



**Communications Module Guide
Administrator**

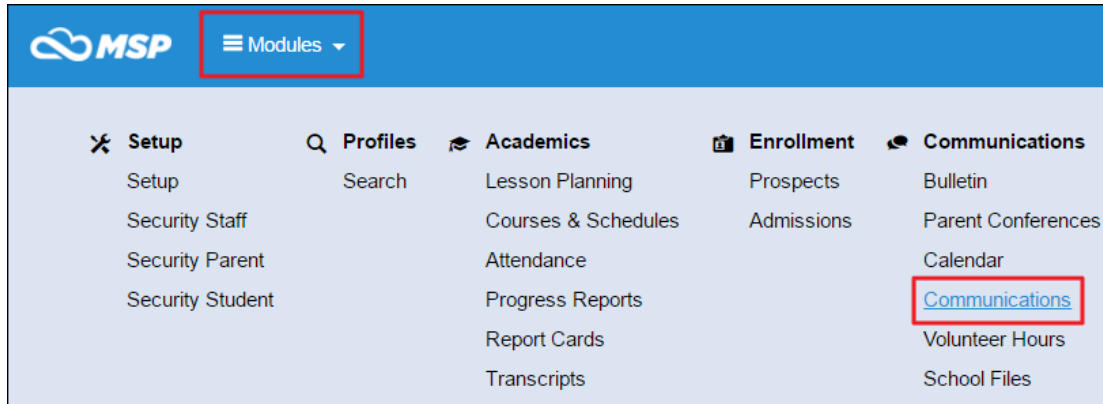


OVERVIEW: The Communications Module allows an Administrator to send emails, voicemails and text messages. The module gives you the reporting capability needed to track emails and voice/text messages sent successfully as well as bounced messages.

I. Communications Module

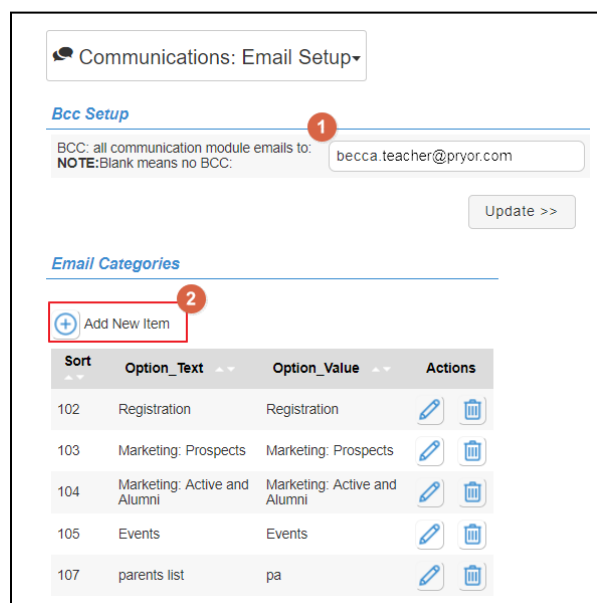
A. Hover over Modules at the top left of the screen

B. Under Communications, click on Communications



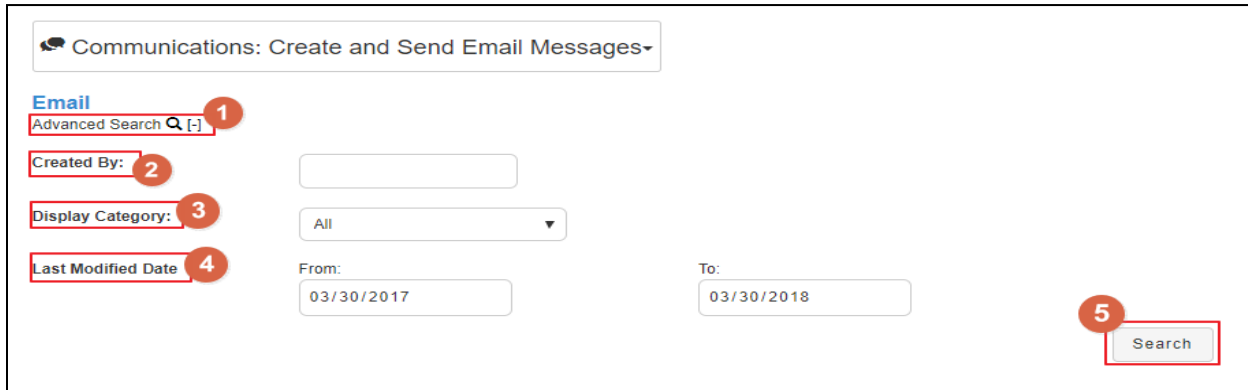
C. Use the drop-down menu to select “Email Setup”

1. BCC Setup: you can enter one email address that will pre-fill to be sent a blind copy of every email sent out by administrators.
2. Email categories: these will display when you create a new email template and are designed to organize your saved email templates.
 - i. Click “Add New Item” to create a new category
 - i. Fill out the sort order and category name, then click “Update”




D. Searching Through Email Templates

- A. Select “Advanced Search” to filter the email templates
- B. Created by: filter by author of the email template
- C. Display category: filter by category
- D. Last modified date: select a range of dates to filter the templates based on when they were last edited
- E. Select “Search” when finished.



