

Phone Communication

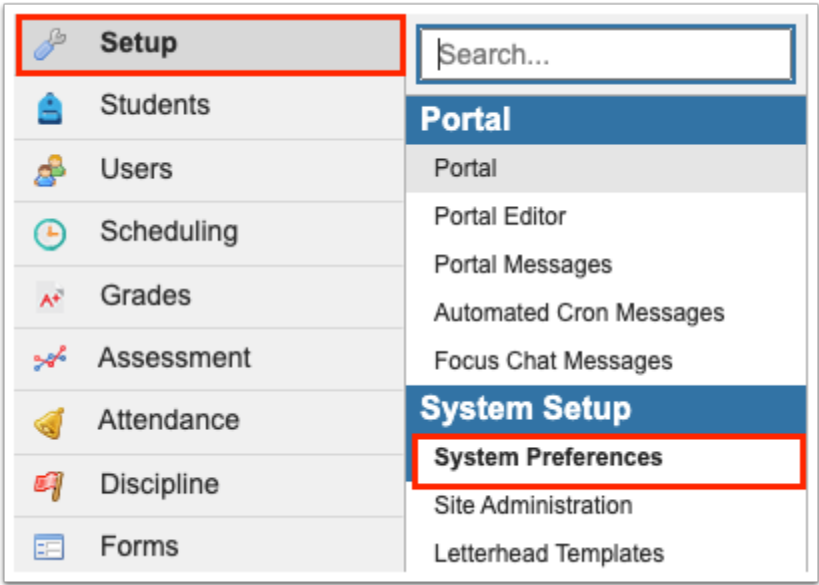
The Phone Communication feature allows users to create recorded messages, Text-to-Speech messages, and SMS text messages to send to Parent Contacts, Students, or Staff.

💡 SMS text messages can be created as a draft and/or template to be used in [Workflow Triggers](#).

Phone Communication Set Up

System Preferences

1. In the **Setup** menu, click **System Preferences**.



2. Click the **Default School Preferences** tab, then click the **General** tab.

FocusWriters02 System Preferences ☆

Lizette Garcia Focus High School - 0041 SIS
2022-2023 1st 9 Weeks ERP

Save

School Preferences **Default School Preferences** Default User Preferences District Preferences Single Sign-on

General Grading Attendance Enrollment Scheduling Localization Billing Online Application Parent Registration

Default school year 2022 ▼

Teachers Discipline Referral View All referrals entered by any user ▼

Allow Teachers to Search Entire School for Positive Behaviors ☐

Alert Teachers when a Referral is Closed ☐

Maximum number of ISS/OSS days for an ESE/504 Student 10 Days

Maximum number of ISS days for an ESE/504 Student Days

Maximum number of OSS days for an ESE/504 Student Days

3. Enter your district's **Twilio Number**, **Twilio SID**, and **Twilio Auth Token** in the provided text boxes.

School Preferences **Default School Preferences** Default User Preferences District Preferences Single Sign-on

General Grading Attendance Enrollment Scheduling Localization Online Application Parent Registration

InformaCast Lockdown Distribution Lists ▼

InformaCast Lockdown Device Groups ▼

InformaCast Lockdown Users ▼

Twilio Number +1352415

Twilio SID AC3c1912 807cdf2f

Twilio Auth Token 91710555757f90 d8

Allow students/parents to respond to Administrators ☐

Call Out System Student Reenrollment Form Update Phone Number for Callouts ▼

Call Out System Parent Reenrollment Form Update Phone Number for Callouts ▼

4. If your district is using a Twilio campaign and wants to utilize Twilio Messaging service to send SMS as well as phone calls, select the **Use Twilio Messaging Service For SMS** check box. This setting should only be enabled for districts utilizing SID.

5. Enter the **Twilio Messaging Service SID** in the provided text box. If utilizing SID to send messages via Phone Communication, this field must be populated.

School Preferences	Default School Preferences	Default User Preferences	District Preferences	Single Sign-on				
General	Grading	Attendance	Enrollment	Scheduling	Localization	Billing	Online Application	Parent Registration
InformaCast Lockdown Device Groups								
InformaCast Lockdown Users								
Twilio Number						72726		
Twilio SID						AC37cc7d49		
Twilio Auth Token						fa04fd0717b		
Use Twilio Messaging Service For SMS						<input checked="" type="checkbox"/>		
Twilio Messaging Service SID								
Allow students/parents to respond to Administrators								
Call Out System Student Reenrollment Form						Annual Enrollment		
Call Out System Parent Reenrollment Form						Annual Enrollment		

6. Enter the **Maximum Number of Time to Retry Failed Call/Text Events**, which determines how many times a message is resent until successful or documented as officially failed. Note: This feature is not applicable to calls that have not been answered.

InformaCast Lockdown Users	
Twilio Number	+135241
Twilio SID	AC3c197cdf2f
Twilio Auth Token	91710555757d8
Allow students/parents to respond to Administrators	<input type="checkbox"/>
Call Out System Student Reenrollment Form	Update Phone Number for Callouts
Call Out System Parent Reenrollment Form	Update Phone Number for Callouts
Maximum Number of Times to Retry Failed Call/Text Events	2
Do Not Send Calls Before This Time	05:00 am
Do Not Send Calls After This Time	10:00 pm
Disclaimer for editing Student Info	Markdown Editor

7. In the **Do Not Send Calls Before This Time** text box, enter a time to determine the hours in which messages should not be sent. After the time entered, messages will be sent. The time defaults to 5:00 am. I.e. enter the time that calls should start being sent out.

Twilio Number	+1352415
Twilio SID	AC3c1912 07cdf2f
Twilio Auth Token	91710555757f9 d8
Allow students/parents to respond to Administrators	<input type="checkbox"/>
Call Out System Student Reenrollment Form	Update Phone Number for Callouts ▼
Call Out System Parent Reenrollment Form	Update Phone Number for Callouts ▼
Maximum Number of Times to Retry Failed Call/Text Events	2
Do Not Send Calls Before This Time	05:00 am
Do Not Send Calls After This Time	10:00 pm
Disclaimer for editing Student Info	Markdown Editor
Google Analytics	
Custom Scripts	

💡 I.e. enter the times that calls should be sent out in the Do Not Send Calls Before This Time and Do Not Send Calls After This Time text boxes. If you enter 7:00 am and 8:00 pm, calls will be sent between these times but not before or after.

8. In the **Do Not Send Calls After This Time** text box, enter a time to determine the hours in which messages should not be sent. Messages will not be sent after the entered time and not before the time entered in the Do Not Send Calls Before This Time text box. The time defaults to 10:00 pm. I.e. enter the time calls should stop being sent out.

9. Click the **School Preferences** tab or the **Default School Preferences** tab, then click the **General** tab.

Focus Writers02 System Preferences ☆		Lizette Garcia	Focus High School - 0041	SIS
		2022-2023	1st 9 Weeks	ERP
Save				
School Preferences Default School Preferences Default User Preferences District Preferences Single Sign-on				
General Grading Attendance Enrollment Scheduling Localization Billing Online Application Parent Registration				
Default school year 2022 ▼				
Teachers Discipline Referral View All referrals entered by any user ▼				
Allow Teachers to Search Entire School for Positive Behaviors <input type="checkbox"/>				
Alert Teachers when a Referral is Closed <input type="checkbox"/>				
Maximum number of ISS/OSS days for an ESE/504 Student 10 Days				
Maximum number of ISS days for an ESE/504 Student Days				
Maximum number of OSS days for an ESE/504 Student Days				

10. Select a **Call Out System Student Reenrollment Form** from the pull-down. If a call fails when sent to the student phone, the form selected here will be a required form for the student. If a call fails, it is presumed the contact information must need to be updated which can be done using the form. Note: The form will also display on the Parent Portal.

The forms in the pull-down are enabled on the [Application Editor](#).

Twilio Number	+135241
Twilio SID	AC3c1912()7cdf2f
Twilio Auth Token	91710555757f9 d8
Allow students/parents to respond to Administrators	<input type="checkbox"/>
Call Out System Student Reenrollment Form	Update Phone Number for Callouts ▼
Call Out System Parent Reenrollment Form	Update Phone Number for Callouts ▼
Maximum Number of Times to Retry Failed Call/Text Events	2
Do Not Send Calls Before This Time	05:00 am
Do Not Send Calls After This Time	10:00 pm
Disclaimer for editing Student Info	<input type="text"/> Markdown Editor
Google Analytics	<input type="text"/>
Custom Scripts	<input type="text"/>

11. Select a **Call Out System Parent Reenrollment Form** from the pull-down. If a call fails when sent to the parent phone, the form selected here will be a required form for the parent. If a call fails, it is presumed the contact information must need to be updated which can be done using the form.

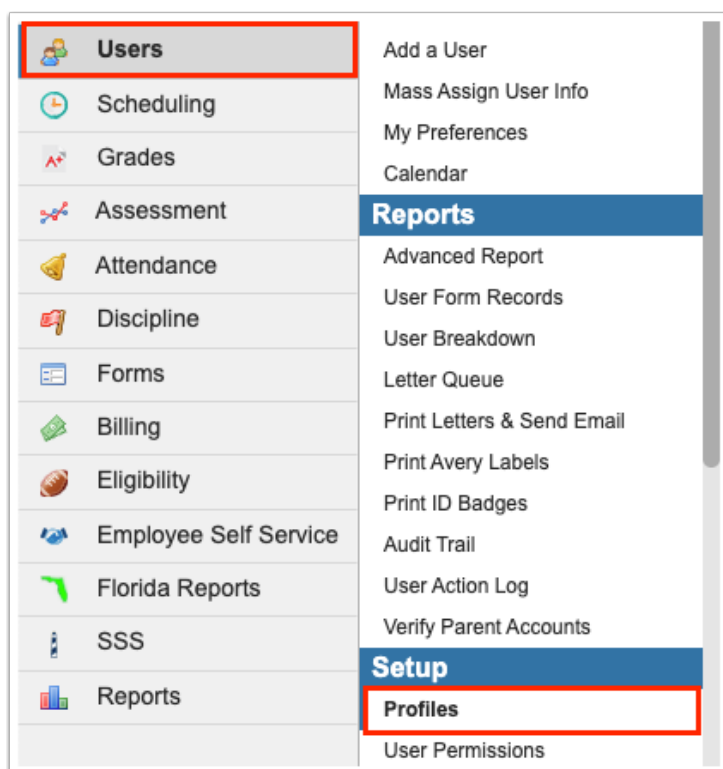
The forms in the pull-down are enabled on the [Application Editor](#).

12. Click **Save**.

 See [System Preferences](#) for more information.

Profile Permissions

1. In the **Users** menu, click **Profiles**.



- From the **Permissions** tab, select **Menu** as the Permission Type and **Admin** as the Role. Select applicable **Profiles** from the pull-down. Click **Submit**.

- Click the **Students** tab.

5. Select the **View** check box for **Attendance Callouts** to enable the Attendance tab on the Phone Communication screen. If you have edit permissions to Phone Communication, you can set up the callouts for when certain attendance codes are entered.

6. Select the **View** check box for **Blocked Numbers** to enable the "Blocked Numbers" tab, which allows you to view a report of all the students and users that have chosen to Block or Unsubscribe from calls and texts.

7. Select the **View** check box for **View All Users** to enable the "Show All Records" button, which allows you to see records that were entered by other users on any tab. Note: The records displayed aren't limited to the user's school defined permissions; therefore, if enabled, the user/profile will be able to view all records for all schools.

8. Select the **View** check box for **Verify Phone Numbers** to view phone numbers enabled as Caller ID information.

Select the **View** and **Edit** check box to add new phone numbers that will display as the Caller ID when phone messages are sent out. Note: The Phone Numbers enabled display as the Caller ID for phone messages only not for SMS text messages.

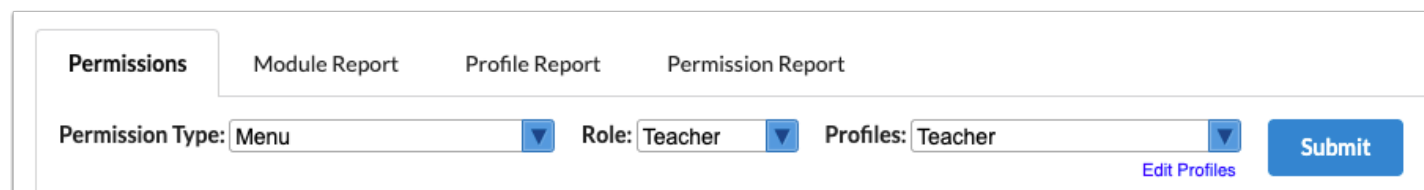
9. Select the corresponding **Edit** check boxes to allow users to **Create Call Messages** and/or **Create Text Messages**.

10. Click **Save**.

11. From the **Permissions** tab, select **Menu** as the Permission Type and **Teacher** as the Role.

Select applicable **Profiles** from the pull-down.

Click **Submit**.



The screenshot shows a web interface for configuring permissions. At the top, there are four tabs: "Permissions" (which is active), "Module Report", "Profile Report", and "Permission Report". Below the tabs, there are three dropdown menus: "Permission Type:" with "Menu" selected, "Role:" with "Teacher" selected, and "Profiles:" with "Teacher" selected. To the right of the "Profiles:" dropdown is a link that says "Edit Profiles". At the far right is a blue button labeled "Submit".

12. Click the **Students** tab.

Permissions Module Report Profile Report Permission Report

Permission Type: Menu Role: Teacher Profiles: Teacher Save [Edit Profiles](#)

Submit

Students

Scheduling

Grades

Lesson Planning

Attendance

Discipline

School Information

My Information

Students	View	Edit	Require Approval
Student Info	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
View Enrollment	<input checked="" type="checkbox"/>		
View Addresses & Contacts	<input checked="" type="checkbox"/>		
Edit Addresses		<input type="checkbox"/>	<input type="checkbox"/>
Edit Primary Residence		<input type="checkbox"/>	
Edit Contacts		<input type="checkbox"/>	<input type="checkbox"/>
Edit Inactive Students		<input type="checkbox"/>	
Edit Previous Years Inactive Students		<input type="checkbox"/>	
View Protected Students	<input type="checkbox"/>		
View Unredacted Files	<input type="checkbox"/>		
Student Schedule	<input checked="" type="checkbox"/>		
Student Requests	<input checked="" type="checkbox"/>		

13. In the Students section, select the **View** check box for **Phone Communication**. The View permission allows teachers to view but not edit the Phone Communication screen including the Drafts, Templates, and Request History tabs.

Select the **Edit** check box to allow teachers to create templates and drafts which can then be send out to students and parents.


Print Letters & Send Email	<input checked="" type="checkbox"/>	
Email Letters	<input checked="" type="checkbox"/>	
Print Avery Labels	<input checked="" type="checkbox"/>	
Advanced Report	<input checked="" type="checkbox"/>	
Test History	<input checked="" type="checkbox"/>	
Test History Report	<input checked="" type="checkbox"/>	
Phone Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Verify Phone Numbers	<input type="checkbox"/>	<input type="checkbox"/>
Create Call Messages		<input type="checkbox"/>
Create Text Messages		<input type="checkbox"/>

14. Select the **View** check box for **Verify Phone Numbers** to view phone numbers enabled as Caller ID information.

Select the **View** and **Edit** check box to add new phone numbers that will display as the Caller ID when phone messages are sent out. Note: The Phone Numbers enabled display as the Caller ID for phone messages only not for SMS text messages.

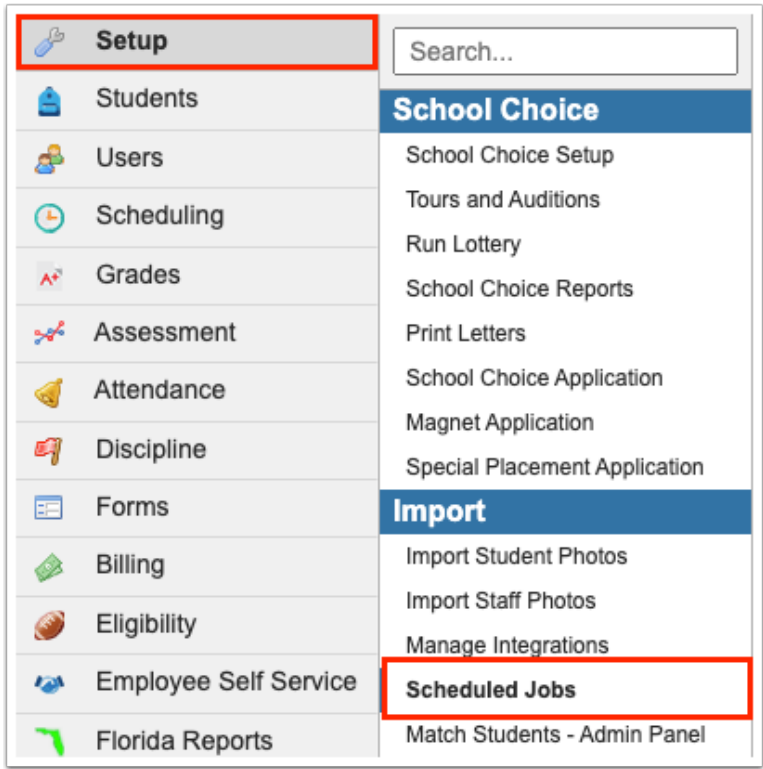
15. Select the corresponding **Edit** check boxes to allow users to **Create Call Messages** and/or **Create Text Messages**.

16. Click **Save**.

 See [Profiles](#) for more information.

Scheduled Jobs

1. In the **Setup** menu, click **Scheduled Jobs**.



2. Select **Phone Communication Processing** from the scheduled jobs pull-down. Click **Create Job**.

This job sends any message that is set to run before the job's scheduled time, along with attendance based messages.

Focus Writers02 **Scheduled Jobs** ☆

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2022-2023 1st 9 Weeks ERP

Phone Communication Processing Create Job

Jobs Execution History

9 Jobs Filters: OFF Search

	Job Title	Job Time	Priority	Weekdays	Start Date	E
- Edit	Florida DOE Extracts and Verification Reports	12:00 AM	500	Every day	N/A	N
- Edit	Florida DOE Extracts and Verification Reports	12:00 AM	500	Every day	N/A	N
- Edit	Attendance Daily Triggers	12:00 AM	500	Every day	August 1, 2022	M
- Edit	Online Course Req. Populate Student Field	12:00 AM		Every day	N/A	N

 See [Scheduled Jobs](#) for more information.

