

# Messenger v5 User Guide

## Messenger v5 User Guide Contents

- What is Messenger v5?
- Messenger v5 Access
- Introduction
- Getting Started in Messenger v5
- Welcome Screen
- Composing Messages
- Select Contacts
- Message Costing Summary
- Creating Messenger v5 Groups
- Deleting Messenger v5 Groups
- Contact Method – ‘Send To:’
- Message Frequency
- Mv5 Address Book
- Edit Contact Details
- Linked Contacts
- Dynamic Groups
- Attendance Searching
- Detention Alerting
- Create Message
- Message Formats – ‘Send Via:’
- Message Types
- Using Tokens
- Multi-language Support for SMS and Email
- Twitter Integration...when sending messages
- Time Saving in Messenger v5
- Preview Message
- Sending Messages
- Message Authorisation
- Message Count PIN
- History & Response Centre
- Incoming Messages
- Incoming Messages Conversation View
- Tools Menu
- User Preferences Settings
- Change Password
- Release Note
- Next Steps...
- ...And Finally

## What is Messenger v5?

Groupcall Messenger v5 provides an easy-to-use solution for parental communications. The system gives schools the ability to send text messages (SMS), emails and automated voice calls to the mobile phones and landlines of parents, staff and key contacts.

## Messenger v5 Access

To access Messenger v5 please visit;  
[m5.groupcall.com](http://m5.groupcall.com)

## Introduction

This user guide is intended to provide users with all the information they need to select recipients, compose a message and then send the message; it also looks at analysing the responses.

## Getting Started in Messenger v5

Groupcall Messenger v5 is a web-based system, so you first need to ensure your computer is connected to the Internet.

Navigate to the following URL and enter your Messenger v5 username and password.  
m5.groupcall.com

Your login credentials were either provided by Groupcall in the case of the Main Account Holder, or they would have been set-up by your School administrator. Please speak to that person before contacting support if you do not know your username.

## Welcome Screen

Messenger v5 is very simple and intuitive to use, there are several main components to the system which you will see listed on the Messenger v5 welcome screen.

### Send Messages;

- selecting recipients
- composing the message
- sending the message.

### Incoming;

Easily view replies and incoming texts sent to the school account.

### Message History;

Viewing messages sent and responses received.

### Authorise;

Allow messages to be sent that have been composed by colleagues without the authority to send messages.

### Admin;

- Managing Users
- Uploading Data and User Preferences
- Manage Contacts.

Please note: The exact combination of items you see on the welcome screen may vary and are dependent on your individual accounts' user roles and settings.

At the top of every page in Messenger v5, you will see a Header Toolbar giving you access to the various areas of the system; exactly which options you have will depend on the user roles assigned to your account.



The Welcome Screen can be accessed at anytime from within Messenger v5's various pages by clicking the green Groupcall Messenger logo on the left of the Header Toolbar.



