Fetch

User guide

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.
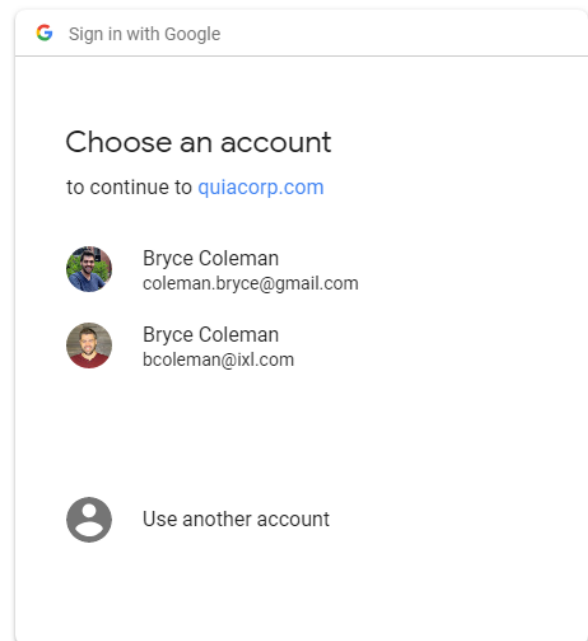
Sign in with Google

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.

G Sign in with Google

Choose an account

to continue to quiacorp.com

Bryce Coleman
coleman.bryce@gmail.com

Bryce Coleman
bcoleman@ixl.com

Use another account

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.[1] 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.

1. 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

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

1. **Title** - The title of each template provides a brief description of the template contents.
2. **Type** - Identifies templates that are from Service Cloud (⊘), those added by members of your team (⚠), and your own personal templates (▪).
3. **Updated date** - By clicking on the type icon, you will be able to see when this template was last updated, who added it, and the number of times it's been clicked.
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. **Portion** - Copies the template body (or what you see on the screen) to the clipboard.
6. **Pieces** - Shows the body of the template. Select the piece you want and press Ctrl + C to copy.
7. **Reply -** Replaces the greeting in any template with "Thank you for your reply" and updates the intro to Hello NAME (For Account Services, the greeting will always be Hi NAME).
8. **Versions** - Shows the options for different versions (version for parents, students, teachers, etc.). Clicking on the version you need will copy a full template response to your clipboard.
9. **Share -** Copies a link that can be used to share this template with someone else on your team.
10. **Edit -** Lets you edit a template
11. **Delete** - Deletes a template (available for admins or your personal templates).
12. **Template body** - Shows the body of the template. Clicking on the body will copy a full template response.
13. **Tags** - Keywords to help Fetch find the right template.
14. **Category -** 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 on the menu icon ☰ and selecting "Add a template".

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.). *Only available for some teams.
10. **Tags** - Enter related words or numbers to help find your template faster.
11. **Submit** - When finished, click submit to save the template.