Phone Communication

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

Setup

Students

Users

Scheduling

Grades

Assessment

Attendance

Discipline

Forms

Billing

Search...

Student Info

Add a Student

Mass Assign Student Info

Mass Add Log Records

Change Requests

Online Enrollments

Magnet / Special Assignment

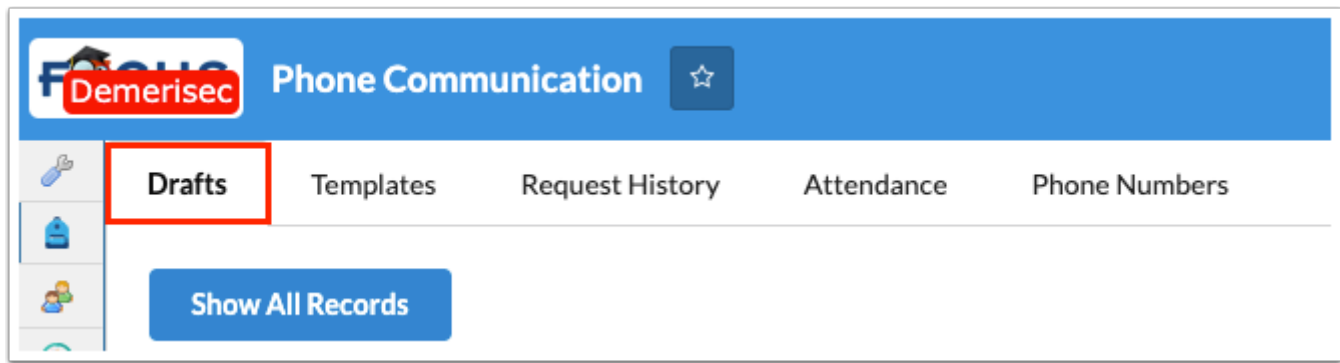
Phone Communication

Reports

Advanced Report

Add / Drop Report

2. Click the **Drafts** tab.



Click **Show All Records** to view message drafts created by other users.

The screenshot shows the 'Drafts' tab selected. A red box highlights the 'Show All Records' button. Below the button, there are 3 records displayed in a table. The table has columns for Title, Type, Caller ID (Calls Only), Scheduled Send Date, Scheduled Send Time, Recurring, Recurring End Date, and Created By. The records are:

Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By
Testing Save	Phone Call	Default Twilio N...	05/11/2021	02:10 pm	N/A		Lizette Garcia
School Closed - Copy	Phone Call	Default Twilio N...	06/18/2022	12:00 pm	N/A		Lizette Garcia
No School Template	Phone Call, SMS	Default Twilio N...	03/02/2022	01:10 am	N/A		Lizette Garcia

Click **Show My Records** to hide message drafts created by other users and only view your own messages.

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Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show My Records Save

7 Records Export Filter: OFF Page Size: 20

	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring E
			Default Twilio Number (72726 5)	07/27/2022	10:15 am	N/A	
	Testing Save	Phone Call	Default Twilio Number (72726 5)	05/11/2021	02:10 pm	N/A	
	Senior Projects - Copy	Phone Call, SMS	Default Twilio Number (72726 5)	07/01/2021	02:23 pm	N/A	
	Final Exams Reminder	Phone Call, SMS	Default Twilio Number (72726 5)	05/12/2021	07:00 pm	N/A	
	School Closed - Copy	Phone Call	Default Twilio Number (72726 5)	06/18/2022	12:00 pm	N/A	
	State Exams	Phone Call	Default Twilio Number (72726 5)	07/15/2021	12:04 pm	N/A	
	Test Jarrod	Phone Call, SMS	Default Twilio Number (72726 5)	05/10/2021	09:00 am		
	No School Template	Phone Call, SMS	Default Twilio Number (72726 5)	03/02/2022	01:10 am	N/A	

3. Enter a **Title**.

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Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show All Records Save

3 Records Export Filter: OFF Page Size: 20

	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring E
	School Closed	Phone Call, SMS	Default Twilio Number (7272632645)	09/12/2022	07:15 am	N/A	
	Testing Save	Phone Call	Default Twilio Number (7272632645)	05/11/2021	02:10 pm	N/A	
	School Closed - Copy	Phone Call	Default Twilio Number (7272632645)	06/18/2022	12:00 pm	N/A	
	No School Template	Phone Call, SMS	Default Twilio Number (7272632645)	03/02/2022	01:10 am	N/A	

4. Select the message **Type** from the pull-down. Options include SMS (text messages) and/or Phone Call.

5. If Caller ID has been set up from the [Phone Numbers](#) tab, select the **Caller ID** you'd like to use for the outgoing call. If additional Phone Numbers have not been set up, the Caller ID defaults to the Twilio Number enabled by the district via [System Preferences](#). Note: This is applicable to Calls Only (Type: Phone Call).

6. Enter/Select the **Scheduled Send Date** in the provided text box. This is the earliest date that the message will be sent.

7. Enter/Select the **Scheduled Send Time** in the provided text box. This is the earliest time that the message will be sent.
8. Select how often the message will be sent from the **Recurring** pull-down. Options include:
- N/A: This message will be sent one time.
- Daily: This message will be scheduled to be sent at the same time set every day.
- Weekly: This message will be scheduled to be sent at the same time every week (7 days apart).
- Monthly: This message will be scheduled to be sent at the same time every month (30 Days apart).
- Annually: This message will be scheduled to be sent at the same date and time every year.
- a. If you've selected a Recurring option, enter the **Recurring End Date** to determine when the message should no longer be sent out.

Show All Records

3 Records

Export

Filter: OFF

Page Size: 20

	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By	Cr
	09/12/2022	07:15 am	Annu...			
	05/11/2021	02:10 pm	N/A			
	06/18/2022	12:00 pm	N/A			
	03/02/2022	01:10 am	N/A			

July

2024

Sun

Mon

Tue

Wed

Thu

Fri

Sat

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9. Press the **Enter** key to add the message draft. Then, click the **Save** button.

Drafts								
Templates Request History Attendance Phone Numbers Blocked Numbers								
Show All Records								Save
4 Records	Export		Filter: OFF	Page Size: 20				
	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By
			Default Twilio N...	07/27/2022	10:15 am	N/A		
	School Closed	Phone Call, SMS	Default Twilio N...	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)
	Testing Save	Phone Call	Default Twilio N...	05/11/2021	02:10 pm	N/A		Lizette Garcia (27392)
	School Closed - Copy	Phone Call	Default Twilio N...	06/18/2022	12:00 pm	N/A		Lizette Garcia (27392)
	No School Template	Phone Call, SMS	Default Twilio N...	03/02/2022	01:10 am	N/A		Lizette Garcia (27392)

Click the **delete** button (red minus sign) to remove a draft.

Drafts					Templates	Request History	Attendance	Phone Numbers	Block
Show All Records									
4 Records	Export		Filter: OFF	Page Size: 20					
	Title	Type	Caller ID (Calls Only)	Scheduled Send Date					
			Default Twilio N...	07/27/2022					
	School Closed	Phone Call, SMS	Default Twilio N...	09/12/2022					
	Testing Save	Phone Call	Default Twilio N...	05/11/2021					
	School Closed - Copy	Phone Call	Default Twilio N...	06/18/2022					
	No School Template	Phone Call, SMS	Default Twilio N...	03/02/2022					

In the confirmation pop-up window, click **OK**.

sandbox.focusschoolsoftware.com says

Are you sure you want to delete this record?

[Cancel](#)
[OK](#)

Click **Save** to apply changes.

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Phone Communication ☆
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2022-2023 ▼ 1st 9 Weeks ▼ ERP

Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show All Records Save

4 Records Export Filter: OFF Page Size: 20

	Title ▲	Type ▲	Caller ID (Calls Only) ▲	Scheduled Send Date ▲	Scheduled Send Time ▲	Recurring ▲	Recurring End Date ▲	Created By ▲
	<input type="text"/>	<input type="text"/>	Default Twilio N... ▼	07/27/2022	10:15 am	N/A ▼	<input type="text"/>	
- [X]	School Closed	Phone Call, SMS ▼	Default Twilio N... ▼	09/12/2022	07:15 am	Annu... ▼		Lizette Garcia (27392)
- [X]	Testing Save	Phone Call ▼	Default Twilio N... ▼	05/11/2021	02:10 pm	N/A ▼		Lizette Garcia (27392)
[X]	School Closed - Copy	Phone Call ▼	Default Twilio N... ▼	06/18/2022	12:00 pm	N/A ▼		Lizette Garcia (27392)
- [X]	No School Template	Phone Call, SMS ▼	Default Twilio N... ▼	03/02/2022	01:10 am	N/A ▼		Lizette Garcia (27392)

Adding/Editing Messages

1. Click **Edit Message** to create/edit the message.

Drafts

Templates

Request History

Attendance

Phone Numbers

Blocked Numbers

Show All Records

Save

3 Records

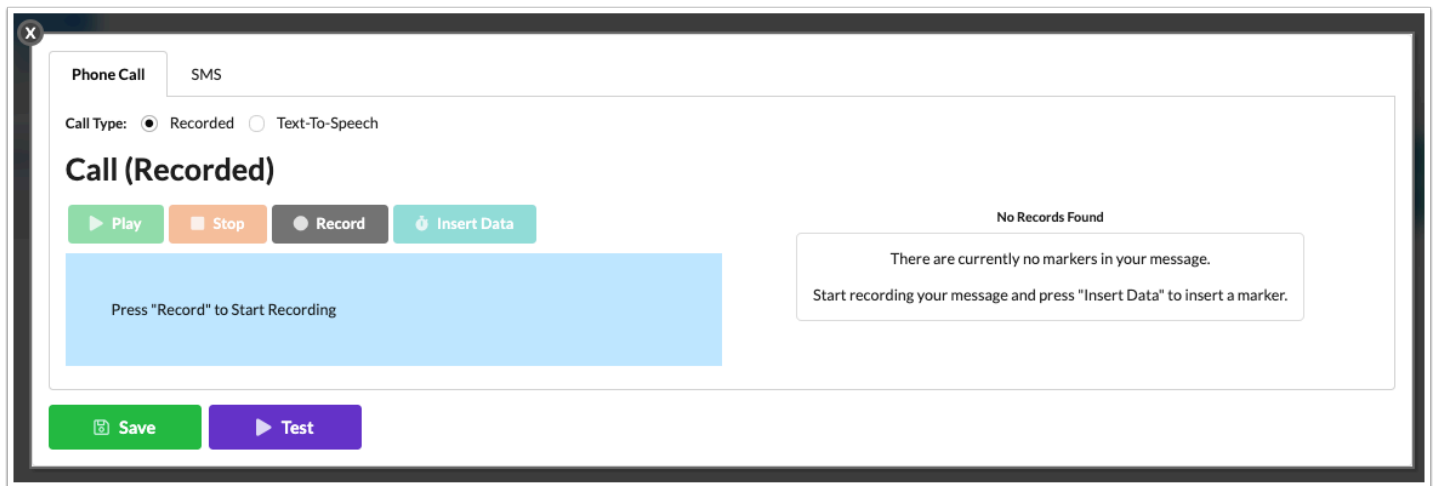
Export

Filter: OFF

Page Size: 20

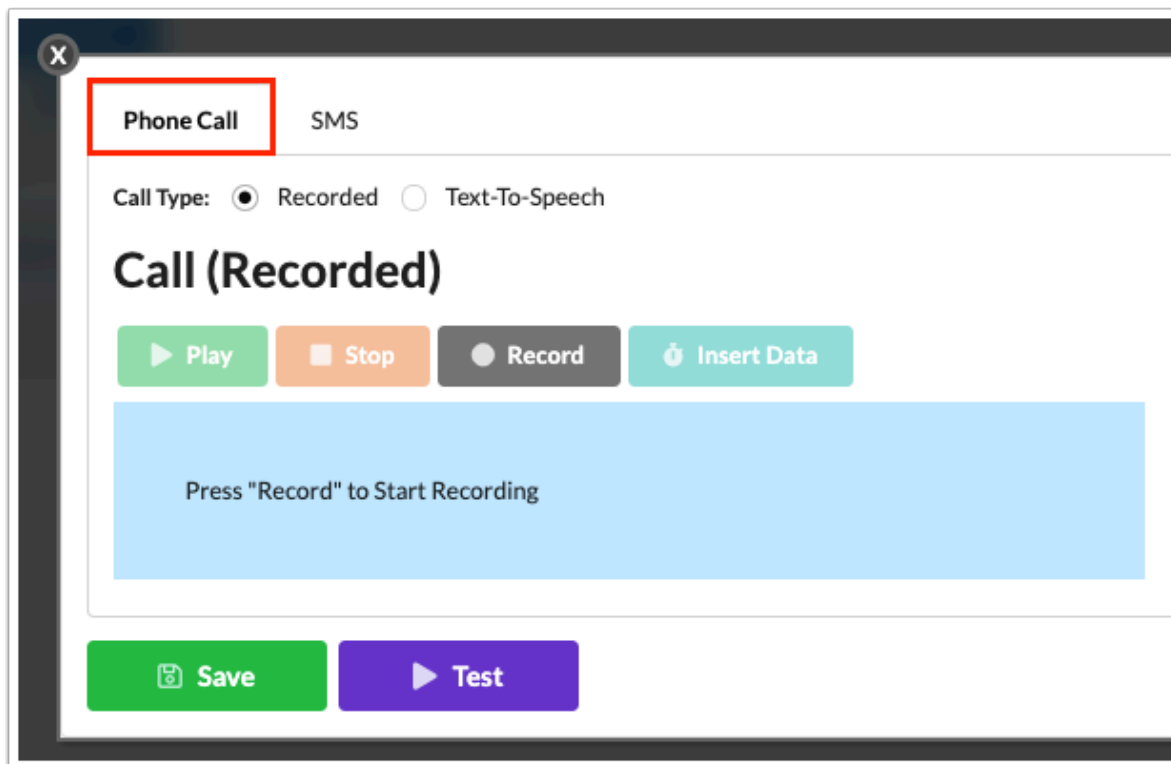
	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At	Actions
			Default Twilio N...	07/27/2022	10:15 am	N/A				
	School Closed	Phone Call, SMS	Default Twilio N...	09/12/2022	07:15 am	Ann...		Lizette Garcia (27392)	07/27/2022 09:15:43	<div>Edit Message</div> <div>+ Attach Recipients</div>
	Testing Save	Phone Call	Default Twilio N...	05/11/2021	02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021 13:21:13	<div>Edit Message</div> <div>+ Attach Recipients</div>
	No School Template	Phone Call, SMS	Default Twilio N...	03/02/2022	01:10 am	N/A		Lizette Garcia (27392)	03/01/2021 13:00:46	<div>Edit Message</div> <div>+ Attach Recipients</div>

The Edit Message pop-up window displays information depending on the message Type enabled, SMS and/or Phone Call. In the image displayed, both options have been selected, so SMS and Phone Call features are displayed on their corresponding tabs.



Voice Recording

1. Click the **Phone Call** tab.



2. Select Recorded as the **Call Type** to create a recorded message.

Phone Call

SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 1:00

▶ Play

■ Stop

● Record

🕒 Insert Data

💾 Save

▶ Test

3. If recording your message, click **Record** and speak your message clearly. Note: You must ensure that the microphone on your computer has been enabled in your computer settings.

Click **Finish Recording** to stop the recording when complete.

Phone Call

SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 00:50

▶ Play

■ Stop

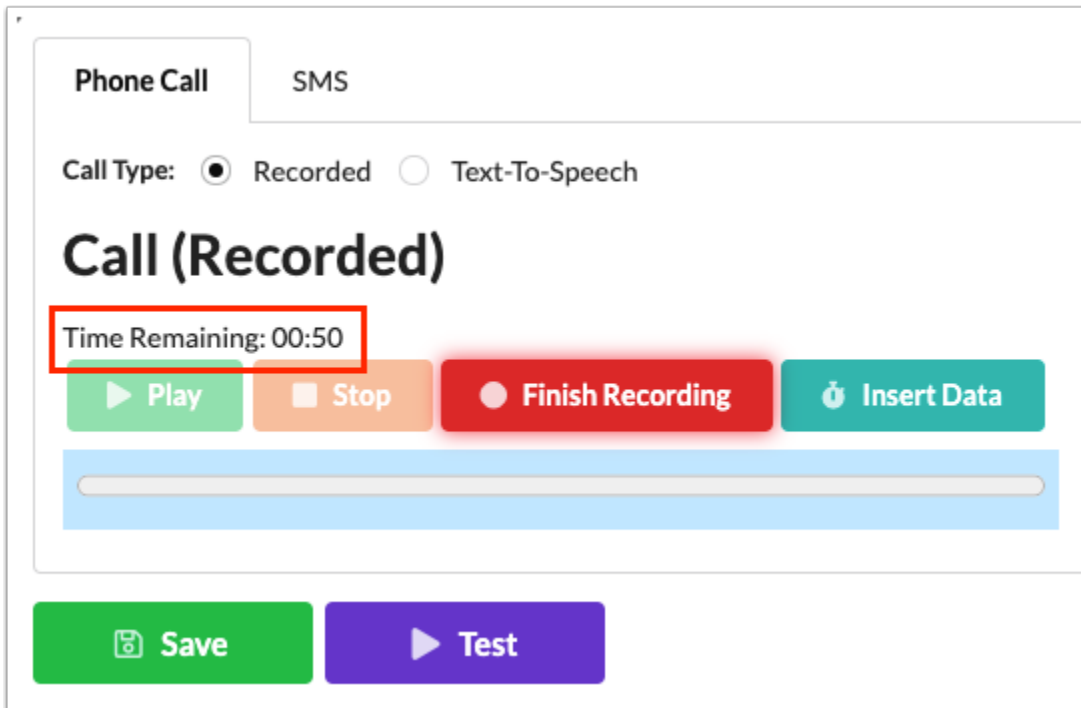
● Finish Recording

🕒 Insert Data

💾 Save

▶ Test

💡 There is a one minute time limit on recorded messages. If the recording has not been stopped by clicking Finish Recording before the one minute mark, the recording will automatically end. The Time Remaining feature displays the amount of time left to make the recording counting down from one minute.



Phone Call SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 00:50

📘 There is a brief pause before messages begin upon calls being answered by a person or by voicemail to ensure the entire message is recorded if sent to voicemail. Note: If a person answers the call, the message will begin once the person speaks as opposed to waiting 2-3 seconds.