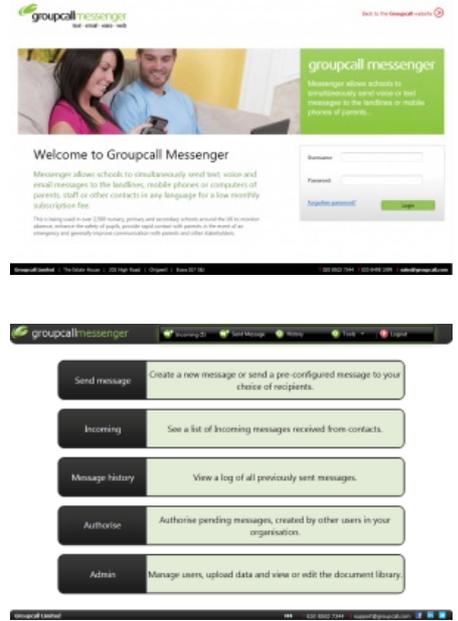
## Composing Messages

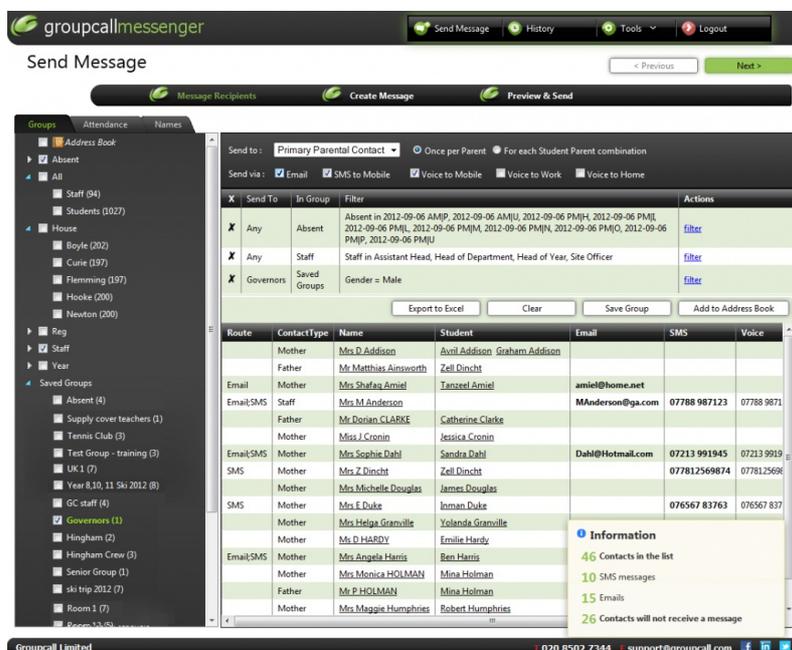
To start sending messages, click either the main "Send Message" button on the welcome screen or choose "Send Message" from the header toolbar, near the top right of the screen.



## Select Contacts

Once you are in the 'Send Messages' area of Messenger v5, your contacts will be displayed on the left hand side of the screen under the "Groups" tab. The group structure is dynamic and what you see will depend on how your contacts have been synced from the MIS.





Recipients can be selected in any combination of the following methods;

- Click the arrow next to a Group field to expand the tree and select the group required and/or;
- Select a Contact or Group from within the address book and/or;
- Click the "Names" tab and search by name.

Your contact selection can be further refined using Filters;

Accessed by the blue hyperlink in the 'Actions' column, filters are used to refine the selection further. Filters are dynamic and will only display the options available in your database.

Any filters active will be displayed in the filters column.

If you then wish to add more recipients from other groups you can do so by clicking on another group and again apply filters as you wish.

## Message Costing Summary

When selecting contacts, you will see a pop up window displaying an approximate cost for the message(s) being sent. This is based on the message formats selected, the number of contacts (including message frequency) and the chosen message priority. You will see a new pop-up summary every time you change a contact selection option – i.e. if you choose a new group, the summary will re-calculate and adjust to the larger/smaller contact list accordingly.

Please Note: The costings used are approximate and may differ based on your subscription; they are provided to give an indication of cost only and should not be taken as 100% accurate. The summary only shows SMS units and voice minutes as emails incur no charge. For more information on the costs per SMS/voice minute please contact us.

**Information**

**187 Contacts in the list**

**187 SMS messages**

---

Approximate costs

**SMS: £6.54**

## Creating Messenger v5 Groups

From within Messenger v5 you can create your own groups outside of those created dynamically from your source data, allowing you to customise the filtering and add additional contacts as required. Once created, your new group will be displayed in the 'Send Message' screen along with the dynamic groups.

To create a Group;

Select the appropriate contacts from your database using the steps outlined above in the 'Select Contacts' section.

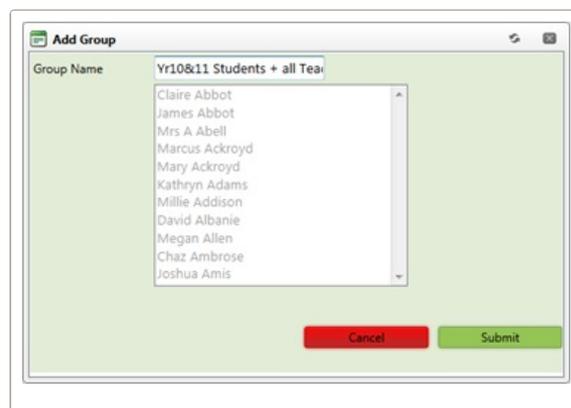
Click 'Save Group' from below list of contact selection criteria in the centre pane.

In the pop-up window, give the Messenger v5 Group a unique and relevant name.

We recommend you include filtering and group criteria to make this easy to use in future. The example shown could be called "Yr10&11 Students + all Teaching Staff"

Click Submit.

You will then see your new group appear at the bottom of the groups list on the left side of the main screen, showing the total number of contacts within that group. This group will now be available for future use.



## Deleting Messenger v5 Groups

To delete saved groups (i.e. those groups created within Messenger v5, outside of those created dynamically from your MISdata);

Locate the appropriate group from your 'Saved Groups' section

On the left hand side of the 'Send Message' screen, where you see group names and a bracketed number showing the total number of contacts within that group

Right click the group you want to remove from Messenger

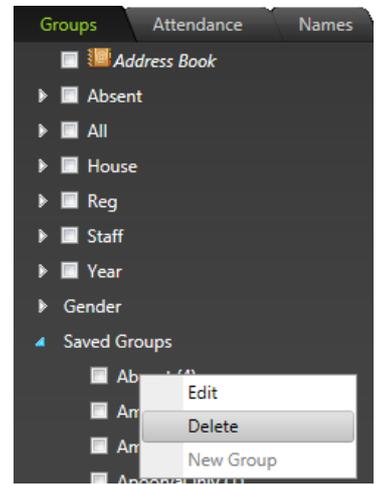
Select 'Delete' from the drop down list

If you don't see 'Delete' as an option, then your account does not have the correct role associated with it. You need to have the 'editGroup' role enabled on your account

A confirmation window will pop-up ensuring you only delete the group as intended. Check the group name and select OK as appropriate. If you have selected the wrong group simply press cancel and repeat steps 1 – 4!

