

# Messages and Emails

The Communication screen allows users to compose messages and post announcements for select profile users. Emails and Files can be attached to messages and announcements, as needed. Messages can also be scheduled to be sent at a later date or saved as a draft; all incoming and outgoing messages are also housed here to review and send/view replies. Note: With the Call Out System enabled, district users also have the option to attach SMS and Phone Calls to message and announcements.

## Communication

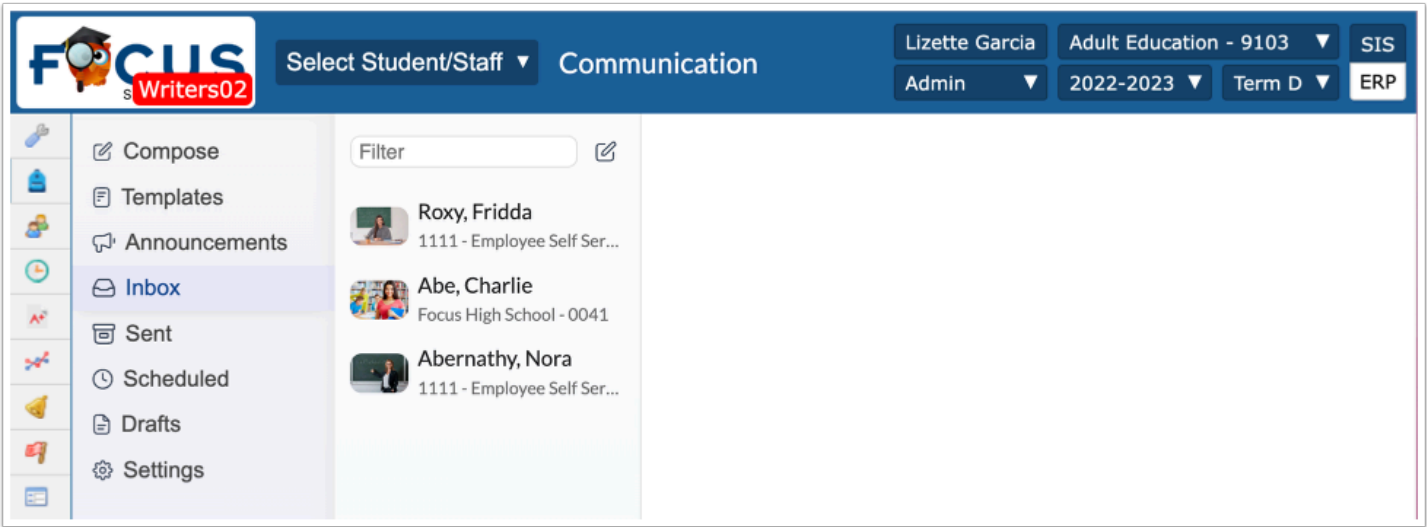
## Announcements

The Announcements feature is used to create and publish messages on the Portal page viewable by all schools (district-level admin only), selected schools, an individual school, staff, parents, and/or students.

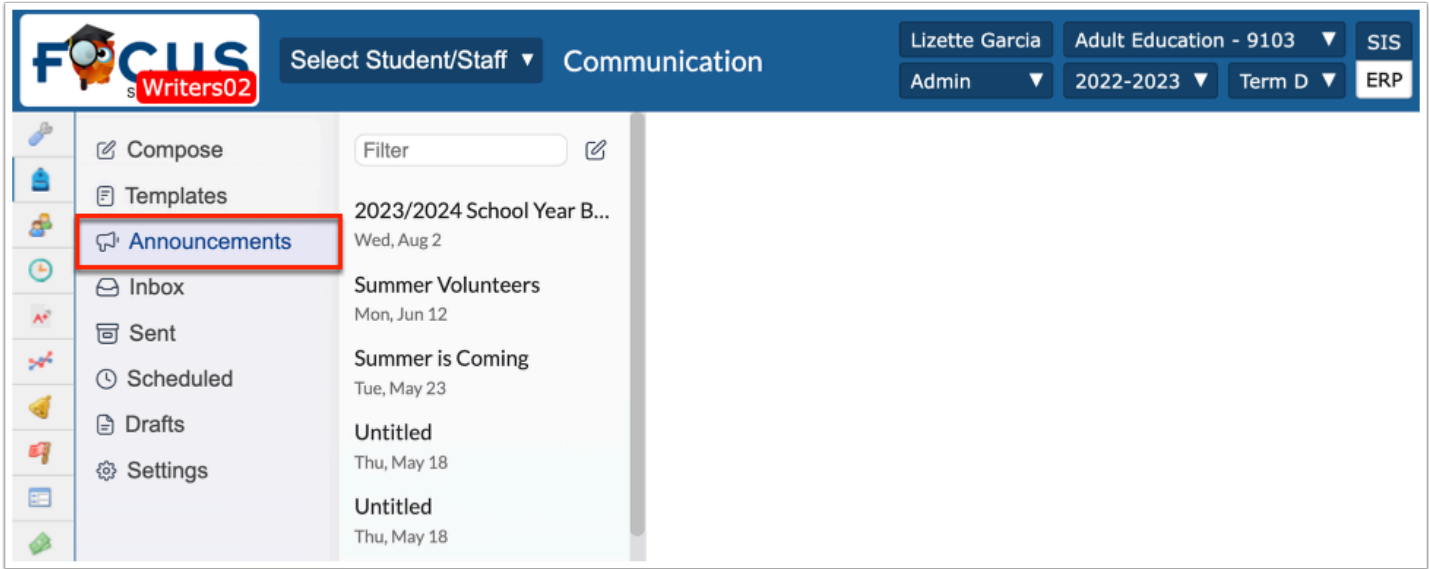
## Viewing Existing Announcements

1. From the **Students** menu, select **Communication**.

Your **Inbox** loads by default.

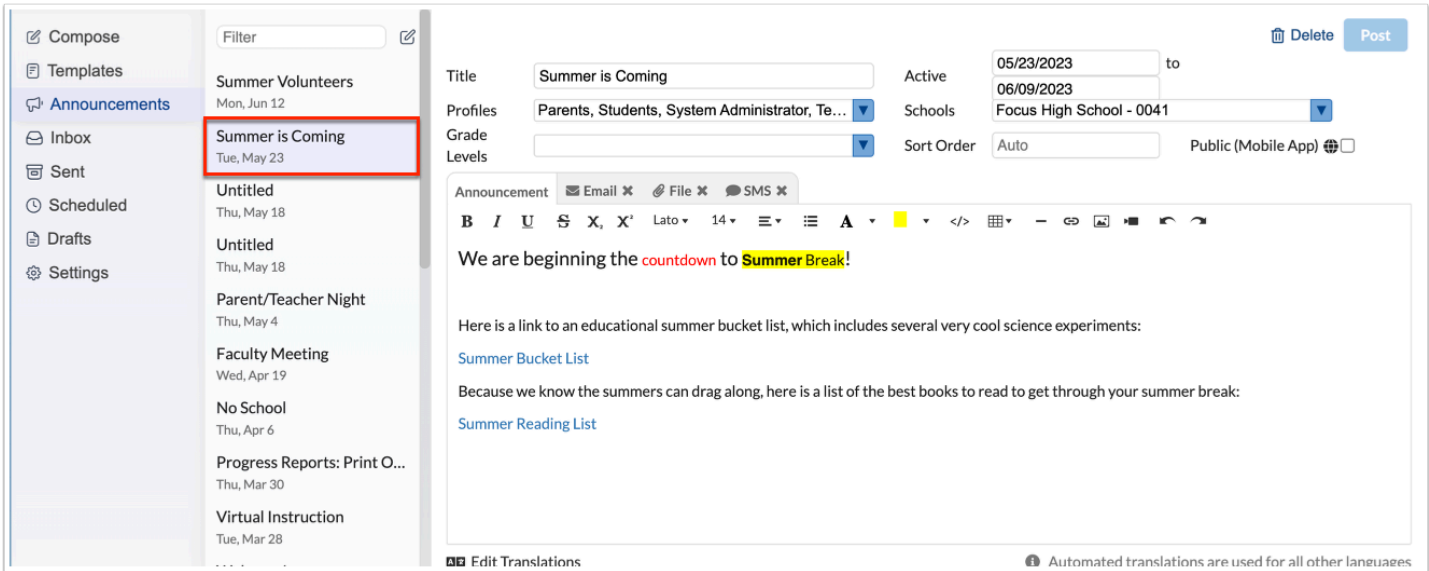


2. Click the **Announcements** tab.



Existing Announcements are displayed in order of the most recent published Active date. Only users with Edit permission will see the pencil icon on the right.

3. Select the applicable announcement from the list.



Shown below is an example of what the screen looks like without the Call Out System. Notice the SMS and Call tab no longer display.

The screenshot shows the 'Focus Writers02' interface. At the top, there's a header with the logo, a 'Select Student/Staff' dropdown, and the word 'Communication'. On the right, user information 'Lizette Garcia' and 'Focus High School - 0041' is displayed, along with 'SIS', 'Admin', '2022-2023', '4th 9 Weeks', and 'ERP'.

On the left is a sidebar with icons for 'Compose', 'Templates', 'Announcements', 'Inbox', 'Sent', 'Scheduled', 'Drafts', and 'Settings'. The 'Compose' section is active.

The main area has tabs for 'Message', 'Template', and 'Announcement'. The 'Announcement' tab is selected. It contains fields for 'Title', 'Active' (Today), 'to' (No Expiration), 'Profiles' (dropdown), 'Schools' (dropdown), 'Grade Levels' (dropdown), 'Sort Order' (Auto), and 'Public (Mobile App)' (checkbox). There are 'Discard' and 'Post' buttons.

Below these fields is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, text color, background color, font size, bullet points, numbered list, link, unlink, image, video, and code. The text area says: 'Type your announcement here. The announcement will be visible on the Focus Portal on the start date (today if left blank) for all selected profiles.'

**i** The Call and SMS icons only display if the district is using the Call Out System AND you have the appropriate profile permissions. The edit icon to the right of the Filter field displays if you have edit permission to Announcements. If you do NOT have edit permission to Announcements, all fields are locked and display as inactive fields.

## Creating Announcements

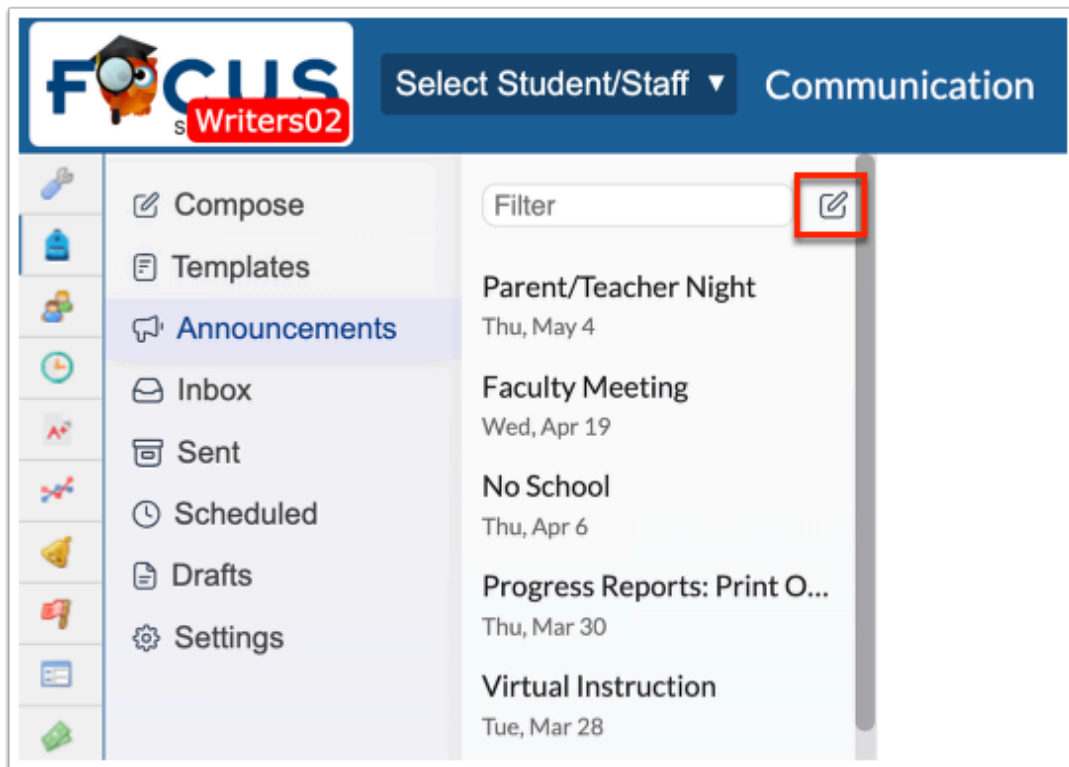
1. Click the **Announcements** tab.

