Algiers Charter Schools Association
Education...Just Different

SchoolMessenger™

https://asp.schoolmessenger.com/nolalgiers

Getting Started

SchoolMessenger is used to send **notifications**, also referred to as **jobs**, via the phone, e-mail, SMS text or any combination of the three.

Sending a message to a small group, to hundreds, or even to thousands of people is simple. The process of sending a message can be broken down into three basic steps:

Making a List

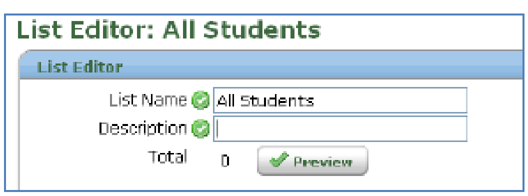
The first step in sending a message is to create a list of people who will receive it.

[<u>IMPORTANT</u>: Most lists you create will **update automatically** each time new data is imported into your account. For most customers this occurs each day. That means that lists can be used over and over, and they will always stay current. For example, if you create a list of all your students you can reuse that list forever since any adds/drops/changes will automatically be reflected in the list with each data upload to your account.]

Creating a list is simple. In later section of this guide (Test List) you'll learn how to create a test list that you can use to send test messages to yourself. Follow the steps below to create a simple rules based list:

Creating a New List

1. Click the **Notifications** tab. Then click the **Create New List** button.

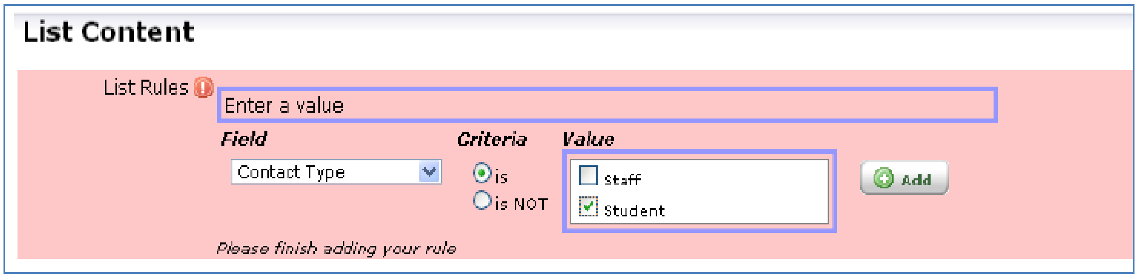


2. Enter the name for your list. (For example, "All Students" or "Staff"). Be sure the list name describes the contents of the list – **not** the type of message you are planning to send.

Adding Rules to Your List

One of the easiest ways to add a group of people to your list is by defining rules. Rules allow you to define groups of people who meet certain criteria, for example:

- All Students
- Students in a specific grade
- Only Staff



All Students List

1. Select the field that you wish to filter by (**contact type** *or* **school**.)
2. Select the comparison operator you wish to use. (**is**)
3. Select the data item(s) that you wish to include in your rule. (**student** for contact type or your **school's name** for school.)
4. Click **Add** to save the rule.
5. Confirm that the **Total** count is similar to the total number of students in your school.
6. Click the **Done** button, and your All Student list is now saved and can be viewed or edited under the Notifications → Lists menu.

Staff List

1. Select the field that you wish to filter by (**contact type**.)
2. Select the comparison operator you wish to use. (**is**)
3. Select the data item(s) that you wish to include in your rule. (**staff**.)
4. Click **Add** to save the rule.
5. Confirm that the **Total** count is similar to the total number of staff at your location.
6. Click the **Done** button, and your Staff list is now saved and can be viewed or edited under the Notifications → Lists menu.

Grade Level List

You can use multiple rules to build a list. Follow the previous steps to create another all student list but name the list for a particular grade level (e.g. "12^{th} Graders"). By adding another rule you can filter it down to only those students that are in a particular grade.

1. Select the field that you wish to filter by (**Grade Level**.)
2. Select the comparison operator you wish to use. (**is**)
3. Select the data item(s) that you wish to include in your rule. (**the number equal to your desired grade level.**)
4. Click **Add** to save the rule.
5. Click the **Done** button, and your grade level list is now saved and can be viewed or edited under the Notifications → Lists menu.

Test List

It is often asked how to send a test job prior to sending a call out to the entire student body. You can accomplish this by simply creating a test list and manually adding (typing) only yourself on the list.

Here are the steps:

1. Click the **Notifications** tab. Then click the **Create New List** button.
2. Enter name for your list (For example, "Tom's Cell Phone Only" or "My Test List")
3. Click the **Enter Contacts** button in the Additional List Tools section located at the bottom of the screen. You will be taken to the **Enter Contact Information** screen.
4. Add your own name and contact information. Be sure all the checkboxes are selected for each phone and email address you enter.
5. Click the **Done** button at the bottom of the page, and you will be returned to the List Editor screen.
6. Confirm that the **Total** count is 1.
7. Click the **Done** button, and your test list is now saved and can be viewed or edited under the Notifications → Lists menu.

The Preview Button

Clicking the **Preview** button displays a list of all of the people that are included in your list today. To remove individuals from your list simply uncheck the box next to the individual's name and then click the **Done** button.

Sending a Basic Phone Notification Job

Click the **Start** tab in the upper left section of the screen. Now that you have created some lists you are ready to send messages.

EasyStart

EasyStart along with the **MessageSender** allows you to quickly identify what type of messages you want to send and walks you through the steps of creating a notification using your default notification preferences.