Repeat, for any additional groups that you need to be deleted.

You will then see that the group has disappeared from the list of the saved groups, indicating that it has been successfully removed.



## Contact Method – 'Send To:'

Messenger v5 provides you with the ability to easily choose the method and the contacts to whom messages will be sent. You can elect to send the messages to different types of contact held within the system, based on your intended audience;

### Primary Parental Contact

Send messages to priority 1 contacts only. The priority level is dictated by the settings in the MIS.

### Student Direct

Send messages directly to students (where relevant contact information exists).

You could use this option for emails only to email students with e.g. Homework information.

### All Parental Contacts

Send messages to both primary and additional parental contacts.

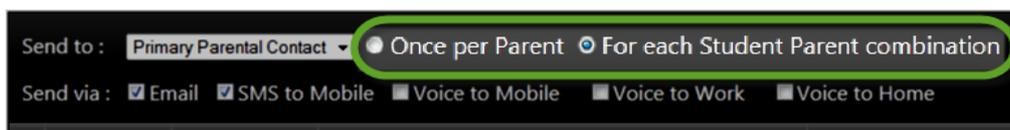
### All

Send message(s) to all parental and student contacts associated with a student's record, i.e. to the Student Direct and any parent(s) linked to their record.

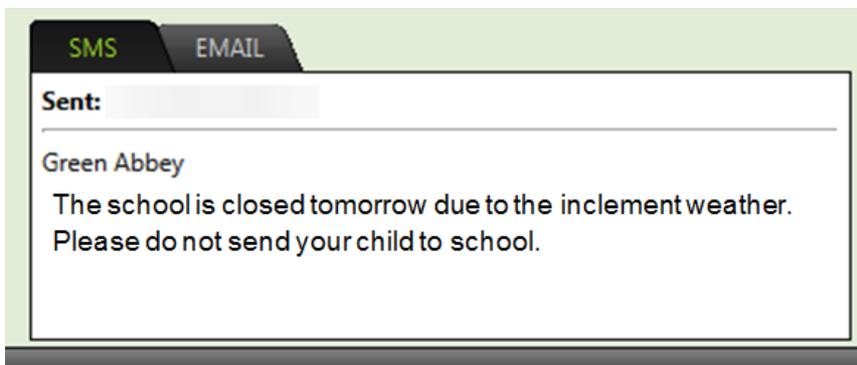
Simply select the method suited to your needs from the dropdown list above the contact selection criteria.

## Message Frequency

Messenger v5 allows you to control how many times an individual contact receives a message;

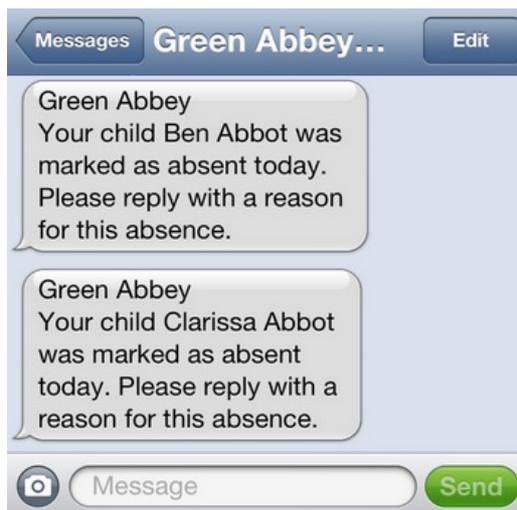


If you are sending a whole school message, you may not wish parents with multiple children to get the same broadcast message more than once. You would therefore select 'Once per Parent' for this type of message so that each family get the message once only.



If you are sending a personalised message, you want each contact to receive 1 message per child so any personalisation information is correct. You would therefore select the 'For each Student Parent combination' for personalised messages.

It is imperative, when sending a detention message, that you select "For each Student Parent combination" as the message frequency.



You can control the frequency with which a contact receives a message using either the 'Once per parent' or 'For each Student Parent combination' the setting on the 'Message Recipients' selection screen.

### Mv5 Address Book

Used for adding recipients who are not and should not otherwise be included in your source database. They are normally used for additional people who you may need to keep informed in the case of an emergency or updated in general, but are not usually a direct part of your school. Contacts who join the organisation and therefore would be part of your normal database, should be added at the data source (e.g. the MIS) and automatically updated through the integration schedule.