This screenshot shows the same 'Focus Writers02' interface, but the 'Announcements' tab is selected in the sidebar. The main area now displays a list of announcements. At the top of this list is a 'Filter' field with an edit icon to its right.

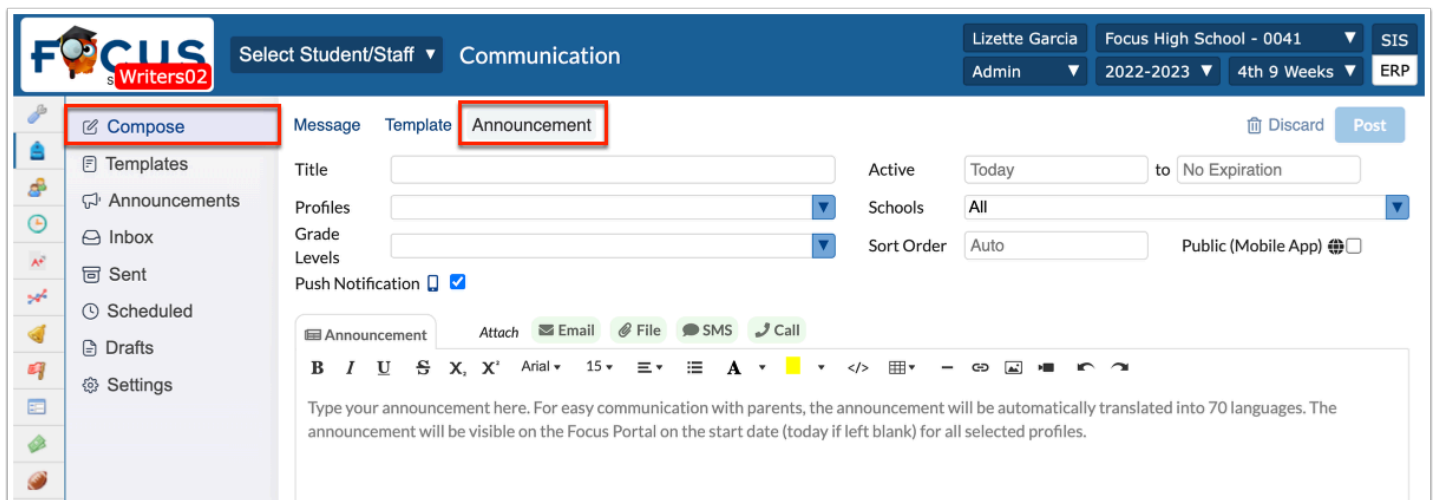
The list of announcements includes:

- Parent/Teacher Night  
Thu, May 4
- Faculty Meeting  
Wed, Apr 19
- No School  
Thu, Apr 6
- Progress Reports: Print O...  
Thu, Mar 30
- Virtual Instruction  
Tue, Mar 28

2. Click the **pencil** icon to create a new announcement.



Alternatively, from the **Compose** tab, click **Announcement**.



Shown below is an example of what the screen looks like without the Call Out System. Notice the SMS and Call tab no longer display.

3. Enter the **Title** for the announcement in the provided text box.

! The **Title** is required to post an announcement.

4. Enter the **Active** start date and end date in the text boxes provided. Enter the start date to determine the date in which the announcement should be posted to the Portal and the end date to determine when it should be removed.

The Active start date defaults to Today while the end date defaults to No Expiration. If an end date isn't specified, the announcements displays on the Portal until deleted or end dated.

5. Select the **Profiles** who can view this announcement from the corresponding pull-down.



At least one profile must be selected in order to post the announcement, unless the announcement is posted as Public (Mobile App).

6. Select the **Schools** for which the announcement should display from the corresponding pull-down.



The schools displayed in the pull-down depend on the schools to which you have permission/access.

7. Select the **Grade Levels** of students who should view the announcements on their portals from the corresponding pull-down. Note: If Grade Levels are selected, Students should also be selected from the Profiles pull-down.

8. Enter a **Sort Order** in the provided text box to set a defined order in which announcements display. If no Sort Order is defined, by default they will appear by Active publish date. If some announcements have sort orders and other do not, the announcements with sort orders will take precedence over those without. If multiple announcements have the same Sort Order, the secondary Active publish date will be applied in order to sort them.

Note: Entering a Sort Order is completely optional, since the announcements will sort naturally with the most newly available announcement at the top for all users, if it is not set.

9. Select the **Public (Mobile App)** check box to make the announcement visible to users in the Mobile App who are not logged into Focus. Note: This is only applicable to customers utilizing the Community Mobile App.

10. Select the **Push Notification** check box to send a push notification to mobile app users when the announcement is posted.

11. Enter the **Announcement** in the provided text editor. There are a variety of tools available, including text formatting and the ability to add links and images.

12. Click the **Email** attachment tab to attach an email to the announcement. When the announcement becomes active, the email contents will be sent to the select profile users.

For Student Profiles, the email will be sent to the student's primary email address. For User Profiles, the emails will be sent to the users' email address.

13. Click the **File** tab to scan or drag and drop files to be attached. Once attached, the File displays with the message for the user to download. If an email is also attached, the file will be sent as an attachment in the email as well.

14. Click **SMS** to attach an SMS text to the Announcement. When the announcement becomes active, the SMS text is sent to the selected profile users. This option is only displayed for users with the SMS profile permission enabled.

- For Student Profiles, the SMS is sent to the student's primary phone number on their Address card where SMS enabled.
- For Parent Profiles, the SMS is sent to the custodial contact with the SMS flag.
- For User Profiles, the SMS is sent to the users' phone number.


**15.** Click the **Call** tab to type a text-to-speech message or record a template call to be attached to the message.

**i** The SMS and Call functionality require the purchase of the Call Out System. If this add-on hasn't been purchased and enabled by your district, the SMS and Call option doesn't display. Contact your district's support representative to set up a demonstration.

**16.** Click **Post**.

Announcements that are set up without any schools selected will display with the subtitle District Announcement in the District & School Announcements Portal block. Announcements with a single school selected will display the school's name in the subtitle. Announcements with multiple schools selected will display without a subtitle.

District & School Announcements



05/19

12:00 AM

Summer is Coming

Focus High School - 0041

We are beginning the **countdown** to **Summer Break!**

Here is a link to an educational summer bucket list, which includes several very cool science experiments:

[Summer Bucket List](#)

District & School Announcements

05/19  
12:00 AM

Summer is Coming

District Announcement

We are beginning the **countdown** to **Summer Break!**

Here is a link to an educational summer bucket list, which includes several very cool science experiments:

[Summer Bucket List](#)

- i** For administrators and teachers, only announcements and events for the school selected from the school pull-down located in the header displays. For parents, announcements and events across all schools for which students are enrolled displays.

## Editing Announcements

1. From the **Students** menu, select **Communication**.
2. Click the **Announcements** tab.

FOCUS

Writers02

Select Student/Staff

Communication

Lizette Garcia

Adult Education - 9103

SIS

Admin

2022-2023

Term D

ERP

Compose

Templates

Announcements

Inbox

Sent

Scheduled

Drafts

Settings

Filter

2023/2024 School Year B...

Wed, Aug 2

Summer Volunteers

Mon, Jun 12

Summer is Coming

Tue, May 23

Untitled

Thu, May 18

Untitled

Thu, May 18

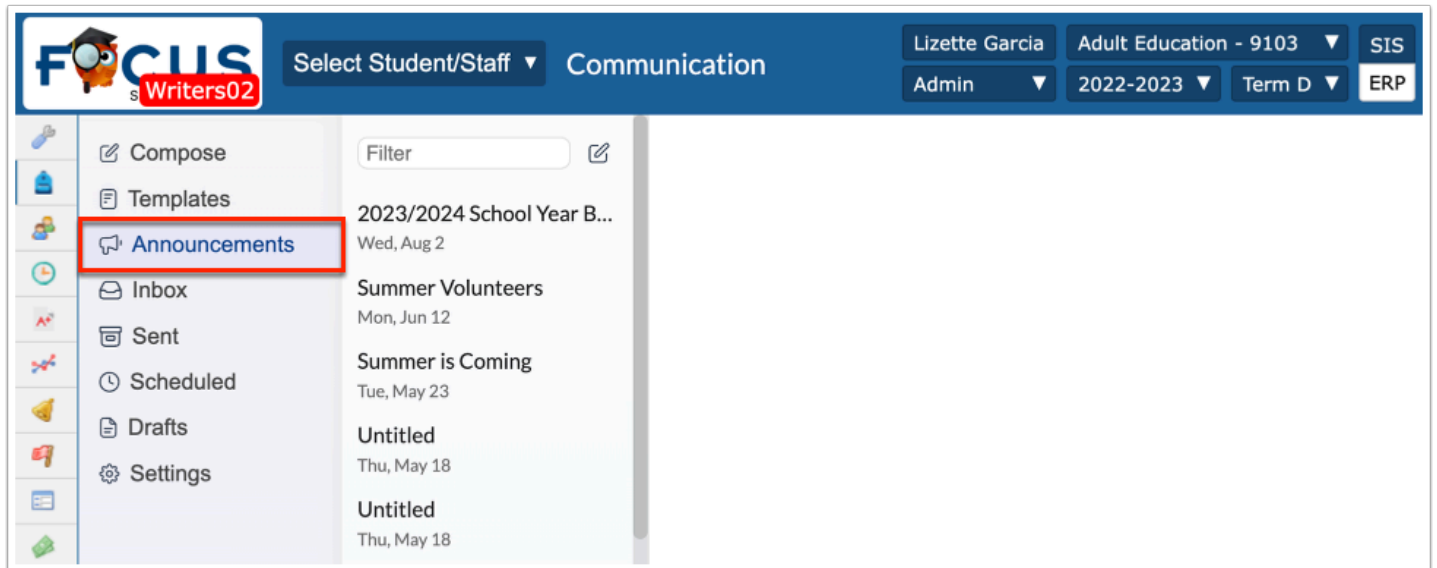
3. Select the announcement that needs editing from the list.



4. Edit the general fields, as needed, including the Title, Active date, Profiles, Schools, etc.
5. Click **Post** to apply changes.

