

# *Fetch*

*User guide*

# Signing in

## Fetch

Your templates. Organized.

Fetch is a place for you and your team to create, organize, access, and copy template responses for your customers. Fetch learns what you use the most and makes it easy to search for what you need. To get started, just sign in with your IXL Google account.

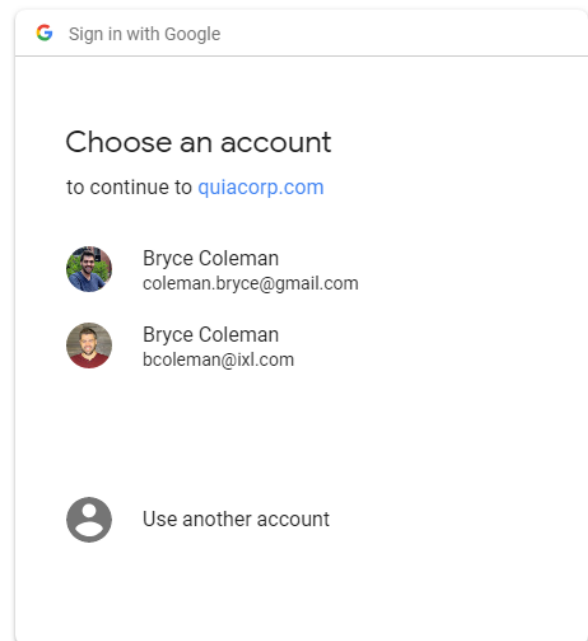
Sign in with Google

Access to Fetch is only available when connected to the IXL network. You can connect to the IXL network through the VPN or by connecting to the Wifi network at any company office. Once connected, you can go here to sign in and access your templates:

<http://scruffy.quiacorp.com:3000>

You will see the Fetch sign in page along with a button to "Sign in with Google." You will only be able to access your templates by signing in with your IXL Google account.

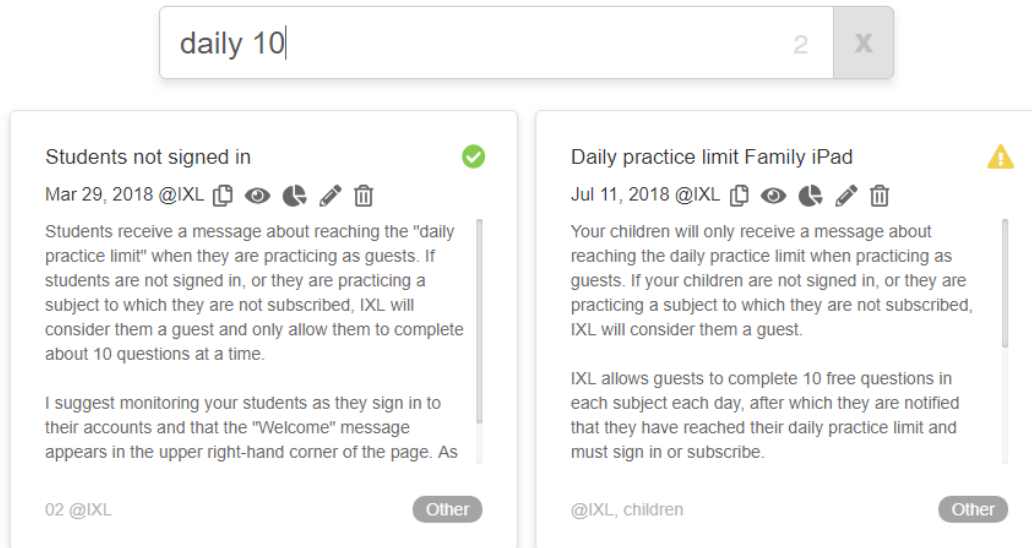
Once you've clicked the "Sign in with Google" button, you will be prompted to choose your Google account. After choosing your IXL Google account, you will be signed in to Fetch.



# Searching

## Fetch

Templates at your fingertips.



Searching for templates in Fetch is easy. Once signed in, you can type your keyword(s) in the search bar near the top and Fetch will display any templates that match the keyword(s) you've entered.<sup>1</sup> As you and your team copy each template, Fetch will learn what templates you use the most and display those templates first.

During each search, a number will appear on the right hand side of the search box to indicate the number of templates that match your search query. You can reset your search by removing the text from the search box or clicking the X icon.

The @ symbol can be a powerful tool in helping you find the right template. Using @ along with the program abbreviation will show only templates for that program. While some users will only have access to templates for one program, this can be useful for employees that cover more than one program. Here is a list of program abbreviations:

@IXL   @QB   @QW   @FAM   @AS

You can also use the @ symbol along with your first initial and last name to search templates you've added. For example, when signed in as jsmith@ixl.com, typing @jsmith would show all templates added by Jane Smith.

When users from the family team are searching for translated edition templates, they can use the \* symbol along with the keyword FAM and the country code (FR, GB, JP, etc.) to find the template they need.

<sup>1</sup> Fetch does not recognize special search parameters like using quotation marks to find an exact match. Fetch will match exactly anything you enter into the search box.