Communications: Create and Send Email Messages

Email

Advanced Search  [-] **1**

Created By: **2**

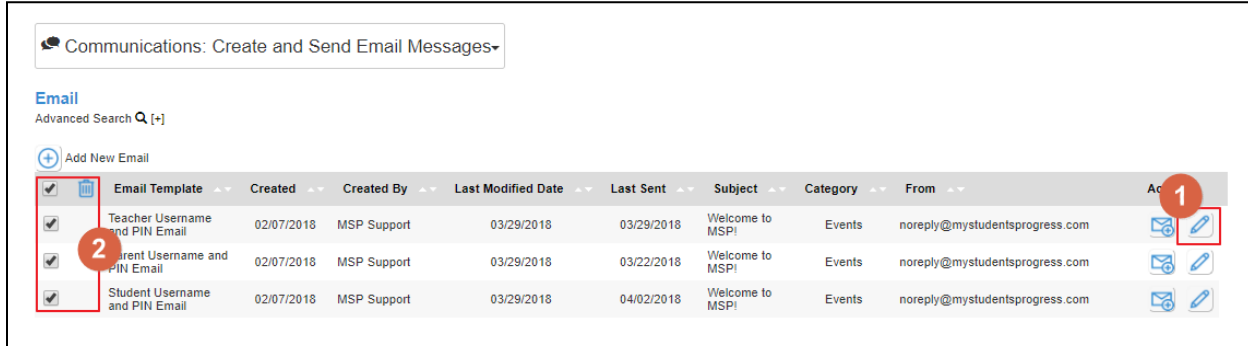
Display Category: **3** All

Last Modified Date **4** From: To:

5


E. Edit and Delete Email Messages


1. Editing an Email









Communications: Create and Send Email Messages

Email

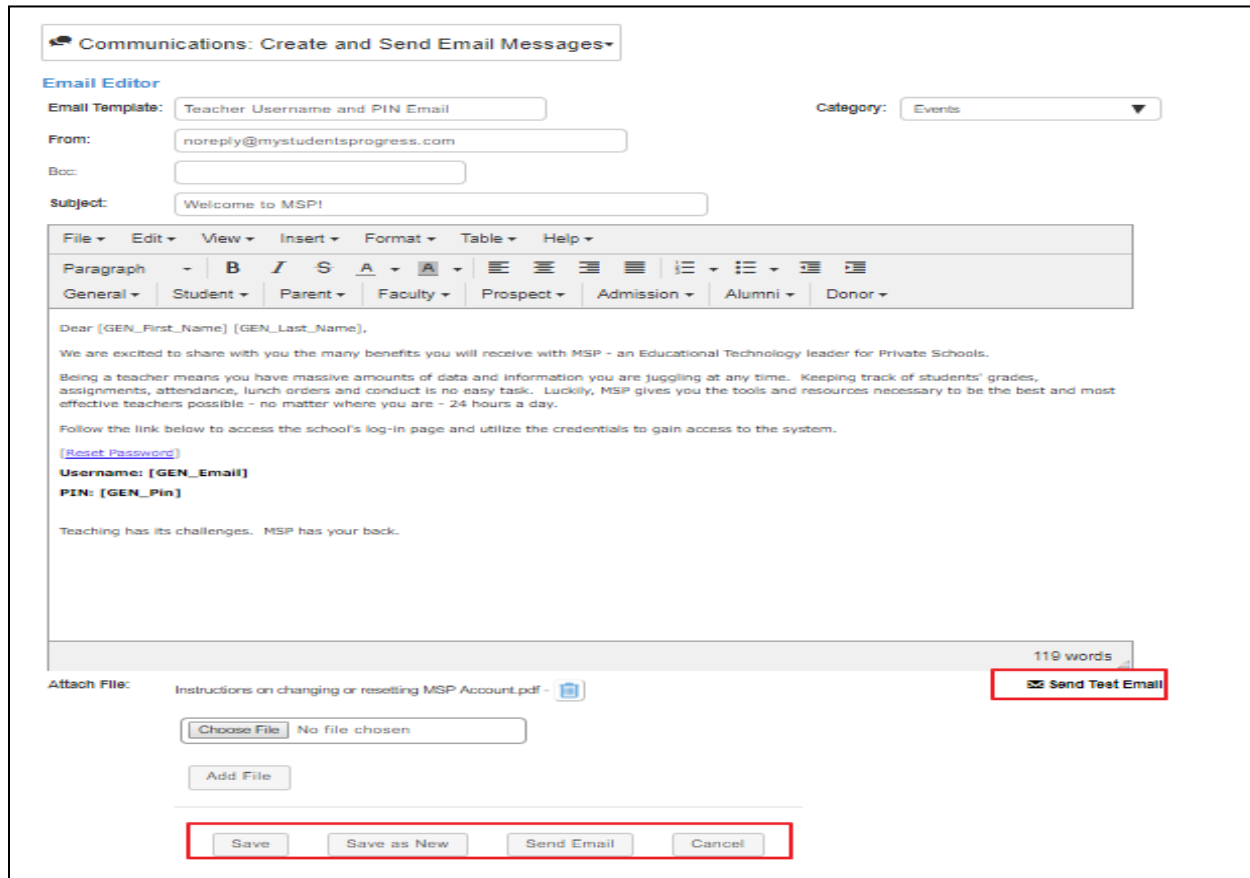
Advanced Search  [+]

 Add New Email

<input checked="" type="checkbox"/>	Email Template	Created	Created By	Last Modified Date	Last Sent	Subject	Category	From	Action 1
<input checked="" type="checkbox"/> 2	Teacher Username and PIN Email	02/07/2018	MSP Support	03/29/2018	03/29/2018	Welcome to MSP!	Events	noreply@mystudentsprogress.com	 
<input checked="" type="checkbox"/>	Parent Username and PIN Email	02/07/2018	MSP Support	03/29/2018	03/22/2018	Welcome to MSP!	Events	noreply@mystudentsprogress.com	 
<input checked="" type="checkbox"/>	Student Username and PIN Email	02/07/2018	MSP Support	03/29/2018	04/02/2018	Welcome to MSP!	Events	noreply@mystudentsprogress.com	 

- i. The list of email templates displays the last date each email was edited/active, and the last date each email was sent.
 - i. Please note: the “Last Modified Date” and “Last Sent” fields on this page will only populate for emails created after April 2018.
 - ii. Click the pencil icon to the right of the email template
 - a. This takes you to the email editor screen, where you can change any saved information.
 - b. Select “Send Test Email” to send the email to an address of your choice. This allows you to test the formatting of the email template before sending it to your recipients.

- c. Select "Save" to save your changes.
- d. Select "Save as New" to duplicate the template.
- e. Select "Send Email" to choose your recipients and send the email.
- f. Select "Cancel" to leave the page without saving any changes.