4. Once recorded, click **Play** to review your message.


Phone Call


SMS


Call Type: ☒ Recorded ☐ Text-To-Speech


Call (Recorded)


Time Remaining: 01:00


 Play

 Stop

 Record

 Insert Data

 Save

 Test

Click **Pause** to pause the message.

Click **Stop** to stop the message from playing and go back to the beginning of the message.


Phone Call


SMS


Call Type: ☒ Recorded ☐ Text-To-Speech


Call (Recorded)


Time Remaining: 01:00


 Pause


 Stop

 Record

 Insert Data

 Save

 Test

 Click **Record** at any time, to re-record you message.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 01:00

▶ Play

■ Stop

● Record

📌 Insert Data

📁 Save

▶ Test

5. To use the Token Guide and insert variables into a recorded message, while recording, click **Insert Data** to place a Marker in the recording for where the variable should be placed.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 00:25

▶ Play

■ Stop

● Finish Recording

📌 Insert Data

📁 Save

▶ Test

1

2

6. Once finished, you can see where in the message in the markers have been placed. Select the applicable **Variable** from the pull-down that should take the place for each Marker.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 01:00

▶ Play

■ Stop

● Record

🔧 Insert Data

1

2

3

📁 Save

▶ Test

Marker	Variable
1	Contact Full Name
2	Current Date
3	Student Full Name

7. Click **Save**.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 01:00

▶ Play

■ Stop

● Record

🔧 Insert Data

1

2

3

📁 Save

▶ Test

Marker	Variable
1	Contact Full Name
2	Current Date
3	Student Full Name

 See [Testing Messages](#) for more information on the Test button.

Text-To-Speech Phone Call

1. If using Text-To-Speech call type, enter the content that will be read to receipts as a phone call in the provided text box.

Phone Call

SMS

Call Type:

☐ Recorded
 ☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello.

This is a reminder that Owl County Schools will be closed on September 12, 2022.

16/180

💡 There is a Text-To-Speech word limit set to 180 words. The number of words present is displayed out of of 180 words, such as 16/180 as displayed below.

Phone Call

SMS

Call Type:

☐ Recorded
 ☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello.

This is a reminder that Owl County Schools will be closed on September 12, 2022.

16/180

2. You can enter free text as well as click the variables available in the **Token Guide** to insert changing information to be customized based on the receipt of the call, such as Date, Student's Full Name, Attendance Code (Attendance Only), etc. To use the variable, ensure your cursor/ mouse is positioned in the correct place in the message, then click the variable to be added.

Phone CallSMS

Call Type: ☐ Recorded ☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello, |

This is a reminder that Owl County Schools will be closed on September 12, 2022.

16/180

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

▶ Test

Save

Close

i The variables displayed with Attendance Only can only be used if you are utilizing the [Attendance](#) tab to set up attendance based messages.

3. Click **Save**.

Phone Communication

Page 24

Phone CallSMS

Call Type: ☐ Recorded ☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello, [[contact_full_name::Contact Full Name]]
This is a reminder that Owl County Schools will be closed on September 12, 2022.

19/180


Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

Test

Save

Close

 See [Testing Messages](#) for more information on the Test button.

SMS (Text Message)

1. Click the **SMS** tab.

Phone CallSMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

50/1

Phone Communication

Page 25

2. In the SMS (Text Message) text box, enter the content that will display in the message sent out.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello, [[contact_full_name::contact_full]].


This is a reminder that Owl County Schools will be closed [[current_date::date]].

Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

84/2

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]



There is a character indicator below the text box, which contains 50 characters per text message sent. The number of characters present displays against the number of text messages to be sent. Note: Newer mobile devices should receive the message as one text message. In the example displayed below 84 characters have been included in the message out of the number of text messages that will be sent (in this example, 84 characters / 2 texts).

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello, [[contact_full_name::contact_full]].

This is a reminder that Owl County Schools will be closed [[current_date::date]].

Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

84/2

- i** Once messages are sent, parents, students, or staff can Reply TODAY to stop receiving messages for the rest of the day or Reply UNSUBSCRIBE to never get messages again. The option to unsubscribe is only included in the first ever SMS text message sent to recipients.

3. You can enter free text as well as click the variables available in the **Token Guide** to insert changing information to be customized based on the receipt of the message, such as Date, Student's Full Name, Attendance Code (Attendance Only), etc.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello.

This is a reminder that Owl County Schools will be closed on September 12, 2022.

Reply TODAY to stop receiving messages for the rest of the day. Reply UNSUBSCRIBE to never get messages again.

122/2

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

▶ Test

Save

✕ Close

- a. To use the variable, ensure your cursor/mouse is positioned in the correct place in the message, then click the variable to be added.

Phone Call
SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello.
This is a reminder that Owl County Schools will be closed on September 12, 2022.
Reply TODAY to stop receiving messages for the rest of the day. Reply UNSUBSCRIBE to never get messages again.

121/2

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

Test
Save
Close

i The variables displayed with Attendance Only can only be used if you are utilizing the [Attendance](#) tab to set up attendance based messages.

4. Click **Save**.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello.
This is a reminder that Owl County Schools will be closed on September 12, 2022.

Reply TODAY to stop receiving messages for the rest of the day. Reply UNSUBSCRIBE to never get messages again.

121/2

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

Test

Save

Close

See [Testing Messages](#) for more information on the Test button.

Attaching Recipients

1. From the Drafts tab, click **Attach Recipients**.

Drafts

Templates

Request History

Attendance

Phone Numbers

Blocked Numbers

Show All Records

3 Records

Export

Filter: OFF

Page Size: 20

Save

	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At	Actions
	Default Twilio N...	07/27/2022	10:15 am	N/A				
	Default Twilio N...	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022 09:15:43	Edit Message + Attach Recipients Dup
	Default Twilio N...	05/11/2021	02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021 13:21:13	Edit Message + Attach Recipients Dup
	Default Twilio N...	03/02/2022	01:10 am	N/A		Lizette Garcia (27392)	03/01/2021 13:00:46	Edit Message + Attach Recipients Dup

2. Select the **Contact Types** that should receive the message using the corresponding check boxes. Options include:

Primary Contact Phone: Send to the phone number(s) of the 1st priority contact with a Custody flag value of "Y" and a Callout flag value of "Y" for each phone number.

Secondary Contact Phone: Send to the phone number(s) of the 2nd priority contact with a Callout flag value of "Y" for each phone number.

All Student Contacts: Send a callout to all of the students contacts regardless of priority or custody flag.

Student Phone: Send to the phone number of the student located on the Address block in [Student Info](#).

Staff Phone: Send to the phone number of the user via a system field (custom_100000002) under the "General" section in [User Info](#).

You can select as many contact types as needed.

Contact Types

☐ Primary Contact Phone

☐ Secondary Contact Phone

☐ All Student Contacts

☒ Student Phone

☐ Staff Phone

School(s):

Focus High School - 0041, Focus West High School - 010...

Grade Level(s):

Add Recipients

Student Search

User Search

Upload CSV

Imported Recipients

No Records Found

Save Recipients

i Callout and SMS options must be enabled via Students > [Address Fields](#) > Contact Detail Flags tab for **Address** and **Contact Details**; otherwise, the options in the [Student Info](#) > Addresses & Contacts will not display.

Address Fields

Relationships

Contact Detail Titles

Contact Detail Flags

Contact Flags

Export

	Title	Address	Contact Details	For Phone Number
	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Unlisted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Callout	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Blocked	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	SMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	UNSUBSCRIBE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3. Select the **Schools** from the pull-down for which the message applies. In the example message used for schools being closed may apply to the majority of schools, but not all.

Contact Types

☐ Primary Contact Phone
☐ Secondary Contact Phone
☒ All Student Contacts
☒ Student Phone
☐ Staff Phone

Add Recipients

School(s): Focus High School - 0041, Focus West High School - 010...

Grade Level(s):

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

No Records Found

Save Recipients

4. Select the applicable **Grade Levels** for which the message applies. Grade Levels selections are based on the Schools selected.

X

Contact Types

☐ Primary Contact Phone
 ☐ Secondary Contact Phone
 ☒ All Student Contacts
 ☒ Student Phone
 ☐ Staff Phone

Add Recipients

School(s): Focus High School - 0041, Focus West High School - 010...

Grade Level(s): 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 30, 31, KG, ...

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

No Records Found

Save Recipients

5. Click **Student Search** in order to specify the students or users who will receive the message.

X

Contact Types

☐ Primary Contact Phone
 ☐ Secondary Contact Phone
 ☒ All Student Contacts
 ☒ Student Phone
 ☐ Staff Phone

Add Recipients

School(s): Focus High School - 0041, Focus West High School - 010...

Grade Level(s): 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 30, 31, KG, ...

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

No Records Found

Save Recipients

! In order to conduct a Student Search, one of the following Contact Types must be selected: Primary Contact Phone, Secondary Contact Phone, or Student Phone.

i The Student Search is not affected by the School(s) and Grade Level(s) pull-down and become inactive upon importing students per the student search.

a. Conduct a student search in the pop-up window. See [Searching for Students](#) for more information.

The screenshot shows a web application window with a close button (X) in the top-left corner. The main content area has a header with three tabs: 'Search Screen' (active), 'Simple List', and 'Customized List'. Below the tabs is a 'Student Search' section. This section contains a text input field labeled 'Student', a dropdown menu labeled 'Student Group', a checkbox labeled 'Search All Schools', and two buttons labeled 'Search' and 'Reset'. A link labeled 'More Search Options' is located below the 'Student' input field.

- i** The Student Search is limited to the selected school (school pull-down in the header). You can select the **Search All Schools** check box to search for students at all schools depending on your permissions.

b. Select the check boxes next to the applicable students to specify the students who will receive the message. Then, click **Import Selected Recipients**.

X

Search Screen

Simple List

Customized List

Customize Student List

21 Students

3 Selected

Search

	Photo	Student	Student ID	Grade
<input checked="" type="checkbox"/>		Abe, Charlie Noel	055879	11
<input type="checkbox"/>		Barron, Debbie	082679	11
<input checked="" type="checkbox"/>		Blonde, Amal Martin	077217	11
<input checked="" type="checkbox"/>		Bonilla, Alexander James	058458	11
<input type="checkbox"/>		Castile, Sam	023462	11
<input type="checkbox"/>		Collazo, Gabriella	055469	11
<input type="checkbox"/>		Fenaway, Iris Sandrine	063208	11

Import Selected Recipients

The Imported Recipients display in the Add Recipients pop-up window which includes the Contact Type, Phone Number, Student Full Name, Contact Full Name, Created By, and Created At.

Contact Types

☐ Primary Contact Phone
☐ Secondary Contact Phone
☐ All Student Contacts
☒ Student Phone
☐ Staff Phone

Add Recipients

School(s):

Grade Level(s):

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

1 Records

Export

Filter: OFF

Page Size: 20

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Student	7276778275	Charlie Abe	Charlie Abe	Lizette Garcia (27392)	07/27/2022 09:50:57

Delete All Recipients

Save Recipients

Click the delete button (red minus sign) to remove the imported recipient or click **Delete All Recipients** to delete all recipients at once.

Contact Types

☐ Primary Contact Phone
 ☐ Secondary Contact Phone
 ☐ All Student Contacts
 ☒ Student Phone
 ☐ Staff Phone

Add Recipients

School(s):
Grade Level(s):

Import Options

Student Search

User Search

Upload CSV


Imported Recipients

1 Records

Export

Filter: OFF

Page Size: 20

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Student	7276778275	Charlie Abe	Charlie Abe	Lizette Garcia (27392)	07/27/2022 09:50:57

Delete All Recipients

Save Recipients

6. Click **User Search** in order to specify the users who will receive the message.

Contact Types

☐ Primary Contact Phone
 ☐ Secondary Contact Phone
 ☐ All Student Contacts
 ☒ Student Phone
 ☐ Staff Phone

Add Recipients

School(s):
Grade Level(s):

Import Options

Student Search

User Search

Upload CSV


Imported Recipients

1 Records

Export

Filter: OFF

Page Size: 20

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Student	7276778275	Charlie Abe	Charlie Abe	Lizette Garcia (27392)	07/27/2022 09:50:57

Delete All Recipients

Save Recipients

! In order to conduct a User Search, Staff Phone must be selected from the Contact Types.

i The User Search is not affected by the School(s) and Grade Level(s) pull-downs and become inactive upon importing users per the user search.

a. Conduct a user search in the pop-up window. Enter User data and click **Search**.

X

Search Screen

User List

Customized List

Find a User

User

☐ Search All Schools
☐ Include Inactive Users
☐ Only Show Most Recent Enrollment

Search

Reset

More Search Options

b. Select the check boxes next to the applicable users to specify the users who will receive the message. Then, click **Import Selected Recipients**.

Search Screen

User List

Customized List

User: ro

16 Users 4 Selected

Search

<input type="checkbox"/>	User	Local ID	Staff ID	Profiles	Schools
<input type="checkbox"/>	Romero,	3213	3213	Teacher	Focus High School - 0041
<input type="checkbox"/>	Rose,	26533	26533	Dual Enrollment Teacher	Focus High School - 0041, Focus West High School - 0101, School - 0131 Prep - 0382
<input checked="" type="checkbox"/>	Roxy, Fry L	3014	3014	Teacher	Focus High School - 0041
<input type="checkbox"/>	Stringer,	8071	8071	ESE District Staff	Focus High School - 0041, - 0291, School - 0321
<input checked="" type="checkbox"/>	Stringer,	8071	8071	Teacher	Focus High School - 0041 - 0291, School - 0321
<input checked="" type="checkbox"/>	Stringer,	8071	8071	Social Counselor	Focus High School - 0041, - 0291, School - 0321
<input checked="" type="checkbox"/>	Vaccaro, M.	3878	3878	Teacher	Focus High School - 0041, School - 0291, School - 0321, Montessori - 0371

Import Selected Recipients

The Imported Recipients display in the Add Recipients pop-up window which includes the Contact Type, Phone Number, Student Full Name, Contact Full Name, Created By, and Created At.

Contact Types

☐ Primary Contact Phone
 ☐ Secondary Contact Phone
 ☒ All Student Contacts
 ☐ Student Phone
 ☒ Staff Phone

Add Recipients

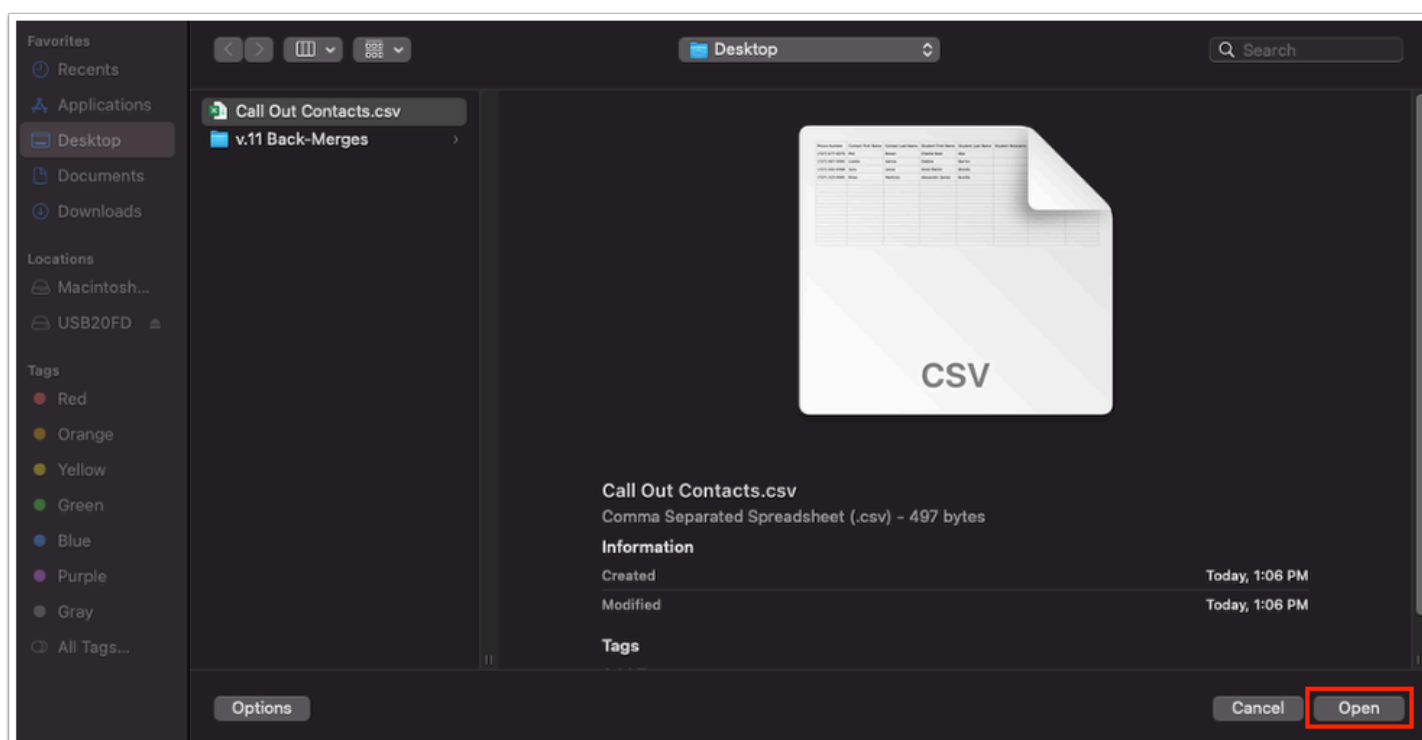
School(s):
Grade Level(s):

Import Options

Imported Recipients

No Records Found

a. Select the file from your computer. Click **Open**.



b. Use the pull-downs to associate the fields with the correct column headers in the file. If this CSV file includes a header row, ensure the Header check box is selected to prevent parsing the data in the first row.

Save

Import CSV - Column Setup

i

Use the dropdowns below to associate the fields with the correct column headers in the CSV. If this CSV file includes a header row, please keep the Header option checked, to prevent parsing the data in the first row.

☐ Opt these recipients in to receive SMS

Header	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
<input checked="" type="checkbox"/>	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
	727-75	Mel	Brown	Charlie Noel	Abe			
	727-687-9090	Lizette	Garcia	Debbie	Barron			
	727-450-8788	Jane	Lanes	Amal Martin	Blonde			
	727-323-9090	Brian	Martinez	Alexander James	Bonilla			

Cancel

Submit

c. Click **Submit**.

