SchoolMessenger™

Getting Started

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Index

Before you Begin

This guide will help you learn your way around your SchoolMessenger system so that you can easily get your message out to hundreds, thousands or even tens of thousands of people. The intent of this training guide is to equip new users with the primary skills required to quickly and confidently send broadcast notifications.

This guide is not intended to serve as a replacement for the detailed online help system, nor is it intended to cover every feature of the product. More advanced system features are spotlighted along with references to the online help section where they are covered in greater depth.

Getting Started

The first step in developing your knowledge of the system is to log in and familiarize yourself with the location of some of the basic system features.

Log In

Enter your user name and password at the login page and click the *Sign In* button. This will bring you to the *Start* dashboard page.

[Note: If you do not know the web address of your login page, contact your district's SchoolMessenger system administrator.]

The Start Page

After logging in you will be automatically directed to your personal Start dashboard (see Figure 1). Navigation tabs are located in the top left of the window. Shortcuts to common features are located in the top right of the window. The shortcuts provide quick access to the most commonly used features of the system.

Note the buttons at the top right of the window. These buttons will be available to you from every page in the system. Their functions are explained in greater detail below.

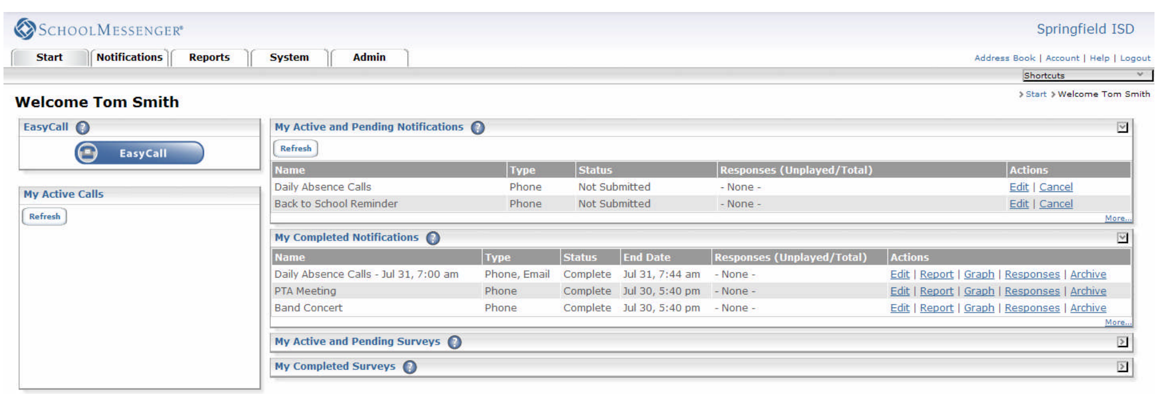


Figure 1: The Start dashboard

[Note: Throughout the application certain features described in this guide may not be accessible to you depending on the options selected by the system administrator when creating your account. If you require access to a feature that is currently not available to you, contact your district's SchoolMessenger system administrator for assistance.]

Help

Your SchoolMessenger system comes with thorough and easy to use online help. Topics are organized within the table of contents in such a way as to make finding what you're looking for as easy as possible. Within each topic you may find links to other relevant topics as well as step-by-step help on particular topics.

In addition to the online help, you will find lots of on-the-spot help within the system. Whenever you see the question mark icon just mouse over it to view the *Hover Help* for that item. *Hover Help* will display a small message with more information about the object it appears next to. If you need even more information, just click on the question mark icon to be taken to the relevant page in the online help.

My Account

Clicking the *Account* link in the upper right corner will take you to your personal *Account Profile* window, where you can edit information such as your name, password, account preferences, and notification defaults (see Figure 2). It's recommended that you configure your account setting prior to sending a notification job. Use the Hover Help links to learn more about the individual settings.

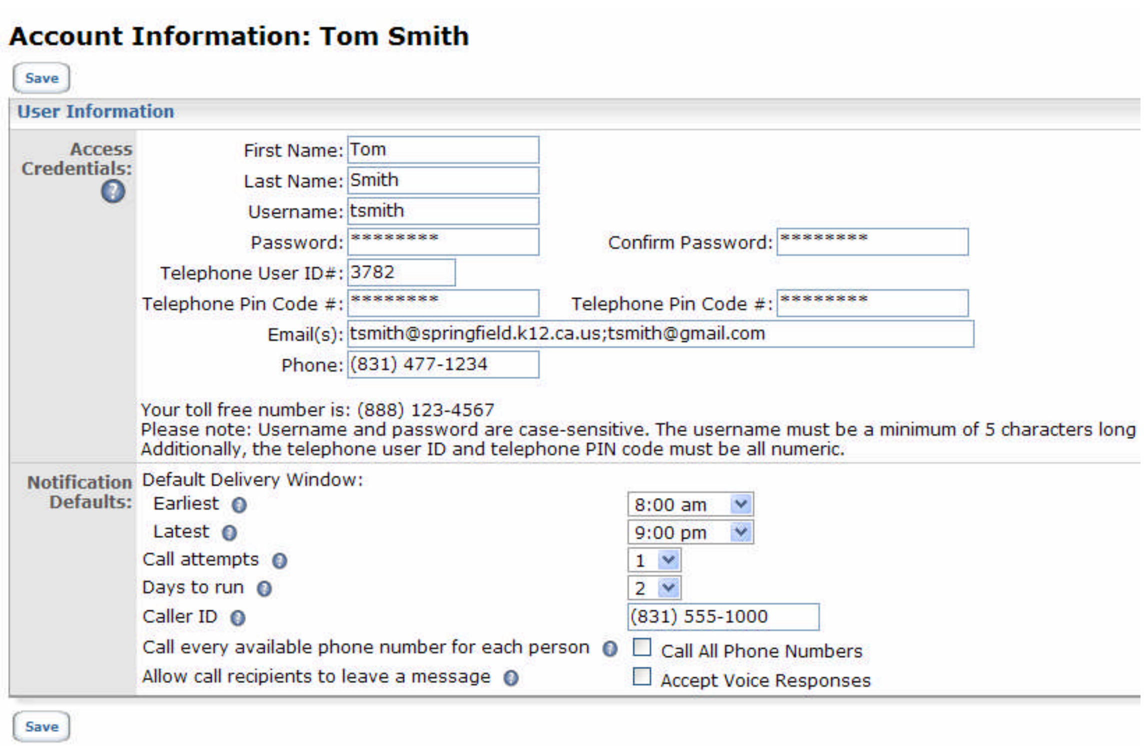


Figure 2: User account information

My Address Book

Clicking the *Address Book* link will open up your *Address Book* so that you can view and edit your personal contacts.

[<u>Note</u>: The *Address Book* is used to store personal contacts that you wish to manually enter into the system. Parent/Student contact data is typically imported automatically from your Student Information System and does not need to be entered into your *Address Book*. *(see* *the section below titled Adding People Manually for information on how to add people to your Address Book.)*]

Active, Pending and Completed Jobs

The center section of the *Start* dashboard displays a list of your most recent notification jobs –active, completed and pending (Pending jobs are jobs that haven't been submitted yet). Active and pending jobs may be viewed and edited, and the jobs themselves may be cancelled from the *Start* dashboard if desired. Simply clicking the *Report* link next to the job name allows you to access real-time results of any active or completed job.

Active Calls

When there are active phone notification jobs in the system, the delivery results can be easily viewed in the pie chart displayed at the left. Refreshing the page will display the most current information. If you would like to monitor the progress of a single job, click the *Graph* link to the right of the job name to display the results chart. The graph will automatically refresh every 15 seconds.

