permission enabled.



For help, call 800.848.4468 (options 1,2, and 3) or email: [support@hme.com](mailto:support@hme.com)

HME Training Portal

[www.hme.com/training](http://www.hme.com/training)

Find instructional videos, supporting documents, and other guides.

Scan to Visit



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## Specifications

Product Name	HME Cloud: Smack Talk User Guide for Desktop Browsers
Product Type	Communication Platform
Industry	Hospitality and Specialty
Features	Smack Talk – pre-written messages to other employees or store locations
Functionality	Sending and managing Smack Talk messages
Compatibility	Desktop Browsers
Support	HME's customer support team or HME Training Portal

## FAQS

### What is Smack Talk in HME Cloud?

Smack Talk is a feature in HME Cloud that allows users to send pre-written messages to other employees or store locations in the hospitality and specialty industries.

### How do I access Smack Talk in HME Cloud?

To access Smack Talk, click on the Smack Talk icon in the top right corner or under Quick Links. The SmackTalk icon in the top right corner is accessible from any page on HME CLOUD.

### Can I send a Smack Talk message from a specific store?

Yes, you can send a Smack Talk message from a specific store by selecting the desired preference under the FROM field and clicking on the A Specific Store tab. Then, select the store from the dropdown.

### How do I manage Smack Talk messages in HME Cloud?

To manage Smack Talk messages, click MANAGE MESSAGES in the navigation bar. You must have the Customize Smack Talk permission enabled to view this tab.

### Can I create my own custom Smack Talk message in HME Cloud?

Yes, you can create your own custom Smack Talk message by clicking on Create New Custom Message under MANAGE MESSAGES and typing your message

### Can I edit or remove an existing custom Smack Talk message in HME Cloud?

Yes, you can edit an existing custom Smack Talk message by clicking on the message and selecting Edit. To remove a custom message, click on a message and select Remove.

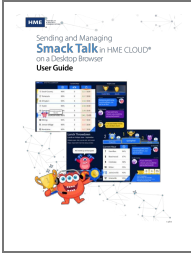
### How do I view my Smack Talk history in HME Cloud?

To view your Smack Talk history, click HISTORY in the navigation bar.

### How do I enable the Customize Smack Talk permission in HME Cloud?

To enable the Customize Smack Talk permission, go to the SETTINGS tab and click ROLES in the left navigation bar. Select View/Edit Role next to the user you would like to enable permissions for and check the blue box next to Send Smack Talk and Customize Smack Talk.

## Documents / Resources



[HME Smack Talk in HME Cloud on a Desktop Browser](#) [pdf] User Guide  
Smack Talk in HME Cloud on a Desktop Browser, Smack Talk in HME Cloud, Desktop Browser, Browser

References

- [HME - HME Training Portal](#)