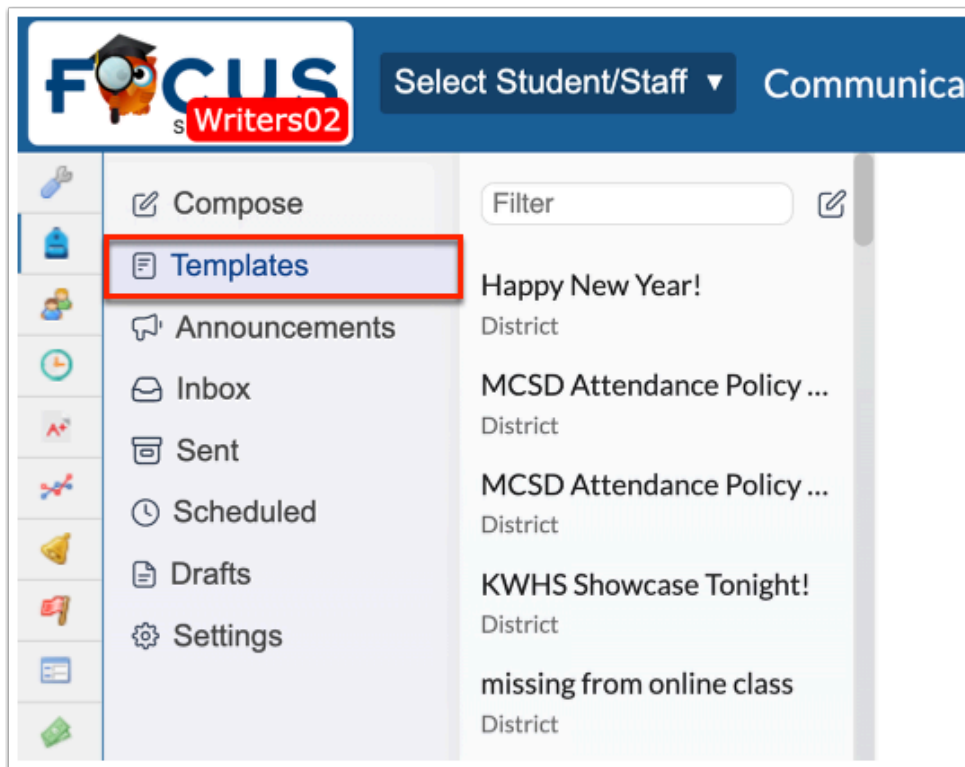
## Deleting Announcements

1. From the **Students** menu, select **Communication**.
2. Click the **Announcements** tab.

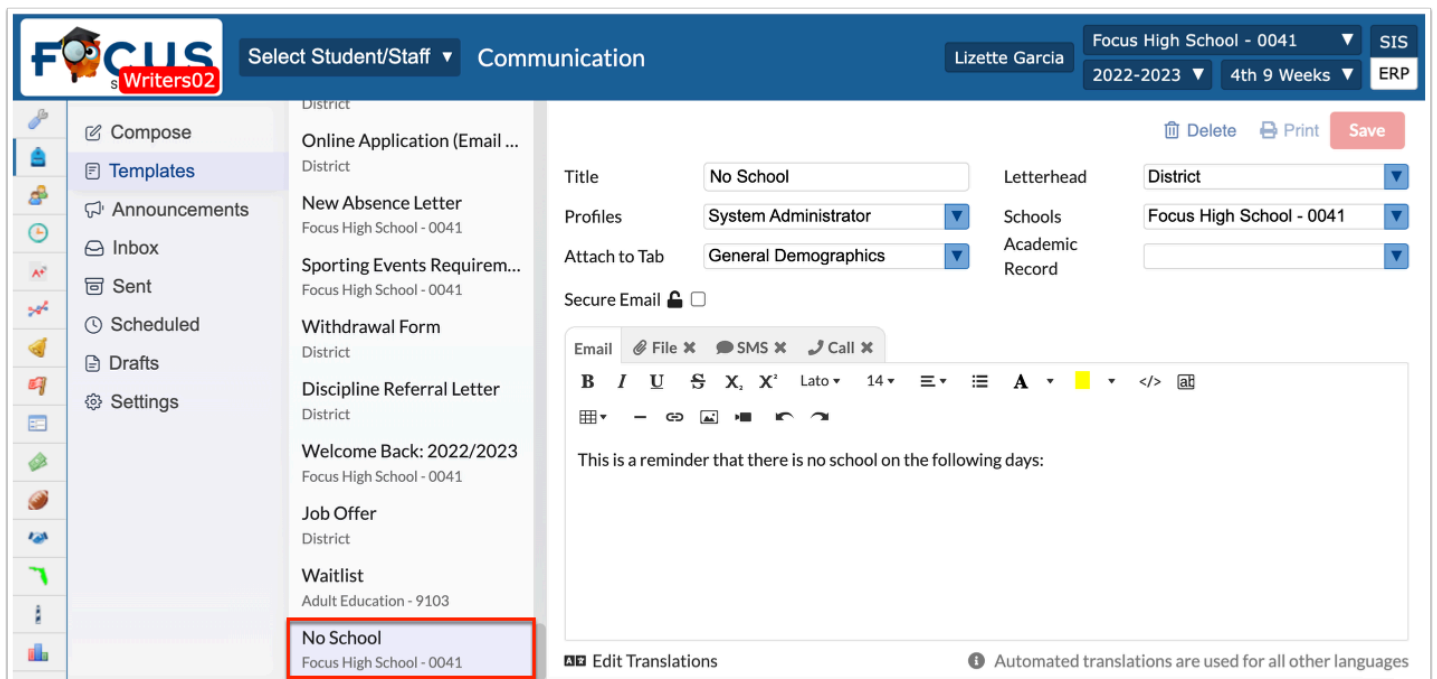


3. Select the announcement that needs to be deleted.
4. Click **Delete**.



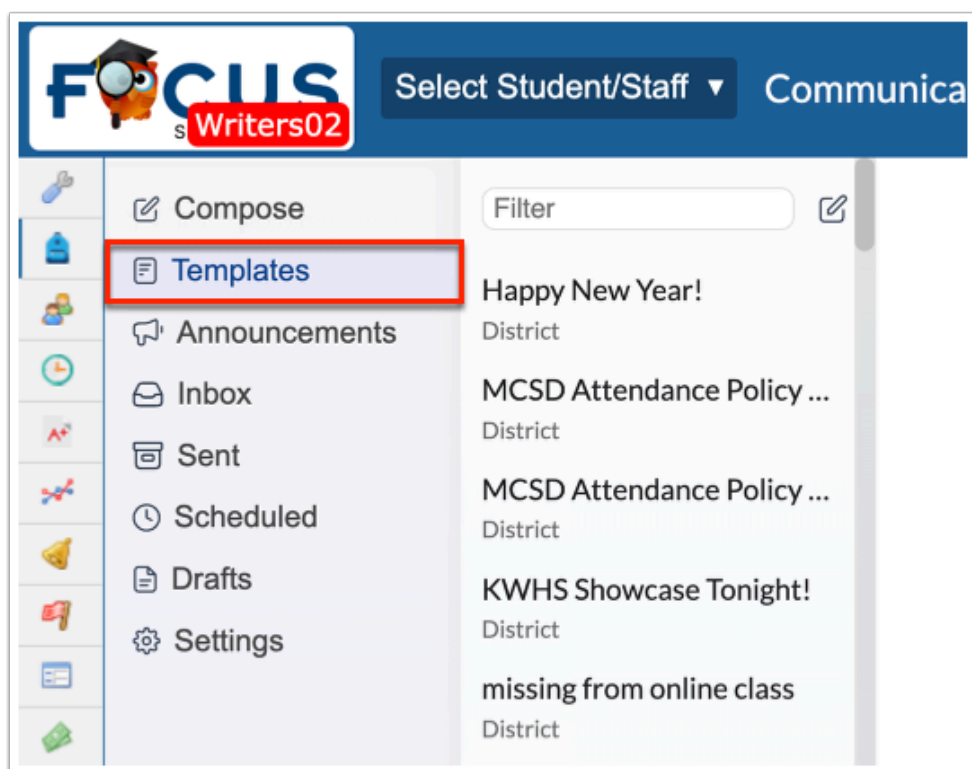


3. Select the applicable template from the list.

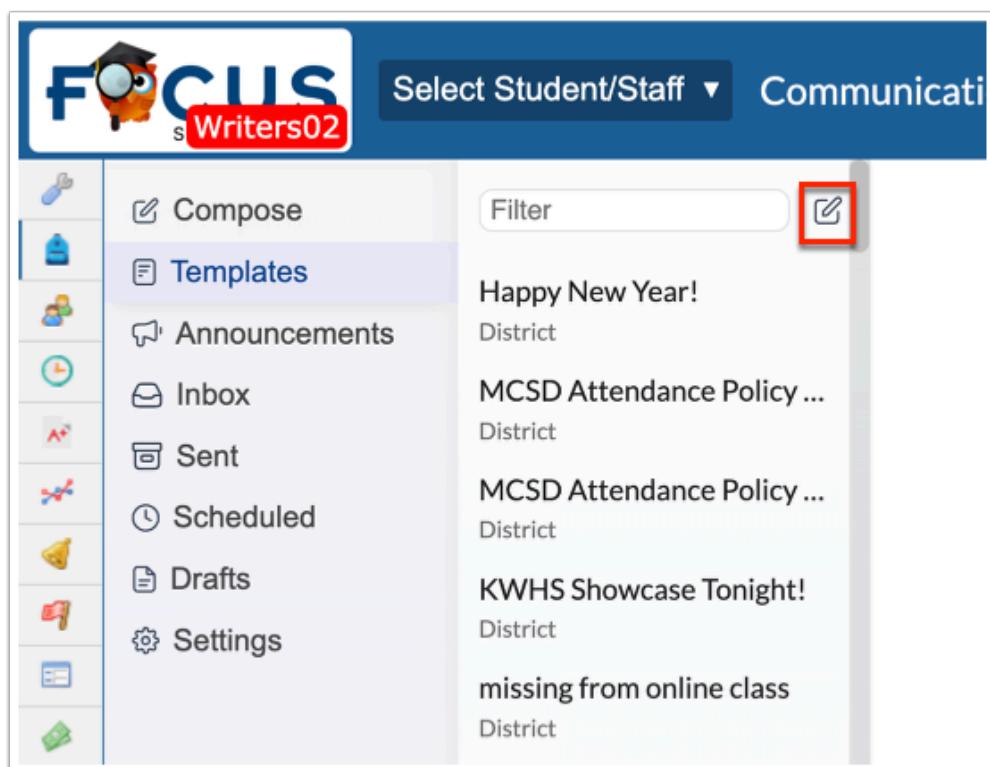


## Creating Templates

1. From the **Students** menu, select **Communication**.
2. Click the **Templates** tab.



3. Click the **pencil** icon to create a new template.



Alternatively, from the **Compose** tab, click **Template**.

The screenshot shows the Focus Writers02 Communication interface. The top navigation bar includes the Focus logo, a 'Select Student/Staff' dropdown, and the 'Communication' title. The left sidebar contains a 'Compose' button (highlighted with a red box) and a list of options: Templates, Announcements, Inbox, Sent, Scheduled, Drafts, and Settings. The main content area has tabs for 'Message', 'Announcement', and 'Template' (highlighted with a red box). Below the tabs are search fields for 'Students' and 'Staff'. A section titled 'Import Recipients / View Imported' is visible. The 'Email' tab is active, showing a 'Subject' field and a 'New Message' button. The text area contains a rich text editor with bold, italic, underline, strikethrough, subscript, and superscript buttons, along with font family and size dropdowns. The text area contains the placeholder text: 'Type your message here or [use a template](#). For easy communication with p The message will be visible to the recipient(s) in Focus, and they will also re

Shown below is an example of what the screen looks like without the Call Out System. Notice the SMS and Call tab no longer display.

The screenshot shows the Focus Writers02 Communication interface with the 'Template' tab selected. The top navigation bar includes the Focus logo, a 'Select Student/Staff' dropdown, and the 'Communication' title. The left sidebar contains a 'Compose' button and a list of options: Templates, Announcements, Inbox, Sent, Scheduled, Drafts, and Settings. The main content area has tabs for 'Message', 'Template', and 'Announcement'. Below the tabs are search fields for 'Students' and 'Staff'. A section titled 'Import Recipients / View Imported' is visible. The 'Email' tab is active, showing a 'Subject' field and a 'New Message' button. The text area contains a rich text editor with bold, italic, underline, strikethrough, subscript, and superscript buttons, along with font family and size dropdowns. The text area contains the placeholder text: 'Type a message here to be used for printing and emailing when this template is applied to a new message.'

4. Enter the **Title** of the template in the provided text box.

Message Announcement **Template** Discard Print Save

Title No School Letterhead District

Profiles System Administrator Schools Focus High School - 0041

Attach to Tab General Demographics Academic Record Category A

Secure Email ☒

Email File x SMS x Call x

Recorded Text-To-Speech Test Call

Insert Field

Hello, First Last. This is a reminder that the school will be closed on the following days:

16/180 words

Edit Translations Automated translations are used for all other languages

5. Select the **Letterhead** template from the pull-down that should be applied to the template.
6. Select the **Profiles** who can view and use this template from the corresponding pull-down.
7. Select the **Schools** that can access and use this template from the corresponding pull-down.
8. To make the template available on a tab, such as the Demographic tab in Student Info, select the tab from the **Attach to Tab** pull-down.
9. Select the applicable **Academic Record** category from the pull-down to determine how the template (when applied) is stored in the students' cumulative folder.
10. Select the **Secure Email** check box to generate a secure message upon using the template to send a message. The Student/User will receive a notification to log into their portal account to view the secure message.
11. Select the **Push Notification** check box to send a push notification to mobile app users when the template is used.
12. From the **Email** tab, enter the contents of the email in the provided text editor. When the template is used, the email contents will be sent to the select profile users.  
For Student Profiles, the email will be sent to the student's primary email address. For User Profiles, the emails will be sent to the users' email address.
13. Click the **File** tab to scan or drag and drop files to be attached. Once attached, the File displays with the message for the user to download. If an email is also attached, the file will be sent as an attachment in the email as well.