EasyCall

The *EasyCall* button located on the left of the *Start* page provides a quick access tool for launching a basic phone notification. *EasyCall* lets you select any of your lists to call, set the job priority, record a message, and with a few simple clicks your message will be sent to all the recipients on the list.

Learning to Send a Notification

The first step in becoming confident with the system is to send a few simple messages to yourself until you are completely comfortable. The following sections teach the new user how to create lists and send basic notifications.

Notification Basics

There are three standard steps to creating any type of notification job in the system:

- <u>Make a List</u> - For every notification job, you must have a list of people whom you wish to receive your message. Your lists can always be saved and easily reused.

- <u>Create a Message</u> - Every notification job must also have at least one message associated with it. The system contains tools to quickly create messages for every type of job. Both phone and email messages can be created and sent in a single job. Messages can also be saved and easily reused.

- <u>Create a Job</u> - A job specifies which message(s) gets sent to which recipients and determines the times, days and priorities that should be used when delivering the message(s).

Create a List

Before you can send any type of notification you must create a list. The list will determine who receives the message you send.

This section walks beginning users through the steps of creating a list. Most users will find that after creating a few simple lists they can create any number of complex lists without further assistance.

Create a Test List

The first list you should create is a test list that you can use to send calls and/or emails to yourself. If you're in a room with a direct dial phone you can create a list that contains only that phone number. If not, you may wish to use a cell phone number. If you're at home simply use your home phone number.

1. Click the *Notifications* tab located in the top left of the window. You will be automatically directed to the sub-tab called *Lists*.

2. Click the *Create New List* button.

3. Enter a name for list (e.g. Tom's Cell Phone) then click *Save*. You will be automatically directed to the *List Editor* window (see Figure 3).

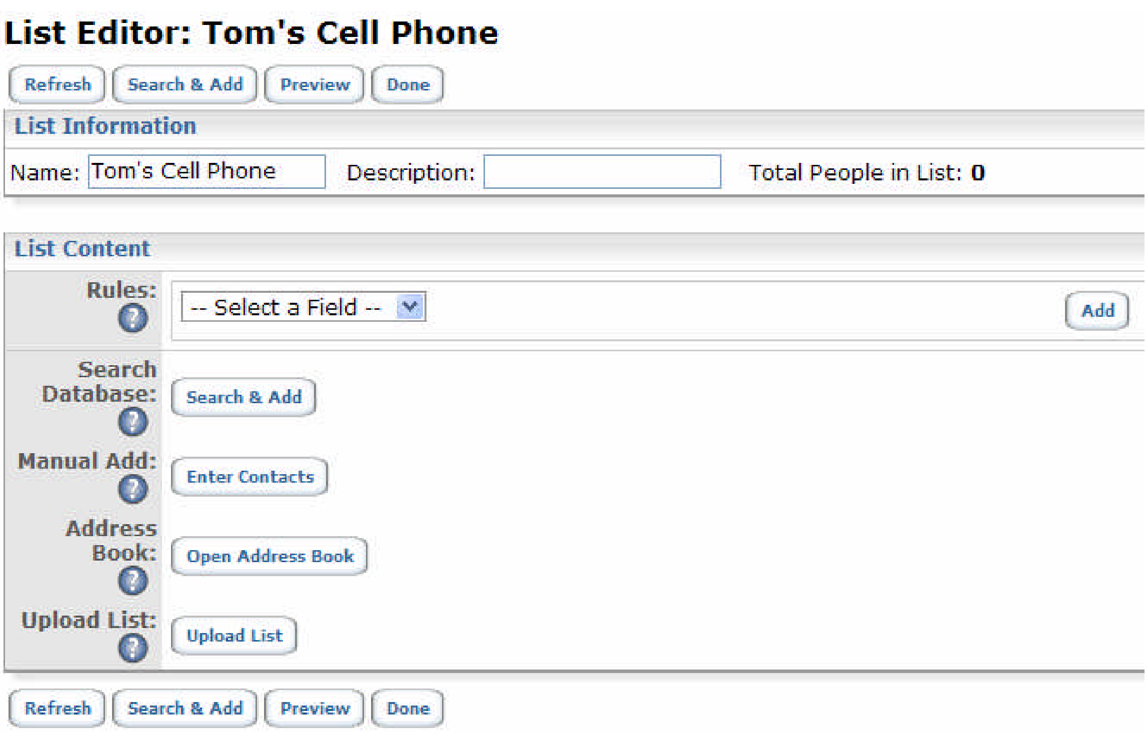


Figure 3: The List Editor

4. The list editor window is covered in detail later in this guide. For now simply locate the section of the page labeled *Manual Add* on the left and click the *Enter Contacts* button. You will be automatically directed to the manual entry page (see Figure 4).

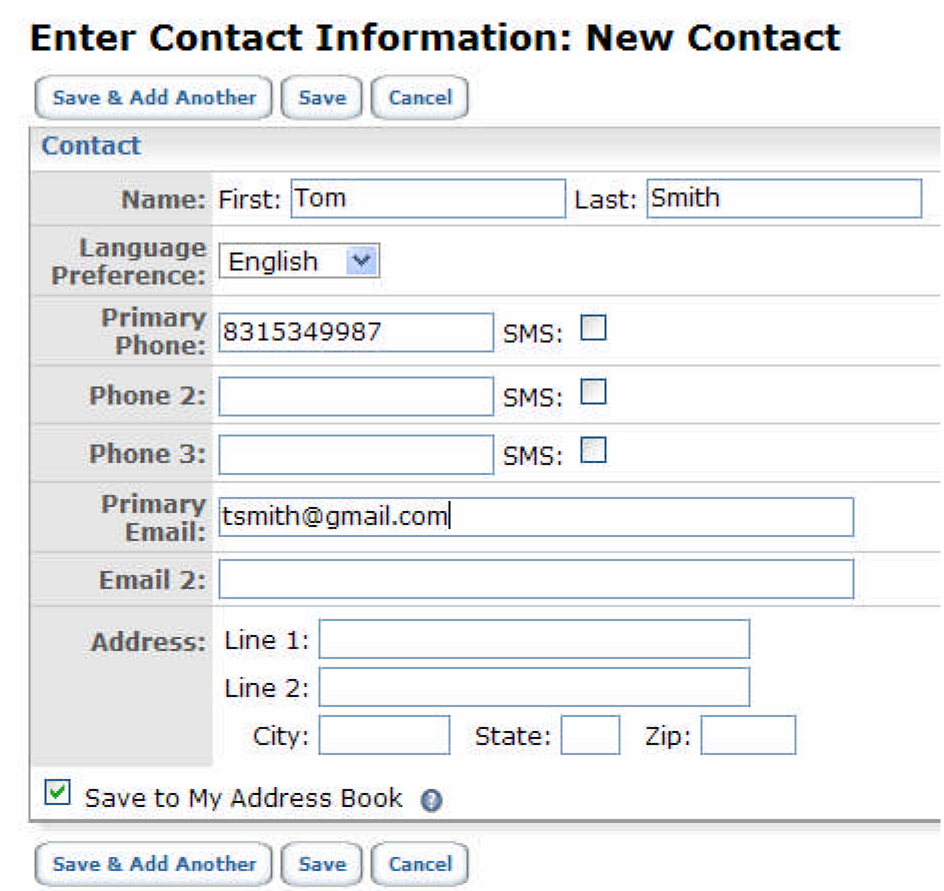


Figure 4: Manually entering a name into a list

5. Enter your first name, your last name, your phone number (all 10 digits) and your email address. (Entering your physical address is not necessary).