Communications: Create and Send Email Messages

Email Editor

Email Template: Teacher Username and PIN Email Category: Events

From: noreply@mystudentsprogress.com

To:

Subject: Welcome to MSP!

File Edit View Insert Format Table Help

Paragraph B I S A A Paragraph Student Parent Faculty Prospect Admission Alumni Donor

Dear [GEN_First_Name] [GEN_Last_Name],

We are excited to share with you the many benefits you will receive with MSP - an Educational Technology leader for Private Schools.

Being a teacher means you have massive amounts of data and information you are juggling at any time. Keeping track of students' grades, assignments, attendance, lunch orders and conduct is no easy task. Luckily, MSP gives you the tools and resources necessary to be the best and most effective teachers possible - no matter where you are - 24 hours a day.

Follow the link below to access the school's log-in page and utilize the credentials to gain access to the system.


[Reset Password](#)

Username: [GEN_Email]

PIN: [GEN_Pin]

Teaching has its challenges. MSP has your back.

119 words

Attach File: Instructions on changing or resetting MSP Account.pdf -  **Send Test Email**

Choose File No file chosen

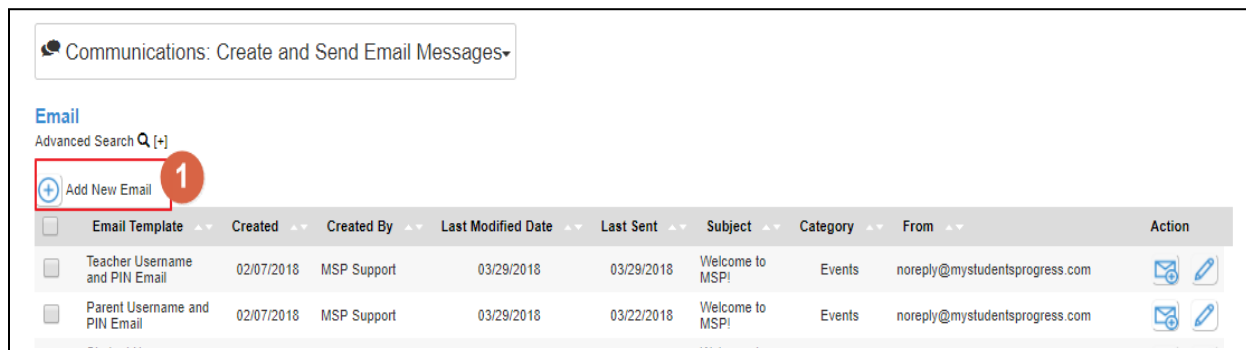
Add File

Save Save as New Send Email Cancel

- 2. Deleting an Email
 - i. You can delete emails by selecting the check box to the left of the templates and clicking the "Delete" button that appears.

F. Creating an Email

1. Click “Add New Email.”



2. Email template is a required field that is what this email will be saved as.
3. Category is a pre-filled drop-down selection that contains your school’s list of categories.
4. From Email should include who the email is being sent from and is a required field.
5. BCC: you can add an email address/multiple emails to be included in a blind carbon copy of this email. This will autofill if your school has already set up an email to be included in this field, but you can always add more email addresses.
6. Subject line is the email subject that is displayed to the recipient. This is a required field.
7. Email body is where you type your email. You can add images, change font, add links, and merge in the pre-filled subjects using the drop-down menus.
8. File attachment is where you can attach a word or PDF document. Attach up to 10 attachments but none can be larger than 10 MB. Please avoid any special characters in the attachment name such as ., *# _-!
9. Select “Save” at the bottom of the screen to save.
10. Select “Cancel” to exit this screen without saving the email template.

Communications: Create and Send Email Messages

Email Editor

2 Email Template: Spring Break **3** Category: Events

4 From: noreply@pryoracademy.com

5 Bcc: principal@pryoracademy.com

6 Subject: Spring Break Reading

File Edit View Insert Format Table Help

Paragraph B I S A A

General Student Parent Faculty Prospect Admission Alumni Donor **7**

Hello [GEN_First_Name] [GEN_Last_Name] ,

This Spring Break, make sure your kids read at least 15 minutes per day! Fill out this sheet to keep track of their reading and whoever reads the most from each grade level will win Pizza with the Principal!

Enjoy your vacation!

p 45 words

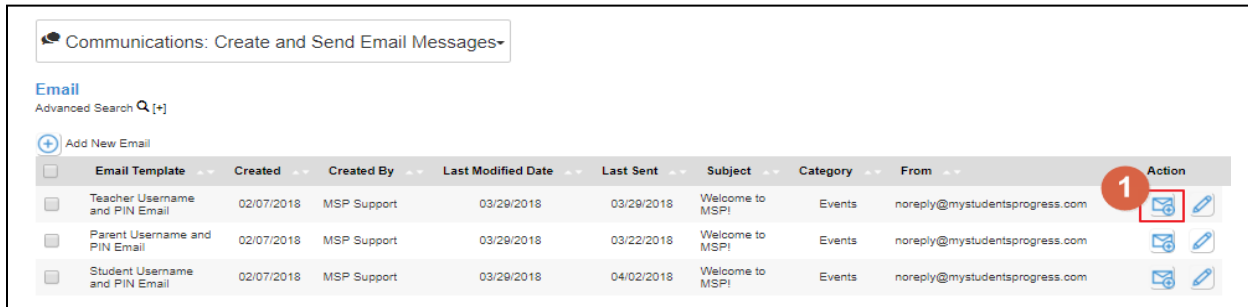
8 Attach File: Choose File Spring Break Reading.docx

Add File

9 Save **10** Cancel

G. Sending Your Email

1. Click the “Send Email” icon on the right-hand side of the template.



2. On the next screen, select your recipients by clicking the check box next to the report you wish to use.
 - i. Click on the user type to see all associated classes and activities.
 - ii. If the email template you selected contains any merge fields, these will determine which reports display on this page.
 - a. For example, if you are sending out an email template that contains parent-specific merge fields, the only reports you will be able to select on this page are parent reports.
3. Click “See List”