**14.** Click **SMS** to attach an SMS text to the Announcement. When the announcement becomes active, the SMS text is sent to the selected profile users. This option is only displayed for users with the SMS profile permission enabled.

- For Student Profiles, the SMS is sent to the student's primary phone number on their Address card where SMS enabled.
- For Parent Profiles, the SMS is sent to the custodial contact with the SMS flag.
- For User Profiles, the SMS is sent to the users' phone number.

**15.** Click the **Call** tab to type a text-to-speech message or record a template call to be attached to the message.

**i** The SMS and Call functionality require the purchase of the Call Out System. If this add-on hasn't been purchased and enabled by your district, the SMS and Call option doesn't display. Contact your district's support representative to set up a demonstration.

**16.** Click **Save** to save the template.

Message Announcement **Template** Discard Print **Save**

Title  Letterhead

Profiles  Schools

Attach to Tab  Academic Record

Secure Email ☒

Email ☒ File ☒ SMS ☒ **Call** ☒

☒ Recorded ☒ Text-To-Speech ☒ **Test Call**

16/180 words

[Edit Translations](#) Automated translations are used for all other languages

Click **Discard** to to discard the template if you do not wish to save it.

Click **Print** to print the template.

## Editing Templates

**1.** From the **Students** menu, select **Communication**.

2. Click the **Templates** tab.
3. Select the template that needs editing from the list.

The screenshot shows the FOCUS Writers02 Communication interface. On the left sidebar, the 'Templates' tab is highlighted. Below it, a list of templates is shown, with 'No School Reminder' selected. The main area displays the details for this template, including fields for Title, Letterhead, Profiles, Schools, Attach to Tab, Academic Record, Secure Email, and Push Notification. A red box highlights the 'Save' button in the top right corner.

4. Edit the general fields, as needed, including the Title, Letterhead, Profiles, Schools, etc. and the contents of the Email.
5. Click **Save** to apply changes.

## Deleting Templates

1. From the **Students** menu, select **Communication**.
2. Click the **Templates** tab.
3. Select the template that needs to be deleted from the list.
4. Click **Delete**.



Select Student/Staff ▾ Communication Lizette Garcia Focus High School - 0041 SIS 2022-2023 4th 9 Weeks ERP

District

Online Application (Email ... District

New Absence Letter Focus High School - 0041

Sporting Events Requirem... Focus High School - 0041

Withdrawal Form District

Discipline Referral Letter District

Welcome Back: 2022/2023 Focus High School - 0041

Job Offer District

Waitlist Adult Education - 9103

No School Focus High School - 0041

Title No School Reminder Letterhead District

Profiles System Administrator Schools Focus High School - 0041

Attach to Tab General Demographics Academic Record

Secure Email ☐

Email File x SMS x Call x

Insert Field

First Last . This is a reminder that the school will be closed on the following days:

0/130 characters

Edit Translations Automated translations are used for all other languages

5. Click **Delete** in the conformation pop-up window.

## Using Templates

1. From the **Students** menu, select **Communication**.

2. Click the **Compose** tab to create a new message.

a. Click **Use Template** at the top or click **use a template** in the body of the message.

**FOCUS** Writers02 Select Student/Staff ▾ Communication Lizette Garcia Focus High School - 0041 SIS Admin 2022-2023 4th 9 Weeks ERP

Compose Templates Announcements Inbox Sent Scheduled Drafts Settings

Message Announcement Template Save Draft Discard Print Use Template Schedule Send

Students Staff Letterhead Academic Record Secure Email Add Log Record Allow Student/Parent Reply

Import Recipients / View Imported

Email Attach File SMS Call

Subject New Message

B I U S X<sup>2</sup> Arial 15 A </> use a template. For easy communication with parents, the message will be automatically translated into 70 languages. The message will be visible to the recipient(s) in Focus, and they will also receive an email.



You can also select **use a template** from the **Scheduled** and **Drafts** tabs.

3. In the Use Template pop-up window, select the correct template to apply to your message, and click **Confirm**.

**Use Template**

- ☐ missing from online class
- ☐ Grade Concern
- ☐ Progress Report
- ☐ Grade Concern
- ☐ A Slideshow and Video is Uploaded
- ☐ Waiver of Hearing
- ☐ Victim Letter
- ☐ Workflow Trigger Email
- ☐ Covid Update
- ☐ Online Application (Completion)
- ☐ Online Application (Continuation)
- ☐ Online Application (Email Validation)
- ☐ New Absence Letter
- ☐ Sporting Events Requirements
- ☐ Withdrawal Form
- ☐ Discipline Referral Letter
- ☐ Welcome Back: 2022/2023
- ☐ Job Offer
- ☐ Waitlist
- ☒ No School Reminder

Cancel Confirm

The data from the template loads and populates your message.

Filter

May 24, 7:30 am  
1 Recipients Recipients

Students

Staff

Roxy, Frida (3014)

Import Recipients / View Imported

Email

File x SMS x Call x

Subject New Message

**B** *I* U ~~S~~  $X$ ,  $X^2$  Lato 14

This is a reminder that there is no school on the following days:

Edit Translations

Automated translations are used for all other languages

## Compose

Compose allows for new messages to be created and sent to the desired students, parents, and/or users through Focus. Depending on the users' permissions, messages can be sent through the Communication module, by email, text, or phone call.


### Composing New Messages

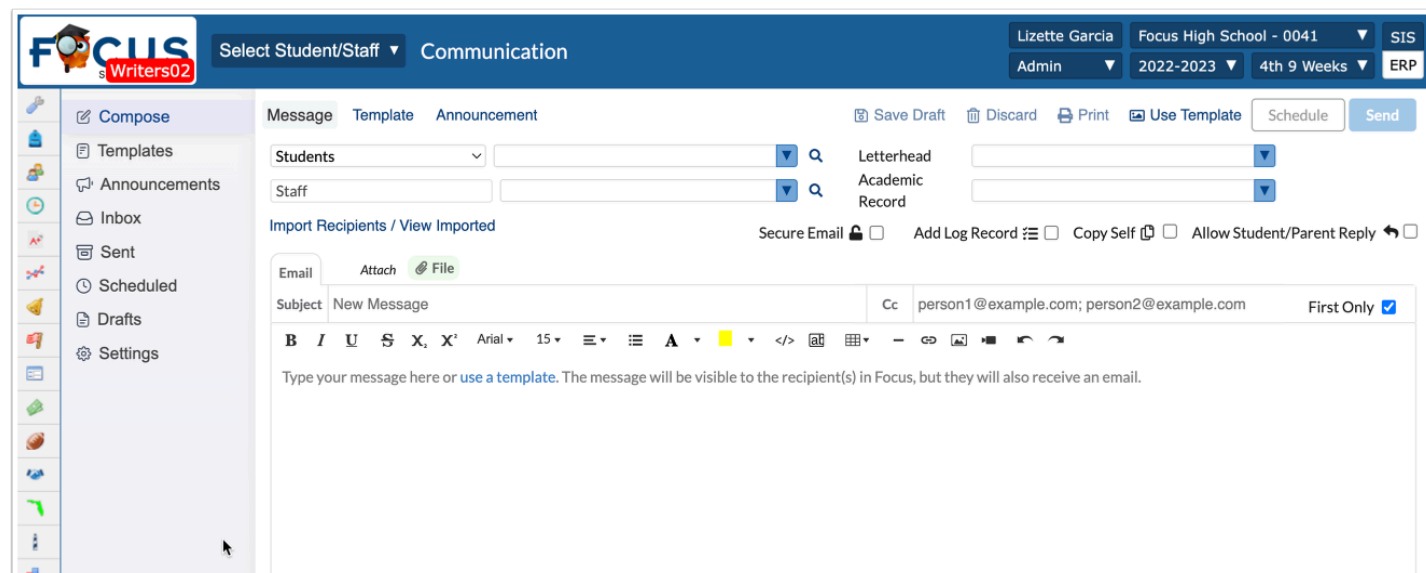
The Compose tab allows users to create new messages (previously Messenger) to selected students and/or staff, use a template, create a new portal announcement (previously Portal Messages), and/or create a new template.

**i** The SMS and Call functionality require the purchase of the Call Out System. If this add-on hasn't been purchased and enabled by your district, the SMS and Call option doesn't display. Contact your district's support representative to set up a demonstration.

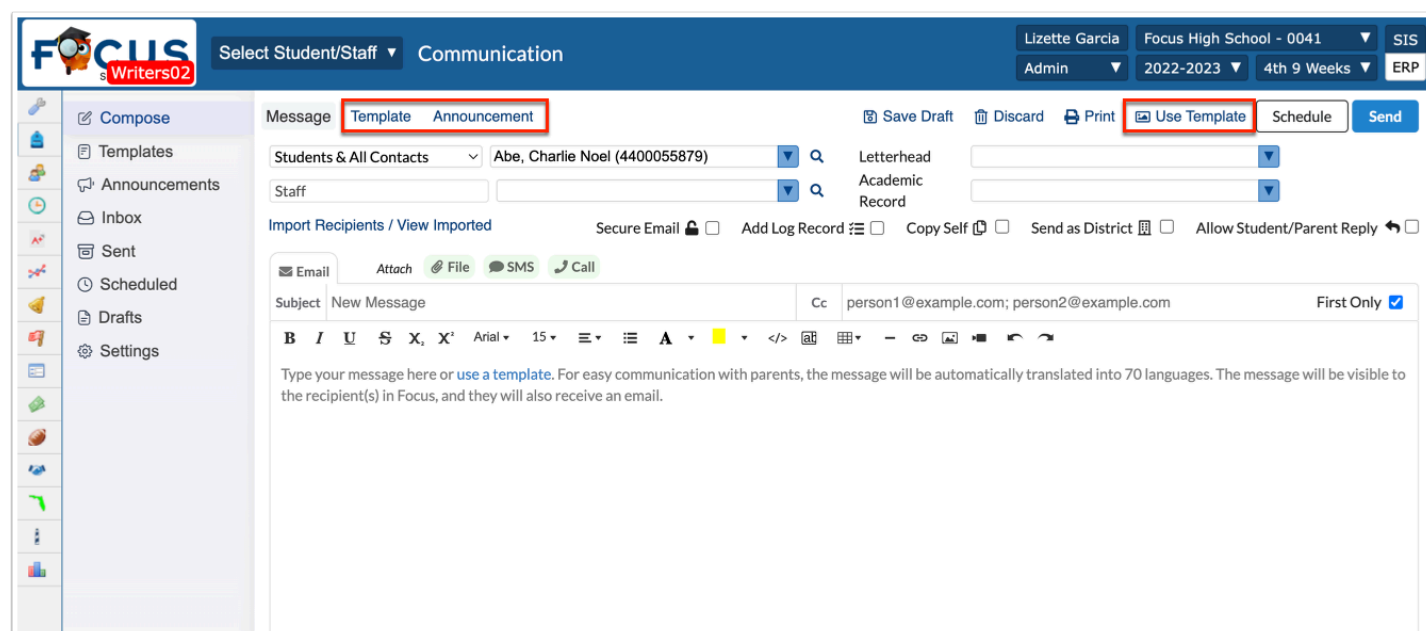
1. In the **Students** menu, click **Communication**.

2. Click the **Compose** tab.

 Shown below is an example of what the screen looks like without the Call Out System. Notice the SMS and Call tab no longer display.




In addition to composing a message, there are various other options available from this screen. To create an **Announcement**, create a **Template**, or **Use Template**, click the corresponding buttons.