Save

Import CSV - Column Setup

i

Use the dropdowns below to associate the fields with the correct column headers in the CSV. If this CSV file includes a header row, please keep the Header option checked, to prevent parsing the data in the first row.

☐ Opt these recipients in to receive SMS

Header	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
<input checked="" type="checkbox"/>	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
	727-75	Mel	Brown	Charlie Noel	Abe			
	727-687-9090	Lizette	Garcia	Debbie	Barron			
	727-450-8788	Jane	Lanes	Amal Martin	Blonde			
	727-323-9090	Brian	Martinez	Alexander James	Bonilla			

Cancel

Submit

The Imported Recipients display in the Add Recipients pop-up window which includes the Contact Type, Phone Number, Student Full Name, Contact Full Name, Created By, and Created At.

Contact Types

- ☒ Primary Contact Phone
- ☒ Secondary Contact Phone
- ☐ All Student Contacts
- ☐ Student Phone
- ☒ Staff Phone

School(s):

Grade Level(s):

Add Recipients

Import Options

 Student Search

 User Search

 Upload CSV






Imported Recipients

5 Records

[Export](#)  

[Filter: OFF](#)

[Page Size: 20](#)

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Import	+172 275	Charlie Noel Abe	Mel Brown	Lizette Garcia (27392)	06/30/2021 15:09:37
	Import	+17276879090	Debbie Barron	Lizette Garcia	Lizette Garcia (27392)	06/30/2021 15:09:37
	Import	+17274508788	Amal Martin Blonde	Jane Lanes	Lizette Garcia (27392)	06/30/2021 15:09:37
	Import	+17273239090	Alexander James Bonilla	Brian Martinez	Lizette Garcia (27392)	06/30/2021 15:09:37
	Staff	+130 943		Rolando	Lizette Garcia (27392)	06/30/2021 15:06:26

Save Recipients

8. Click **Save Recipients**.

Contact Types

- ☒ Primary Contact Phone
- ☒ Secondary Contact Phone
- ☐ All Student Contacts
- ☐ Student Phone
- ☒ Staff Phone

School(s):

Grade Level(s):

Add Recipients

Import Options

 Student Search

 User Search

 Upload CSV






Imported Recipients

5 Records

[Export](#)  

[Filter: OFF](#)

[Page Size: 20](#)

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Import	+172 275	Charlie Noel Abe	Mel Brown	Lizette Garcia (27392)	06/30/2021 15:09:37
	Import	+17276879090	Debbie Barron	Lizette Garcia	Lizette Garcia (27392)	06/30/2021 15:09:37
	Import	+17274508788	Amal Martin Blonde	Jane Lanes	Lizette Garcia (27392)	06/30/2021 15:09:37
	Import	+17273239090	Alexander James Bonilla	Brian Martinez	Lizette Garcia (27392)	06/30/2021 15:09:37
	Staff	+130 943		Rolando	Lizette Garcia (27392)	06/30/2021 15:06:26

Save Recipients

Testing Messages

1. From the Drafts tab, click **Test**.

Enter your phone number below:

Test

If your message has variables, the following information will be supplied:

Current Date	March 1st 2021
Student Full Name	Robert Abbott
Student First Name	Robert
Student Last Name	Abbott
Contact Full Name	Charles Abbott
Contact First Name	Charles
Contact Last Name	Abbott
Possessive Pronoun	His
Personal Pronoun	He
Attendance Code	Absent
Periods	1, 2, 3

The example variables shown will be used for variables placed in your message.

Sending & Scheduling Messages

1. Depending on the Scheduled Send Date, you will have the ability to Send or Schedule messages.

If the Scheduled Send Date is set to today or a previous date with the current or past Scheduled Send Time, you can click **Send** to send messages right away.

<div> Drafts Templates Request History Attendance Phone Numbers Blocked Numbers </div>							
<div> Show All Records 3 Records Export Filter: OFF Page Size: 20 Save </div>							
	Rate	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At	Actions
		10:15 am	N/A				
		07:15 am	Ann...		Lizette Garcia (27392)	07/27/2022 09:15:43	Edit Message + Attach Recipients Duplicate Test Schedule
		02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021 13:21:13	Edit Message + Attach Recipients Duplicate Test Send
		01:10 am	N/A		Lizette Garcia (27392)	03/01/2021 13:00:46	Edit Message + Attach Recipients Duplicate Test Send

If you need to send out an emergency call or message, set the Scheduled Send Date and Scheduled Send Time to the current date and time or a previous date and time to send the message right away.

Once sent, the message will be removed from the Drafts tab and display on the [Request History](#) tab.

If the Scheduled Send Date is set to a future date or a future Scheduled Send Time (on the current date), you can click **Schedule** to schedule the call/text to be sent out on the entered date and time.

Drafts									
Templates Request History Attendance Phone Numbers Blocked Numbers									
Show All Records									Save
3 Records Export Filter: OFF Page Size: 20									
	ate	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At	Actions		
		10:15 am	N/A						
		07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022 09:15:43	Edit Message	+ Attach Recipients	Duplicate
		02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021 13:21:13	Edit Message	+ Attach Recipients	Duplicate
		01:10 am	N/A		Lizette Garcia (27392)	03/01/2021 13:00:46	Edit Message	+ Attach Recipients	Duplicate
							Test	Schedule	Send
							Test	Send	Send

i The scheduled send date/time determine if the message gets sent now or sent when the scheduled job runs. The scheduled job is triggered to run every 15 minutes (automatically), so the job may not run at the exact time entered here, but the time entered places the message in the queue to be sent out with the scheduled job next time it runs.

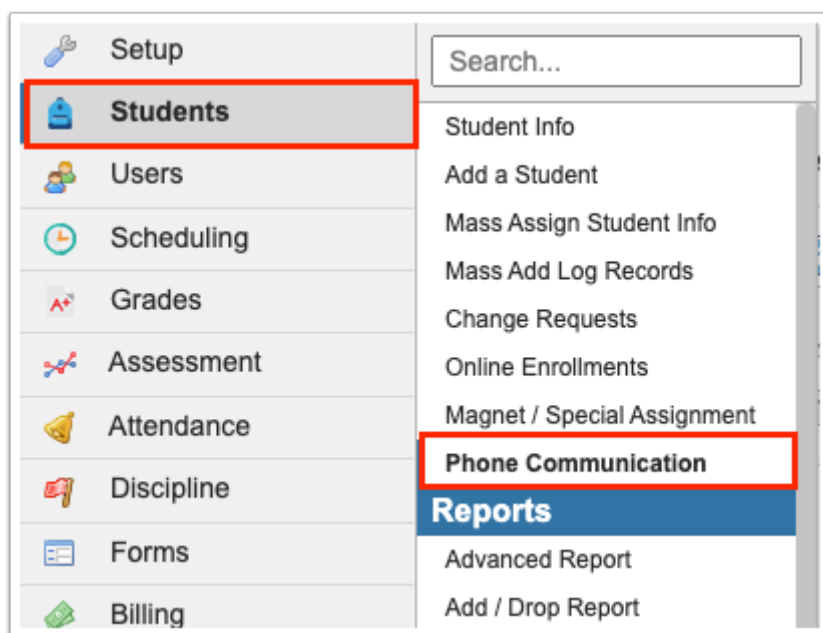
Note: This does not mean calls will be sent out every 15 minutes; the scheduled job runs every 15 minutes ensuring all scheduled messages are sent out if there are any waiting to be sent out.

Once you click Schedule, the message will be removed from the Drafts tab and display on the [Request History](#) tab.

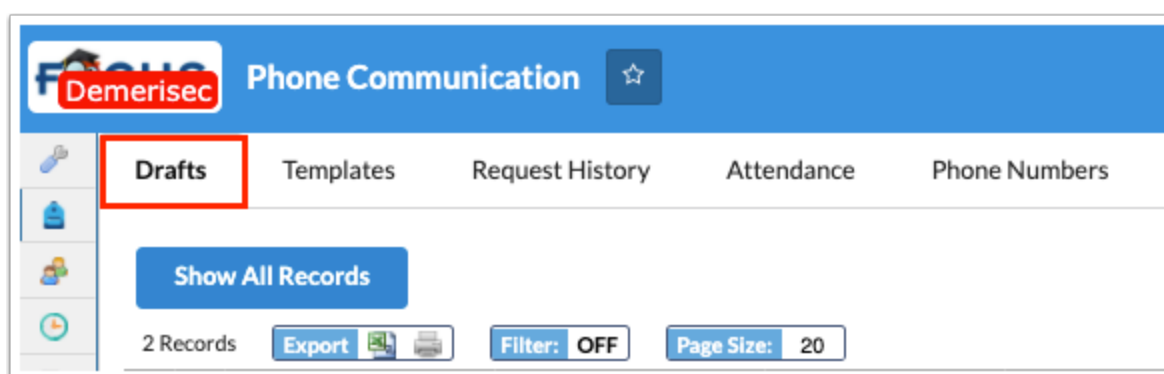
The scheduled job **Phone Communication Processing** looks at the **Scheduled Send Date** and **Scheduled Send Time**. The recommended runtime interval settings for the scheduled job should be set to whatever is most frequent (every 15 minutes) for the most accurate delivery times. See [Scheduled Jobs](#) for more information.

Duplicating Messages

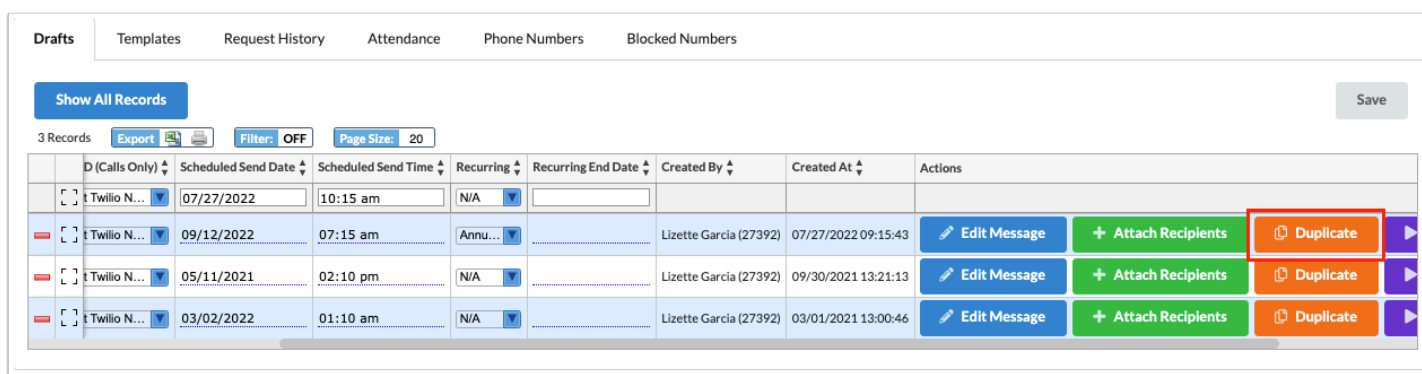
1. In the **Students** menu, click **Phone Communication**.



2. Click the **Drafts** tab.



3. From the existing drafts, click **Duplicate** next to the message you want to copy.

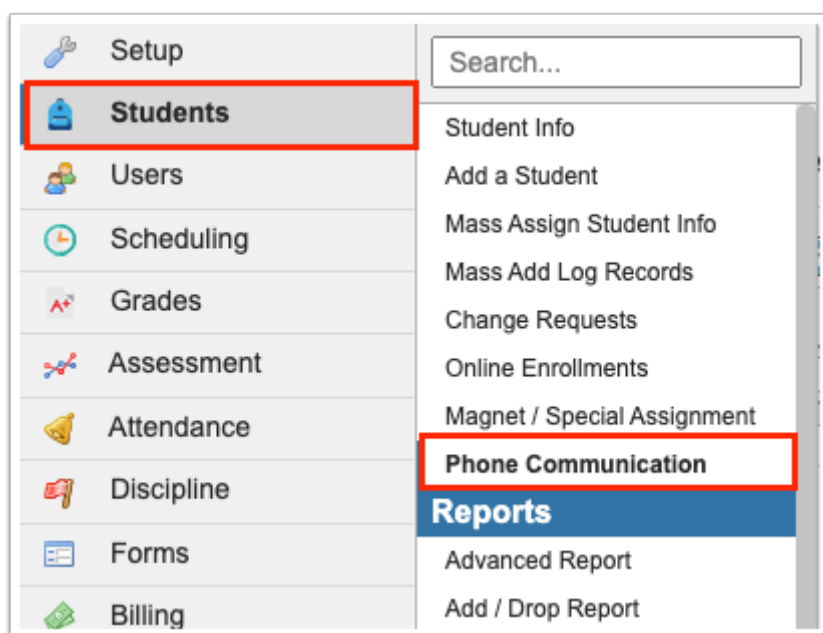


Once copied, a duplicate message draft displays on the Drafts tab. Here you can make any necessary changes to customize the message. See [Phone Communication](#) for more information on creating a message.

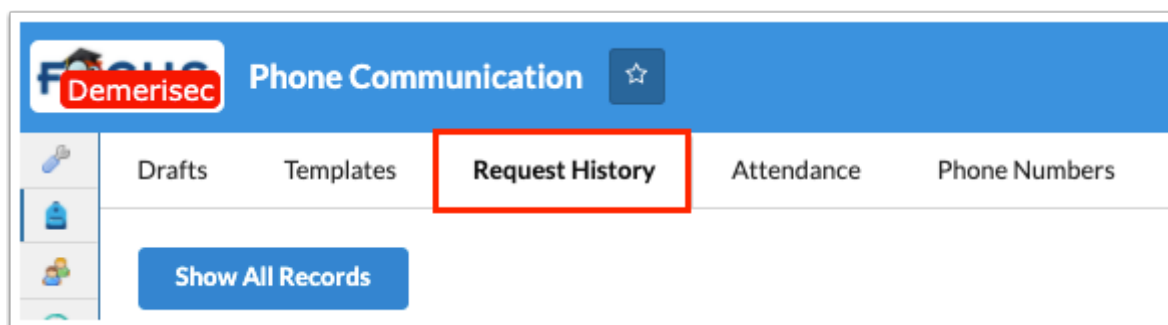
Drafts Templates Request History Attendance Phone Numbers Blocked Numbers										
Show All Records										Save
4 Records Export Filter: OFF Page Size: 20										
	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At	Act
			Default Twilio Number (7272632645)	07/27/2022	10:15 am	N/A				
	School Closed - Copy	Phone Call, SMS	Default Twilio Number (7272632645)	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022 10:01:26	
	School Closed	Phone Call, SMS	Default Twilio Number (7272632645)	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022 09:36:09	
	Testing Save	Phone Call	Default Twilio Number (7272632645)	05/11/2021	02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021 13:21:13	
	No School Template	Phone Call, SMS	Default Twilio Number (7272632645)	03/02/2022	01:10 am	N/A		Lizette Garcia (27392)	03/01/2021 13:00:46	

Request History

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



2. Click the **Request History** tab.



The Request History tab displays the Status of the message, the Title, the Type, the Delivery Date, the Date Delivered, Created By, and Created At.

Writers02

Phone Communication

☆

Lizette Garcia

Focus High School - 0041

SIS

2022-2023

1st 9 Weeks

ERP

Drafts

Templates

Request History

Attendance

Phone Numbers

Blocked Numbers

Show All Records

5 Records

Export

Filter: OFF

Page Size: 20

Status	Title	Type	Delivery Date	Date Delivered	Created By	Created At	Actions
✓ Sent!	No School Template	CALL,SMS	03/02/2022 01:10:00	07/27/2022 10:02:33	Lizette Garcia (27392)	03/01/2021 13:00:46	<div>View Message</div> <div>Vi</div>
✓ Sent!	Test	SMS	08/31/2021 19:30:00	08/31/2021 20:51:11	Lizette Garcia (27392)	08/31/2021 20:46:45	<div>View Message</div> <div>Vi</div>
✓ Sent!	School Closed	CALL	06/18/2021 12:00:41	08/31/2021 20:45:52	Lizette Garcia (27392)	06/18/2021 11:01:08	<div>View Message</div> <div>Vi</div>
✓ Sent!	School Closed	SMS,CALL	03/10/2021 09:00:00	04/28/2021 13:18:48	Lizette Garcia (27392)	03/01/2021 10:28:22	<div>View Message</div> <div>Vi</div>
⌚ Pending Delivery...	Tropical Storm Warning	CALL	03/01/2021 08:00:00		Lizette Garcia (27392)	03/01/2021 10:28:22	<div>View Message</div> <div>Vi</div>

The Status displays as **Sent** when the text message and/or call was sent and answered or opened.

The Status displays as **Pending Delivery** if the message is scheduled to be sent and has not been sent yet.