📧 Communications: Create and Send Email Messages

Select Recipients - Teacher Username and PIN Email
Reports available for use are based on the email's merge fields

[Saved Reports \[-\]](#)

Parent Reports

- All Enrolled Parents
- Parent Volunteer's
- Specialty Trades

Student Reports (Send to Parent Emails)

- Bus List** 2
- Class List Emergency Information
- Emergency information
- High School Students
- IEP Needs
- International Student Documents
- PK Grade Level Student TESTING

Faculty/Staff Reports

- All Teacher TESTING
- Substitute Teacher's on File (Cleared)
- Teacher Report Battistella

Prospect Reports (Send to Parent Emails)

- Open House Attendees

Admission Reports (Send to Parent Emails)

- Admission Students

Alumni Reports

- Pryor Shared Alumni Report

Donor Reports [+]

[Parents \[+\]](#)

[Students \[+\]](#)

[Faculty/Staff \[+\]](#)

3

H. Next you will see the list of contacts within the report you selected, and here you can remove/add any contacts from the list of recipients. You will also see any contacts who do not have an email on file.

1. You can choose to “run immediately” to send the email once you click “Submit.” Or you can schedule the email for a date and time that falls within the upcoming 72 hours.
 - i. Please note: you can also send emails directly from users’ profiles (students, parents, and faculty/staff). Please reference the Search Module Training Guide for more details.

Email Send List

Check/Uncheck All

Evers, Blake
(blake@pryor.com)

1 Schedule Send Date:

Run Immediately

Schedule the Run
Emails can be scheduled 72hrs in advance

Tuesday, April 3, 2018 07:20 AM PST

Submit

Email (Edit)

Title: Student Username and PIN Email

Subject: Welcome to MSP!
From: noreply@mystudentsprogress.com
To:
Bcc:
File Attachment: Instructions on changing or resetting MSP Account2.pdf

Dear [GEN_First_Name] [GEN_Last_Name],

We are excited to share with you the many benefits you will receive with MSP - an Educational Technology leader for Private Schools. MSP provides a platform that keeps you engaged, informed, and aware of your progress, attendance, and grades - no matter where you are- 24 hours a day.

Follow the link below to access the school's log in page and utilize the credentials to gain access to the system.

[Reset Password]

Username: [GEN_Email]
PIN: [GEN_Pin]

Your education is important. Stay aware and informed.

I. When you send your email, you will receive a confirmation of the date and time your email was/will be sent, and a list of the recipients.

Message Transmission Confirmation:

Your message was sent successfully.

Campaign Name/Description:
Name: Welcome to MSP!

Execution Type:
Scheduled: 04/03/2018 07:20:00 AM

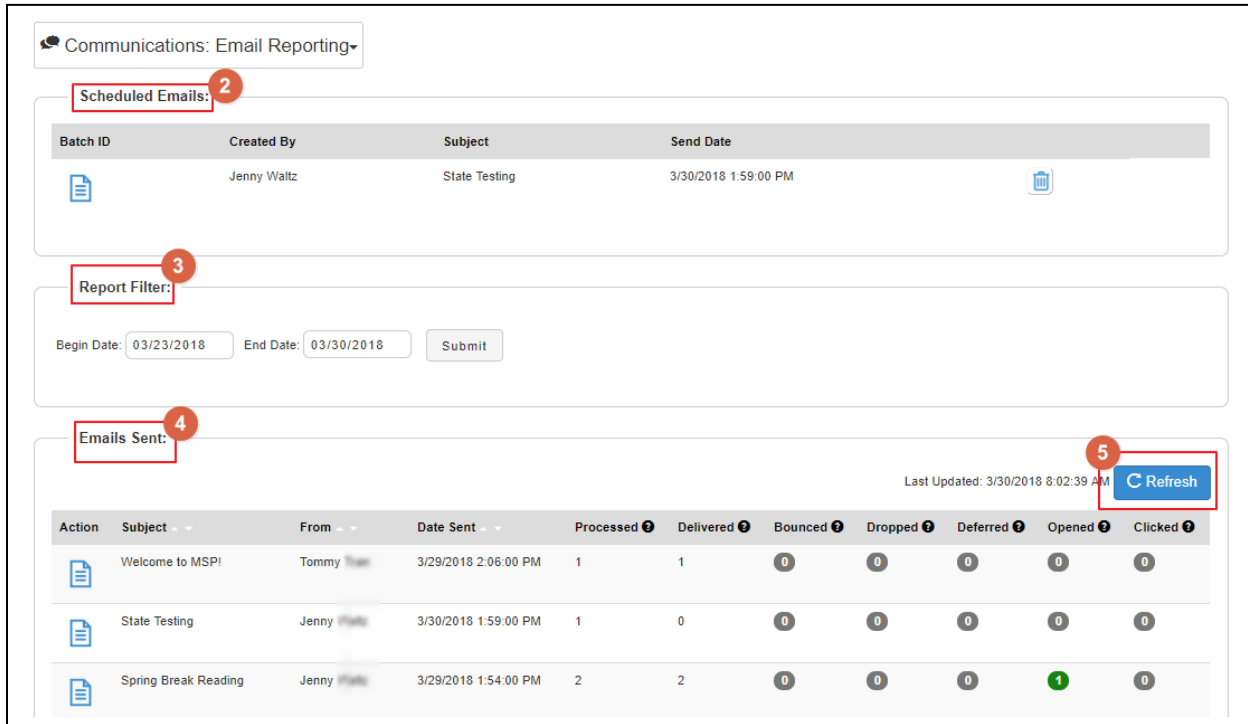
Reporting:
[Click Here](#) to view reporting