# Templates

## 1 Need more information

Jun 24, 2018 @IXL     

In order to diagnose the problem and work on a solution, I'll need some more details. Please let me know what kind of device you are using to practice. Also, please let me know what steps you were taking when you noticed the issue and if you saw any error messages.

With this information I'll be able to investigate more closely and work towards a solution for you.

not working

Other

## User/pass request

Jul 10, 2018 @IXL      

Here is your username: USERNAME

You can follow this link to reset your password:

PASSWORDLINK

Once you select a new password, you will be automatically signed in to your account. When you need to sign in to IXL in the future, you can do so from your dedicated sign in page here:

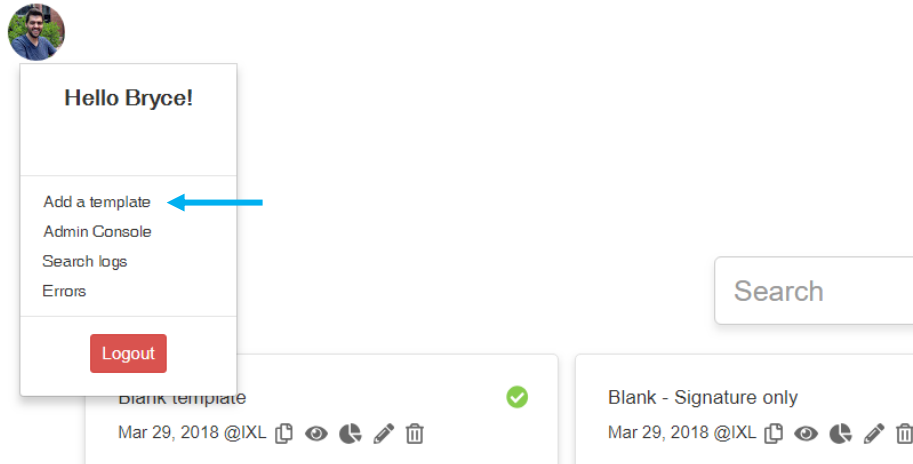
01 @IXL

Signing In

Each template shows useful information that can help you locate, copy, and modify the responses you need.

1. **Title** - The title of each template provides a brief description of the template contents.
2. **Type** - This icon will help you identify templates that are from Service Cloud (✓), those added by members of your team (⚠), and your own personal templates (■).
3. **Updated date** - This is the last date this template was updated.
4. **Program** - Each program is abbreviated by two or three characters (i.e., @IXL, @FAM, @AS, @QB). When searching, you can filter by the program you are looking for by entering the @ symbol and the abbreviation for your program.
5. **Full** - To copy a full e-mail response (including the greeting, opening, closing, and signature) you can click this icon.
6. **Portion** - Only the template body (or what you see on the screen) will be copied to the clipboard.
7. **Pieces** - If you would like to copy just a piece of a template (a sentence or two), you can use this icon to view the body of the template and select what you want. Press Ctrl + C to copy the text.
8. **Edit** - Admins can edit all templates and users can edit their own templates.
9. **Versions** - Some templates will have different versions (a version for parents, students, teachers, etc.). Clicking on the green versions button will show the options for versions. Clicking on the version will copy a full template response to your clipboard.
10. **Delete** - The delete button is available for Admins and your own templates. Deleting a personal template cannot be undone.
11. **Template body** - Here you will see the text of the template. Clicking on the body of the template will copy a full template response to the clipboard.
12. **Tags** - These keywords help Fetch search for and find the right template.
13. **Category** - This identifies the template category. Categories can be changed by clicking on the edit button.

# Adding a template



In Fetch, you can create your own templates by clicking your profile image and selecting “Add a template” from the drop-down menu.

1. **Template name** - Enter the name for your template. Template names are limited to 35 characters.
2. **Opening sentence** - Enter the opening sentence for your template. (i.e., Thank you for reaching out to us).
3. **Text editor** - In the text editor, you can enter and edit the template body. A text editor is also available for each template version.
4. **Additional Versions** - Sometimes a template has multiple versions, each with slight variations (i.e., a version for students, parents, teachers, etc.). To add additional versions, you can click on the tabs near the top and enter the template version in the text editor. To change the version name, double click inside the Tab name and enter a new name in the space provided.
5. **Closing sentence** - Enter the closing sentence for your template (i.e., Please let me know if you have any questions and I will be happy to help!).
6. **Category** - Choose the category for your template. Categories for different programs will be separated by a solid line.
7. **Program** - Choose the program associated with this template.
8. **Public status** - Only admins can set the public status for a template. Setting the public status to true will make a template available to all users.
9. **Signature E-mail** - Enter the e-mail address that will appear in the signature of this template (i.e., help@ixl.com, support@ixl.com, etc.).
10. **Tags** - Enter related words or numbers to help find your template faster.
11. **Submit** - When finished, click submit to save the template.

Add new template ×

1 Template Name

2 Opening sentence (i.e., Thank you for reaching out to us.)

4

Original Version1 Version2 Version3 Version4

3

POWERED BY TINYMCE

5 Closing sentence (i.e., Let me know if you have any questions.)

--Select category-- 6

--Select program-- 7

--Select public status-- 8

Signature E-mail 9

Tags 10

11 Submit