It is essential to keep data in the correct location to prevent it becoming unmanaged or out of date. An example of this may be Governors.

For external governors you should add them to the address book in Messenger v5, as they have no natural 'home' in the MIS (e.g. they are not a member of staff as such), but you may like to text or email them alongside other contacts. A Staff Governor however would reside in the MIS as they are a member of staff therein (Parent Governors also are covered by this category as they would be linked with their child). You would then simply create a Governor's group allowing you to select all governors together, regardless of where their data resides.

To add a contact who would not normally be included in your organisation's contact database;

Click 'Add to Address Book' on the main 'send message' screen.

In the boxes, complete all the details you have for the new contact.

Forename and Surname are compulsory fields.

Click 'Add to Address Book'.

### Edit Contact Details

To edit details for contacts which have been added within Messenger v5 and exist only in the Messenger v5 address Book, simply click on the contact name wherever you see it underlined. You will then see their contact record, along with some historic message information, where you will be able to edit or add numbers as required.

To edit details for contacts from your source database, you must amend the information in your source database, not within Messenger v5.

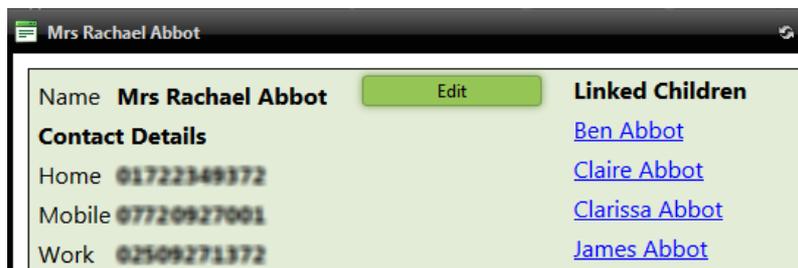
#### ShowExceptions

There is a minor exception to the rule about editing data only at the source. For example, if a parent has informed you that morning that they have changed their number and then you send a message later in the day, but have not yet updated the MIS (or the overnight sync has not taken place since you amended the MIS), you can amend the contact record in Messenger v5 so that the message you send is received on their new phone number. It is

essential however that the number is also subsequently updated in the MIS as the next time the data is synced, any changes in Messenger v5 will be overwritten. If this is the case, you can temporarily edit the data by clicking the contact name within Messenger v5.

## Linked Contacts

Messenger v5 shows linked relationships between contacts for ease of accessing family members. These relationships are read from the schools MIS. This information can be accessed by clicking on a hyper-linked contact name (i.e. a name underlined and in blue text).



In the example above, the MIS records that Rachael is a parent of Ben, Claire, Clarissa & James. Clicking on any of the linked children, takes you to their contact information and will show a list of any linked relations. In the below example you can see that Francis Abbot is also linked to Ben. 'Siblings' do not show in each others details, only in those of an adult.



## Dynamic Groups

In addition to the groups from your MIS, Messenger v5 has a number of dynamic groups that are selected based on advanced filtering to take advantage of information recorded in the MIS that changes from day-to-day (or even hour to hour!).

Attendance Groups;

Groups of pupils based on their attendance marks over a specific date range (e.g. Students absent from morning registration 'today').

Detention Groups;

Groups of pupils that have a detention recorded in SIMS for the purposes of alerting parents that their child has a detention and the date of that detention.

All other groups in Messenger v5 are created from either;

Hard-coded information in the MIS that changes less frequently (e.g. Registration group that would only change annually) or is unlikely to change (e.g. Gender) or,

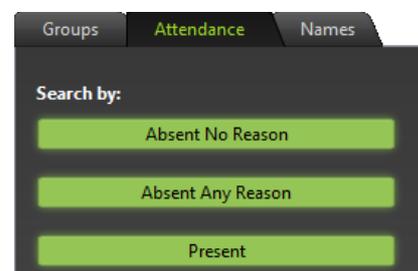
Manual Groups created directly in Messenger v5 (e.g. Governors – please see this information concerning Governor groups).

## Attendance Searching

Messenger v5 integrates with your school MIS to produce details of those pupils who have been marked as absent as well as allowing students to be selected based on their attendance marks. Messenger v5 even provides the ability to select attendance marks over a specific date range. You can select from predefined sets of criteria grouped as 'Quick Access Attendance Search' buttons;

- Absent No Reason,
- Absent Any Reason,
- Present,
- First Day Absence.