Email Sent

blake@pryor.com

J. Email Reporting

1. This page contains data from SendGrid, MSP's email provider.



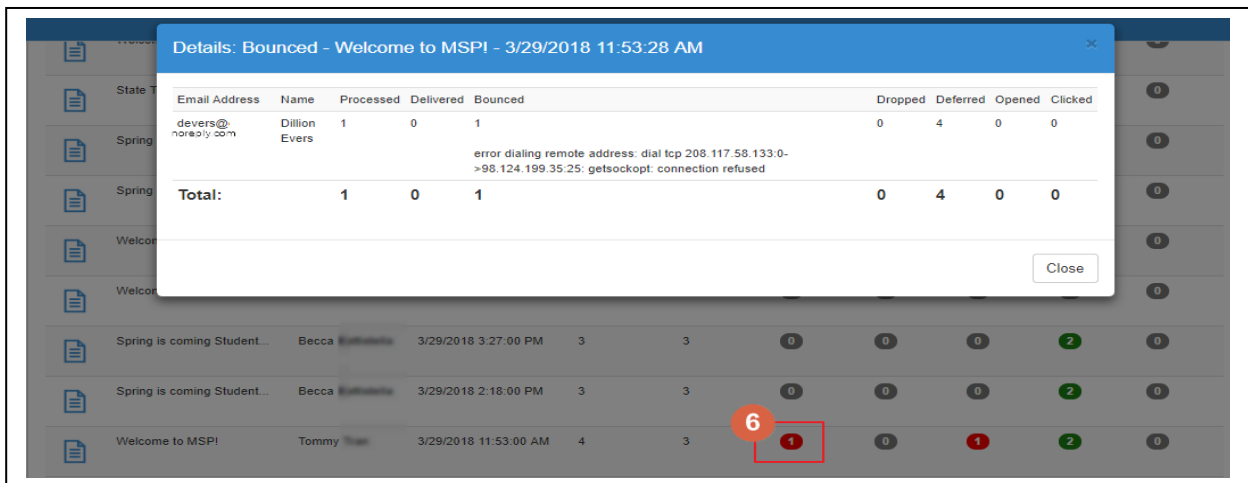
The screenshot shows the 'Email Reporting' page with the following sections:

- 1. Communications: Email Reporting** (Page Title)
- 2. Scheduled Emails:** A table with columns: Batch ID, Created By, Subject, Send Date. One row is visible: Jenny Waltz, State Testing, 3/30/2018 1:59:00 PM. A trash can icon is on the right.
- 3. Report Filter:** Form with 'Begin Date' (03/23/2018), 'End Date' (03/30/2018), and a 'Submit' button.
- 4. Emails Sent:** A table with columns: Action, Subject, From, Date Sent, Processed, Delivered, Bounced, Dropped, Deferred, Opened, Clicked. Three rows are visible:

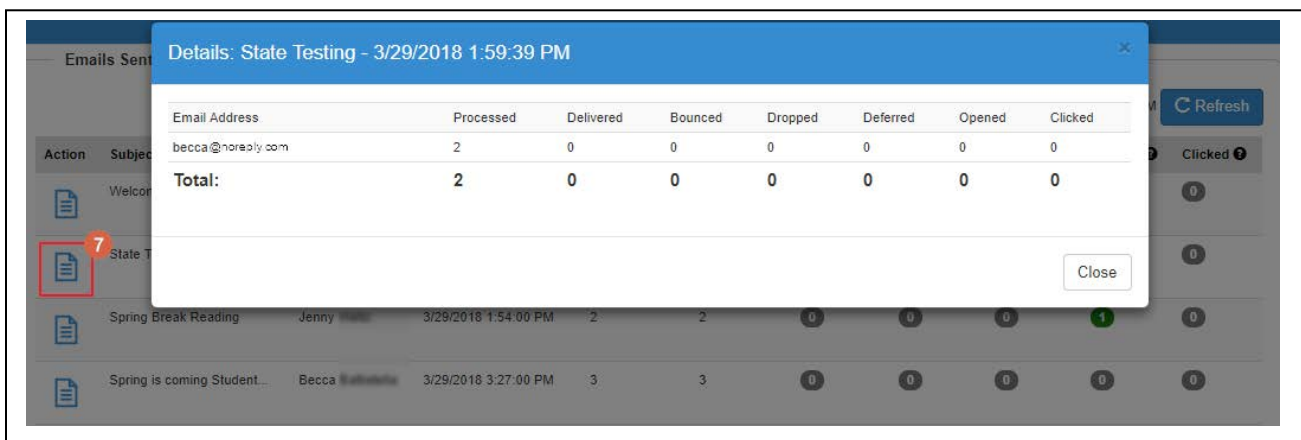
Action	Subject	From	Date Sent	Processed	Delivered	Bounced	Dropped	Deferred	Opened	Clicked
	Welcome to MSP!	Tommy Waltz	3/29/2018 2:06:00 PM	1	1	0	0	0	0	0
	State Testing	Jenny Waltz	3/30/2018 1:59:00 PM	1	0	0	0	0	0	0
	Spring Break Reading	Jenny Waltz	3/29/2018 1:54:00 PM	2	2	0	0	0	1	0
- 5. Refresh:** A blue button labeled 'Refresh' next to the text 'Last Updated: 3/30/2018 8:02:39 AM'.

2. Scheduled Emails: any emails you have scheduled to be sent.
 - i. Displays who created the template, the subject, and date/time it is scheduled for.
 - ii. Click the trash can icon to cancel a scheduled email from being sent.
 - a. Please note: you cannot delete scheduled emails within 15 minutes of their scheduled send-time.
3. Report filter: search for any emails sent within a specific date range.
4. Emails Sent: list of all emails sent by you.
 - iii. Each email displays how many recipients are flagged for specific statuses – these fields will not display for historic emails, only ones sent after this module upgrade.
 - iv. Processed: number of emails SendGrid receives and prepares to be delivered.
 - v. Delivered: number of emails have been accepted at the receiving server. Does not guarantee that the emails reach the recipient's inbox.
 - vi. Bounced: number of emails that cannot or will not be delivered by the server. Often caused by