6. Click the *Save* button.

7. Note that your name and contact information are now displayed in the *Additions* section of the page. Also notice that the list count to the right of the list description now shows a total of one.

8. Click the *Done* button located in the upper and lower left section of the page to save your list and return to the *List Builder* page where you will see your new list displayed.

9. Congratulations! You've created your first list.

Creating Advanced Lists

After making a simple test list, you should practice making a few more advanced lists. Remember that once you create a list, you can use it over and over. So it's a good idea to create any lists that you expect you will commonly use.

1. Click the *Notifications* tab located in the top left of the window. You will be automatically directed to the sub-tab called *Lists*.

2. Click the *Create New List* button.

3. Enter a name and description for your list (e.g. "All Students" or "6th Graders").

4. Click the *Save* button.

5. You will then be automatically directed to the *List Editor* window where you can configure your list. The technique you use to add people to your list will depend on the type of list that you're creating. See the options below.

Adding People Using Rules

One of the easiest ways to add a group of people to your list is by defining rules. Lists based on rules are perfect for situations where a large number of people meeting certain criteria must be contacted. For example, you might need a list of all 12^{th} grade students or a list of all Kindergarten girls.

1. In the *List Editor* window, select the field that you wish to filter by (see Figure 5).

Figure 5: Selecting a list rule

2. Select the comparison operator you wish to use (i.e. "is", "is not", etc.).

3. Select the data item(s) that you wish to include in your rule. You can select multiple items by holding the Ctrl key (command key on the Mac) while clicking.

4. Click the *Add* button to add the rule to your list.

5. Repeat steps 1 through 4 until all necessary rules are added. Note that the number of people who match your rule(s) will display to the right of the list description.

6. Click the *Preview* button in the upper or lower left corner to preview your list.

7. When you are finished previewing, click the *Done* button in the upper or lower left corners to return to the editor window.

8. If your list is complete, click the *Done* button in the upper or lower left corners to save your list, or continue adding additional rules or individuals to your list.

[Note: To delete a rule simply click the *Delete* button located to the right of the rule.]

Adding People Manually

Lists can be created by manually entering an individual's contact information, just as you did when creating your test list. Manually adding individuals can be used alone to create a list or in conjunction with any of the other list building methods. Once an individual is manually added, his/her information will appear in the *Additions* section of the *List Editor* window.

To manually add an individual to your list follow the instructions below.

1. From the *List Editor* window, click the *Enter Contacts* button and then enter the individual's contact information into the appropriate fields (see Figure 4 above).

2. To automatically add the individual's contact information to your *Address Book*, make sure the *Save to My Address Book* option at the bottom of the window is checked.

3. Click the *Save* button to add the individual to your list.

4. Repeat as necessary.

5. When your list is complete, click the *Done* button, located in the upper or lower left corners to save your list, or continue adding additional rules or individuals to your list.

[Note: To remove a manually added individual from your list simply uncheck the box next to the individual's name in the *Additions* section of the *List Editor* window, then click the *Refresh* button.]

Adding People from Your Address Book

You may store your own private list of contacts in your *Address Book* that can be easily added to your list without the need to manually retype the contact information.

1. From the *List Editor* window, open your *Address Book* by clicking on the *Open Address Book* button located on the lower part of the window.

2. Contacts from your *Address Book* can be added to this list by checking the boxes next to their names (see Figure 6).

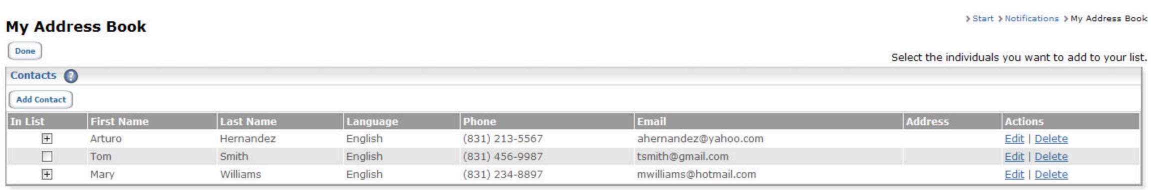


Figure 6: Adding Address Book contacts to your list

3. After selecting the contacts you wish to add, finish by clicking the *Done* button.

4. If your list is complete, click *Done*, or continue adding additional rules or individuals to your list.

Adding People by Searching

In the case where you don't have rules that can be applied to create your list, but the contacts you wish to include already exist in your account, you can use the *Search and Add* option to create an *ad hoc list*. Examples of lists that might be created in this way could be a PTO list, an after-school student club or a sports team.

1. Click the *Search & Add* button located on the lower section of the *List Editor* window. This will automatically redirect you to the *List Search* window.

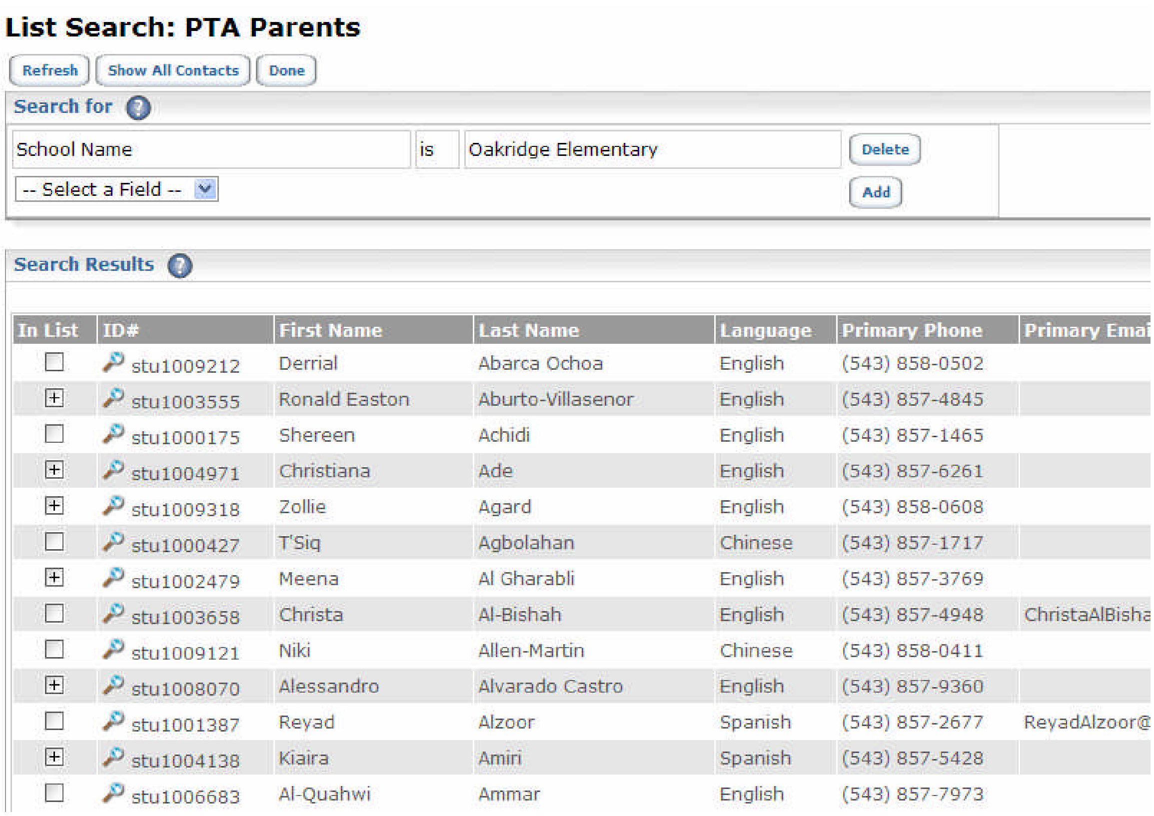
2. To locate the individuals that you want to add to your list you may either click the *Show All Contacts* button to view all contact records that you have access to, or you may filter your contacts in order to quickly locate certain individuals.