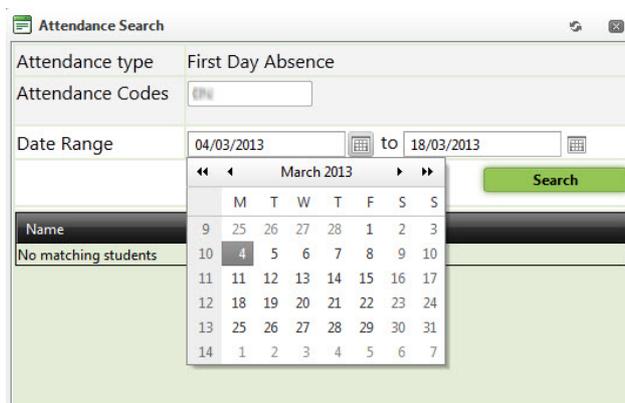
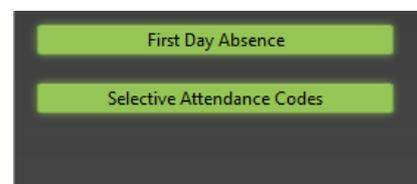
You may also wish to select to search on a combination of attendance codes using the Selective Attendance Codes option when you need greater control over criteria.



The steps to use the Attendance tab are;

Click on the desired 'Quick Access Attendance Search' green button (e.g. Absent No Reason, First Day Absence etc) or the 'Selective Attendance Codes' button.

In the pop-up window, the date range will automatically be populated dependent on the option you choose (see below for more information relating to each option).



Name	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
No matching students		4																					

This default selection can be modified as required by selecting a date from the calendar icon.

For 'today' only, the start and end date both need to be entered as the current date.

Pressing 'Search' will return the corresponding students who will be added to the message recipient list. By pressing 'Select & Continue' this will now enable you to send a message to these recipients and make use of the tokens to send a personalised message.

To see more detail for each criteria, please click on the links below;

#### Absent No Reason

The 'Absent No Reason' selection is automatically populated with '0' and 'N' and is designed to be used to contact parents to collect explanations for absence when none have been entered in the MIS.

From the Attendance Tab, select 'Absent No Reason'.

Should you wish to search for additional codes, make use of the 'Selective Attendance Codes' option. This allows you to include codes that statistically mean present.

The date range will automatically be populated,

With 'today's' date in both the start and end ranges.

#### Absent Any Reason

The 'Absent Any Reason' selection is automatically populated with a selection of codes that have a statistical meaning of 'Absent Unauthorised' or 'Absent Authorised'.

In real terms this will show all students that were not in school during the date range you selected, for example;

Excluded Students (E),

Students making a Religious Observance (R),

Ill students (I),

Students that arrived Late after registers closed (U).

It does not include students that have a statistical meaning of 'Approved Education Activity' such as;

Educated off site (B),

Dual Registration (D).

Please note the statistical meanings are set by the DfES; if you wish to customise the list of codes searched, please use the 'Selective Attendance Codes' search.

From the Attendance Tab, select 'Absent Any Reason'.

The list of codes will vary dependent on the MISin use and the method of data upload.

The date range will automatically be populated,

With 'today's' date in both the start and end ranges.

#### Present

The 'Present' selection is automatically populated with a selection of codes that have a statistical meaning of 'Present'.

In real terms, this will show all students that were in school during the date range you selected, for example;

Present (/ \ )

Late before registers closed (L).

It does not include students that have a statistical meaning of 'Approved Education Activity' such as;

- Educated off site (B)
- Dual Registration (D).

Please note the statistical meanings are set by the DfES; if you wish to customise the list of codes searched, please use the 'Selective Attendance Codes' search.

From the Attendance Tab, select 'Present'.

The list of codes will vary dependent on the MISin use and the method of data upload.

Should you wish to search for additional codes, make use of the 'Selective Attendance Codes' option. This allows you to include codes that statistically mean absent also.

The date range will automatically be populated,

With 'today's' date in both the start and end ranges.

#### First Day Absence

The 'First Day Absence' selection is automatically populated with 'K' and 'N' but has an additional clause in the search that only returns students whose first day of absence is the date shown in the end date – by default this is 'today'.

This search has been designed to group together all students who are absent for the first time today so that you can message parents on the day the absence begins. It therefore excludes any student who was absent 'yesterday' as well as 'today' as it would be assumed the student who was absent for the first time 'yesterday' was messaged 'yesterday' and you would not use this search to message them again 'today'.

Please note the search criteria is built in to the platform; if you wish to customise the list of codes searched, please use the 'Selective Attendance Codes' search.

From the Attendance Tab, select 'First Day Absence'.

Should you wish to search for additional codes, make use of the 'Selective Attendance Codes' option. This allows you to also include codes that statistically mean present.

The date range will automatically be populated,

From the beginning of the week immediately finished, to today.

You can change the date range, but be aware that you should always have a range of at least 1 week prior to the desired end date. This is so that the search can take into account the duration of an absence and ascertain if 'today' is the first day of absence.

#### Selective Attendance Codes

This search gives you greater control over the attendance searching when the 'Quick Access Attendance Searches' are not quite what you need.

