

How to send remote messages via Groupcall.com

Important note for the School Office: It is essential that the latest groups are stored on the website. Please publish groups regularly (from the Group Maintenance Screen).

See page 5 for our Top Tips to successfully communicate school closures.

Step 1

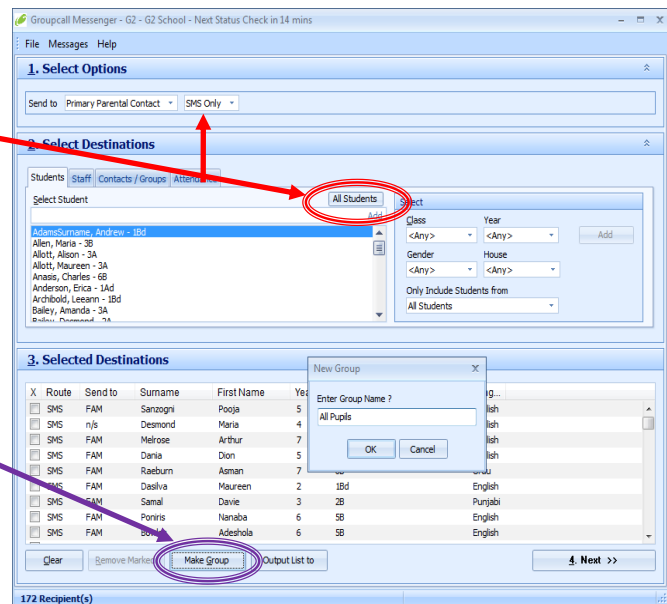
Publish your student details to Groupcall remote messenger – from within school

Select the Send using 'SMS only' option, and then click the "All Students" button

The bottom window of the screen 'Selected Destinations' will then populate with all your pupils

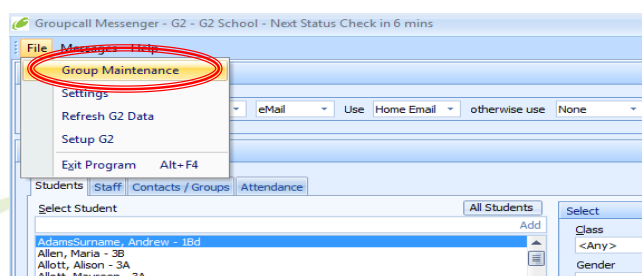
Click on the "Make Group" button and enter a Group Name (e.g. All Pupils), and click OK

Note: To publish you Staff to remote messenger click on the Staff tab at the top of the page. Then click the "All Staff" button on the right hand side of the screen. All instructions here onwards are the same as for students.



Hint: To ensure that you know how to up-to-date your groups are, you may wish to include the date in the Group Name e.g. All Pupils 02.12

At the top of the Messenger screen select "File", and then "Group Maintenance"



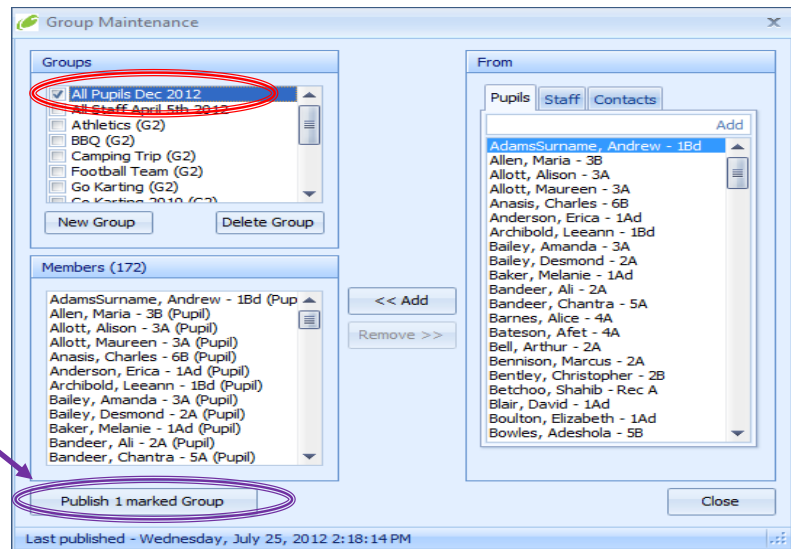
The Group Maintenance screen will appear.

On the top left hand window tick the box next to the group you just created. Group members will appear in the window on the bottom left window.

Then click on the "Publish 1 marked Group" button on the bottom left hand side of the screen.

Note: Publish all groups that you want to appear on the website **simultaneously**.

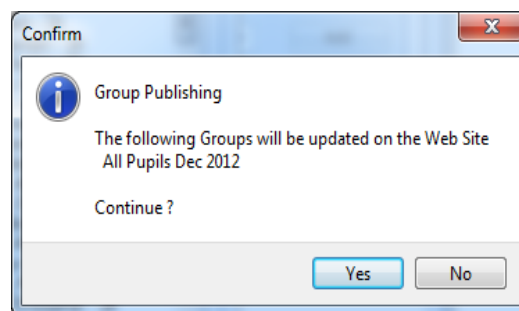
E.g. publish Pupil and Staff contacts at the same time.



A box will pop-up informing you Groups will be updated.

After clicking "Yes" the process to publish your Groups will begin

Once completed, your contacts will be available via Groupcall remote Messenger





Step 2

Sending a remote message from outside school

You will need to use a PC or internet connected device e.g. an iPhone

Open Internet Explorer which is typically found on the desktop of most computers. In the address line, type the following:- www.groupcall.com. Click on [Member Log-in](#) on the far right of the grey navigation bar towards the top of the page.

