



Tel:
020 8502 7344

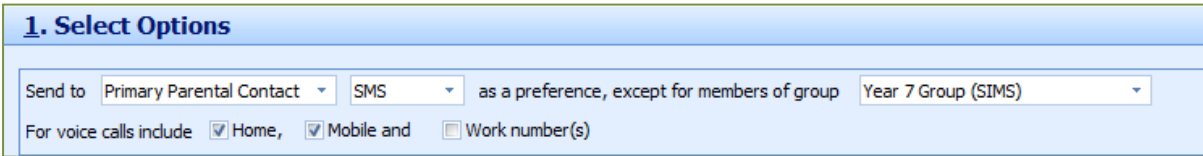
Fax:
020 8498 1099

Email:
support@groupcall.com

Website:
www.groupcall.co.uk

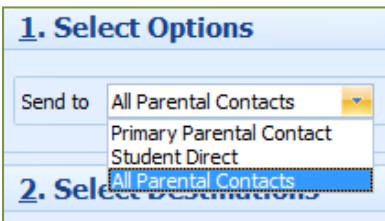
FACTSHEET SMS MESSAGES

ROUTING OPTIONS



The following elements are combined to decide how a message is routed and what contact numbers are used.

Contact Preference - Messenger can now send messages to **All Parental Contacts** and **Students Direct**, not just **Primary Parental Contacts**. This option is available from the first drop down box in the top section.

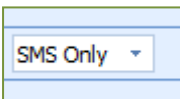


Primary Parental Contact: Send messages to priority one contacts.

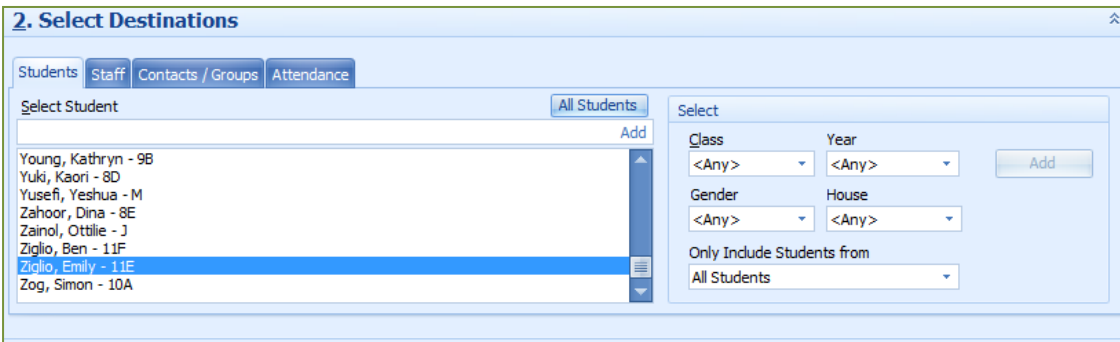
Student Direct: Send messages directly to students.

All Parental Contacts: Send messages to all contacts.

Message Type - This should be set as **SMS Only**.



SELECT RECIPIENTS



The following group tabs are available for the system to populate and send GroupCall messages too.

Student Search - List of students from the MIS system.

Staff Search - List of staff from the MIS system.

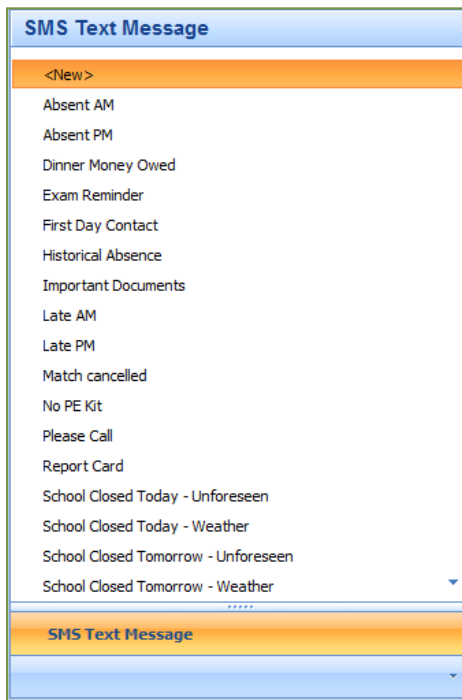
Contacts/Groups - List of manual added contacts and created groups.

SENDING THE SMS MESSAGE

Once the recipients list has been created, the next step is to prepare the message that will be sent to the attached recipient list. Hit the **Next** button along the bottom right of this section to proceed to the message editor screen.