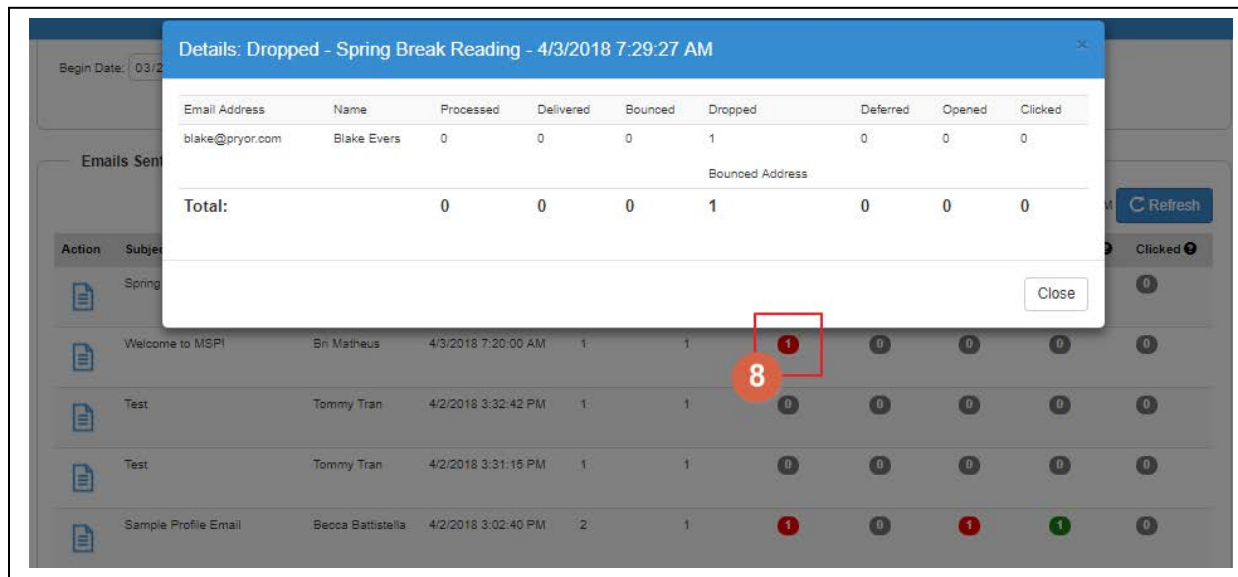
- vii. Dropped: number of emails not sent to the recipient for delivery.
 - viii. Deferred: number of emails not immediately delivered, but also not completely rejected. SendGrid will continue to try for 72 hours to deliver these messages.
 - ix. Opened: number of emails viewed.
 - x. Clicked: number of times a link in an email message is clicked.
5. Refresh this data by clicking on the blue “Refresh” button.
 - i. Please note: email addresses entered in the “BCC” and “To” fields are included in these reporting fields.
 6. Clicking the number below any of the status columns will list exactly which email addresses were flagged for that specific status.



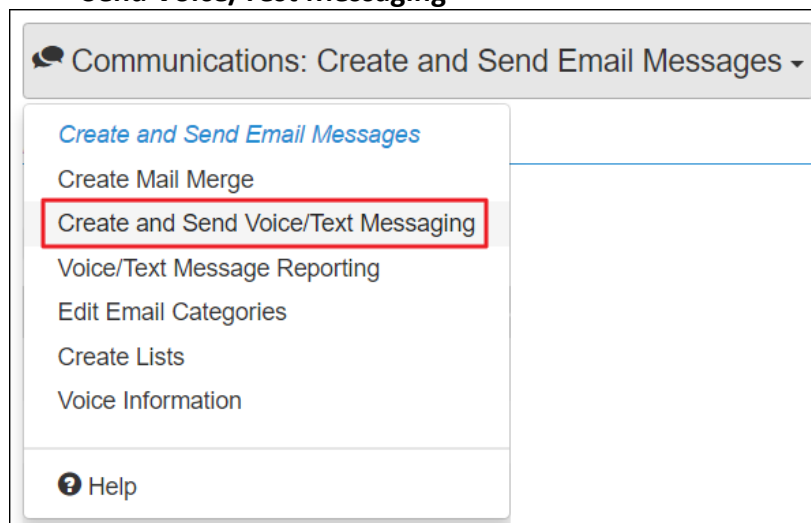
7. If you click the “Action” button to the left of a sent email, you will see all email addresses associated with the email and a tally of each status.



8. Select any number within the columns to see more details.



K. To create and send voice and text messages, hover over the Communications tab at the top of the screen and click on Create and Send Voice/Test Messaging



L. Select a saved report or activity to send an voice or text message to individuals associated with a saved report or activity

M. Also, select what type of phone number to send the voice or text message

N. Then click, See List

Send Voice Message Blast

[Saved Reports](#)

Faculty/Staff Reports

All Faculty Staff 2016-2017

Activity

Athletics: Clubs:

Performing Arts: Theater Club

Select Phone Type:

(Cell and Work N/A to Students)

Home: Cell: Work:

See List >>

- O. A list of recipients will display according to the prior selection. Deselect anyone who you do not want to receive the voice or text message
- P. Then click **Create Voice/Text Message** at the bottom of the screen

Check/Uncheck All

Voice Message Blast Send List

<input checked="" type="checkbox"/> Aaron, Amanda	<input checked="" type="checkbox"/> Adams, Denise	<input checked="" type="checkbox"/> Anderson, Alex
<input checked="" type="checkbox"/> Bryson, Brianna	<input checked="" type="checkbox"/> Carrol, Karen	<input checked="" type="checkbox"/> Christian, Cindy
<input checked="" type="checkbox"/> Evans, Eddy	<input checked="" type="checkbox"/> Evans, Evalynne	<input checked="" type="checkbox"/> Ford, Bob
<input checked="" type="checkbox"/> Guy, Larry	<input checked="" type="checkbox"/> Hanks, Henrietta	<input checked="" type="checkbox"/> Harrison, Chad
<input checked="" type="checkbox"/> James, Georgia	<input checked="" type="checkbox"/> Jennifer, Jessica	<input checked="" type="checkbox"/> Johnson, John
<input checked="" type="checkbox"/> Kim, Kristen	<input checked="" type="checkbox"/> Kristenson, Kendra	<input checked="" type="checkbox"/> Lane, Jane
<input checked="" type="checkbox"/> Long, Laura	<input checked="" type="checkbox"/> Long, Nicole	<input checked="" type="checkbox"/> Marks, Amanda