3. Click **View Message** to view the message that was sent or is scheduled to be sent in a pop-up window.

<div> <div>Writers02</div> <div>Phone Communication</div> </div>		<div> <div>Lizette Garcia</div> <div>Focus High School - 0041</div> <div>SIS</div> </div>		<div> <div>2022-2023</div> <div>1st 9 Weeks</div> <div>ERP</div> </div>																											
<div> <div>Drafts</div> <div>Templates</div> <div>Request History</div> <div>Attendance</div> <div>Phone Numbers</div> <div>Blocked Numbers</div> </div>																															
<div> <div>Show All Records</div> <div>5 Records</div> <div>Export</div> <div>Filter: C</div> </div>																															
<div> <div>Phone Call</div> <div>SMS</div> </div>		<div> <div>Call Type: Recorded Text-To-Speech</div> <div>Call (Text-to-speech)</div> <div>Enter the content you want said in Text-To-Speech over the phone.</div> <div> <div>Hello.</div> <div>This is a reminder that Owl County Schools will be closed on April 2, 2021.</div> <div>16/180</div> </div> </div>		<div> <div>Token Guide</div> <table> <tr> <th>Data</th><th>Token</th></tr> <tr> <td>Current Date</td><td>[[current_date:Current Date]]</td></tr> <tr> <td>Student's Full Name</td><td>[[student_full_name:Student Full Name]]</td></tr> <tr> <td>Student's First Name</td><td>[[student_first_name:Student First Name]]</td></tr> <tr> <td>Student's Last Name</td><td>[[student_last_name:Student Last Name]]</td></tr> <tr> <td>Student's Nickname</td><td>[[student_nickname:Student Nickname]]</td></tr> <tr> <td>Contact's Full Name</td><td>[[contact_full_name:Contact Full Name]]</td></tr> <tr> <td>Contact's First Name</td><td>[[contact_first_name:Contact First Name]]</td></tr> <tr> <td>Contact's Last Name</td><td>[[contact_last_name:Contact Last Name]]</td></tr> <tr> <td>Possessive Pronoun (His, Her, Their)</td><td>[[possessive_pronoun:Possessive Pronoun]]</td></tr> <tr> <td>Personal Pronoun (He, She, They)</td><td>[[personal_pronoun:Personal Pronoun]]</td></tr> <tr> <td>Periods (Attendance Only)</td><td>[[periods:Attendance Period(s)]]</td></tr> <tr> <td>Attendance Code (Attendance Only)</td><td>[[attendance_code:Attendance Code(s)]]</td></tr> </table> </div>		Data	Token	Current Date	[[current_date:Current Date]]	Student's Full Name	[[student_full_name:Student Full Name]]	Student's First Name	[[student_first_name:Student First Name]]	Student's Last Name	[[student_last_name:Student Last Name]]	Student's Nickname	[[student_nickname:Student Nickname]]	Contact's Full Name	[[contact_full_name:Contact Full Name]]	Contact's First Name	[[contact_first_name:Contact First Name]]	Contact's Last Name	[[contact_last_name:Contact Last Name]]	Possessive Pronoun (His, Her, Their)	[[possessive_pronoun:Possessive Pronoun]]	Personal Pronoun (He, She, They)	[[personal_pronoun:Personal Pronoun]]	Periods (Attendance Only)	[[periods:Attendance Period(s)]]	Attendance Code (Attendance Only)	[[attendance_code:Attendance Code(s)]]
Data	Token																														
Current Date	[[current_date:Current Date]]																														
Student's Full Name	[[student_full_name:Student Full Name]]																														
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Possessive Pronoun (His, Her, Their)	[[possessive_pronoun:Possessive Pronoun]]																														
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<div> <div>Test</div> <div>Close</div> </div>		<div> <div>Created At</div> <div>Actions</div> </div>		<div> <div>03/01/2021 13:00:46</div> <div>View Message</div> <div>Vi</div> </div>																											
				<div> <div>08/31/2021 20:46:45</div> <div>View Message</div> <div>Vi</div> </div>																											
				<div> <div>06/18/2021 11:01:08</div> <div>View Message</div> <div>Vi</div> </div>																											
				<div> <div>03/01/2021 10:28:22</div> <div>View Message</div> <div>Vi</div> </div>																											
				<div> <div>03/01/2021 10:28:22</div> <div>View Message</div> <div>Vi</div> </div>																											

Click **Close** to close the pop-up window.

Phone CallSMS

Call Type: ☐ Recorded ☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello,
This is a reminder that Owl County Schools will be closed on April 2, 2021.

16/180

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

Test

Close

4. Click **View Recipients** to view the recipient information for the message.

Writers02

Phone Communication

Lizette Garcia

Focus High School - 0041

SIS

2022-2023

1st 9 Weeks

ERP

Drafts

Templates

Request History

Attendance

Phone Numbers

Blocked Numbers

Show All Records

5 Records

Export

Filter: OFF

Page Size: 20

Status	Title	Type	Delivery Date	Date Delivered	Created By	Created At	Actions
							<div>View Message</div> <div>View Recipients</div>
							<div>View Message</div> <div>View Recipients</div>
							<div>View Message</div> <div>View Recipients</div>
							<div>View Message</div> <div>View Recipients</div>
							<div>View Message</div> <div>View Recipients</div>

Contact Types

☒ Primary Contact Phone
☒ Secondary Contact Phone
☐ All Student Contacts
☐ Student Phone
☐ Staff Phone

Sections:

School(s):

Grade Level(s):

Add Recipients

Student Search

User Search

Upload CSV

Imported Recipients

1 Records

Export

Filter: OFF

Page Size: 20

Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
Staff	305-3			Lizette Garcia (27392)	08/04/2021 21:32:45

5. Click **View Report** to view the Request History Report for a particular message.

Writers02 Phone Communication Lizette Garcia Focus High School - 0041 2022-2023 1st 9 Weeks SIS ERP

Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show All Records

5 Records Export Filter: OFF Page Size: 20

Type	Delivery Date	Date Delivered	Created By	Created At	Actions
CALLSMS	03/02/2022 01:10:00	07/27/2022 10:02:33	Lizette Garcia (27392)	03/01/2021 13:00:46	View Message View Recipients View Report
SMS	08/31/2021 19:30:00	08/31/2021 20:51:11	Lizette Garcia (27392)	08/31/2021 20:46:45	View Message View Recipients View Report

Request History Report

1 Records Export Filter: OFF Page Size: 20

User Type	ID	Contact Name	Phone Number	Status
Parent	610156	Alonso	+172 /4	completed

Cancel

Every recipient that met the criteria will display as a record in the report with the following information:

User Type: Displays Parent, Student, or Staff.

ID: Displays the Student ID or User ID.

Contact Name: Displays the Name of the contact.

Phone Number: Displays the Phone Number of the Parent, Student or Staff Contact that was used in the callout.

Status: Displays Completed when the call/text was sent and opened/answered successfully. Displays Failed when the call could not be completed as dialed or the text message could not be sent, most likely because the phone number is non-existent. Displays as Canceled when the scheduled job was cancelled while in progress.

i In the Request History Report, if a phone number fails, a re-enrollment record will be sent to the Parent or Student of the failed number. This will use the re-enrollment [System Preferences](#) to automatically send out a required re-enrollment form that can be used for the parents and/or students to update their phone numbers within Focus.

6. Click **Cancel** to stop the message from being sent or from being sent again (recurring messages).

Drafts	Templates	Request History	Attendance	Phone Numbers	Blocked Numbers
--------	-----------	-----------------	------------	---------------	-----------------

Show All Records

5 Records [Export](#) [Filter: OFF](#) [Page Size: 20](#)

	Type	Delivery Date	Date Delivered	Created By	Created At	Actions
ate	CALLSMS	03/02/2022 01:10:00	07/27/2022 10:02:33	Lizette Garcia (27392)	03/01/2021 13:00:46	View Message View Recipients View Report
	SMS	08/31/2021 19:30:00	08/31/2021 20:51:11	Lizette Garcia (27392)	08/31/2021 20:46:45	View Message View Recipients View Report
	CALL	06/18/2021 12:00:41	08/31/2021 20:45:52	Lizette Garcia (27392)	06/18/2021 11:01:08	View Message View Recipients View Report
	SMS, CALL	03/10/2021 09:00:00	04/28/2021 13:18:48	Lizette Garcia (27392)	03/01/2021 10:28:22	View Message View Recipients View Report
arning	CALL	03/01/2021 08:00:00		Lizette Garcia (27392)	03/01/2021 10:28:22	View Message View Recipients View Report Cancel

Clicking Cancel moves the message from the Request History tab back to the Drafts tab where the message can be edited or deleted.

Drafts	Templates	Request History	Attendance	Phone Numbers	Blocked Numbers
--------	-----------	-----------------	------------	---------------	-----------------

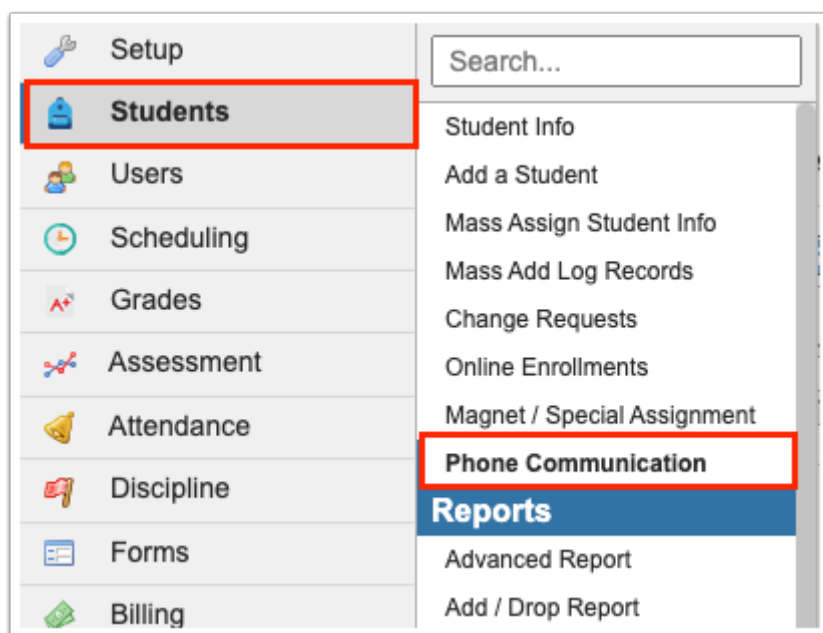
Show All Records Save

4 Records [Export](#) [Filter: OFF](#) [Page Size: 20](#)

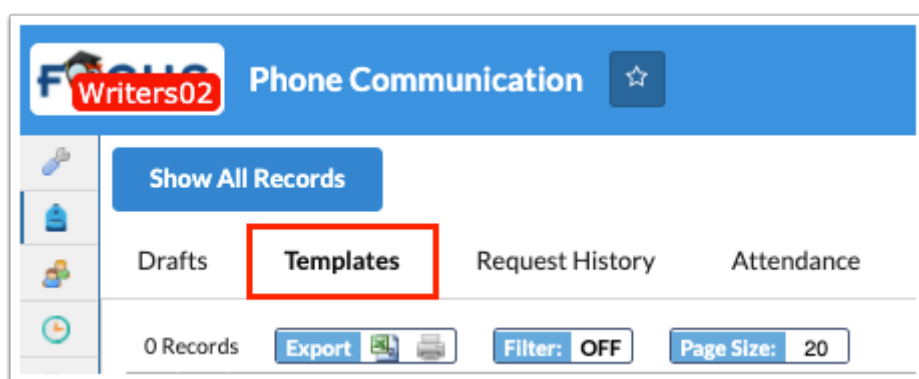
	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At	Actions
			Default Twilio N...	07/27/2022	10:15 am	N/A				
	School Closed - Copy	Phone Call, SMS	Default Twilio N...	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022 10:01:26	Edit Message
	School Closed	Phone Call, SMS	Default Twilio N...	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022 09:36:09	Edit Message
	Testing Save	Phone Call	Default Twilio N...	05/11/2021	02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021 13:21:13	Edit Message
	Tropical Storm Warnin...	Phone Call	Default Twilio N...	07/27/2022	08:00 am			Lizette Garcia (27392)	03/01/2021 10:28:22	Edit Message

Message Templates

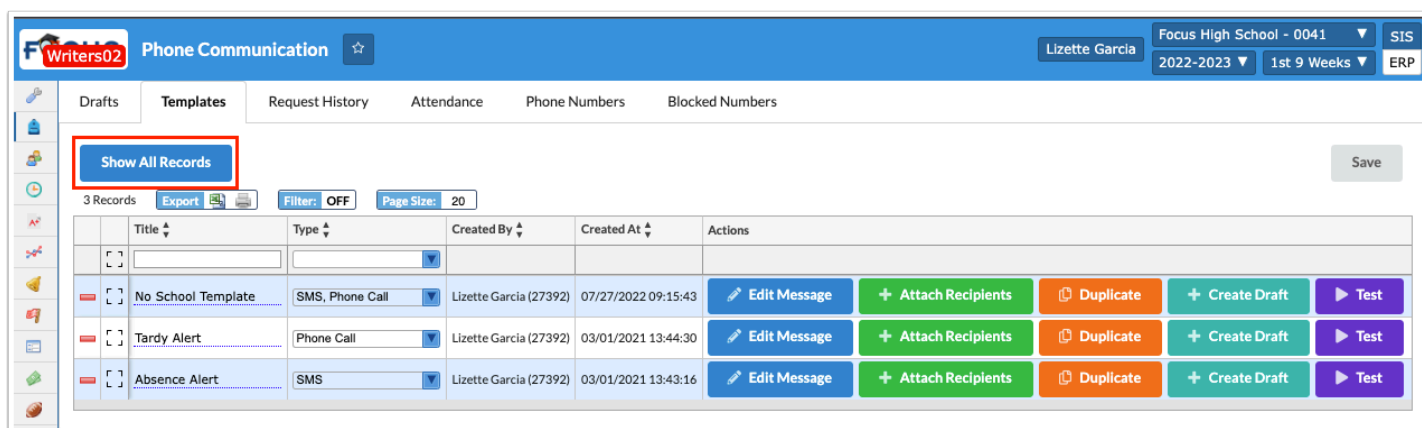
1. In the **Students** menu, click **Phone Communication**.



2. Click the **Templates** tab.



Click **Show All Records** to view template drafts created by other users.



Click **Show My Records** to hide template drafts created by other users and only view your own messages.

Click the **delete** button (red minus sign) to remove a template.

Writers02
Phone Communication

Lizette Garcia
Focus High School - 0041
2022-2023
1st 9 Weeks
SIS ERP

Drafts
Templates
Request History
Attendance
Phone Numbers
Blocked Numbers

Show All Records
Save

3 Records
Export
Filter: OFF
Page Size: 20

Title	Type	Created By	Created At	Actions
No School Template	Phone Call	Lizette Garcia (27392)	07/27/2022 09:15:43	Edit Message + Attach Recipients
Tardy Alert	Phone Call	Lizette Garcia (27392)	03/01/2021 13:44:30	Edit Message + Attach Recipients
Absence Alert	SMS	Lizette Garcia (27392)	03/01/2021 13:43:16	Edit Message + Attach Recipients

Click **Save** to apply changes.

Writers02
Phone Communication
Lizette Garcia
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1st 9 Weeks
SIS ERP

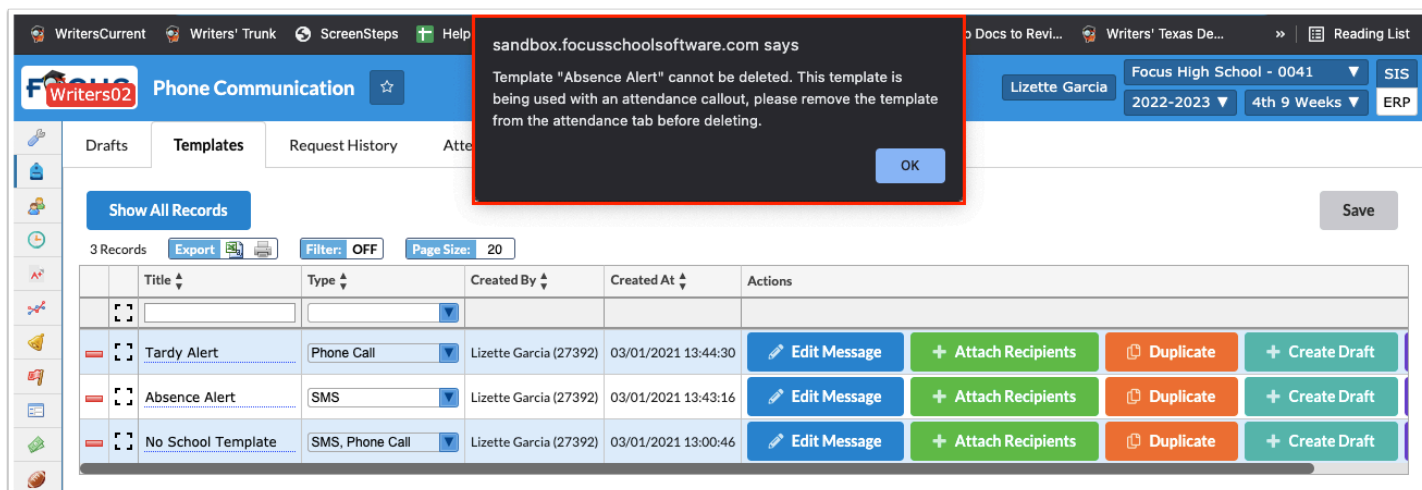
Drafts
Templates
Request History
Attendance
Phone Numbers
Blocked Numbers

Show All Records
Save

3 Records
Export
Filter: OFF
Page Size: 20

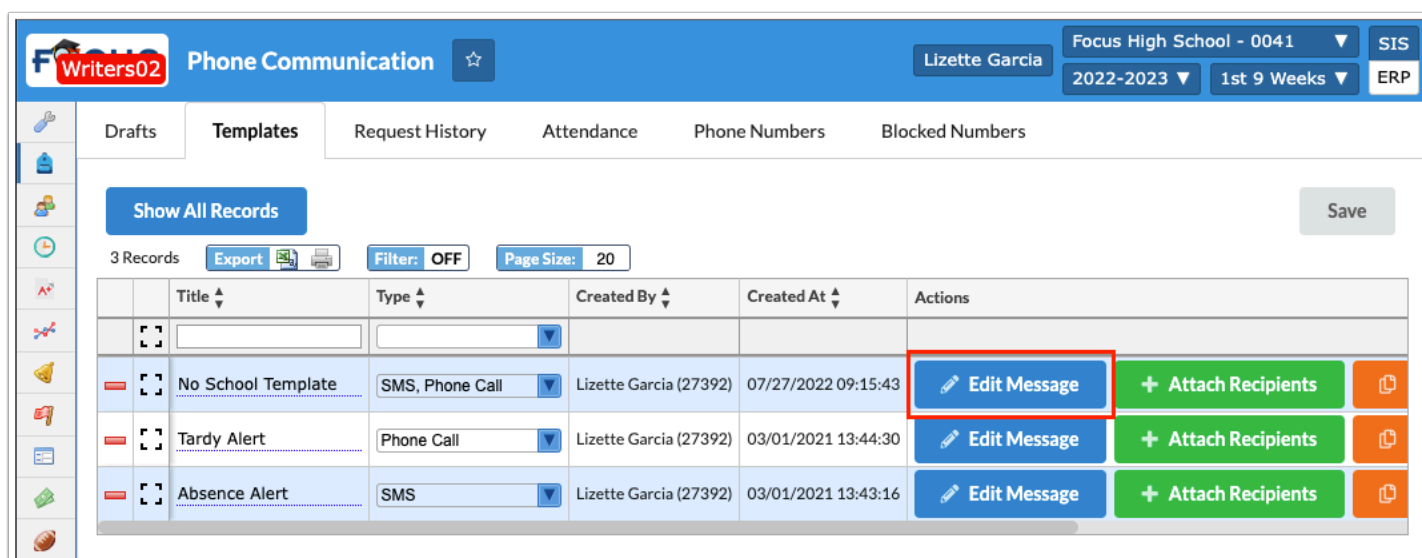
Title	Type	Created By	Created At	Actions
[] []	[]			
[] [] No School Template	[] Phone Call	Lizette Garcia (27392)	07/27/2022 09:15:43	Edit Message + Attach Recipients
[] [] Tardy Alert	[] Phone Call	Lizette Garcia (27392)	03/01/2021 13:44:30	Edit Message + Attach Recipients
[] [] Absence Alert	[] SMS	Lizette Garcia (27392)	03/01/2021 13:43:16	Edit Message + Attach Recipients

! If you try to delete a template that is currently being used for an Attendance message, a pop-up message displays alerting you that the template is being used with an attendance callout. In order to delete the template, you must first delete the Attendance message. See [Attendance-Based Messages](#) for more information.