3. To filter your contacts, select the search field and the comparison operator you wish to use (i.e. "is", "is not", etc.) in the *Search For* area.

4. Select the data items that you wish to include in your search rule.

5. Click the *Add* button and repeat steps 2 through 4 until all necessary rules are added.

6. When you locate individuals that you want to include in your list simply click the checkbox to the left of their name. Repeat until you have selected everyone that you want included on your list (see Figure 7).



In List	ID#	First Name	Last Name	Language	Primary Phone	Primary Emai
☐	stu1009212	Derrial	Abarca Ochoa	English	(543) 858-0502	
☒	stu1003555	Ronald Easton	Aburto-Villasenor	English	(543) 857-4845	
☐	stu1000175	Shereen	Achidi	English	(543) 857-1465	
☒	stu1004971	Christiana	Ade	English	(543) 857-6261	
☒	stu1009318	Zollie	Agard	English	(543) 858-0608	
☐	stu1000427	T'Siq	Agbolahan	Chinese	(543) 857-1717	
☒	stu1002479	Meena	Al Gharabli	English	(543) 857-3769	
☐	stu1003658	Christa	Al-Bishah	English	(543) 857-4948	ChristaAlBisha
☐	stu1009121	Niki	Allen-Martin	Chinese	(543) 858-0411	
☒	stu1008070	Alessandro	Alvarado Castro	English	(543) 857-9360	
☐	stu1001387	Reyad	Alzoor	Spanish	(543) 857-2677	ReyadAlzoor@
☒	stu1004138	Kiaira	Amiri	Spanish	(543) 857-5428	
☐	stu1006683	Al-Quahwi	Ammar	English	(543) 857-7973	

Figure 7: Adding individuals from a search

7. When you are finished using the *List Search* window, click the *Done* button in the upper or lower left corner to return to the *List Editor* window. From there you can save your list or continue by adding rules or more individuals to your list.

[Note: To remove individuals from your list simply uncheck the box next to the individual's name and then click the *Refresh* button.]

[Tip: Now that you are comfortable creating lists and you have a test list created, you may wish to skip ahead to the section below titled *Creating a Job with EasyCall* and try sending a few simple phone messages to yourself before covering all the various message creation options in the following section.]

Creating Messages

There are two basic options you can use to create a simple phone message. You may either call into the system to record your message, or you can have the system call you in order to record.

[Important: The system cannot call you if you if your number requires dialing an extension.]

Using Call Me to Create a Simple Phone Message

1. Click the *Notifications* tab, and then click the *Messages* tab.
2. On the *Message Builder* window, click the *Call Me to Record* button. The *Call Me* pop-up window will open (see Figure 8).

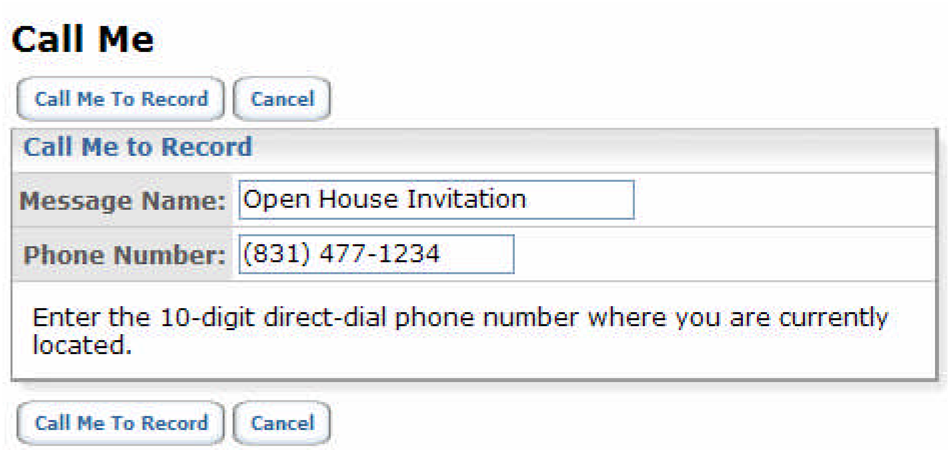


Figure 8: Using the Call Me feature to record a phone message

3. Enter a name for your message and the direct access phone number where you can be reached.
4. Click the *Call Me to Record* button. You will receive a call from the system momentarily. Just follow the prompts to record and save your message.
5. To record more than one message simply follow the prompts. You will have an opportunity to name all your recordings when you are finished.
6. After hanging up the phone, the recording window will change to the *Rename Files* window. Name your message(s) and then click the *Save* button (see Figure 9).

Figure 9: Renaming and saving your recordings

[Tip: If you are recording messages in an alternate language (e.g. Spanish), be sure to include the language in the name of your message for easy identification (e.g. "Open House Invitation – Spanish").]

7. Your message(s) will now appear in the *My Phone Messages* list and can be used in a job *(see the section below titled Notification Jobs for instructions on how to use your messages in a new job)*.

Calling in to Create a Simple Phone Message

Calling into the system to record your message is also an easy way to create a simple phone message.

[Tip: Before calling into the system you will need your *Telephone User ID#* and *Telephone PIN Code*. These can be accessed and modified using the *Account* link located in the top right corner of the window.]

1. Dial the system phone number *(If you don't know the system phone number contact your SchoolMessenger system administrator)*.
2. At the prompt, enter your *Telephone User ID#* and press pound (#).
3. Enter your *Telephone PIN Code* and press pound (#).
4. Press 1 and listen for the beep to begin recording your message.
5. Press any key to stop recording. Your message will automatically play back.
6. After you listen to your recording, press 1 to save it, press 2 if you want to hear it again, or press 3 to re-record your message.
7. After saving your message, you may press 2 if you need to record your message in other languages. Press 1 if you do not. Then hang up the phone.
8. Your message(s) are now saved in your account on the *Message Builder* page and can be used when you create a job through your web account *(see the section below titled Notification Jobs for instructions on how to create a job with your new message)*.

[Note: The system will generate names for your message(s) that include the date and time of your call. When you are finished recording your message(s), it's a good idea to rename them using your online user account to something that is easier to identify. You will find your newly created message(s) on the *Message Builder* page located under the *Notifications* tab.]

Creating an Email Message

The *My Email Messages* section of the *Messages Builder* page allows you to create and edit email messages. To create a new email message, click the *Create New Email Message* button. This will take you to the *Email Message Editor* window. If you plan to create this message in an alternate language be sure to indicate the language in the message name for easy identification when you create your notification job.

1. Enter a subject in the *Subject* field. This is what the recipient will see as the subject line of the email (see Figure 10).
2. Enter the name of the sender in the *From Name* field. This is who the recipient will see as the sender (typically this will be your name).

3. Enter the sender's email address in the *From Email* field. This is the sender's email address as seen by the recipient (typically this will be your address).