- Q. Enter a name or description to describe your campaign/alert message
- R. Choose **Voice Message Only**, **Text Message Only**, or **Both Voice and Text Message** to be sent
- S. Enter your message
 - i. The typed message can be sent for Text and Voice Messages, however if you wish for your own voice to be the messages

- instead of a spoken computer voice message select the **Voice Only** to record a message to be sent
- T. Then select **Run Immediately** and then **Submit** to send the message, or select **Schedule the Run** to schedule a time for the message to be sent

Create and Send Voice/Text Messaging:

Campaign Name/Description:

Note: Please enter a name or description to describe your campaign/alert message:

Name:

Send a Voice (TTS) and/or Text (SMS) Message Alert:

Note: Please select one of the following delivery types to send your message as (TTS - Text to Speech) or as (SMS - Short Message Service or "Text Message").

Both Voice(TTS) and SMS(Text)

Voice(TTS) Only

SMS(Text) Only

Message Content:

Note: Enter your alert message.

(Maximum characters: 140)

You have characters left.

Send a Voice Recorded Message (Recording is required):

Note: Please select this delivery type to record a voice message for your alert:

Voice Only (Record a Message)

Execution Type:

Run Immediately

Schedule the Run

U. A confirmation page will display

Message Transmission Confirmation:

Your message was sent successfully.

Campaign Name/Description:

Name: Test (BOTH)

Delivery Option:

Both Voice(TTS) and SMS(Text)

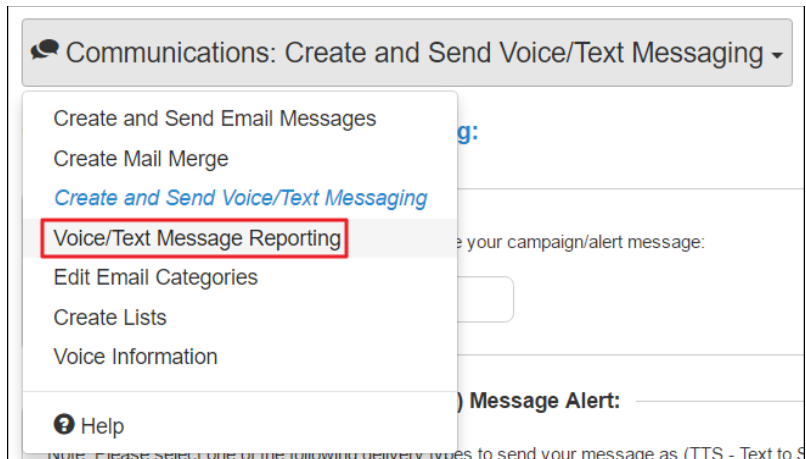
Message Content:

Hello Parents...

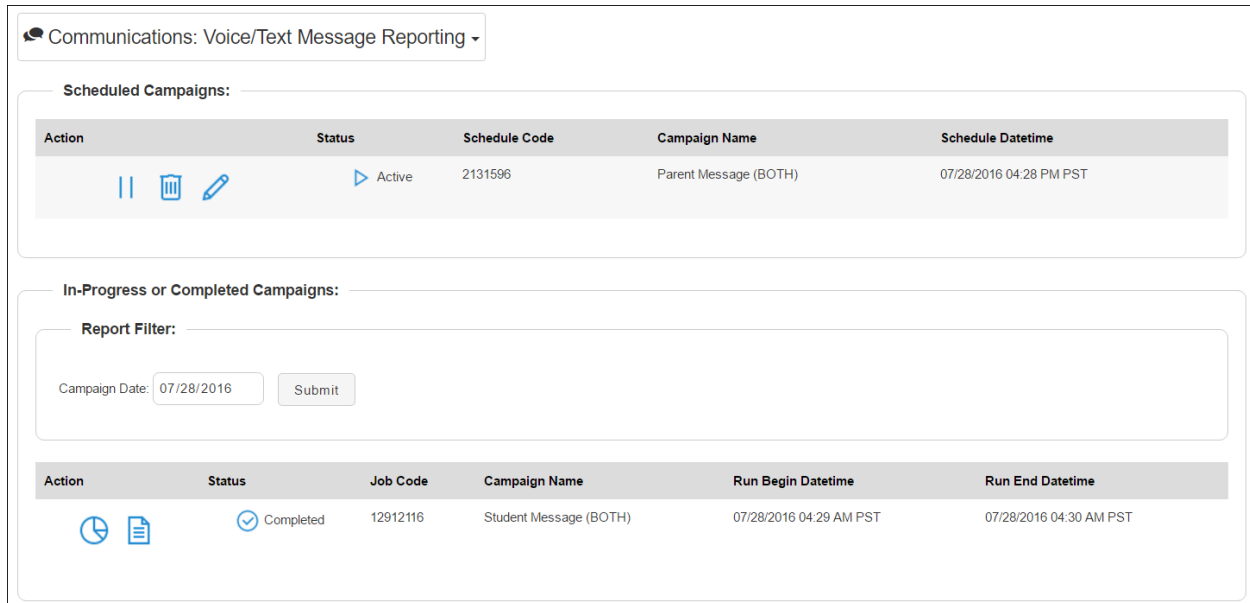
Execution Type:

Run Immediately

V. To view Voice and Text Message history, hover over Communications at the top of the screen and click on Voice/Text Message Reporting





W. Scheduled messages will be displayed at the top of the screen and previously sent messages will be displayed by date at the bottom of the screen