3. Select the student recipient type from the provided pull-down. This option allows you to choose how the Student and/or Family will be receiving the message. Options include:

- **Students** sends the message to the student's primary email address and/or phone number as identified in the address block of Address & Contacts via Student Info.
- **Student Personal** sends the message to the student's Personal Email address as identified in Student Info.
- **Primary Contacts** limits to the contacts marked as custody.
- **All Contacts** includes all users and/or persons in a student's addresses and contacts.
- **Once Per Family** sends the message to the student's custodial contacts and/or contact with a Sort Order priority of 1. The Linked Students section in Student Info > Addresses & Contacts is also used to determine which students are in the same family. Within a sibling group, one student within the group who has at least one contact is selected randomly and all of their custodial contacts are messaged. If that student has two contacts with the same linked user, those two contacts are deduped into one, and the user can see the message when logging in, or through any attached notifications.
- **Teacher Of** sends the message to all the students' current teachers.
- **Students & All Contacts** sends the message to the student's primary email address and/or phone number as identified in the address block of Address & Contacts via Student Info, and all users and/or persons in a student's addresses and contacts.
- **Students & Primary Contacts** sends the message to the student's primary email address recorded in Student Info, as well as all logged custodial contacts for the selected student. If the student's custodial contacts reside at different addresses or have different recorded email addresses, the message will be sent to all addresses.

 To import recipients from a CSV file, which is useful when sending messages to external users and/or students and parents who do not currently have access to Focus, click **Import Recipients / View Imported**.

**4.** Select the Student Recipients from the provided pull-down. Select which Students should receive the message.

- a.** Click the magnifying glass to conduct a student search and utilize More Search Options.

Message Template Announcement Save

Students & All Contacts ▾ Abe, Charlie Noel (55879) ▾ Q Le  
 Staff ▾ Q Ac  
 Re

Import Recipients / View Imported Secure Email ☐

☒ Email Attach ☐ File ☐ SMS ☐ Call

Subject New Message C

**B** *I* U ~~S~~  $X_2$   $X^2$  Arial ▾ 15 ▾ **A** ▾ ▾

Type your message here or [use a template](#). For easy communication with parents, the message will be visible to the recipient(s) in Focus, and they will also receive an email.

**b.** Perform a student search.

**c.** Using the check boxes displayed next to the students, select the students to whom you'd like to send the message. The selections here populate the original student pull-down. Select the check box in the header to select all displayed students at once.

**d.** Click **Done**.

**5.** Select the **Letterhead** template that you'd like applied to your message from the pull-down, if applicable.

**6.** Select the Staff Recipients from the provided pull-down. Select which users should receive the message.

**a.** Click the magnifying glass to conduct a user search and utilize More Search Options.

Message Template Announcement Save Draft Discard

Students & All Contacts ▾ Q Letterhead  
 Staff ▾ Abernathy, Nora (3105) ▾ Q Academic  
 Record

Import Recipients / View Imported

Secure Email ☐ Add Log Record ☐ Copy Self ☐ Send as District ☐

**b.** Perform a user search.

**c.** Using the check boxes displayed next to the users, select the users to whom you'd like to send the message. The selections here populate the original staff pull-down. Select the check box in the header to select all displayed users at once.

**d.** Click **Done**.

**7.** Select the applicable **Academic Record** category from the pull-down to determine how the message is stored in the students' cumulative folder.

**8.** Select the **Secure Email** check box to flag the messages as secure and require users to log into Focus in order to view the message.

**9.** Select the **Push Notification** check box to send a push notification to mobile app users when the message is sent.

**10.** Select the **Add Log Record** check box to log the message in the students' and/or users' Letter Log record in Student Info and/or User Info. The message will be logged when the message is sent. Messages are also logged for students when the message is printed.

**11.** Select the **Copy Self** check box to copy yourself on the email so a copy of the email is sent to you as well as the selected recipients.

**12.** Select the **Send as District** check box to send messages (and attachments) to recipients from the "district;" the message displays as if sent by the district and doesn't include your name or information. Once sent, you will receive a confirmation that the message was sent, but the message will not display in your Sent folder.

**13.** Select the **Allow Student/Parent Reply** to allow student and parent recipients to reply to your message. If this check box is left cleared (disabled), students and parents will not be able to reply to this message.

**14.** Enter the **Subject** of the message in the provided text box. If a subject is not entered, the subject defaults to New Message.

**15.** To copy other users on the message/email, enter the emails addresses separated by semicolons in the **Cc** text box. For example, lizette@focus.org; robinjacobs@gmail.com

**16.** Select the **First Only** check box to copy the entered email addresses in the Cc text box on one email only. When the check box is cleared, the email addresses entered in the Cc text box display on all emails sent.


**17.** Enter the **Email** (message) in the provided text editor. There are a variety of tools available, including text formatting and the ability to add links and images.

**18.** Click the **File** tab to scan or drag and drop files to be attached. Once attached, the File displays with the message for the user to download. If an email is also attached, the file will be sent as an attachment in the email as well.

**19.** Click **SMS** to attach an SMS text to the Announcement. When the announcement becomes active, the SMS text is sent to the selected profile users. This option is only displayed for users with the SMS profile permission enabled.

- For Student Profiles, the SMS is sent to the student's primary phone number on their Address card where SMS enabled.
- For Parent Profiles, the SMS is sent to the custodial contact with the SMS flag.
- For User Profiles, the SMS is sent to the users' phone number.

**20.** Click the **Call** tab to type a text-to-speech message or record a template call to be attached to the message.

 The SMS and Call functionality require the purchase of the Call Out System. If this add-on hasn't been purchased and enabled by your district, the SMS and Call option doesn't display. Contact your district's support representative to set up a demonstration.

**21a.** Click **Send** to send the message right away. Once sent, the message displays in the Sent tab.

**21b.** Click **Schedule** to schedule when the message should be sent.

**21c.** Click **Save Draft** to save the message as a draft. If saved as a draft, the message will be saved with all attached data in the Drafts tab.

**21d.** Click **Discard** to to discard the message if you do not wish to save it or send it.

Click **Print** to print the message.

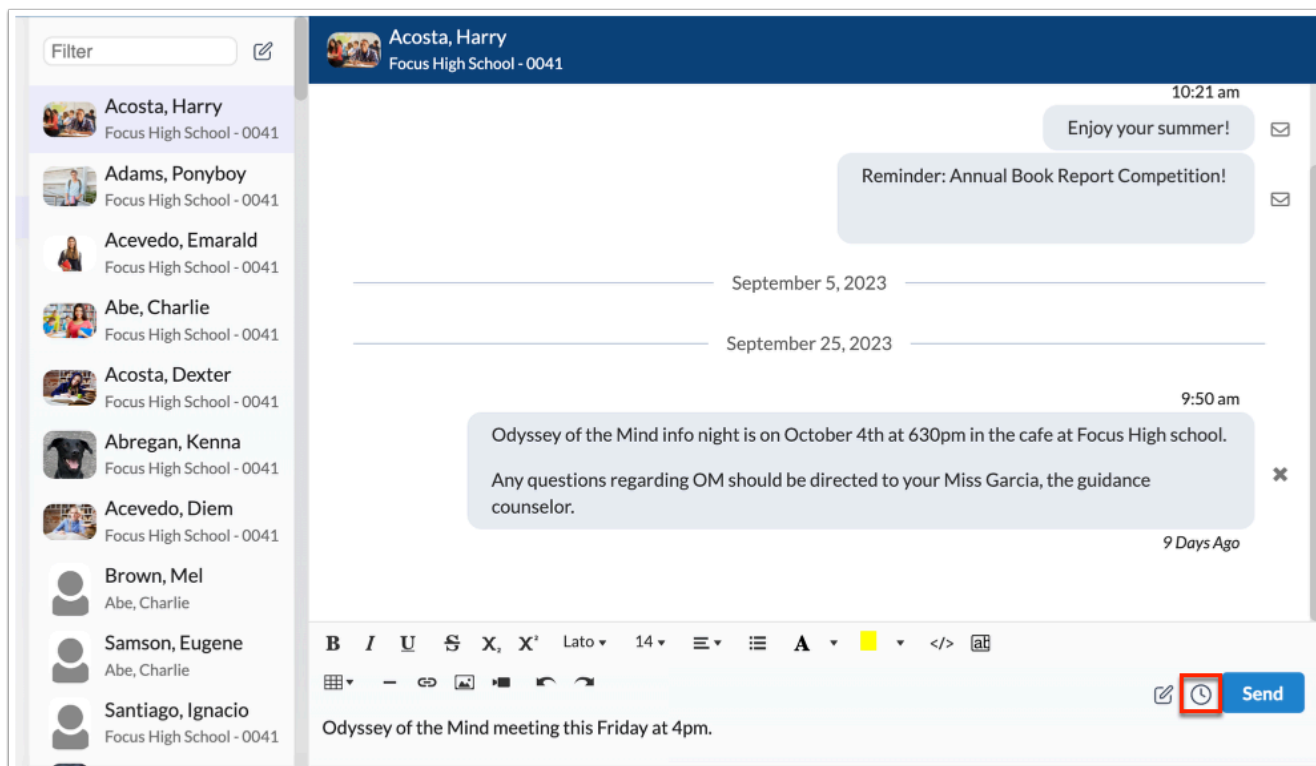
## Scheduling Messages

Messages can be scheduled to be sent out at a later date and time, as well as be scheduled to be recurring.

**1.** While composing a message, click **Schedule** to schedule when the message should be sent.

You can also schedule messages from the **Inbox** and **Sent** tabs by clicking the **clock** icon.



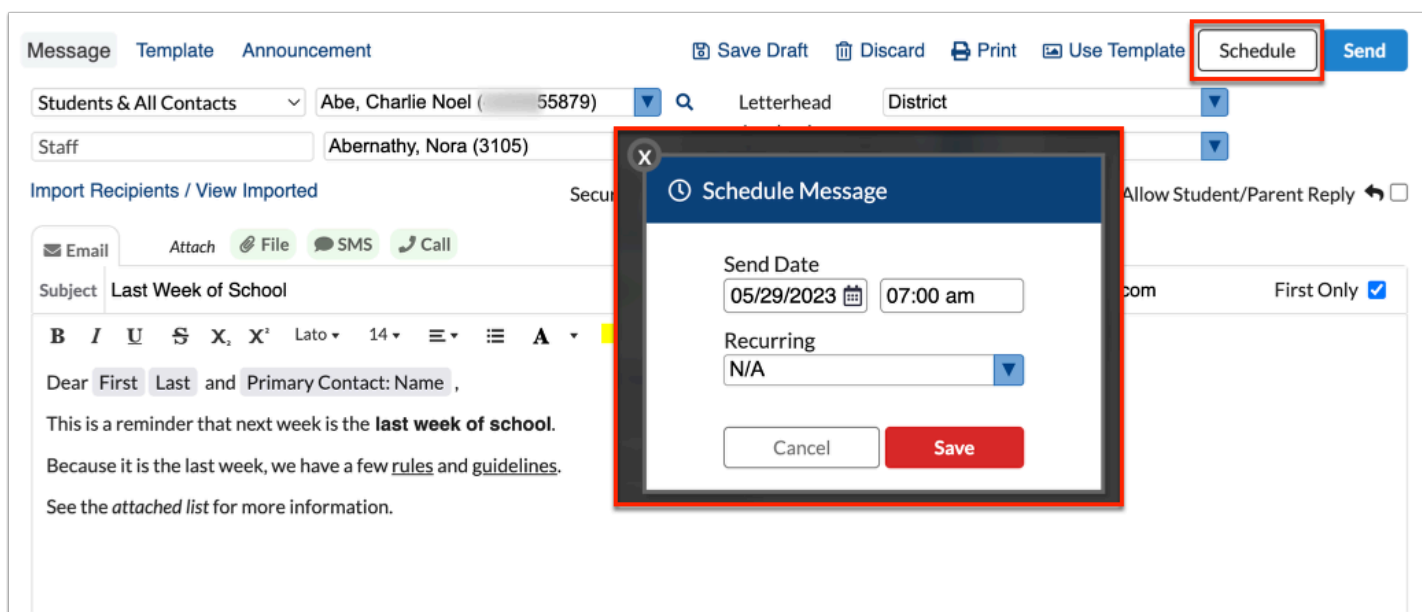


2. Select the Send Date using the calendar pop-up and enter the send time in the provided text box.

3. If the message is **Recurring**, select the recurring method from the pull-down, such as Daily, Weekly, Monthly, or Annually.

4. Click **Save**.

Once scheduled, you can view the message in the [Scheduled](#) tab.



# Drafts

When composing messages, you have the ability to save your message as a draft to be completed or sent at a later time.