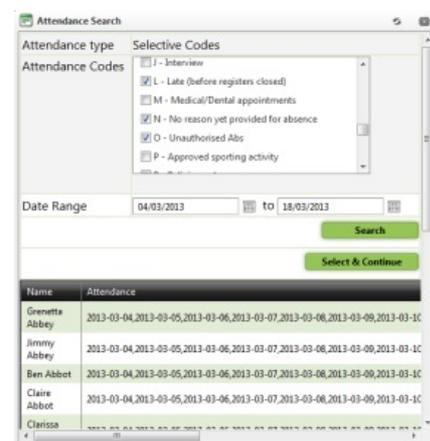
From the Attendance Tab, select 'Selective Attendance Codes'.

The date range will automatically be populated,

With 'today's' date in both the start and end ranges.

You can change one or both dates to build a custom range of dates.

Any combination of individual marks can be selected, simply by placing a check against the corresponding mark and specifying an appropriate date range.



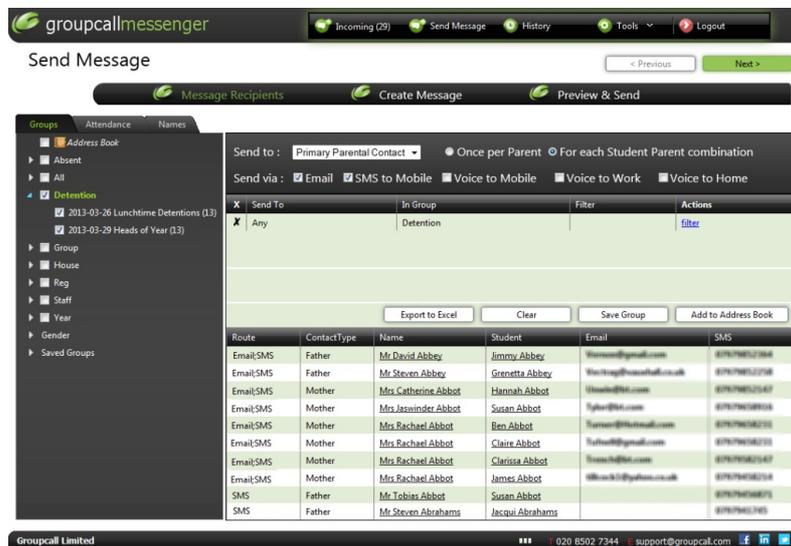
#### Detention Alerting

\*SIMS is the only MIS to support detention recording therefore it is the only MIS that can make use of this feature.

If any other MISs add detention recording, Groupcall will assess feasibility to include this feature in Messenger v5 for that MIS. Please contact sales@groupcall.com if you have a case for a non-SIMS MIS to use detention alerting.

Messenger v5 has the ability to search SIMS\* for students that have an instance of detention in a given date range and create groups based on the date of that detention.

You can then send a message with that date to each student's parent/guardian.



To send a detention message;

From the 'Send Message' screen click on the small arrow next to 'Detention' on the left hand side.

If there is no 'Detention' group listed on the left hand side, this means that either you are not using SIMS or that there are no detention records occurring in SIMS in the next 7 days.

You will then see an expanded list of groups.

Simply tick the box next to 'Detention' to select all sub-groups, or tick/untick individual sub-groups to suit your needs.

Above the list of contacts you need to select the category of recipient, the message formats, the contact method and the message frequency.

It is imperative, when sending a detention message, that you select "For each Student Parent combination" as the message frequency.

If a parent has multiple children in school that receive detention, they need to receive one message per student with the student's name and the date of their detention.

If the student receives detention on multiple days, their parent needs to get 1 message per date with the date of each detention individually.

Email;SMS	Mother	<a href="#">Mrs Rachael Abbot</a>	<a href="#">Ben Abbot</a>
Email;SMS	Mother	<a href="#">Mrs Rachael Abbot</a>	<a href="#">Claire Abbot</a>
Email;SMS	Mother	<a href="#">Mrs Rachael Abbot</a>	<a href="#">Clarissa Abbot</a>
Email;SMS	Mother	<a href="#">Mrs Rachael Abbot</a>	<a href="#">James Abbot</a>
SMS	Father	<a href="#">Mr David Abbey</a>	<a href="#">Jimmy Abbey</a>
SMS	Father	<a href="#">Mr Steven Abrahams</a>	<a href="#">Jacqui Abrahams</a>

In the above example;

Rachael Abbot should receive 4 messages; one for each of her children.

David Abbey should receive 2 messages; Jimmy is in detention twice in the next week.

Steven Abrahams should receive 1 message; Jacqui has no siblings and she is in detention only once.

If the option to send messages "Once per Parent" were selected;

Rachael Abbot would receive 1 message; one for Ben as he is alphabetically 1st in the database.