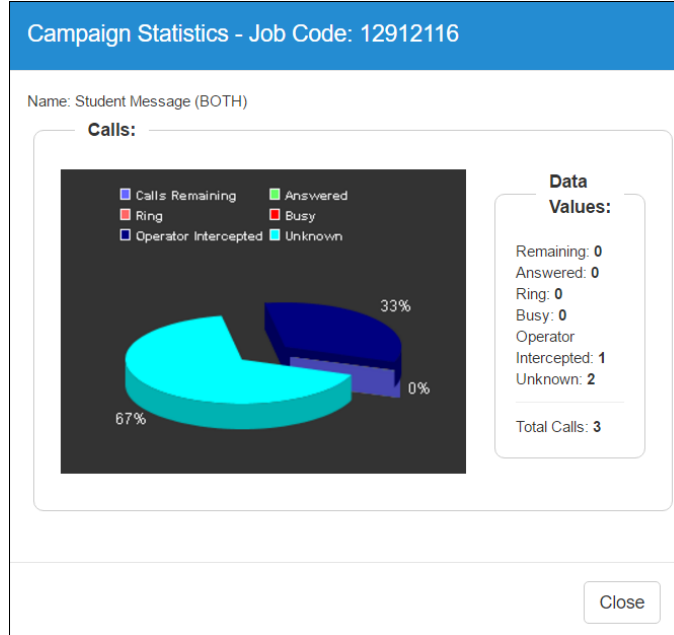
X. Scheduled Campaigns – this section will list any scheduled campaigns that your school has setup.

- ii. Please Note: Reports associated with a Scheduled Campaign cannot be changed. If changes need to be made to the report, please delete and recreate campaign.

Y. Select  to Inactivate a Scheduled Campaign. This will cancel the scheduled launch

Z. Select  to Delete a Schedule Campaign. Once a campaign is deleted, you cannot retrieve it.

- AA. Select  to Re-Activate Campaign. This will continue campaign launch.
- BB. Select  to Edit Campaign. This will allow you to edit the date/time of the scheduled alert.
- CC. In-Progress or Completed Campaigns – this section will list any campaign that is In-Progress or Completed and will always default to today's date.
- DD. Please Note: This screen will auto-refresh every 10 seconds to update In-Progress campaigns
- EE. Campaign Date – Use date field to select another date
- FF.  - displays campaign statistics including totals



- GG.  - displays campaign statistics by phone number for Voice/Text Messages


Campaign Call Record - Job Code: 12912116

Filter:


Name	Phone Number	Date/Time	SMS		VOICE						
			Sent	Error	Ans	Mach	Busy	Ring	Unknown	Op-In	
Amanda Aaron	7777777777	07/28/2016 04:29 AM PST								<input checked="" type="checkbox"/>	
Amanda Aaron	7777777777	07/28/2016 04:30 AM PST								<input checked="" type="checkbox"/>	
Amanda Aaron	7777777777	07/28/2016 04:30 AM PST									<input checked="" type="checkbox"/>

Reporting Definitions:
SMS: (SMS Carriers have standard 72hrs to report back the SMS was sent successfully)
Sent – SMS Text Message sent successfully
Error – SMS Text Message failed, could not send
Voice:
Answered (Ans) - Either the contact answered the phone or a voicemail answered the phone.
Mach – Voicemail answered the phone. A check mark will appear in both Answered and Mach if the call went to voicemail.
Busy - The call received a busy signal at the time of notification.
Ring - The recipient’s phone line rang but neither the recipient nor a voicemail answered the phone and the phone line was not busy or invalid
Unknown – Call could not be completed. Call will be retried 2 times to see if a valid result is established such as Op-In, Busy, Ring, Answered, and Unanswered.
Operator Intercept (Op-In) - The result of the call was not connected. I.E: phone number is no longer valid, phone number

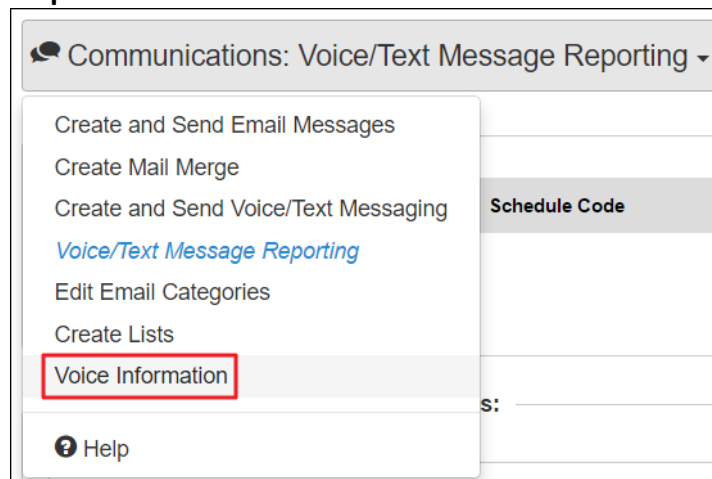
K. “OPT IN/OPT OUT” from SMS Text Messages
 This allows Parents and Faculty/Staff to be excluded from SMS Text Message campaigns.

- L. Parents**
1. Select Search Module
 2. Select Parents (on left navigation)
 3. Search for Parent (by using search fields on screen)
 4. Select “Search” button
 5. Select Parent Name
 6. Select 
 7. Change “Opt In (SMS) – Allow Receiving of Text Messages” to NO
 8. Please Note: “Opt In (SMS) – Allow Receiving of Text Messages” is defaulted to YES
 9. Select “Update” button

- M. Faculty/Staff**
1. Select Search Module
 2. Select Faculty/Staff (on left navigation)

3. Search for Faculty/Staff (by using search fields on screen)
4. Select "Search" button
5. Select Faculty Name
6. Select 
7. Change Opt In (SMS) – Allow Receiving of Text Messages" to NO
8. Please Note: "Opt In (SMS) – Allow Receiving of Text Messages" is defaulted to YES
9. Select "Update" button

N. To access emergency communication information, hover over Communications at the top of the screen and click on Voice Information



1. Emergency communication information will be displayed. You do not need access to My Students Progress or a computer to execute this type of emergency communication with individuals associated with your school. You only need to record or remember the information shown.

Voice Information:

Emergency Voice call in number:

Username: **Different for every school**

Password: **Different for every school**

List Code:

Instructions to launch Emergency Broadcast via Phone:

Different for every school