## Saving Messages as Drafts

While creating a message, you can click Save Draft to save your progress at any point. At least one recipient must be selected from the list in order to save the draft. Once a draft is saved, the Drafts tab will load with the draft open. You can navigate away and return to the Drafts tab at any point to complete and send or discard the draft.

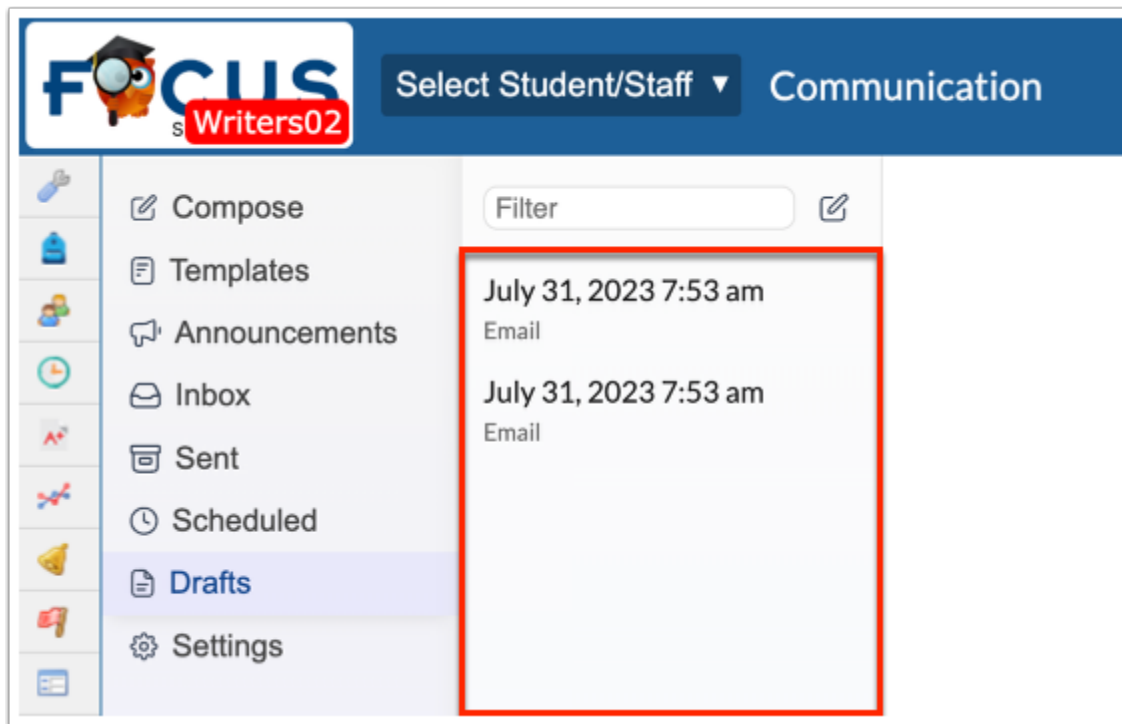
While composing a message, click **Save Draft** to save the message as a draft. If saved as a draft, the message will be saved with all attached data in the Drafts tab.

The screenshot shows a web-based message composition interface. At the top, there are tabs for 'Message', 'Template', and 'Announcement'. Below these are several dropdown menus for selecting recipients: 'Students & All Contacts', 'Staff', 'Letterhead', 'Academic Record', and 'District'. A search bar is also present. The 'Save Draft' button is highlighted with a red box. Other buttons include 'Discard', 'Print', 'Use Template', 'Schedule', and 'Send'. Below the recipient selection, there are checkboxes for 'Secure Email', 'Add Log Record', 'Copy Self', and 'Allow Student/Parent Reply'. The 'Subject' field is filled with 'Last Week of School'. The 'Cc' field contains 'lizette@focus.org; robinjacobs@gmail.com'. The 'First Only' checkbox is checked. The main body of the message contains the text: 'Dear First Last and Primary Contact: Name , This is a reminder that next week is the last week of school. Because it is the last week, we have a few rules and guidelines. See the attached list for more information.'

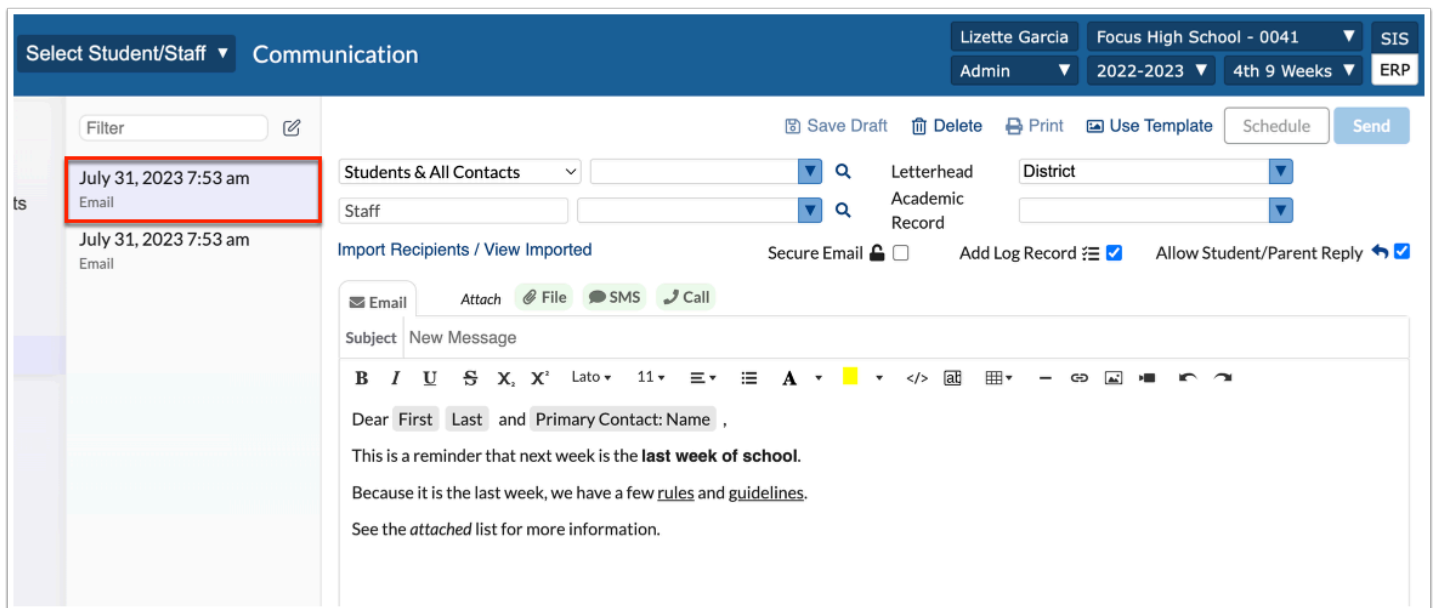
## Viewing Drafts

1. In the **Students** menu, click **Communication**.
2. Click the **Drafts** tab.

Drafted messages are displayed with the date saved and the type of message, such as Email.



3. Click the drafted message to view details.



## Editing Drafts

1. In the **Students** menu, click **Communication**.

2. Click the **Drafts** tab.

Drafted messages are displayed with the date saved and the type of message, such as Email.

3. Click the drafted message to view details.

The screenshot shows the 'Communication' section of the Focus Writers2 interface. At the top, there's a header with 'Select Student/Staff' and 'Communication'. On the right, user information for 'Lizette Garcia' at 'Focus High School - 0041' is displayed, along with 'SIS', 'Admin', '2022-2023', '4th 9 Weeks', and 'ERP' dropdowns. Below the header, there's a 'Filter' input field. A list of emails is shown on the left, with two entries for 'July 31, 2023 7:53 am Email'. The main area displays a drafted email. The 'To' field is set to 'Students & All Contacts'. The 'Subject' is 'New Message'. The email body contains the following text: 'Dear First Last and Primary Contact: Name ,', 'This is a reminder that next week is the **last week of school**.', 'Because it is the last week, we have a few rules and guidelines.', and 'See the *attached* list for more information.' The interface includes various action buttons like 'Save Draft', 'Delete', 'Print', 'Use Template', 'Schedule', and 'Send'. There are also checkboxes for 'Secure Email', 'Add Log Record', and 'Allow Student/Parent Reply'.

Once selected, the drafted message displays. Complete composing your message and prepare to send the message or save it as draft again.

This screenshot is similar to the one above, showing the 'Communication' section. It includes the same header, user information, and email list. The drafted email is highlighted with a red border. The content of the email is identical to the previous screenshot: 'Dear First Last and Primary Contact: Name ,', 'This is a reminder that next week is the **last week of school**.', 'Because it is the last week, we have a few rules and guidelines.', and 'See the *attached* list for more information.' The interface also shows a 'Compose' button in the top left and a 'Drafts' tab in the left sidebar. At the bottom, there are links for 'Edit Translations', 'Help', and 'Logout'.