Adding/Editing Messages in Templates

1. Click **Edit Message** to create/edit the message.



The Edit Message pop-up window displays information depending on the message Type enabled, SMS and/or Phone Call. In the image displayed, both options have been selected, so SMS and Phone Call features are displayed on their corresponding tabs.

Phone Call

SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 1:00

▶ Play

■ Stop

● Record

⚙ Insert Data

Press "Record" to Start Recording

No Records Found

There are currently no markers in your message.
Start recording your message and press "Insert Data" to insert a marker.

▶ Test

💾 Save

✕ Close

Voice Recording

1. Click the **Phone Call** tab.

Phone Call

SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 1:00

▶ Play

■ Stop

● Record

⚙ Insert Data

Press "Record" to Start Recording

No Records Found

There are currently no markers in your message.
Start recording your message and press "Insert Data" to insert a marker.

▶ Test

💾 Save

✕ Close

2. Select Recorded as the **Call Type** to create a recorded message.

Phone Call

SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 1:00

▶ Play

■ Stop

● Record

📎 Insert Data

💾 Save

▶ Test

3. If recording your message, click **Record** and speak your message clearly. Note: You must ensure that the microphone on your computer has been enabled in your computer settings.

Click **Finish Recording** to stop the recording when complete.

Phone Call

SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 00:50

▶ Play

■ Stop

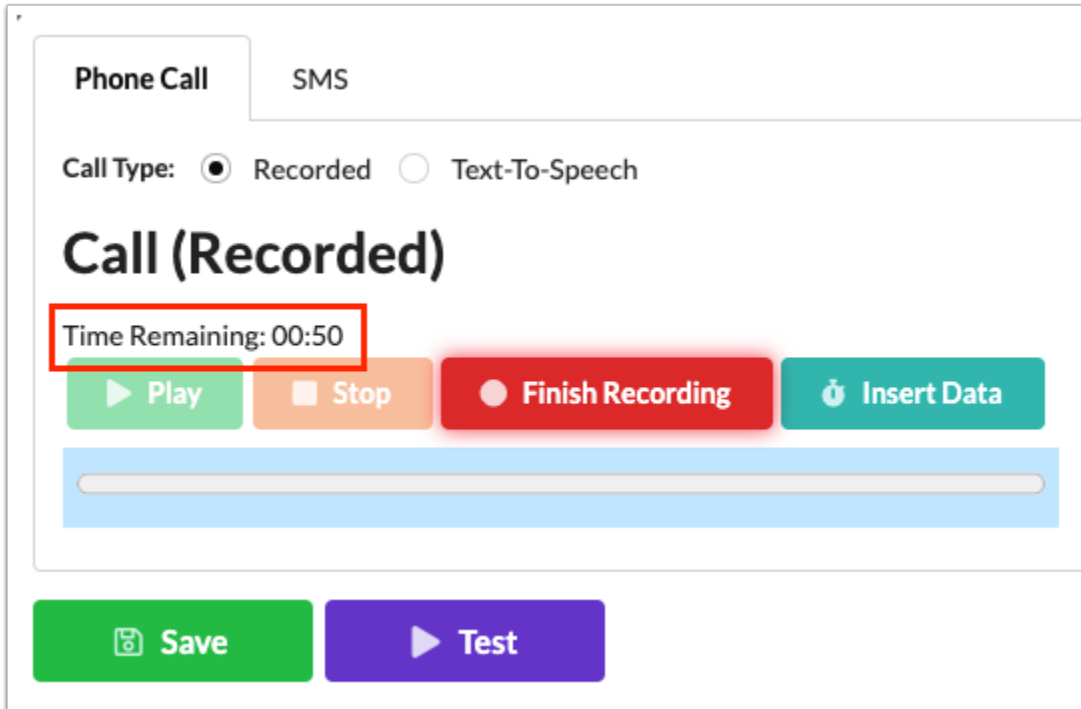
● Finish Recording

📎 Insert Data

💾 Save

▶ Test

- 💡 There is a one minute time limit on recorded messages. If the recording has not been stopped by clicking Finish Recording before the one minute mark, the recording will automatically end. The Time Remaining feature displays the amount of time left to make the recording counting down from one minute.



Phone Call SMS

Call Type: ☒ Recorded ☐ Text-To-Speech

Call (Recorded)

Time Remaining: 00:50

- ℹ️ There is a 2-3 second pause before messages begin upon calls being answered by a person or by voicemail to ensure the entire message is recorded if sent to voicemail. Note: If a person answers the call, the message will begin once the person speaks as opposed to waiting 2-3 seconds.

4. Once recorded, click **Play** to review your message.


Phone Call


SMS


Call Type: ☒ Recorded ☐ Text-To-Speech


Call (Recorded)


Time Remaining: 01:00


 Play

 Stop

 Record

 Insert Data

 Save

 Test

Click **Pause** to pause the message.

Click **Stop** to stop the message from playing and go back to the beginning of the message.


Phone Call


SMS


Call Type: ☒ Recorded ☐ Text-To-Speech


Call (Recorded)


Time Remaining: 01:00


 Pause


 Stop

 Record

 Insert Data

 Save

 Test

 Click **Record** at any time, to re-record you message.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 01:00

▶ Play

■ Stop

● Record

📌 Insert Data

📁 Save

▶ Test

5. To use the Token Guide and insert variables into a recorded message, while recording, click **Insert Data** to place a Marker in the recording for where the variable should be placed.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 00:25

▶ Play

■ Stop

● Finish Recording

📌 Insert Data

📁 Save

▶ Test

1

2

6. Once finished, you can see where in the message in the markers have been placed. Select the applicable **Variable** from the pull-down that should take the place for each Marker.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 01:00

▶ Play

■ Stop

● Record

⬇ Insert Data

1

2

3

Marker	Variable
1	Contact Full Name
2	Current Date
3	Student Full Name

▶ Test

💾 Save

✕ Close

7. Click **Save**.

Phone Call

SMS

Call Type:
☒ Recorded
☐ Text-To-Speech

Call (Recorded)

Time Remaining: 01:00

▶ Play

■ Stop

● Record

⬇ Insert Data

1

2


3

Marker	Variable
1	Contact Full Name
2	Current Date
3	Student Full Name

▶ Test

💾 Save

✕ Close

 See [Testing Messages](#) for more information on the Test button.

Text-To-Speech Phone Call

1. If using Text-To-Speech call type, enter the content that will be read to receipts as a phone call in the provided text box.

Phone Call

SMS

Call Type:
☐ Recorded
☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello.

This is a reminder that Owl County Schools will be closed on September 12, 2022.

16/180

💡 There is a Text-To-Speech word limit set to 180 words. The number of words present is displayed out of of 180 words, such as 16/180 as displayed below.

Phone Call

SMS

Call Type:
☐ Recorded
☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello.

This is a reminder that Owl County Schools will be closed on September 12, 2022.

16/180

2. You can enter free text as well as click the variables available in the **Token Guide** to insert changing information to be customized based on the receipt of the call, such as Date, Student's Full Name, Attendance Code (Attendance Only), etc. To use the variable, ensure your cursor/ mouse is positioned in the correct place in the message, then click the variable to be added.

Phone CallSMS

Call Type:

☐ Recorded
☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello,
This is a reminder that Owl County Schools will be closed on September 12, 2022.

16/180

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

Test

SaveClose

i The variables displayed with Attendance Only can only be used if you are utilizing the [Attendance](#) tab to set up attendance based messages.

3. Click **Save**.

Phone Call

SMS

Call Type:

☐ Recorded
 ☒ Text-To-Speech

Call (Text-to-speech)

Enter the content you want said in Text-To-Speech over the phone.

Hello, [[contact_full_name::Contact Full Name]]
 This is a reminder that Owl County Schools will be closed on September 12, 2022.

19/180

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

Test

Save

Close


[See Testing Messages](#) for more information on the Test button.

SMS (Text Message)

1. Click the **SMS** tab.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Reply TODAY to stop receiving messages for the rest of the day.
 Reply UNSUBSCRIBE to never get messages again.

50/1

2. In the SMS (Text Message) text box, enter the content that will display in the message sent out.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello, [[contact_full_name::contact_full]].


This is a reminder that Owl County Schools will be closed [[current_date::date]].

Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

84/2

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]



There is a character indicator below the text box, which contains 50 characters per text message sent. The number of characters present displays against the number of text messages to be sent. Note: Newer mobile devices should receive the message as one text message. In the example displayed below 84 characters have been included in the message out of the number of text messages that will be sent (in this example, 84 characters / 2 texts).

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello, [[contact_full_name::contact_full]].

This is a reminder that Owl County Schools will be closed [[current_date::date]].

Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

84/2

- i** Once messages are sent, parents, students, or staff can Reply TODAY to stop receiving messages for the rest of the day or Reply UNSUBSCRIBE to never get messages again. The option to unsubscribe is only included in the first ever SMS text message sent to recipients.

3. You can enter free text as well as click the variables available in the **Token Guide** to insert changing information to be customized based on the receipt of the message, such as Date, Student's Full Name, Attendance Code (Attendance Only), etc.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello.

This is a reminder that Owl County Schools will be closed September 12, 2022.

Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

126/2

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

▶ Test

Save

Close

- a. To use the variable, ensure your cursor/mouse is positioned in the correct place in the message, then click the variable to be added.

Phone Call

SMS

SMS (Text Message)

Enter the content you want to send out in your SMS message.

Hello,
This is a reminder that Owl County Schools will be closed
September 12, 2022.
Reply TODAY to stop receiving messages for the rest of the day.
Reply UNSUBSCRIBE to never get messages again.

124/2

▶ Test

Save

Close

Token Guide

Data	Token
Current Date	[[current_date::Current Date]]
Student's Full Name	[[student_full_name::Student Full Name]]
Student's First Name	[[student_first_name::Student First Name]]
Student's Last Name	[[student_last_name::Student Last Name]]
Student's Nickname	[[student_nickname::Student Nickname]]
Contact's Full Name	[[contact_full_name::Contact Full Name]]
Contact's First Name	[[contact_first_name::Contact First Name]]
Contact's Last Name	[[contact_last_name::Contact Last Name]]
Possessive Pronoun (His, Her, Their)	[[possessive_pronoun::Possessive Pronoun]]
Personal Pronoun (He, She, They)	[[personal_pronoun::Personal Pronoun]]
Periods (Attendance Only)	[[periods::Attendance Period(s)]]
Attendance Code (Attendance Only)	[[attendance_code::Attendance Code(s)]]

i The variables displayed with Attendance Only can only be used if you are utilizing the [Attendance](#) tab to set up attendance based messages.

4. Click **Save**.

Primary Contact Phone: Send to the phone number(s) of the 1st priority contact with a Custody flag value of "Y" and a Callout flag value of "Y" for each phone number.

Secondary Contact Phone: Send to the phone number(s) of the 2nd priority contact with a Callout flag value of "Y" for each phone number.

All Student Contacts: Send a callout to all of the students contacts regardless of priority or custody flag.

Student Phone: Send to the phone number of the student located on the Address block in [Student Info](#).

Staff Phone: Send to the phone number of the user via a system field (custom_100000002) under the "General" section in [User Info](#).

You can select as many contact types as needed.

The screenshot shows a web interface for adding recipients. It is divided into three main sections: 'Contact Types', 'Add Recipients', and 'Import Options'. In the 'Contact Types' section, there are five checkboxes: 'Primary Contact Phone', 'Secondary Contact Phone', 'All Student Contacts', 'Student Phone' (which is checked), and 'Staff Phone'. The 'Add Recipients' section has two dropdown menus: 'School(s):' with the value 'Focus High School - 0041, Focus West High School - 010...' and 'Grade Level(s):'. The 'Import Options' section contains three green buttons: 'Student Search', 'User Search', and 'Upload CSV'. Below these sections is a large area labeled 'Imported Recipients' which currently displays 'No Records Found' and a green 'Save Recipients' button.

i Callout and SMS options must be enabled via Students > [Address Fields](#) > Contact Detail Flags tab for **Address** and **Contact Details**; otherwise, the options in the [Student Info](#) > Addresses & Contacts will not display.

X

Contact Types

☐ Primary Contact Phone
☐ Secondary Contact Phone
☒ All Student Contacts
☒ Student Phone
☐ Staff Phone

Add Recipients

School(s): Focus High School - 0041, Focus West High School - 010...
Grade Level(s): 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 30, 31, KG, ...

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

No Records Found

Save Recipients

5. Click **Student Search** in order to specify the students or users who will receive the message.

X

Contact Types

☐ Primary Contact Phone
☐ Secondary Contact Phone
☒ All Student Contacts
☒ Student Phone
☐ Staff Phone

Add Recipients

School(s): Focus High School - 0041, Focus West High School - 010...
Grade Level(s): 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 11, 12, 30, 31, KG, ...

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

No Records Found

Save Recipients

! In order to conduct a Student Search, one of the following Contact Types must be selected: Primary Contact Phone, Secondary Contact Phone, or Student Phone.

i The Student Search is not affected by the School(s) and Grade Level(s) pull-down and become inactive upon importing students per the student search.

a. Conduct a student search in the pop-up window. See [Searching for Students](#) for more information.

Search Screen Simple List Customized List

Student Search

Student

Student Group

☐ Search All Schools

[More Search Options](#)

i The Student Search is limited to the selected school (school pull-down in the header). Select the **Search All Schools** check box to search all schools depending on your permissions.

b. Select the check boxes next to the applicable students to specify the students who will receive the message. Then, click **Import Selected Recipients**.

X

Search Screen

Simple List

Customized List

Customize Student List

21 Students

3 Selected

Search

	Photo	Student	Student ID	Grade
<input checked="" type="checkbox"/>		Abe, Charlie Noel	055879	11
<input type="checkbox"/>		Barron, Debbie	082679	11
<input checked="" type="checkbox"/>		Blonde, Amal Martin	077217	11
<input checked="" type="checkbox"/>		Bonilla, Alexander James	058458	11
<input type="checkbox"/>		Castile, Sam	023462	11
<input type="checkbox"/>		Collazo, Gabriella	055469	11
<input type="checkbox"/>		Fenaway, Iris Sandrine	063208	11

Import Selected Recipients

The Imported Recipients display in the Add Recipients pop-up window which includes the Contact Type, Phone Number, Student Full Name, Contact Full Name, Created By, and Created At.

Contact Types

☒ Primary Contact Phone
☒ Secondary Contact Phone
☐ All Student Contacts
☐ Student Phone
☐ Staff Phone

Add Recipients

School(s):

Grade Level(s):

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

2 Records

Export

Filter: OFF

Page Size: 20

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Student	72 275	Kenna Abregan	Mel Brown	Lizette Garcia (27392)	07/27/2022 10:33:57
	Student	72 899	Charlie Abe	Eugene Smith	Lizette Garcia (27392)	07/27/2022 10:33:57

Delete All Recipients

Save Recipients

Click the delete button (red minus sign) to remove the imported recipient or click **Delete All Recipients** to delete all recipients at once.

Contact Types

☒ Primary Contact Phone
 ☒ Secondary Contact Phone
 ☐ All Student Contacts
 ☐ Student Phone
 ☐ Staff Phone

Add Recipients

School(s):
Grade Level(s):

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

2 Records

Export

Filter: OFF

Page Size: 20

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
<input checked="" type="checkbox"/>	Student	727 275	Kenna Abregan	Mel Brown	Lizette Garcia (27392)	07/27/2022 10:33:57
<input checked="" type="checkbox"/>	Student	727 899	Charlie Abe	Eugene Smith	Lizette Garcia (27392)	07/27/2022 10:33:57

Delete All Recipients

Save Recipients

6. Click **User Search** in order to specify the users who will receive the message.

Contact Types

☒ Primary Contact Phone
 ☒ Secondary Contact Phone
 ☐ All Student Contacts
 ☐ Student Phone
 ☒ Staff Phone

Add Recipients

School(s):
Grade Level(s):

Import Options

Student Search

User Search

Upload CSV

Imported Recipients

2 Records

Export

Filter: OFF

Page Size: 20

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
<input checked="" type="checkbox"/>	Student	727 75	Kenna Abregan	Mel Brown	Lizette Garcia (27392)	07/27/2022 10:33:57
<input checked="" type="checkbox"/>	Student	727 99	Charlie Abe	Eugene Smith	Lizette Garcia (27392)	07/27/2022 10:33:57

Delete All Recipients

Save Recipients

! In order to conduct a User Search, Staff Phone must be selected from the Contact Types.

i The User Search is not affected by the School(s) and Grade Level(s) pull-downs and become inactive upon importing users per the user search.

a. Conduct a user search in the pop-up window. Enter User data and click **Search**.

Search Screen User List Customized List

Find a User

User

More Search Options

☐ Search All Schools
☐ Include Inactive Users
☐ Only Show Most Recent Enrollment

Search Reset

b. Select the check boxes next to the applicable users to specify the users who will receive the message. Then, click **Import Selected Recipients**.

