

Connect > Communication

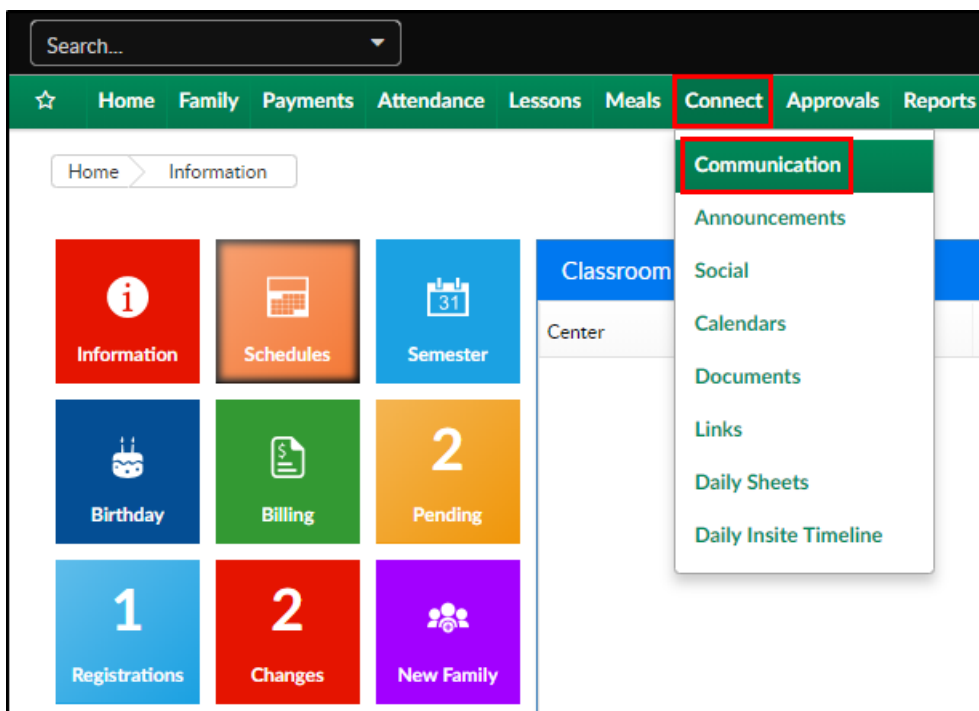
Last Modified on 09/14/2023 3:11 pm EDT

The Communication screen acts as the hub for sending notifications to parents from the admin side. On this screen, users can send emails, text messages* and phone calls*.


*Additional fees apply via Twilio.

Sending a Message

1. From the Connect menu, select Communication




2. Click the Search Criteria button
3. Select search criteria in the Find box. The selected criteria will determine which families will receive the message/call


Find 

Center

Select a Center

- DCW - Transactional
- DCW Transactional- CENTER 1
- DCW Transactional- CENTER 2


Semester  Select a Semester


Category  Select a Category


Room/Program


Select a Room

- DCW Transactional- CENTER 1 - *Cafeteria*
- DCW Transactional- CENTER 1 - *TEST CAMP
- DCW Transactional- CENTER 1 - *TEST CAMP FO REAL

Status  Active Children with Current Sch

Reporting Group  Select a Reporting Group








Grade  --

 Find

4. Click Find

5. Complete the Compose section

- The list of families meeting the search criteria will appear in the table. Select each family to send a message/call to

* To (Check Names)					
<input type="checkbox"/>	Name	Center Name	Email (7)	Text Message (0)	Phone Call (0)
<input checked="" type="checkbox"/>	Baggins, bob	DCW Transactional- CENTER 1			
<input type="checkbox"/>	Brave, King Fergus	DCW Transactional- CENTER 1			
<input type="checkbox"/>	Brave, Queen Elinor	DCW Transactional- CENTER 1			
<input checked="" type="checkbox"/>	Doolittle, Henry	DCW Transactional- CENTER 1			
<input checked="" type="checkbox"/>	Doolittle, Mary	DCW Transactional- CENTER 1			
<input type="checkbox"/>	Frozen, King	DCW Transactional- CENTER 1			
<input checked="" type="checkbox"/>	Miller, Steve	DCW Transactional- CENTER 1			

- Choose the Communication Type (Email, Text Message, Phone)
- Select Email a copy to a sender - send a copy of the email to the logged in user sending the email
- Template - if sending from a [template](#), select the template from the drop-down
- Content Type - select the content type
 - Plain - use this option for text only
 - HTML - use HTML for formatting options and when using images
- Subject - enter the subject of the message
- Message Body - enter the body of the message

6. Attachment for Email

- Attach Year End Tax - select this option to attach a year-end tax statement for the selected users
- Tax Year - select the tax year to send the year-end statement
- Choose File - click choose file to upload a file to the message
 - Attach Another File - to attach more than 1 file, click the attach another file button

7. Click Send

8. A confirmation popup will appear when all communications have been sent. Click Close Window to continue

Communication Sent Report

Emails

Parent Name	Email	Status
King Fergus Brave	test@cirrusgroup.com	Success
Queen Elinor Brave	test1@cirrusgroup.com	Success
Henry Doolittle	doolittle@cirrusgroup.com	Success

Finished. Email sent to 3 of 3 recipients: 0 errors found.

Close Window

9. The message detail will display

Email Detail

Sender
System

Subject
Registration Received

Body

Thank you for registering for an enrichment program with SchoolCare Works!

Enrollment:
Frozen, Elsa
 DCW Transactional- Center 1 Learn to Draw, Fall Session - School Age Enrichment Programs - 17-18 Enrichment
 Requested Begin Date: 09/11/2017
 Days: T_____ Cost: 45.00

Payment Received

Total Paid: 0.00

Recipients (1)

First Name	Last Name	Email	Sent Status
Queen	Frozen	kgass@cirrusgroup.com	Sent

Export options: [CSV](#) | [Excel](#) | [XML](#)

Shortcuts

There is an option to view and use shortcuts within the system to personalize the messages. Below are the current shortcuts:

- @CompanyName
 - @FamilyName
 - @FamilyID
 - @CenterName
 - @CenterAddress1
 - @CenterAddress2
 - @CenterCity
 - @CenterState
 - @CenterZip
 - @CenterPhone
 - @CenterContactName
 - @CenterContactEmail
 - @CenterEmail
 - @CenterArCollectporEmail
 - @CenterArSpecialistEmail
 - @CenterArInboxEmail
 - @CenterDirectorName
 - @AmountOwed
 - @PortalURL
 - @CompanyID
 - @AccountID
 - @ParentFullName
 - @ParentEmail
 - @ParentPhone
 - @Username
 - @ParentPinNumber
 - @Alt1
 - @Alt2
 - @Alt3
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