She would not know that Claire, Clarissa and James had detention too and so would wonder why they had not come home on time.

David Abbey would receive 1 message; telling him about 1 of Jimmy's detentions.

He would wonder why he came home late on the second occasion.

Steven Abrahams would receive 1 message; Jacqui has no siblings and she is in detention only once.

In this instance Steven would be unaffected by the "Once per Parent" option, but the others would suffer.



Send to:   Once per Parent  For each Student Parent combination

Send via:  Email  SMS to Mobile  Voice to Mobile  Voice to Work  Voice to Home

X	Send To	In Group	Filter	Actions
X	Any	Detention	Year in Year10, Year11, Year12, Year13	<a href="#">filter</a>

Finally, filter the groups if you need to and continue with your message composition as normal. The token \$Student Detention Date\$ will allow you to compose suitable messages to inform parents of the date of their child's detention.

Header Green Abbey School

Dear \$Name\$, \$StudentForename\$ has after school detention on \$Student Detention Date\$. \$He|She\$ will finish school at 16:30.

SMS  
Dear Rachael, Ben has after school detention on 26-03-2013. He will finish

SMS  
Dear Rachael, Claire has after school detention on 26-03-2013. She will

SMS  
Dear Rachael, Clarissa has after school detention on 29-03-2013. She will finish school at 16:30.

## Create Message

### Basic steps

Once you have selected your distribution list, chosen the contact method, selected the message frequency and chosen the message formats, you can now begin to create your message(s).

groupcallmessenger

Send Message

Select Message Type: Broadcast

Message Library

- brindley house
- chess club
- Doctor Doctor
- early closing
- EdExcel Test
- snow closure
- ▶ Absent
- ▶ School Closed
- ▶ Standard
- ▶ test messages

SMS (13) Voice (79) Email (90) Tweet

Header Green Abbey

Message contains approx. 12 characters

Translate Message:

Select Message Type from the 3 types of Messages available.

Enter message text, taking note of SMS character limits where appropriate.

i – For each message format (SMS, Email, Voice etc). Any active formats will be identified by a bracketed number showing the number of available contacts for that message format. In the above example 13 SMS contacts, 79 voice contacts and 90 Email contacts will receive a message based on the selections you made in the 'Message Recipients' screen as SMS, Voice and Email were all selected. If a format was not ticked, that tab would not show a number.

ii – You can also select from the message library and then edit accordingly or enter new text.

Optionally tick the 'Translate Message' option to enable Multi Language sending of SMS and Email.

- a – In order to check the translations generated, click on 'View/Modify Translations'.
- b – Be sure to click on 'Reset Translations' if you make any changes to the message content.

Once you are happy with your message(s) select 'Next' to go to the...  
 "Preview & Send" Screen.

From here you can choose to send messages 'now' or schedule them for sending later in the day or even a date in the future! You can also send a preview to e.g. your own phone to see what the message will look like before you send it to your distribution list.

In order to help you keep below the 160 character limit for an SMS, while you are typing one of two things may happen depending on how your system has been set up:

The area will go red as a notification if you exceed 160 characters. This limit doesn't apply to email.

You will not be able to type more than 160 characters.

If you have 'Email content same as SMS' selected, then you need to un-tick this to edit the email message and allow more than 160 characters to be typed into the email message body.

## Message Formats – 'Send Via:'

### SMS

Sent to mobile phones only.

If the phone number type/location is not set as 'mobile' in the MIS, the system will not include that number in the list, even if it is the number for a mobile phone.

### Email

Sent to 'proper' email addresses in the format ID@domain.tld (e.g. jbloggs@gmail.com, jbloggs@school.sch.uk etc).

If the email is not in a valid format the system will not include that address in the list.

If the system encounters an error with an email address that is properly formatted, but is not legitimate (i.e. does not exist), the message will be sent by Messenger v5, but later rejected by the receiving domain. This is default behaviour for any email message and is not specific to Messenger v5 and is also true for any other receiving errors such as a full inbox.

### Voice

Sent to any phone number, mobile or landline, as a pre-recorded or text to speech message. You can record the message through our telephone call record service so that recipients hear a familiar human sounding voice. This process is covered in detail in our Messenger v5 Voice User Guide.