Search Screen User List Customized List

User: ro

16 Users 4 Selected

<input type="checkbox"/>	User	Local ID	Staff ID	Profiles	Schools
<input type="checkbox"/>	Romero, [redacted]	3213	3213	Teacher	Focus High School - 0041
<input type="checkbox"/>	Rose, [redacted]	26533	26533	Dual Enrollment Teacher	Focus High School - 0041, Focus West High School - 0101, [redacted] School - 0131, Prep - 0382
<input checked="" type="checkbox"/>	Roxy, Fry L	3014	3014	Teacher	Focus High School - 0041
<input type="checkbox"/>	Stringer, [redacted]	8071	8071	ESE District Staff	Focus High School - 0041, [redacted] - 0291, [redacted] School - 0321
<input checked="" type="checkbox"/>	Stringer, [redacted]	8071	8071	Teacher	Focus High School - 0041, [redacted] - 0291, [redacted] School - 0321
<input checked="" type="checkbox"/>	Stringer, [redacted]	8071	8071	Social Counselor	Focus High School - 0041, [redacted] - 0291, [redacted] School - 0321
<input checked="" type="checkbox"/>	Vaca M.	3878	3878	Teacher	Focus High School - 0041, [redacted] - 0291, [redacted] School - 0321, Montessori - 0371

Import Selected Recipients

The Imported Recipients display in the Add Recipients pop-up window which includes the Contact Type, Phone Number, Student Full Name, Contact Full Name, Created By, and Created At.

Save

Import CSV - Column Setup

i

Use the dropdowns below to associate the fields with the correct column headers in the CSV. If this CSV file includes a header row, please keep the Header option checked, to prevent parsing the data in the first row.

☐ Opt these recipients in to receive SMS

Header	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
<input checked="" type="checkbox"/>	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
	727-75	Mel	Brown	Charlie Noel	Abe			
	727-687-9090	Lizette	Garcia	Debbie	Barron			
	727-450-8788	Jane	Lanes	Amal Martin	Blonde			
	727-323-9090	Brian	Martinez	Alexander James	Bonilla			

Cancel

Submit

c. Click **Submit**.

Save

Import CSV - Column Setup

i

Use the dropdowns below to associate the fields with the correct column headers in the CSV. If this CSV file includes a header row, please keep the Header option checked, to prevent parsing the data in the first row.

☐ Opt these recipients in to receive SMS

Header	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
<input checked="" type="checkbox"/>	Phone Number	Contact First Name	Contact Last Name	Student First Name	Student Last Name	Student Nickname	Possessive Pronoun	Personal Pronoun
	727-75	Mel	Brown	Charlie Noel	Abe			
	727-687-9090	Lizette	Garcia	Debbie	Barron			
	727-450-8788	Jane	Lanes	Amal Martin	Blonde			
	727-323-9090	Brian	Martinez	Alexander James	Bonilla			

Cancel

Submit

The Imported Recipients display in the Add Recipients pop-up window which includes the Contact Type, Phone Number, Student Full Name, Contact Full Name, Created By, and Created At.

Contact Types

- ☒ Primary Contact Phone
- ☒ Secondary Contact Phone
- ☐ All Student Contacts
- ☐ Student Phone
- ☒ Staff Phone

School(s):

Grade Level(s):

Add Recipients

Import Options

 Student Search

 User Search

 Upload CSV






Imported Recipients

5 Records

[Export](#)  

[Filter: OFF](#)

[Page Size: 20](#)

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Import	+172 275	Charlie Noel Abe	Mel Brown	Lizette Garcia (27392)	07/27/2022 10:33:57
	Import	+17276879090	Debbie Barron	Lizette Garcia	Lizette Garcia (27392)	07/27/2022 10:33:57
	Import	+17274508788	Amal Martin Blonde	Jane Lanes	Lizette Garcia (27392)	07/27/2022 10:33:57
	Import	+17273239090	Alexander James Bonilla	Brian Martinez	Lizette Garcia (27392)	07/27/2022 10:33:57
	Staff	+130 943		Rolando	Lizette Garcia (27392)	07/27/2022 10:33:57

Save Recipients

8. Click **Save Recipients**.

Contact Types

- ☒ Primary Contact Phone
- ☒ Secondary Contact Phone
- ☐ All Student Contacts
- ☐ Student Phone
- ☒ Staff Phone

School(s):

Grade Level(s):

Add Recipients

Import Options

 Student Search

 User Search

 Upload CSV


Imported Recipients

5 Records

[Export](#)  

[Filter: OFF](#)

[Page Size: 20](#)

	Contact Type	Phone Number	Student Full Name	Contact Full Name	Created By	Created At
	Import	+172 275	Charlie Noel Abe	Mel Brown	Lizette Garcia (27392)	07/27/2022 10:33:57
	Import	+17276879090	Debbie Barron	Lizette Garcia	Lizette Garcia (27392)	07/27/2022 10:33:57
	Import	+17274508788	Amal Martin Blonde	Jane Lanes	Lizette Garcia (27392)	07/27/2022 10:33:57
	Import	+17273239090	Alexander James Bonilla	Brian Martinez	Lizette Garcia (27392)	07/27/2022 10:33:57
	Staff	+130 943		Rolando	Lizette Garcia (27392)	07/27/2022 10:33:57

Save Recipients

Creating a Message from a Template

1. From the Templates tab, click **Create Draft**.

Phone Communication Lizette Garcia Focus High School - 0041 2022-2023 1st 9 Weeks ERP

Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show All Records Save

3 Records Export Filter: OFF Page Size: 20

	Title	Type	Created By	Created At	Actions
	No School Template	SMS, Phone Call	Lizette Garcia (27392)	07/27/2022 09:15:43	Edit Message Attach Recipients Duplicate Create Draft
	Tardy Alert	Phone Call	Lizette Garcia (27392)	03/01/2021 13:44:30	Edit Message Attach Recipients Duplicate Create Draft
	Absence Alert	SMS	Lizette Garcia (27392)	03/01/2021 13:43:16	Edit Message Attach Recipients Duplicate Create Draft

Clicking Create Drafts automatically creates a new draft and navigates to the Drafts tab. See [Phone Communication](#) for more information on message drafts.

Phone Communication Lizette Garcia Focus High School - 0041 2022-2023 1st 9 Weeks ERP

Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show All Records Save

5 Records Export Filter: OFF Page Size: 20

	Title	Type	Caller ID (Calls Only)	Scheduled Send Date	Scheduled Send Time	Recurring	Recurring End Date	Created By	Created At
	No School Template - (Phone Call, SMS	Default Twilio Number (7272632645)	07/28/2022	10:42 am	N/A		Lizette Garcia (27392)	07/27/2022
	School Closed - Copy	Phone Call, SMS	Default Twilio Number (7272632645)	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022
	School Closed	Phone Call, SMS	Default Twilio Number (7272632645)	09/12/2022	07:15 am	Annu...		Lizette Garcia (27392)	07/27/2022
	Testing Save	Phone Call	Default Twilio Number (7272632645)	05/11/2021	02:10 pm	N/A		Lizette Garcia (27392)	09/30/2021
	Tropical Storm Warning	Phone Call	Default Twilio Number (7272632645)	07/27/2022	08:00 am	N/A		Lizette Garcia (27392)	03/01/2022

Testing Template Messages

1. From the Templates tab, click **Test**.

Phone Communication Lizette Garcia Focus High School - 0041 2022-2023 1st 9 Weeks ERP

Drafts Templates Request History Attendance Phone Numbers Blocked Numbers

Show All Records Save

3 Records Export Filter: OFF Page Size: 20

	Title	Type	Created By	Created At	Actions
	No School Template	SMS, Phone Call	Lizette Garcia (27392)	07/27/2022 10:18:32	Edit Message Attach Recipients Duplicate Create Draft Test
	Tardy Alert	Phone Call	Lizette Garcia (27392)	03/01/2021 13:44:30	Edit Message Attach Recipients Duplicate Create Draft Test
	Absence Alert	SMS	Lizette Garcia (27392)	03/01/2021 13:43:16	Edit Message Attach Recipients Duplicate Create Draft Test

2. Enter your phone number in the provided text box for a sampling of the message (text and/or call) created. Click **Test**.

Enter your phone number below:

(600) 900-100

Test

If your message has variables, the following information will be supplied:

Current Date	March 1st 2021
Student Full Name	Robert Abbott
Student First Name	Robert
Student Last Name	Abbott
Contact Full Name	Charles Abbott
Contact First Name	Charles
Contact Last Name	Abbott
Possessive Pronoun	His
Personal Pronoun	He
Attendance Code	Absent
Periods	1, 2, 3

The example variables shown will be used for variables placed in your message.

Duplicating Templates

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

Setup

Students

Users

Scheduling

Grades

Assessment

Attendance

Discipline

Forms

Billing

Search...

Student Info

Add a Student

Mass Assign Student Info

Mass Add Log Records

Change Requests

Online Enrollments

Magnet / Special Assignment

Phone Communication

Reports

Advanced Report

Add / Drop Report

2. Click the **Templates** tab.

Writers02 Phone Communication ☆

Drafts **Templates** Request History Attendance Phone Numbers Blocked Numbers

Show All Records

4 Records Export Filter: OFF Page Size: 20

	Title	Type	Created By	Created At	Actions
	No School Template - Copy	SMS, Phone Call	Lizette Garcia (27392)	07/27/2022 10:45:29	Edit Message Attach Recipients
	No School Template	SMS, Phone Call	Lizette Garcia (27392)	07/27/2022 10:18:32	Edit Message Attach Recipients
	Tardy Alert	Phone Call	Lizette Garcia (27392)	03/01/2021 13:44:30	Edit Message Attach Recipients
	Absence Alert	SMS	Lizette Garcia (27392)	03/01/2021 13:43:16	Edit Message Attach Recipients

Attendance-Based Messages

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

Setup

Students

Users

Scheduling

Grades

Assessment

Attendance

Discipline

Forms

Billing

Search...

Student Info

Add a Student

Mass Assign Student Info

Mass Add Log Records

Change Requests

Online Enrollments

Magnet / Special Assignment

Phone Communication

Reports

Advanced Report

Add / Drop Report

2. Click the **Attendance** tab.

The screenshot shows the 'Phone Communication' interface with a blue header. The 'Attendance' tab is highlighted with a red box. Below the header, there are tabs for 'Drafts', 'Templates', 'Request History', 'Attendance', and 'Phone Numbers'. A 'Show All Records' button is visible. At the bottom, it shows '2 Records', an 'Export' button, a 'Filter: OFF' button, and a 'Page Size: 20' dropdown.

3. Select the **Template** from the pull-down.

The screenshot shows the 'Attendance' tab selected. Below the header, there are tabs for 'Drafts', 'Templates', 'Request History', 'Attendance', 'Phone Numbers', and 'Blocked Numbers'. A 'Show All Records' button is visible. At the bottom, it shows '2 Records', an 'Export' button, a 'Filter: OFF' button, and a 'Page Size: 20' dropdown. Below this is a table with the following columns: Template, Type, Caller ID (Calls Only), School, Attendance Codes, Hour, Minute, Created By, and Created At.

Template	Type	Caller ID (Calls Only)	School	Attendance Codes	Hour	Minute	Created By	Created At
No School Template	Daily	Default Twilio Num...			6:00 AM	00		
Absence Alert	Period-By-Period	Default Twilio Num...	Focus High School - 0...	N - Unexcused ...	Any	Any	Lizette Garcia (27392)	03/01/2021 13:56:48
Absence Alert	Daily	Default Twilio Num...	Focus High School - 0...	U - Unexcused ...	5:00 PM	00	Lizette Garcia (27392)	09/30/2021 13:33:04

Templates must first be created from the [Templates](#) tab.

4. Select the **Type** to determine the frequency of the message.

Select **Period-By-Period** to look at the student's period attendance, this will be run as often as the scheduled job is set.

Select **Daily** to look at the student's daily attendance, this can be ran once a day.

5. If Caller ID has been set up from the [Phone Numbers](#) tab, select the **Caller ID** you'd like to use for the outgoing call. If additional Phone Numbers have not been set up, the Caller ID defaults to the Twilio Number enabled by the district via [System Preferences](#). Note: This is applicable to Calls Only (Type: Phone Call).

6. Select the **School(s)** for which this job will be run.

The School(s) selected from the pull-down overrides the Schools selected in [Attach Recipients](#) when the Template is created; however, the Grade Levels are carried over.

7. Select the **Attendance Codes** that drive the message, such as Absent.

Attendance Codes

Unexcused Abs not related to Discipline, UnexcusedAbsence

Filter

Check all visible Clear selected

- ☐ Office
- ☐ Out of School Suspension
- ☐ Present
- ☐ Re-Registration/Re-Entry
- ☐ School Activity
- ☐ Tardy
- ☐ Tardy Unexcused
- ☒ Unexcused Abs not related to Discipline
- ☐ Unexcused Abs Related to Discipline
- ☒ UnexcusedAbsence

8. Select the **Hour** and **Minute** the job will run for Daily Types; Any/Any will default for Period-by-Period Types and use the scheduled job times to call out.

9. Press the **Enter** key to add the Attendance Message. Then, click **Save**.

Drafts Templates Request History **Attendance** Phone Numbers Blocked Numbers

Show All Records

2 Records Export Filter: OFF Page Size: 20

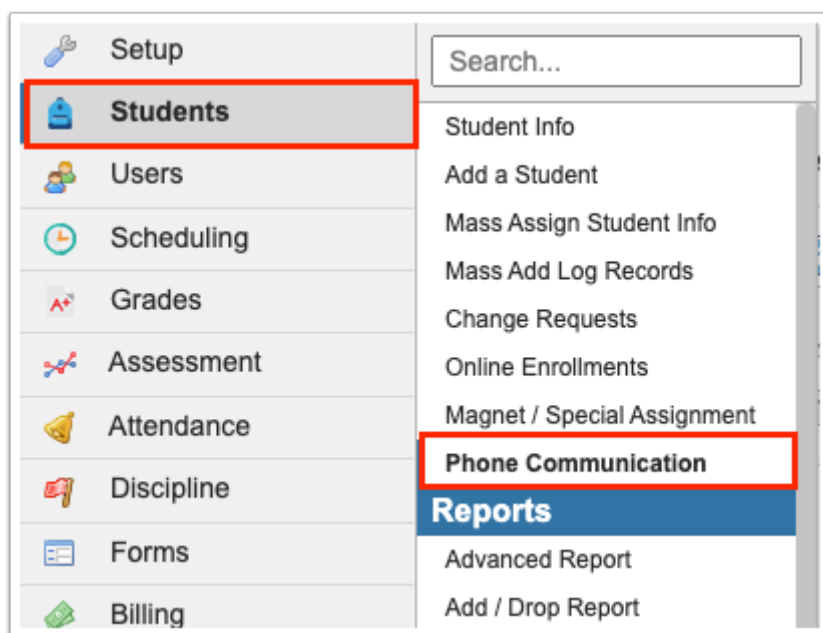
	Template	Type	Caller ID (Calls Only)	School	Attendance Codes	Hour	Minute	Created By	Created At
	No School Template	Daily	Default Twilio Num...			6:00 AM	00		
	Absence Alert	Daily	District (+1727677...	Focus High School - 0...	U - Unexcused ...	5:00 PM	00	Lizette Garcia (27392)	07/27/2022 09:15:43
	Absence Alert	Period-By-Period	Default Twilio Num...	Focus High School - 0...	N - Unexcused ...	Any	Any	Lizette Garcia (27392)	03/01/2021 13:56:48

Save

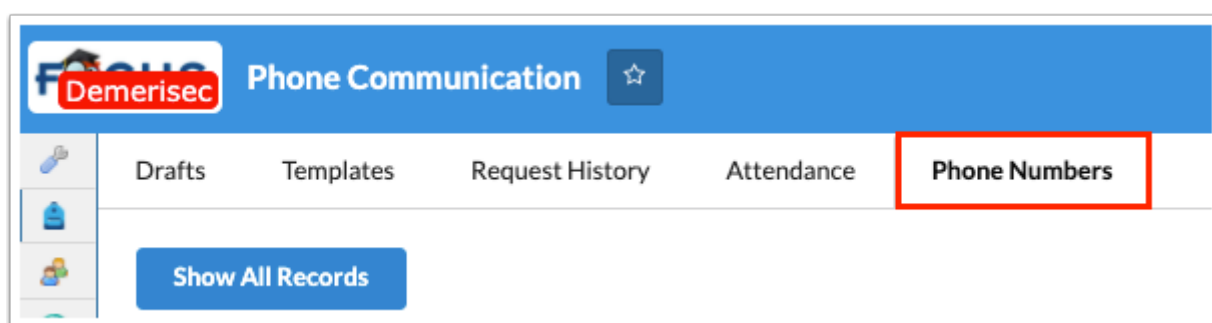
Attendance Messages are sent when the scheduled job **Phone Communication Processing** is run. See [Scheduled Jobs](#) for more information.

Setting Up Caller ID

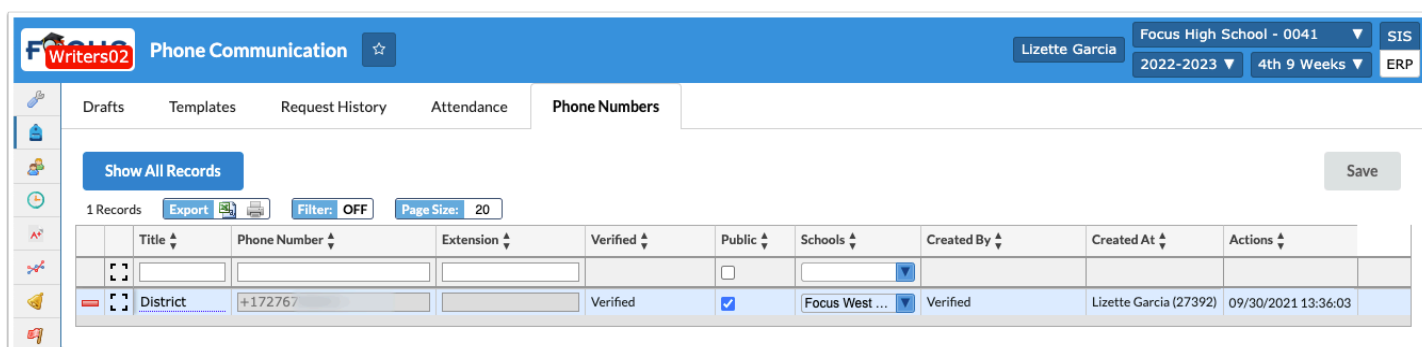
1. In the **Students** menu, click **Phone Communication**.



2. Click the **Phone Numbers** tab.



3. Enter the **Title** for the phone number to be used as Caller ID. Note: The Title is for internal use only and doesn't display as caller information.