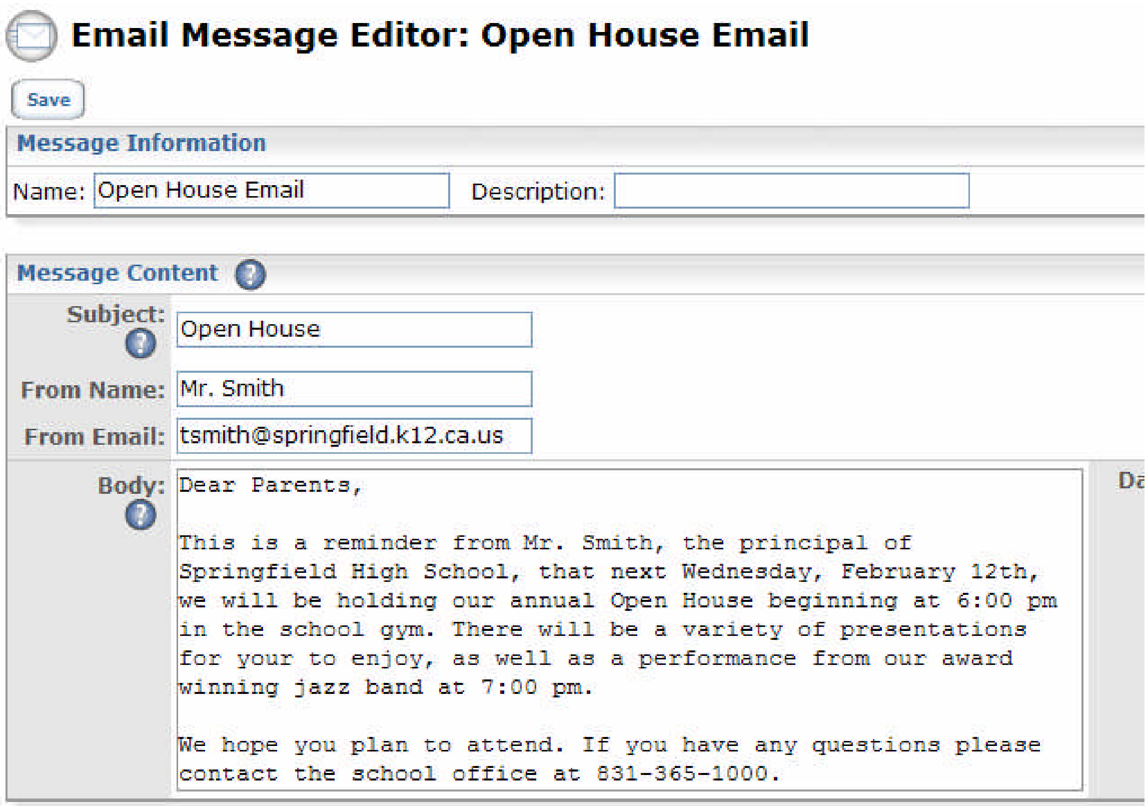


Figure 10: Creating an email message

4. Enter the body of the email message in the *Body* field. You may use carriage returns for formatting.

5. Click the *Save* button at the top or bottom of the window when you are done. Your email message will be saved, and you will be returned to the *Message Builder* window.

6. Your email message is now ready to use in a notification job *(see the section below titled Notification Jobs for instructions on how to create a job with your new message)*.

Using Data Fields in Your Messages

Both phone and email messages can include dynamic data elements inserted at any point in the message. This is especially useful when creating messages that require unique information for each recipient – such as an absence message. In addition, phone messages can be created using both spoken voice recordings as well as text-to-speech synthesis.

Below is an example of what the text of an absence message might appear like:

"Hello. This is a message from Mrs. Jones, the attendance clerk at Sunset Junior High School. I am contacting you to let you know that your student, <<First Name>><<Last Name>>, was marked absent from school <<Absence Date>>. Please remember to send a signed note when they return giving the reason for the absence. If you have any questions please call me at 623-9600 extension 214."

The inserted data fields appear double bracketed, <<like so>>. It is very important that the dynamic text not be edited. Altering the dynamic text may cause it to not play correctly.

[<u>Note</u>: For detailed instructions on creating dynamic messages and/or text-to-speech messages, see *Creating an Advanced Phone Message* in the online help.]

Notification Jobs

Creating a New Job

Before attempting to create a notification job, make sure that you have created a list and a message to send. This section covers how to create a job that will only run once. If you need to create a repeating job (e.g. a daily absence notification job), please refer to the *Repeating Jobs* section in the online help.

1. Click the *Notifications* tab, and then click the *Jobs* tab.

2. Click the *Create New Job* button. This will open the *Job Editor* window.

There are four basic sub-components to the *Job Editor* window: *Job Settings*, *Phone Delivery Options*, *Email Delivery Options*, and *Multi-lingual Message Options* (see Figure 11).

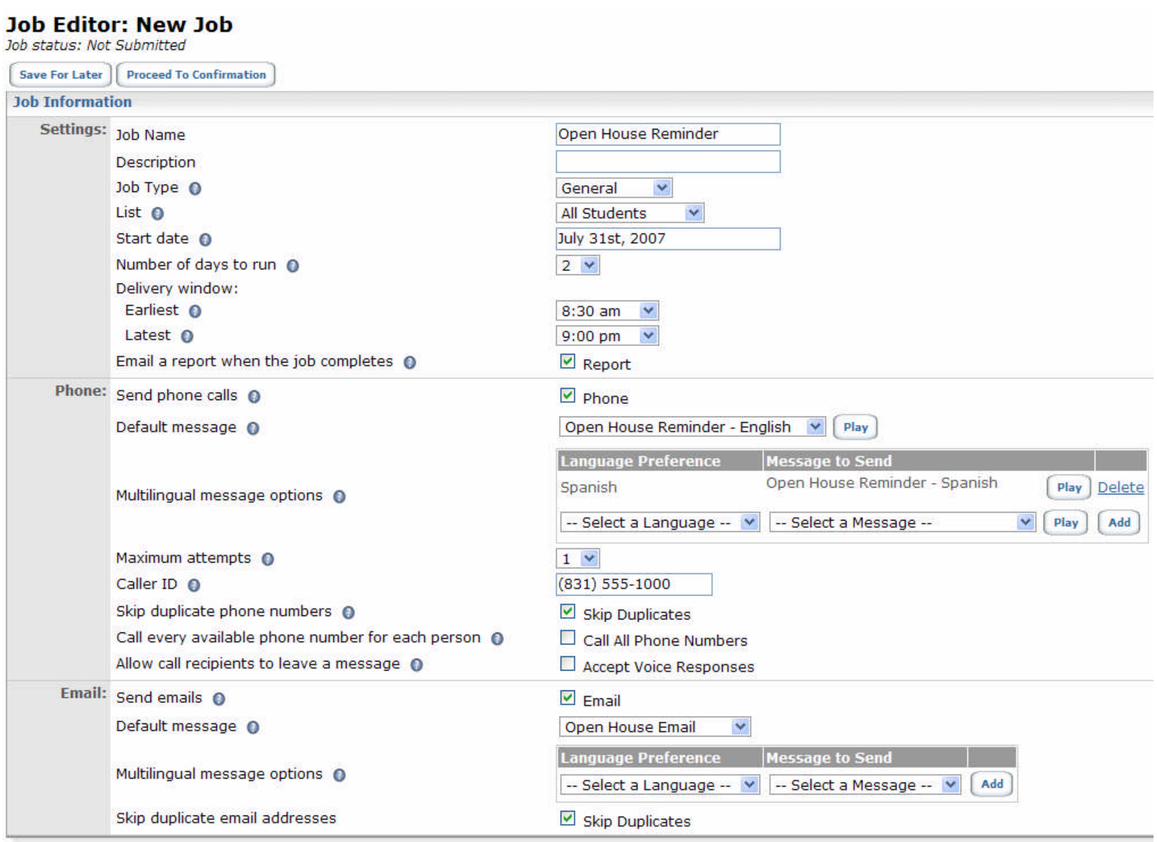


Figure 11: Notification Job Editor window

Job Settings

- <u>Name</u>: A descriptive name you enter for the job you are about to send.