The remote messaging site will open in a new page

Enter the schools Username and Password in the boxes provided. You can write the name and a password clue here for convenience.

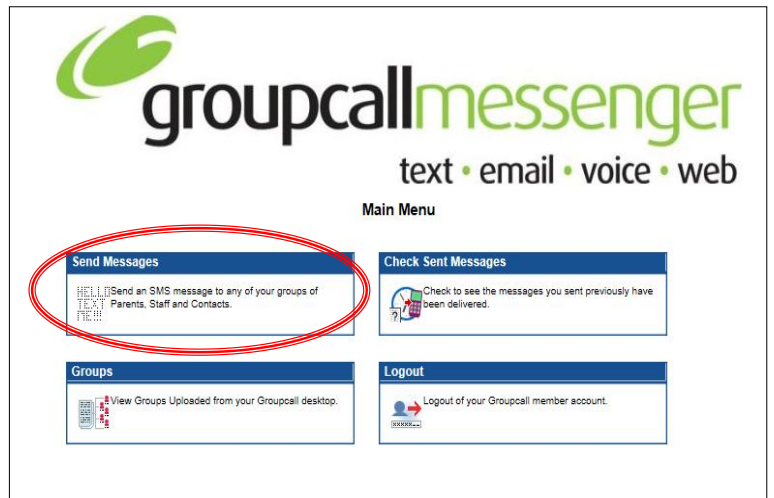
Username:

Hint: If you have forgotten your Username or Password, send an email to support@groupcall.com with the name of the school and a number you can be contacted on. A support technician will call you back to issue you the credentials.

NOTE: For security reasons the username and password **will not** be issued to you on a reply email.



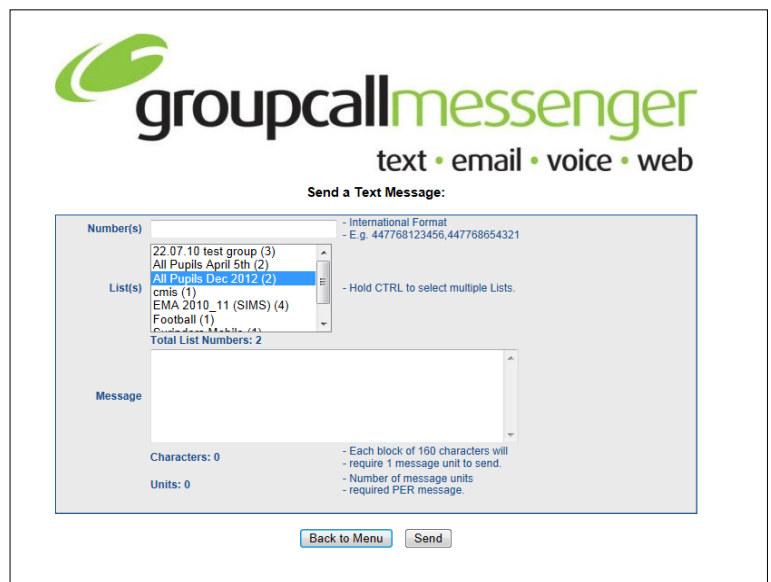
Once you have logged in, there are four options.
Click on the icon on top left hand side 'Send Messages' box to send text messages to parents.



The Lists should show the Groups that have been uploaded from the Groupcall system in school.

Select the Group that you want to send the message to (if you want to send to more than one group, hold down the Shift key).

Type the message (including the Schools Name) in the Message box. Hit Send when your message is ready and it will be delivered to everyone in the selected List Group). The **Message Queued for Delivery** screen will appear. You can now Click "Back to Menu" and "[Check Sent Messages](#)" or "[Logout](#)". Finally, close the Internet Explorer.



Note: Messages sent via Groupcall remote Messenger will not appear within the message analyser option within school.



Top Tips to successfully communicate school closures.

To help you inform your parents and staff of future school closures we have compiled our Top Tips to ensure that these circumstances are successfully communicated.

- **Know your remote messaging username and password, and how to contact parents & staff from outside of school.** Contact the Groupcall office on 0208 502 7344 to confirm your login details (these are different from your regular Messenger password).
- **Check that your contacts are published to our remote website.** You should ensure that an up-to-date group of your pupils and contacts has been published from the desktop version of Messenger within school. *Please note that you must publish all groups that you want to appear on the website simultaneously. E.g. publish pupil and staff contacts at the same time.*
- **Plan in advance.** If adverse weather is forecast for your area, ensure that someone is nominated to send a message. Be prepared to send the message from home as soon as you can. *To ensure messages reach contacts in a good time we recommend sending these before 7am.*
- **Communicate delays.** Due to increase message volume being sent across the mobile phone networks, communications sent to the whole school on days when there are circumstances such as snow, may result in messages taking longer to reach the recipient than usual.

This increased traffic can also mean that the message delivery receipts in Groupcall's message analyser take longer to update, resulting in messages showing as "in transit" even though they have reached the recipient.

- **Include your school name.** Messages sent through the remote Messenger website do not currently include the name of the school. We advise that you include your school name in texts sent through the website, to enable recipients to identify which school the communication is from.
- **Time-stamp messages.** As messages may take slightly longer to be delivered, we recommend that you put a time at the end of the text e.g. "School will be closed today. Message sent at 06.12am".