



# Groupcall Fact Sheet 112

## Where Contact Details are taken from in G2

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### Groupcall will use the three key number sections in G2

Number details are taken from the "Student Details – Pupil and Family" section and assuming that the parental responsibility box has been checked, the Emergency priority order is then read, and the highest priority user details will be used

- The Home telephone numbers are taken from "Student Details – Pupil", the location field is labelled "Home 1" and/or "Home2" from within the Personal section. This is used for Voice calls only.
- Work Numbers are taken from "Family - Parent/Guardian", the location field is labelled "Number", from within the 'Notes' section. This is used for Voice calls only.
- Mobile Numbers are taken from "Family - Parent/Guardian", the location field is labelled "Mobile". This can be used for SMS and Voice calls.
- If there are multiple priority contacts; Mother, Father, Other Family Member/Relative, Groupcall will select the contact with the highest priority order with Parental Responsibility and Emergency first. (Priority order takes the form, 1, 2, 3 etc)
- All numbers are used for Voice calls, but for text calls only one number is used. The system applies the following rules to choose which number:-
  - If there is only one mobile number, Groupcall will use it.
  - If there are two numbers, it will use the one which has the highest priority order.
  - If there are two numbers and both have the same priority order, Groupcall will select the contact details that appear at the top of the 'Pupil Contacts' contact screen list.

### Groupcall will also use the following Email address section in Integris

Email address details will again be selected from the "Family - Parent/Guardian" the location field is labelled "E-Mail".

Similar rules will be applied to email addresses as are applied to the selection criteria for mobile phones.



### Location of Fields within G2

The screenshot displays the 'Edit Student Family Group - Known Andrew Adams' interface. The left sidebar contains a 'Modules' menu with 'General' selected and 'Student Details' highlighted. The main area shows a form for contact information. The 'Emergency Ranking' field is highlighted with a red box, showing a value of '1'. The 'Adm've Area' section contains contact details for Home Tel 1, Home Tel 2, Home Fax, Mobile, Work, and Email, all of which are also highlighted with a red box. Below the form is a table for 'Other Contact Numbers' with columns for Type, Number, Location, and Notes. The bottom of the interface shows the user 'GC\_USER1 GC\_USER1' at 'G2 School' and the 'integrity' logo.