4. Next >>

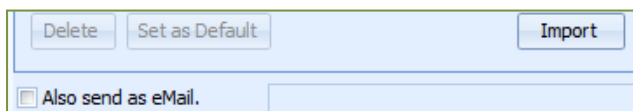
The left panel displays the preset/saved message templates that can be used to automatically fill the message summary panel. The range for this should cover most standard/frequent used messages. Extra templates can be created and stored to the current list.



Tip: Schools can modify and save changes to the current templates; this can be done by selecting the template from the list and modifying the changes on the right **Summary** panel.

All changes will need to be saved by clicking on the **Save Template As** button.

The bottom of this section has additional options for the message templates.



Delete - Any selected templates selected will be removed from the templates list.

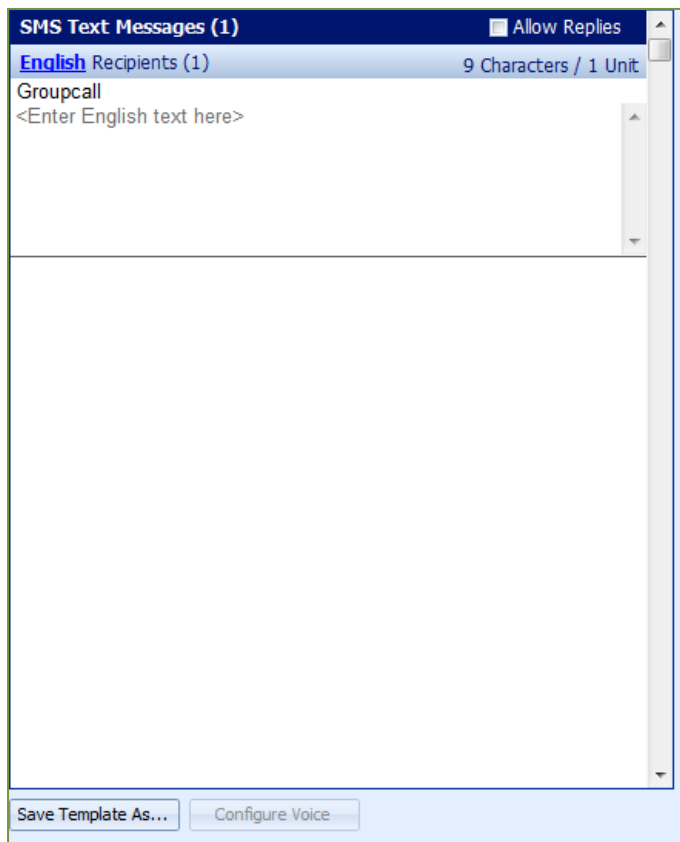
Set as Default - Any selected template will become the default selected template when entering the message editor screen for this message type.

Import - Select and import any new/updated pre-defined message templates.

Also send as eMail - This option will attempt to also send the SMS message as an email to all attached recipients. For any contact's missing an email address will not send successfully. This will also require an email address to be entered for the email to be sent from. This should automatically generate but can be modified. The option to not receive is available by adding the address **donotreply@**"enter your school email details"

Note this must be a fully qualified address from a "real" domain.

The right panel displays the message content. This links in with the left hand panel explained on page 3. This section is for typing out the message and to view/edit any pre-defined messages, which are selected from the left hand panel.

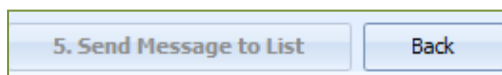


Note: If the option to allow incoming text is enabled, the **allow replies** tick box will need to be checked for a reply option to be available for the recipient.

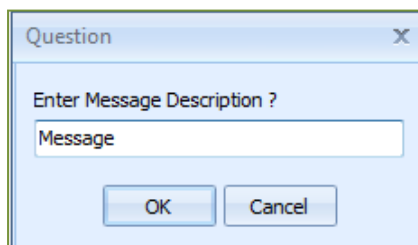
Tip: Any changes that need to be saved for messages or modifications, click the **Save Template As** button, location at the bottom of this section.

Note this works in the same method as normal text messaging, any message over 159 characters will send over one message (displayed as units in the top right hand side next to characters) This will turn red if a message goes over one page.

On completion, to send the composed message, simply click **Send Message to List**. The option to go back to the previous recipients screen is also available.



To send a message, it will require a Message Description. When complete, click OK.



A confirmation in the transition status will state if the message has been sent correctly.