4. Click **Save Draft**, **Send**, **Schedule**, or the applicable button.

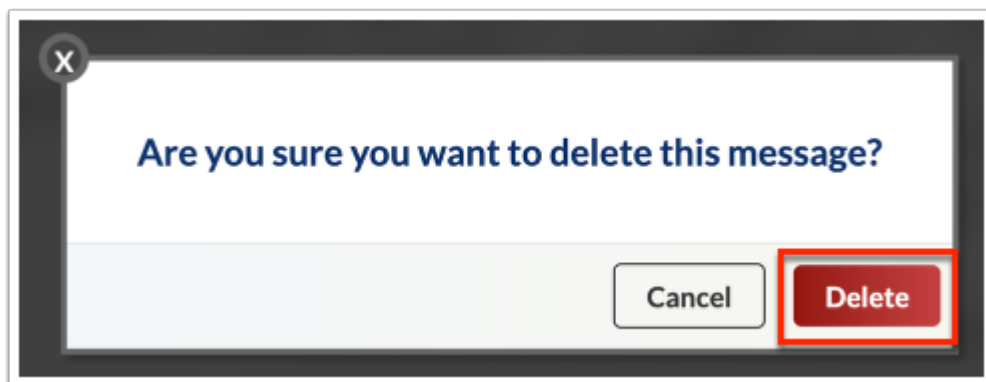
## Deleting Drafts

1. In the **Students** menu, click **Communication**.
2. Click the **Drafts** tab.

**3.** Click the drafted message to view details.

**4. Click Delete.**

**5.** In the confirmation pop-up window, click **Delete**.

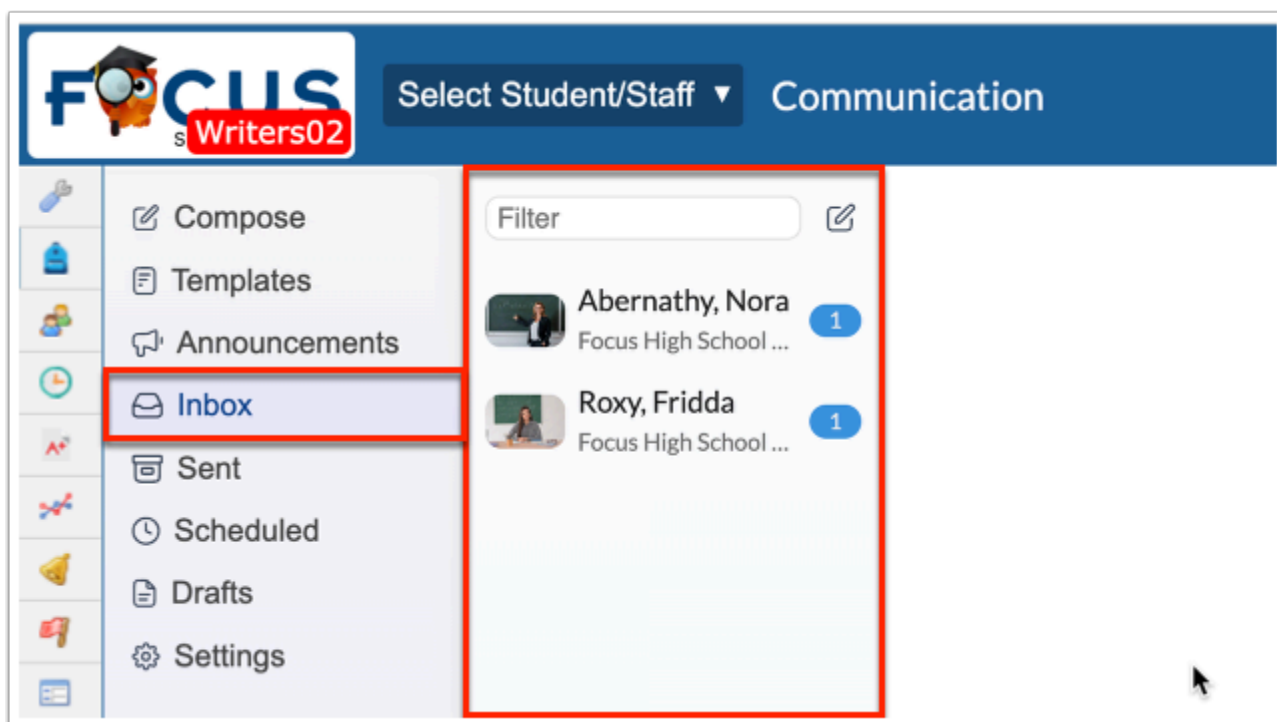


## Inbox

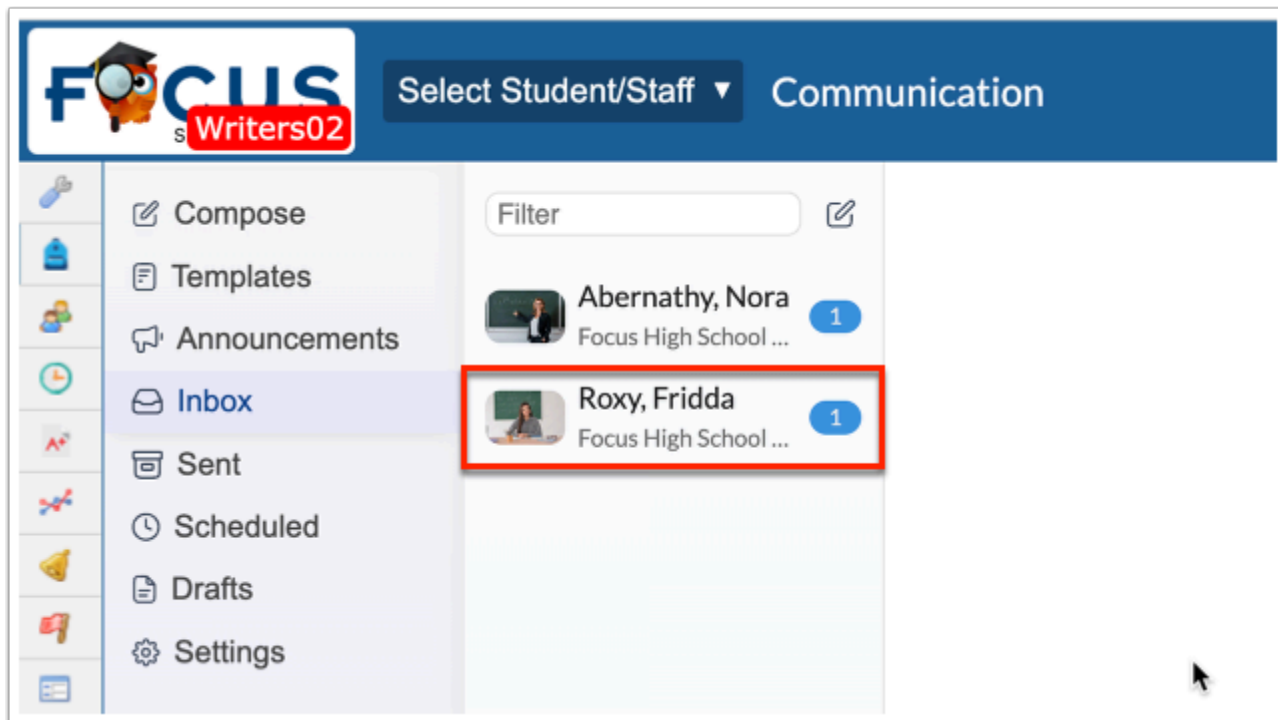
The Inbo tab displays all incoming messages sent from students, parents, teachers, and other users. The Inbox tab loads by default when accessing Communications. Message threads are in order of most recently received and display the sender's name and the number of unread messages (if any).

1. In the **Students** menu, click **Communication**.
2. Click the **Inbox** tab.

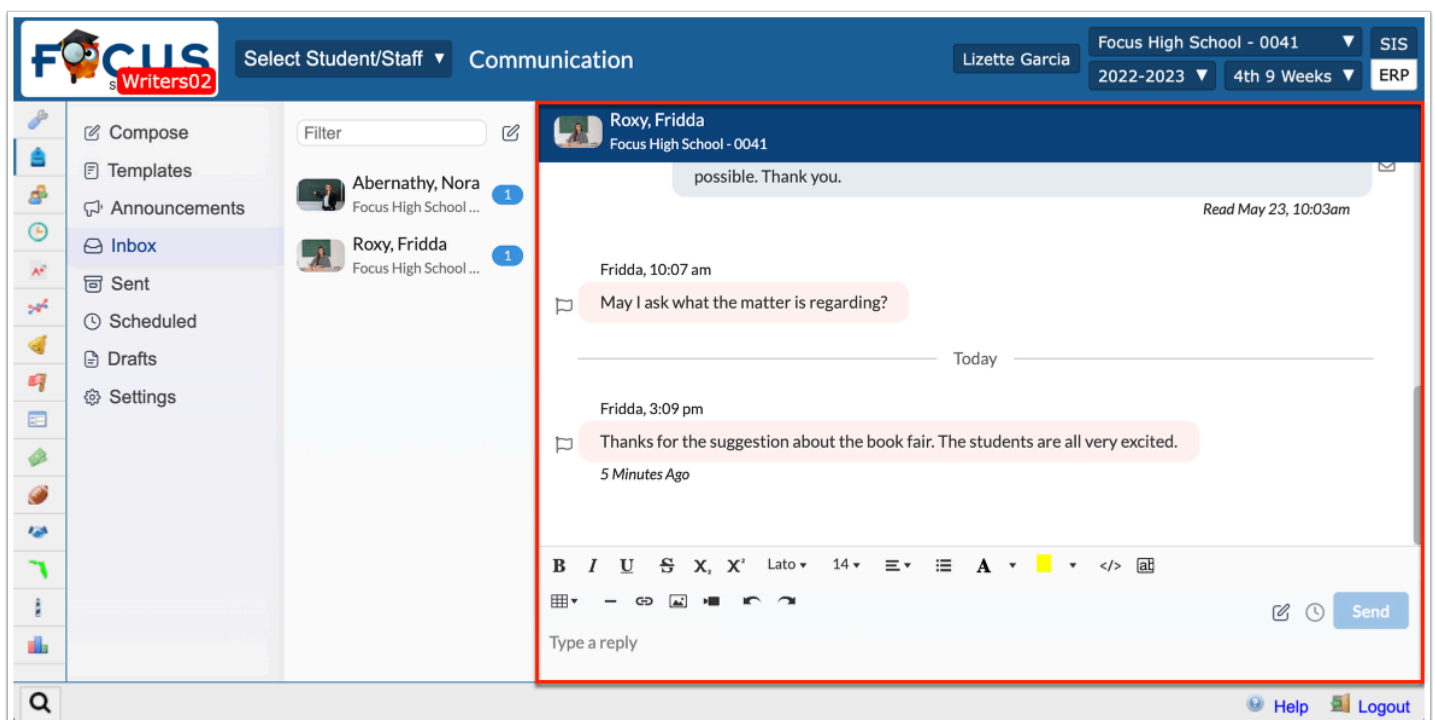
All incoming messages are displayed along with the sender's name and their associated school. The number of unread messages displays next to the sender's name.



3. Click the sender's name to open the messages.



Once selected, all incoming and outgoing messages between you and the selected user displays. The date and time is displayed along with all messages.



The icons next to the messages determined the message status and allow various tasks.

The **clock** icon indicates that the message is processing.

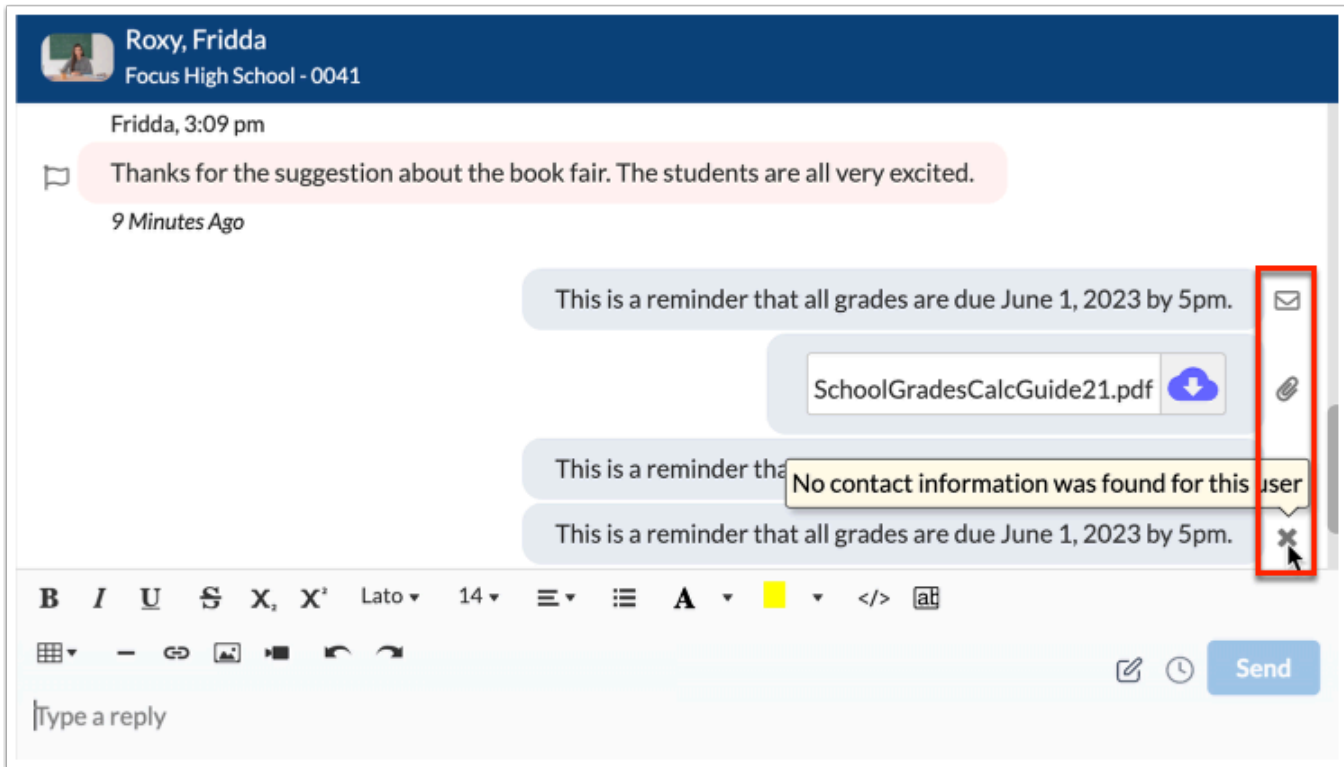
The **envelope** icon determines the email was sent.

The **paperclip** displays for attachments. These files can be clicked and downloaded/viewed.

The **x** icon displays when a message couldn't be sent; the reason the message wasn't sent displays when you hover over the x icon normally because No Contact Information was found. This means the message was delivered to the recipient's Focus Inbox but the recipient was not notified otherwise due to invalid contact data.