- <u>Description</u>: Here you can add an optional description for your job.

- Type: Use this drop-down menu to select the priority of your job. Higher priority jobs will be processed ahead of lower priority jobs.
- List: Use this drop-down menu to choose which of your lists you wish to send your message(s) to.
- Start Date: This field determines the date your job will begin. By default it contains the current date.
- Number of Days to Run: This field allows you to set the number of days the job is allowed to continue to attempt busy or unanswered numbers.
- Delivery Window: These settings determine the earliest and latest times that the system will attempt to contact your recipients.
- Email a report when the job completes: If this box is checked, the system will email a PDF file with the results of the job to the email specified in your user account settings.

Phone Delivery Options

- Send Phone Calls: Check this box if you wish to send phone calls as part of this notification. It will be automatically checked if you select a default message to send or if you begin to configure other settings in the *Phone* section.
- Default Message: This is the phone message that will be sent to all recipients unless you specify an alternate language message be sent to recipients with an alternate language preference setting.
- Multilingual Phone Message Options: Use these menus to set up a multilingual message *(see the section below titled Multilingual Message Options)*.
- Maximum attempts: Use this drop down menu to select the maximum number of attempts to busy and unanswered numbers.
- Caller ID: This is the number that recipients will see on their caller ID.
- Skip Duplicate Phone Numbers: Check this box if you want each phone number in your list to be called only once. For example, if you are calling every student in your school with a general announcement, you might want to skip duplicate numbers. That way if there are multiple students in the same home, that household will only receive one call.
- Call every available phone number for each person: Checking this box will cause the system to attempt to reach your recipients at every available phone number in the system. For example, if the database contains a home, work, and cell phone number, all of them would receive a call.
- Allow all recipients to leave a message: Checking this box will allow call recipients to press 0 on their touch-tone phone and leave a voice response. You can view the responses by simply logging into your account and clicking on the *Responses* link to the right of each job name on your Start tab.

Email Delivery Options

- Send Emails: Check this box if you wish to send emails as part of this notification. It will be automatically checked if you select a default email message to send or if you begin to configure other settings in the *Email* section.
- Default Message: This is the email message that will be sent to all recipients unless you specify an alternate language message be sent to recipients with an alternate language preference setting.
- Multilingual Email Message Options: Use these menus to set up a multilingual message *(see the section below titled Multilingual Message Options)*.
- Skip Duplicate Email Addresses: Check this box to have the system automatically skip any duplicate email addresses that occur in your list.

Multilingual Message Options

This section assumes that you have already created your message in more than one language (e.g. English and Spanish).

For example, you intend to send a general announcement by phone, and you've recorded two versions of your message (one in English and one in Spanish) with English being the default message. The goal is to get the Spanish message to the recipients who have indicated Spanish as their language preference. In the *Multilingual Message Options* Spanish will be selected as the *Language Preference* and the Spanish version of the message as the *Message to Send* (see Figure 12).

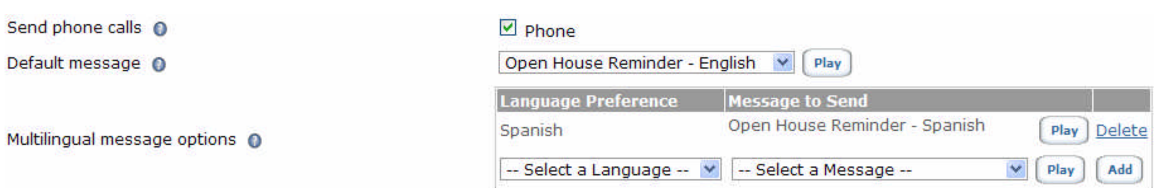


Figure 12: Adding an alternate language message

1. Configure your general message settings (Phone and/or Email, time to call, etc.)
2. Set your default message. This is the message everyone without an alternate language preference will receive.
3. In the *Multilingual Message Options* for phone and/or email select a language preference in the left drop down menu and then select the name of the message in the *Message to Send* drop down menu.
4. Click the *Add* button to add additional alternate language messages to your job.

Review and Confirm

When you have finished configuring your job and are ready to send it, click the *Proceed to Confirmation* button. You will see a window like the one below (see Figure 13). If you need to make a change to the settings, just click the *Back* button. After verifying the job settings, click the *Submit Job* button.

[Important: Before submitting your job, it is always recommended that you check the *Total People in List* value located just below the list name to insure that you are notifying the expected number of recipients.]