1. From the Start Page, click the **EasyStart** button, and you will be directed to the **MessageSender** page.

2. Enter a name for your job.
3. Select the **Job Type/Category**.

   [Important: This determines the way the job will be processed. For example, selecting Emergency will typically result in more phone numbers being called for each student (e.g. "Home", "Cell", "Work") than selecting General. Specifically which numbers are used for each job type is controlled by your system administrator.]

4. Select your Notification Method (How you want to create your messages). Then click Next.
   - ✓ **Record** – Record a phone message in your voice. In addition to the phone call the system will automatically send email and SMS text message alerts to those recipients with the appropriate email and SMS contact information and preference settings.

     [Note: Email and SMS text messaging are optional features and may not be enabled for some user accounts.]
   - ✓ **Write** – Type your phone, email and SMS text messages. The phone message text will be automatically converted to a call using text-to-speech. Both the phone and email messages can also be automatically translated into the other languages defined in your account.
   - ✓ **Record and Write** – Record a phone message in your voice. Type your phone and SMS text message.
   - ✓ **Customize** – Use the Customize option to manually select any combination of message options you require. For advanced notification options, such as selecting from previously created messages, choose Customize.

5. Click the **Choose an Existing List** to select the test list you created. Then click Next.

6. In the **Phone Number** field, enter the direct access phone number (10-digits) where you are located.

7. When you have your message prepared and ready to record, click the **Call Me to Record** button.
8. When the system calls you, follow the prompts to record and save your message.
   [Important: As soon as you are done speaking, press any key to stop the recording. The message will automatically replay. You must press 1 to save your message. Hanging up the phone prior to pressing 1 will not save your message and will require you to re-record it.]

9. To record an alternate language version of your message, simply select the alternate language to record, and repeat the above recording steps. Then click Next.
10. Select **Now** to send this job immediately, or select **Schedule and Send** to schedule the job to run later. Then click Next.

11. On the **Review and Confirm** page review the job information. Then click the **Confirm** box.

12. Click **Next** to submit your job for processing.

13. On the Start page your job will display in both the **Jobs Timeline** and **Recent Activity** sections. You can monitor the progress of the job by clicking the **Refresh** button on the **Jobs Timeline** window.

14. Use the **Tools** link to the right of the job description to edit or cancel this job.

Sending a Typed Phone, Email and SMS Text Message

You can send phone, email and SMS text messages by simply following the instructions below. Before sending an advanced notification you'll need to have your list created (see **Make a List** above).

[Important: You may not see all of the options described in this section. Certain options may not be available depending on the settings assigned to you by your system administrator.]

1. From your Start page click the **EasyStart** button on the left of the screen.
2. Enter a name for the job, select the appropriate job type and select the **Write** checkbox. Then click Next.

3. Click the **Choose an Existing List** to select the test list you created. Then click Next.

4. Type the text of the phone message that you want to send. Be sure to **Play** the message to insure that it sounds correct. It may be necessary to edit the punctuation in order to make your message play correctly. It is also advisable to avoid using abbreviations wherever possible. Then click Next.

5. If you have the multi-lingual message options enabled you will see a translation of your phone message into one or more languages. Review the translation(s), and make any desired edits. Then click Next.

6. Make any desired edits to your email message. Then click Next.

7. If you have the multi-lingual message options enabled you will see a translation of your email message into one or more languages. Review the translation(s), and make any desired edits. Then click Next.

8. The SMS Text message (if enabled) will display pre-populated with your original text. SMS Text messages may only contain 160 characters. Edit your message as necessary. Then click Next.

9. Select **Now** to send this job immediately, or select **Schedule and Send** to schedule the job to run later. Then click Next.
10. On the Review and Confirm page review the job information. Then click the Confirm box.
11. Click **Next** to submit your job for processing.
12. On the Start page your job will display in both the **Jobs Timeline** and **Recent Activity** sections. You can monitor the progress of the job by clicking the **Refresh** button on the **Jobs Timeline** window.

Summary Reports

Each of the active or completed jobs on your Start page will have a **Tools** link to the right of the job name.

Clicking the **Report** link under the Tools menu will display the **Notification Summary** which shows the results of that job.

A Notification Summary is divided into three sections, designed to give you a quick overview of what happened with the job.

Related Links

Related Links provides access to additional report features such as exporting and printing reports.

Summary

The Summary section shows a brief overview of the job settings.

Totals

The Totals section contains a breakdown of the total calls, emails and/or SMS text messages sent in both numeric and graphical format.

You can access additional information by using the shortcuts to the left side of the bar graph. For example, to get a list of all of the disconnected numbers simply click the **Disconnect** link in the **Phone Details** section.

There is a detailed explanation of each result description in the **Reports** section of **Help**.

It is also possible to generate a custom report that includes more specific information by using the Reports tab. For example, you can determine how many times a certain student was called specifically about attendance.

Another beneficial report allows you what student ID number is attached to a particular phone number.

Many types of reports can be scheduled to automatically run at certain times. This is a great way to track regularly occurring data, like all of the disconnected results for the month.

View the Reports section in the online Help for more information by clicking the Reports link in the Contents section on the Help menu or the Advanced Training Guide.

Username: The name you use to log into the system. Usernames are case sensitive and must be a minimum of 5 characters long.

Password: Your login password. Passwords are case sensitive, must be a minimum of 5 characters long, and must contain at least 2 different types of characters (letter, numbers, symbols).