4. Enter the **Phone Number** that will display as Caller ID for outgoing phone calls.

5. Enter an **Extension** number linked to the phone number entered to be used as caller ID. You must enter the number you want to use as a caller ID, upon entering a phone number, the number must first be verified by Twilio. As a result, Twilio will call that number and require you to enter a code to verify the number. The Extension field allows you to use phone numbers with

extension numbers to receive the verification call. Once the number has been verified, the extension does not display on the outgoing caller ID.

6. Select the **Public** check box to allow other users to select the phone number from the Caller ID (Calls Only) pull-down upon creating or editing a message from the Drafts tab. If Public is selected, all users with permission to view and edit Phone Communication will have access.

7. If the Phone Number is made Public, you can determine the **Schools** that should have access to the Public caller ID phone number from the corresponding pull-down. If no schools are selected from the pull-down and the Public check box is selected, all schools will have access.

8. Press the **Enter** key to add the phone number. Then, click **Save**.

Interface showing Phone Numbers management. The table displays 3 records. The first record, 'Ms. Roxy', is highlighted in yellow, indicating it is being edited. The 'Public' checkbox is unchecked, and the 'Schools' dropdown is set to 'Focus High S...'. The 'Verify Number' button is visible in the Actions column.

	Title	Phone Number	Extension	Verified	Public	Schools	Created By	Created At	Actions
					<input type="checkbox"/>				
	Ms. Roxy	+1 78275		Unverified	<input type="checkbox"/>	Focus High S...	Lizette Garcia (27392)	07/27/2022 09:15:43	✓ Verify Number
	Focus High Sc	+17 8		Unverified	<input checked="" type="checkbox"/>		Lizette Garcia (27392)	04/28/2021 13:57:03	✓ Verify Number
	District	+1727 5		Verified	<input checked="" type="checkbox"/>	Focus High S...	Fry L Roxy (3014)	06/30/2021 14:29:35	

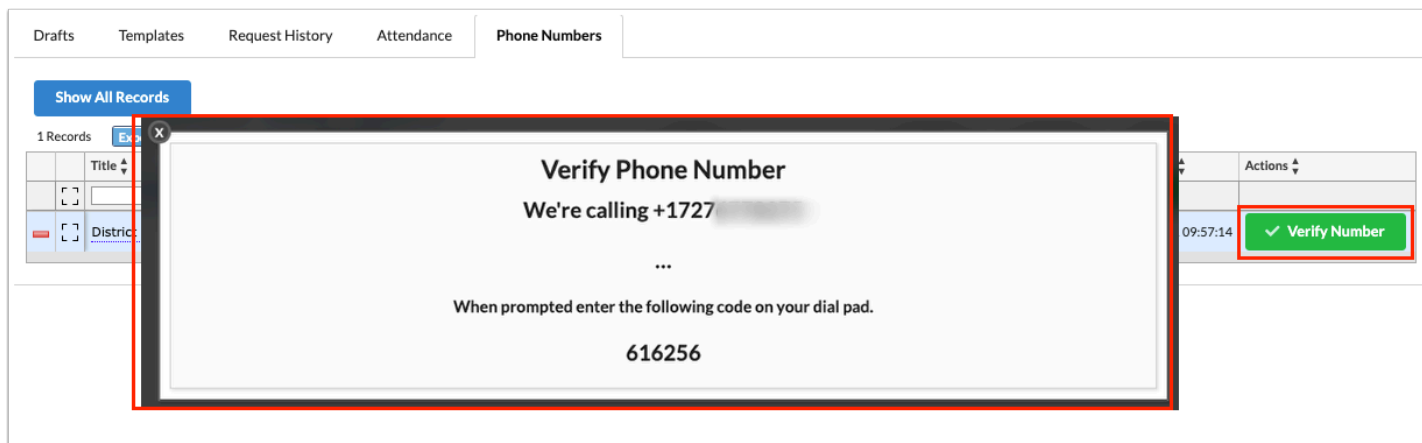
9. You can make click the corresponding fields to make edits to all fields as long as the phone number hasn't been verified and used.

Interface showing Phone Numbers management. The table displays 3 records. The first record, 'Lizette', is highlighted in yellow, indicating it is being edited. The 'Public' checkbox is checked, and the 'Schools' dropdown is set to 'Focus High S...'. The 'Verify Number' button is visible in the Actions column.

	Title	Phone Number	Extension	Verified	Public	Schools	Created By	Created At	Actions
					<input type="checkbox"/>				
	Lizette	+17275057310		Unverified	<input checked="" type="checkbox"/>	Focus High S...	Lizette Garcia (27392)	07/27/2022 09:15:43	✓ Verify Number
	Focus High Sc	+17276778288		Unverified	<input checked="" type="checkbox"/>		Lizette Garcia (27392)	04/28/2021 13:57:03	✓ Verify Number
	Ms. Roxy	+17276778275		Unverified	<input type="checkbox"/>	Focus High S...	Lizette Garcia (27392)	09/30/2021 13:36:03	✓ Verify Number

a. Edits display in yellow. Click **Save** to apply changes.

10. Click **Verify Number** to verify the phone number so it can be used as Caller ID.



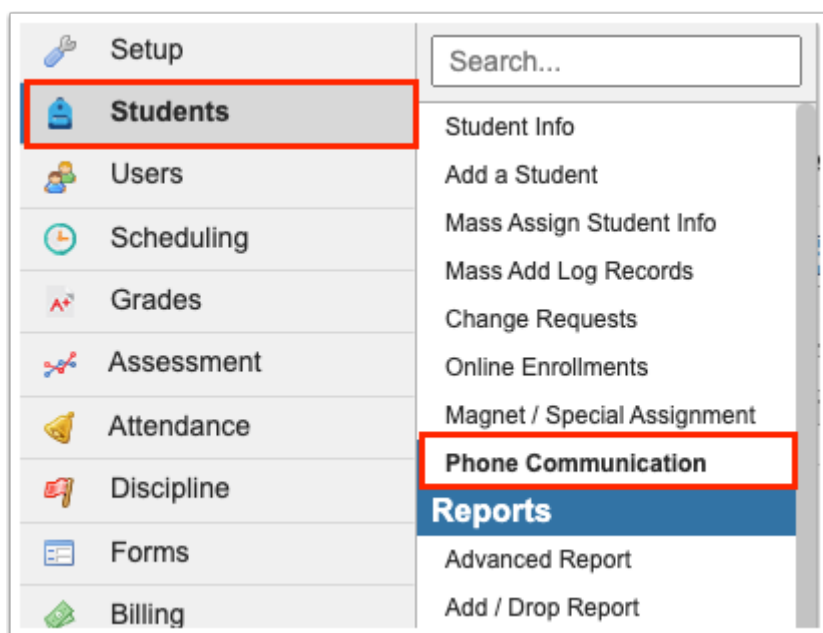
The number entered will be called where the receipt will be prompted to enter the code on the screen.

Once verified, the Verify Number button no longer displays and **Verified** displays in the corresponding column.

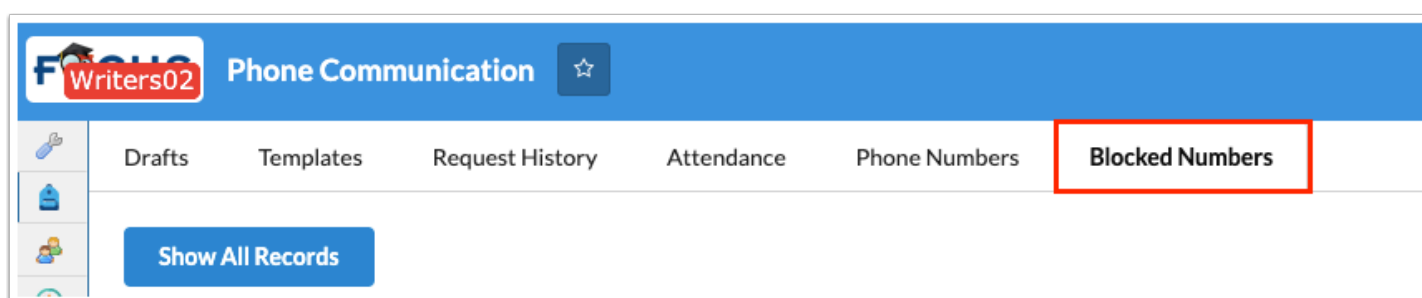
Drafts Templates Request History Attendance Phone Numbers									
Show All Records									
2 Records Export Filter: OFF Page Size: 20									
	Title	Phone Number	Extension	Verified	Public	Schools	Created By	Created At	
					<input type="checkbox"/>				
	Focus High	+1727677		Unverified	<input checked="" type="checkbox"/>		Unverified	Lizette Garcia (27392)	
	District	+1727677		Verified	<input type="checkbox"/>	Big Pine ...	Verified	Lizette Garcia (27392)	

Blocked Numbers Report

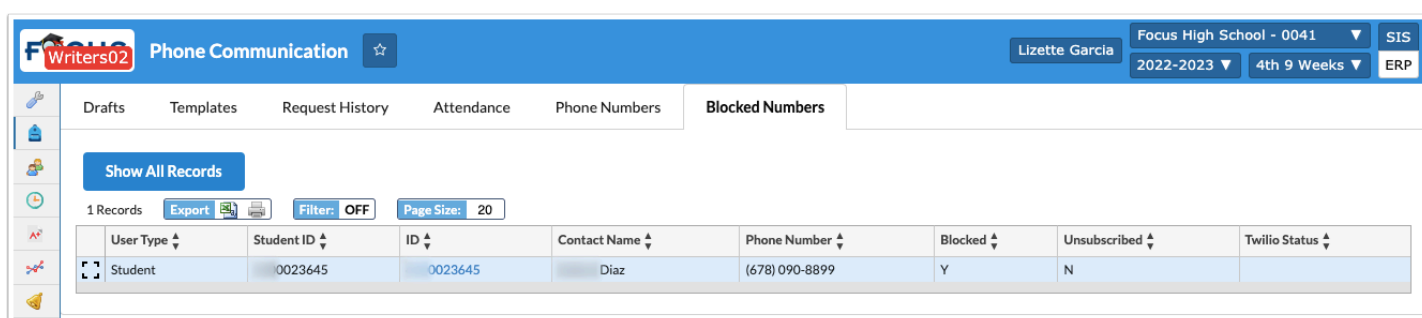
1. In the **Students** menu, click **Phone Communication**.



2. Click the **Blocked Numbers** tab.



The Blocked Numbers displays a report of all the students and users that have chosen to Block or Unsubscribe from calls and texts.



The report displays the following columns:

User Type: Parent, Student, or Staff

Student ID: The Student ID that identifies the relationship to the parent contact

ID: Parent, Student, or Staff Focus ID

Contact Name: Parent, Student, or Staff first and last name

Phone Number: Phone number on record

Blocked: Y or N:

Y = Contact detail flag Blocked is Y



N = Contact detail flag Blocked is null

Unsubscribed: Y or N:

Y = Contact detail flag Unsubscribed is Y



N = Contact detail flag Blocked is null

Twilio Status: Blocked/Unsubscribed: Uses the most recent call record from Phone Communication and identifies the status of the phone

Show My Records							
1 Records Export   Filter: OFF Page Size: 20							
User Type	Student ID	ID	Contact Name	Phone Number	Blocked	Unsubscribed	Twilio Status
Student	406208	406208	Test Callout	+1-004	N	N	failed - invalid phone number

i Only records that have Blocked or Unsubscribed contact detail flags selected display OR records on the blocked list from Twilio.

i Only records from the school selected (top right) are displayed. However, if you have permission to “View All Records” and click the **Show All Records** button, records from all schools for which you have access display in the report.

Drafts Templates Request History Attendance Phone Numbers Blocked Numbers					
Show All Records					
1 Records Export   Filter: OFF Page Size: 20					
User Type	Student ID	ID	Contact Name	Phone Number	
Student	0023645	0023645	Diaz	(678) 090-8899	

3. Click the **ID** link to open [User Info](#) or [Student Info](#).

Show My Records

1 Records

Export

Filter: OFF

Page Size: 20

	User Type	Student ID	ID	Contact Name	Phone Number
	Student	406208	406208	Test Callout	+15005550004

Additional Features

Click the **modal** icon to view individual records from a data table in a pop-up modal to alleviate having to scroll horizontally on large tables.

Drafts

Templates

Request History

Attendance

Phone Numbers

Show My Records

Prev

Page: 2 / 2

	Title
	Locker Clean Out
	No School Template
	Lockdown Drill
	School Closed
	Locker Clean Out
	Practice

Prev

Page: 2 / 2

Title

Locker Clean Out

Caller ID (Calls Only)

+13524 - Default Twilio Number

Scheduled Send Time

02:41 am

Recurring End Date

Created At

03/03/2021 14:41:59

Type

Phone Call, SMS

Scheduled Send Date

03/04/2021

Recurring

Created By

Matney (27407)

Actions

Edit Message

Attach Recipients

Duplicate

Test

Send

Created At

407

03/03/2021 1

32)

03/05/2021 1

32)

03/05/2021 0

32)

03/05/2021 0

407)

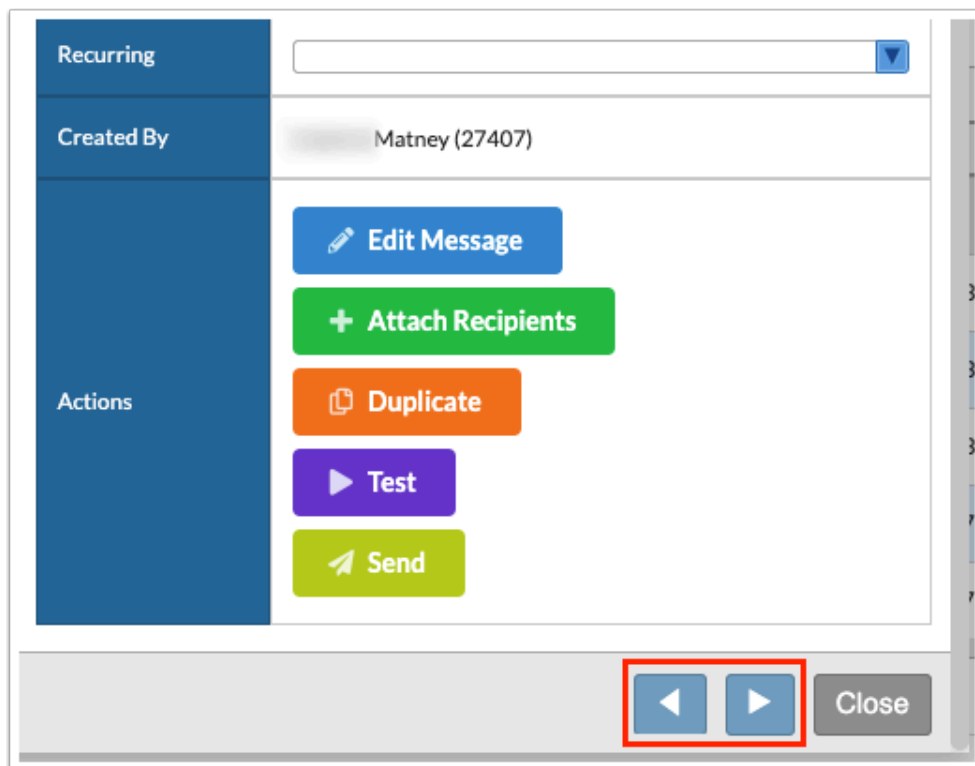
01/14/2021 1

407)

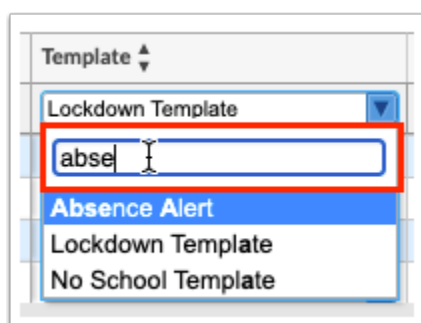
01/15/2021 1

Close



Click the white arrows to navigate through the list of records.






Begin typing the name or number of the desired field in the **Filter** text box located at the top of each pull-down for a quick search.



Click the **Check all visible** and **Clear selected** links for quick selections.



[Show All Records](#)
 3 Records [Export](#)   [Filter: OFF](#) [Page Size: 20](#)




	Title	Type	Caller ID (Calls Only)
		Phone Call, SMS	+13524159
	No School Template	Filter	59
	School Closed	<input type="checkbox"/> Phone Call	59
	Lockdown Drill	<input type="checkbox"/> SMS	59

[Check all visible](#) [Clear selected](#)

Click the **Excel** icon in the Export section to export the table of data to an Excel spreadsheet, which is saved to your computer.

[Drafts](#) [Templates](#) [Request History](#) [Attendance](#) [Phone Numbers](#)



[Show All Records](#)
 3 Records [Export](#)   [Filter: OFF](#) [Page Size: 20](#)

	Title	Type	Created By	Created At
	Lockdown Template	SMS, Phone Call	Acevedo (27392)	03/05/2021 11:22:44
	No School Template	SMS, Phone Call	Acevedo (27392)	03/05/2021 12:34:37
	Absence Alert	Phone Call	Acevedo (27392)	03/05/2021 12:49:09



Click the **Printer** icon to print the table of data.

Click **Filters** to further breakdown data.

- To add more than one filter to a column, click on the **green plus sign**.
- To delete an added filter, click on the **red minus sign**.
- Select the **gray arrow** for more filtering options.

Show My Records						
◀ Prev	Page: 1 / 2	Next ▶	16 Records	Export  	Filter: OFF	Page Size: 10
	Title ▲	Type ▲	Caller ID (Calls Only) ▲	Scheduled Send Date ▲	Scheduled Send Time ▲	Recurring ▲
			+1352415			N/A
[-] []	Thank You!	Phone Call, SMS	+1352415			N/A
[-] []	Great Work!	Phone Call	+1352415			N/A
[-] []	Monthly Newsletter	SMS	+1352415	02/02/2021	03:00 pm	Mont...
[-] []	test	Phone Call	+1352415	02/02/2021	03:00 pm	N/A

Click the **Prev** and **Next** buttons to navigate in between pages of data. You also have the option to enter a Page number and press Enter to jump to a page.

Show My Records						
◀ Prev	Page: 2 / 2	Next ▶	16 Records	Export  	Fi	
	Title ▲	Type ▲	Caller ID (Calls Only) ▲			
			+1352415			
[-] []	Locker Clean Out	Phone Call, SMS	+1352415			
[-] []	No School Template	Phone Call, SMS	+1352415			
[-] []	Lockdown Drill	Phone Call, SMS	+1352415			