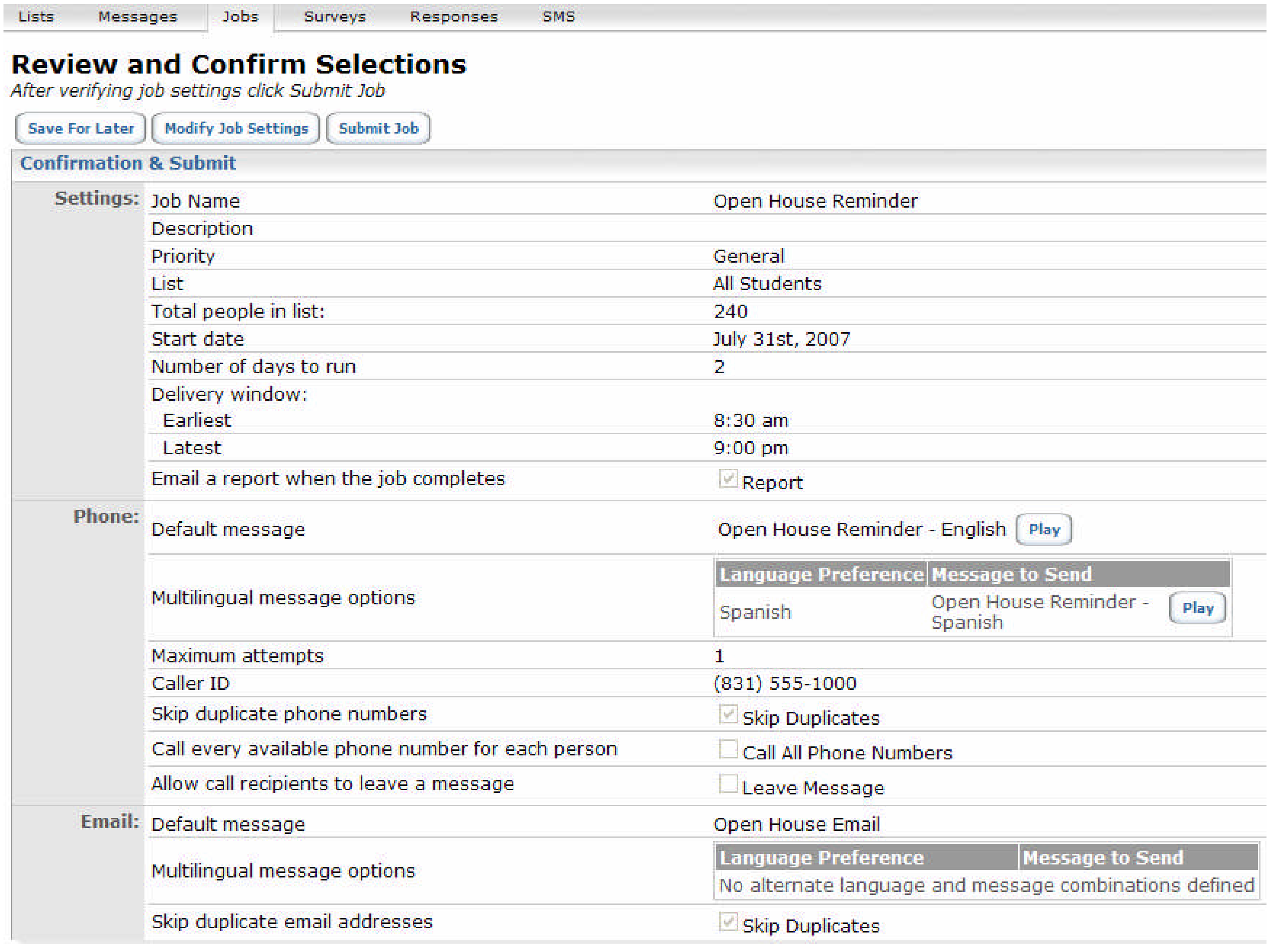


Figure 13: Confirming your notification job

Creating a Job with EasyCall

Once you've practiced sending jobs using the *Job Editor* window, you may find that most jobs you send can be accomplished by using the *EasyCall* feature. The *EasyCall* feature is the quickest way to launch a simple phone notification to a list. Use *EasyCall* when you don't need to send an email along with your call.

Using EasyCall

To create a new *EasyCall* job, just click the *EasyCall* button located on the *Start* page. The *EasyCall* window will open (see Figure 14).

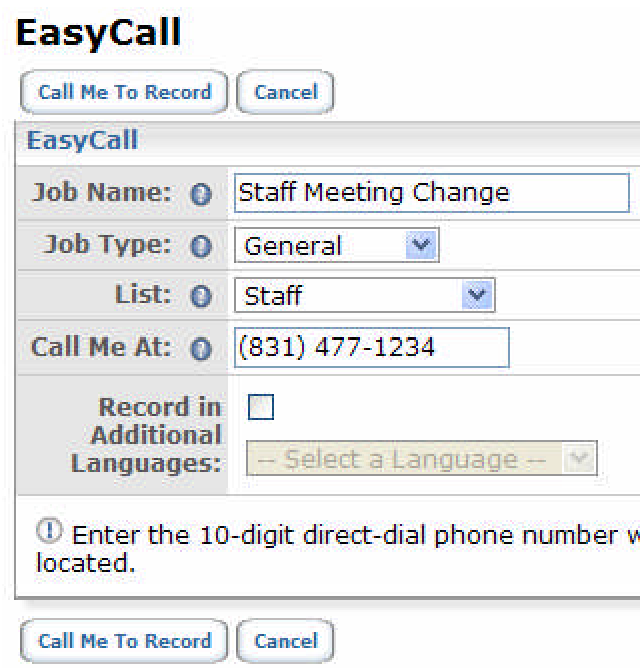


Figure 14: The EasyCall window

1. Enter a descriptive name for the job.
2. Select the job's type. This determines the priority by which the job will be processed relative to other jobs in the system. For example, an Emergency job would be processed before a General Outreach job.
3. Select the list to call.
4. Enter the direct access phone number (i.e. 10-digit) where you are located.
5. Click the *Call Me to Record* button.
6. When the system calls you, just follow the prompts to complete and save your recording. After you finish and hang up, you will see the *Review and Confirm Selections* window (see Figure 15).

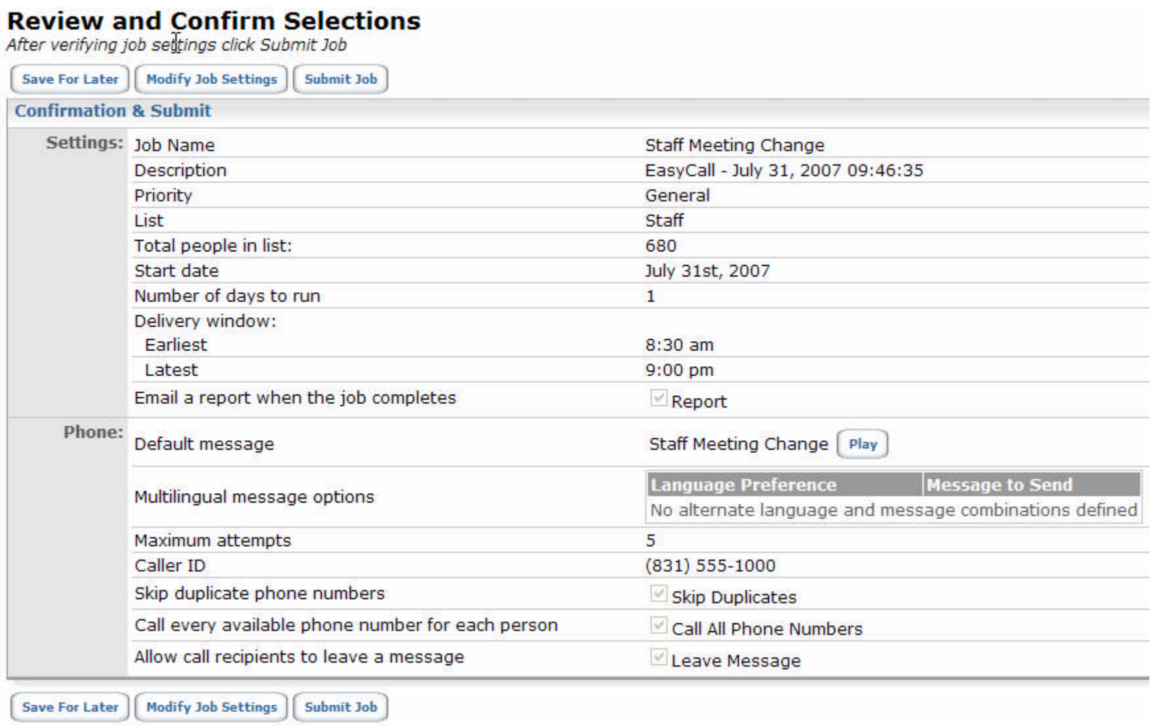


Figure 15: Confirming and Submitting your EasyCall job

7. Confirm the settings for your job and submit it by clicking the *Submit Job* button. If you wish to make changes to the call job (e.g. change the time the calls start) click the *Modify Job Settings* button. This will take you into the *Job Editor*, where you can modify your settings. Once you click the *Submit Job* button the job will appear under the *Active and Pending Jobs* section of your *Start* dashboard.

Using Telephone Only Access to Create and Initiate a Job

The telephone remote access feature allows authorized users to record messages and create notification jobs without the need of a computer or Internet access. Before proceeding, review the *Telephone Remote Access Pocket Guide* in Appendix B.

[Tip: Before calling into the system you will need your *Telephone User ID#* and *Telephone PIN Code*. These can be accessed and modified using the *My Account* button located in the top right corner of the window.]