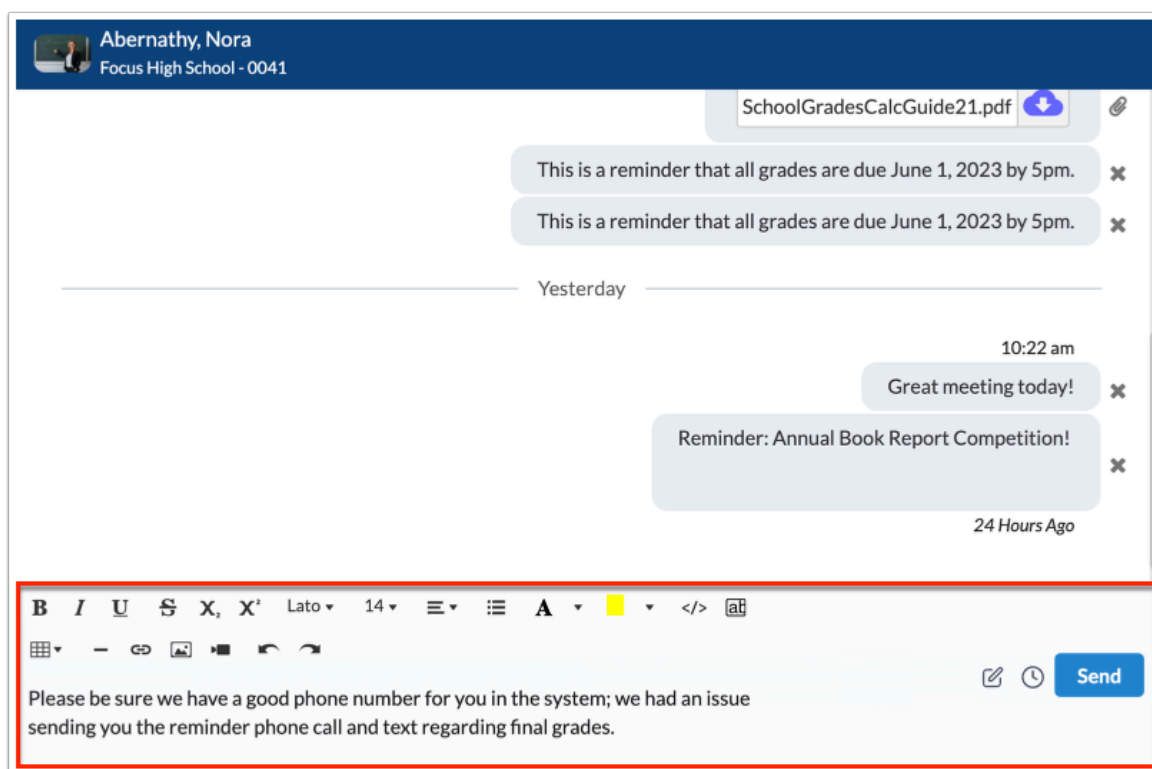
The **phone** icon displays when the phone call was sent.

The **message** bubble icon displays when a SMS was sent.



4. To respond to incoming messages, type your message in the provided text area. There are a variety of tools available, including text formatting and the ability to add links and images.





**5a.** Click **Send** to send the message right away.

**5b.** Click the **clock** icon to schedule the message to be sent at a later date and time.

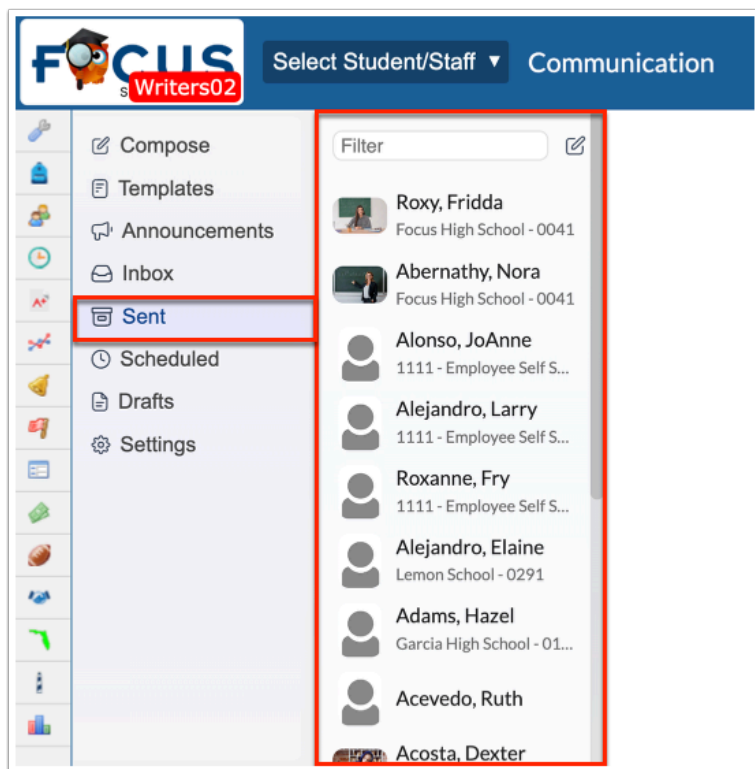
## Sent

The Sent tab displays all outgoing messages sent from you to students, parents, teachers, and other users. Message threads are in order of most recently sent at the top of the list and display the recipient's name.

**1.** In the **Students** menu, click **Communication**.

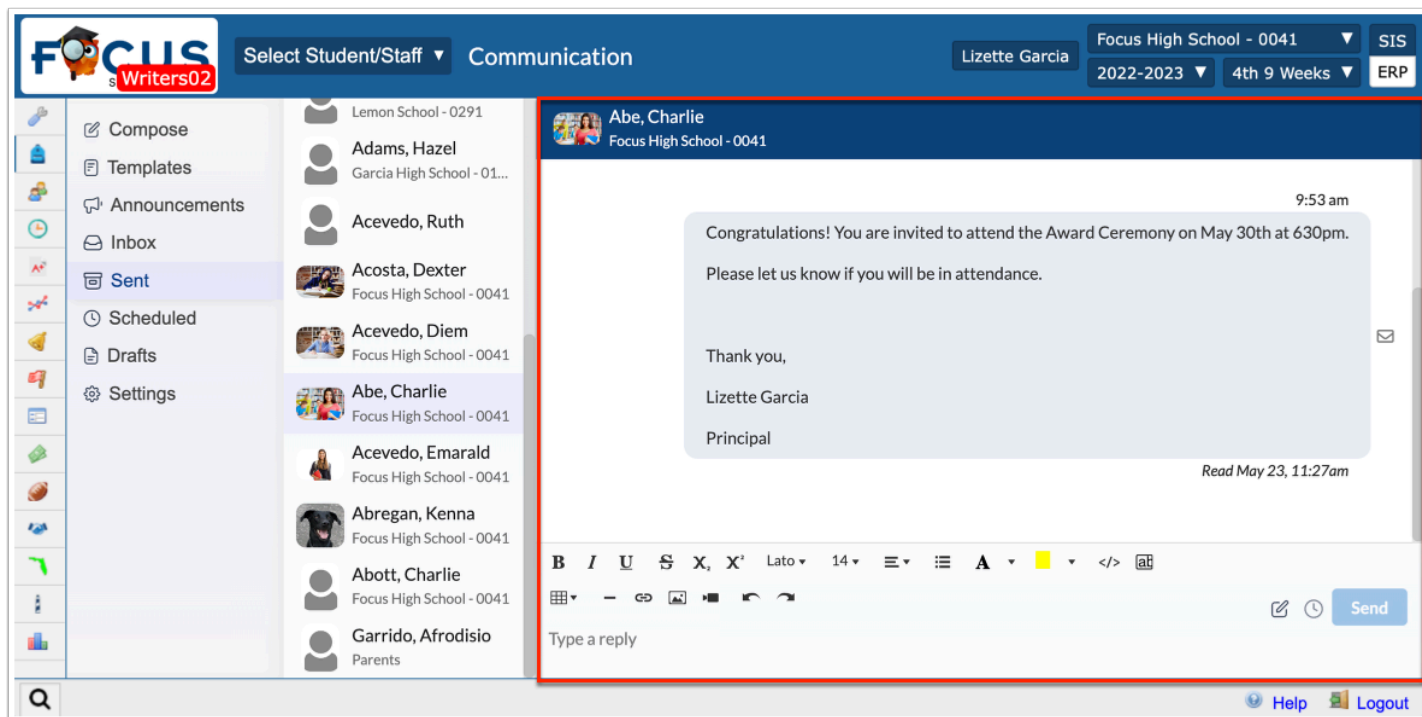
**2.** Click the **Sent** tab.

All outgoing messages are displayed along with the recipient's name and associated school.



3. Click the recipient's name to open the messages.

Once selected, all outgoing and incoming messages between you and the selected user displays. The date and time is displayed along with all messages.



The icons next to the messages determined the message status and allow various tasks.

The **clock** icon indicates that the message is processing.

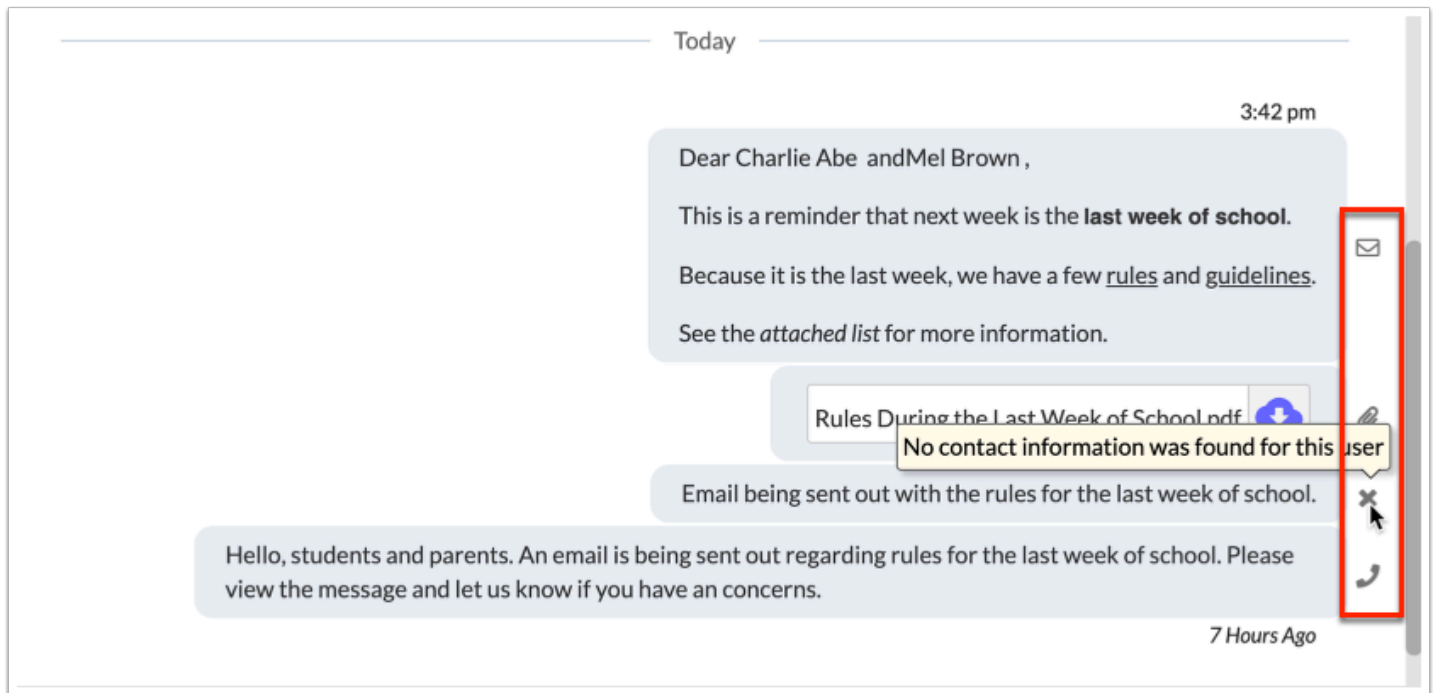
The **envelope** icon determines the email was sent.

The **paperclip** displays for attachments. These files can be clicked and downloaded/viewed.

The **x** icon displays when a message couldn't be sent; the reason the message wasn't sent displays when you hover over the x icon normally because No Contact Information was found. This means the message was delivered to the recipient's Focus Inbox but the recipient was not notified otherwise due to invalid contact data.

The **phone** icon displays when the phone call was sent.

The **message** bubble icon displays when a SMS was sent.



**4.** To send additional messages, type your message in the provided text area. There are a variety of tools available, including text formatting and the ability to add links and images.

**5a.** Click **Send** to send the message right away.

**5b.** Click the **clock** icon to schedule the message to be sent at a later date and time.