1. Dial the system phone number (If you don't know the system phone number contact your SchoolMessenger system administrator).
2. Enter your *Telephone User ID#* at the prompt and press pound (#).
3. Enter your *Telephone PIN Code* and press pound (#).
4. Press 1 to begin recording your message.
5. Press any key to stop recording. Your message will automatically play back.
6. After you listen to your recording press 1 to save it, press 2 to replay your message or press 3 if you need to re-record your message.
7. Press 1 to continue and skip the multilingual message option. Press 2 if you need to record your message in other languages.
8. Press 1 to begin selecting options for this notification job. *(Note: If you hang up at this point, your message will be saved and can be used in jobs created via the web interface.)*
9. Each list that you've previously created is read to you by the system. When you hear the list that you want to select simply press the number of that list.
10. Press 1 to confirm your list selection. If you need to select a different list press 2.
11. Press 1 to send your job using your highest authorized priority level (This is typically the option selected in an emergency situation) or press 2 to use your default priority level (e.g. a general announcement type of notification).
12. Select the maximum number of days you want to allow for your job to run. Remember that your job will only run during the call times that you set in the next step.
13. Review the default call time window for this job. Press 1 to accept the defaults or press 2 to modify the call time settings.
14. Confirm that your job's information is correct, and press 1 to submit your job, or follow the prompts to make any corrections. If you submit your job and then find that you need to make a change to it, you can modify or cancel the job using the web interface through your online account.

Creating Notification Reports

A *Notification Report* is easy to create and shows you the results of your job.

Viewing Results for a Single Job

To view the results of a single job, simply locate the job from your *Start* dashboard and click the *Report* link to the right of the job name. If your job is no longer listed on the Start page, click the Reports tab and locate the appropriate report template for the type of report you desire to produce. For standard job information, use the *Notification Summary* report. For detailed contact information, use the *Phone Log* and *Email Log* reports. To query contact results for a single person use the *Contact History* report (see example below).

Creating a Customer Report Query

To extract specific report information for an individual, such as calls over a date range or calls to a particular phone number, use the *Contact History* report.

1. Click on the *Reports* tab, and then click the *Contact History* link.
2. Enter the search criteria for the report. You must enter at least one of the following: ID#, phone number or email address (see Figure 16).
3. Enter option filter criteria to narrow your search results.

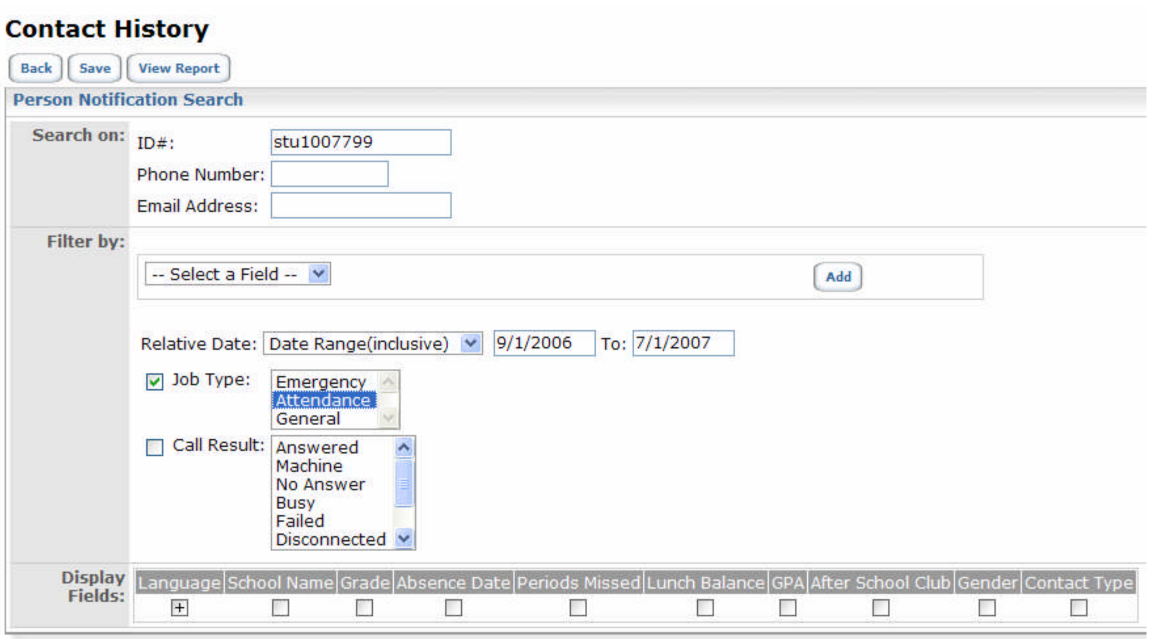


Figure 16: Creating an Individual Student Absence Notification report

4. When you have completed your selections click the *View Report* button to display the results.

Appendix A – Quick Tips for Messaging

SchoolMessenger can be an effective instrument for building relationships with parents; the sound of the principal's voice can leave a lasting impression. The following points can help ensure that your messages are well received and understood by your recipients.

Be Prepared

Before recording your message clearly define the content of the information you plan to send.

Write your message out.

Begin with the important information and get right to the point. Good messages always contain your name, your school and your position at the school.

Repeat important information.

Articulate Clearly

You should speak slowly and clearly when recording messages – but not so slow as to loose the recipient's interest. It can be difficult to understand callers who speak too quickly. Write your message down and practice speaking crisply in order to be easily understood. Always listen to your message before sending it.

Create a Good Impression

Messages are often your first contact with a parent so you want to make a good impression. Smile when you speak; people can hear it in your voice. Take a deep breath before you start recording; you want to keep your voice from trailing off. Put some energy in your voice and change the inflection; avoid sounding monotone. If you sound bored, your recipients will be less likely to pay attention. Remember, how you say something can be just as important as what you say.

Get to the Purpose of the Call

In this age of information overload our attention span isn't what it used to be. Make it clear why you are calling and keep it brief. You generally have about thirty seconds (sometimes less) to convey your purpose before losing people's attention.

Avoid Calling about Numerous and/or Unrelated Topics

Trying to cover a variety of complicated and/or unrelated issues in one phone message is not a good idea. Instead, break it up into multiple calls. This improves the chances that recipients will understand and remember your message.

Appendix B – Telephone Remote Access Pocket Guide

The *Telephone Remote Access Pocket Guide* is intended to serve as a quick reference that you can print and carry with you in order to allow you to initiate a callout in the event that you do not have access to a computer or the Internet.

[Important: It is recommended that you DO NOT write your *Telephone User ID#* and *Telephone PIN Code* on the pocket guide. Doing so would allow anyone who might come into possession of your pocket guide to initiate a callout to any list that you've created.]

SchoolMessenger
Remote Telephone Access
Pocket Guide

1. **Dial** the system phone number:

2. Enter your **User ID** at the prompt and press pound (#).

3. Enter your **PIN code** and press pound (#).

4. **Press 1** to begin recording your default message.

5. **Press any button** to stop recording.

6. After you listen to your recording **press 1 to save** it in the system, press 2 to replay your message, or press 3 if you need to re-record your message.

7. **Press 2** to record your message in alternate languages or **press 1** to continue.

8. **Press 1** to begin selecting options to create a job for your message.

9. You will be given an option for each list currently saved on your account. Just **press the number of the list you want to use**.

10. **Press 1 to confirm** your list selection. If you need to select a different list press 2.

11. **Press 1** to send your job using your highest authorized priority level or **press 2** to use your default priority level.

12. **Select** the number of days you want to allow for your job.

13. To accept your default call time settings **press 1**. To change the call time settings **press 2** and follow the prompts.

14. Confirm that your job's information is correct and **press 1 to submit** your job or follow the prompts to make any corrections.

If you submit your job and then find that there was an error, you can cancel the job using the web interface.