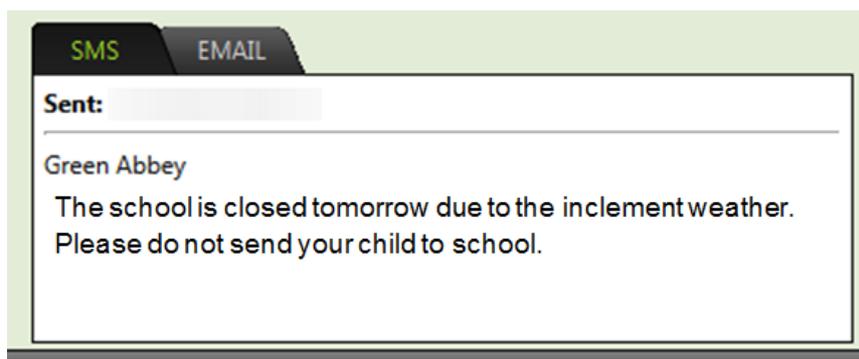
By default voice messages will be sent only to contacts that do not have a mobile phone number – i.e. if a contact has both a landline and a mobile phone number, SMS will take priority over Voice messages. However this is a customisable option in the admin area.

## Message Types

Below is a brief explanation of the 3 types of message, along with some examples of that type.

### Broadcast

Broadcast messages are simple 'push' messages. They are intended to give information that does not require a response.



## Open Responses

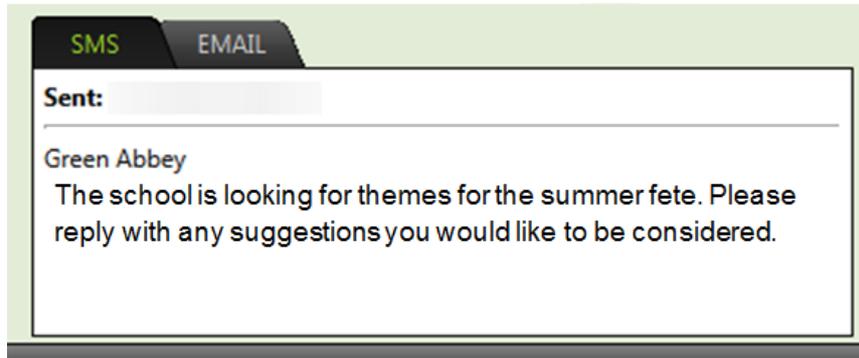
This allows your recipients to respond with free text and should be used when you require unrestricted information back from the recipient.



**SMS** EMAIL

**Sent:**

Green Abbey  
Your child, Ben Abbott, was marked with an unauthorised absence today. Please reply with a reason for this.



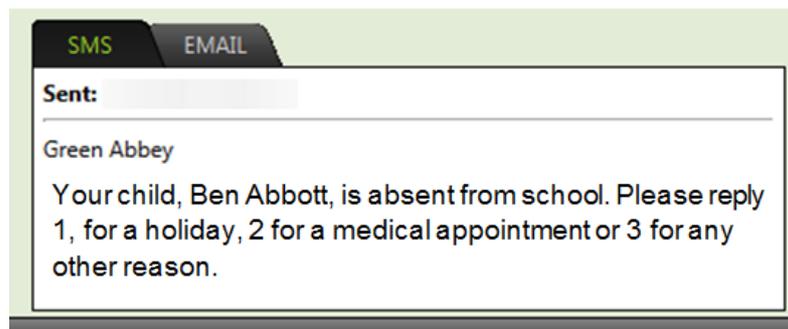
**SMS** EMAIL

**Sent:**

Green Abbey  
The school is looking for themes for the summer fete. Please reply with any suggestions you would like to be considered.

## Closed Responses

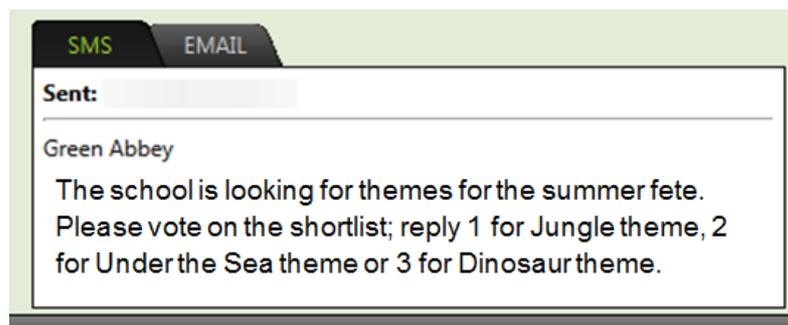
The recipient is restricted to respond with 1 of 3 specific answers and should be used when you need quick, track-able responses.



**SMS** EMAIL

**Sent:**

Green Abbey  
Your child, Ben Abbott, is absent from school. Please reply 1, for a holiday, 2 for a medical appointment or 3 for any other reason.



**SMS** EMAIL

**Sent:**

Green Abbey  
The school is looking for themes for the summer fete. Please vote on the shortlist; reply 1 for Jungle theme, 2 for Under the Sea theme or 3 for Dinosaur theme.

In order to send a closed message, some additional steps are required;

### ShowAdditional Steps

Select 'Closed Response' from the message type drop-down list.

Once the page has re-loaded you will be able to enter two to three different response options on the left hand side.

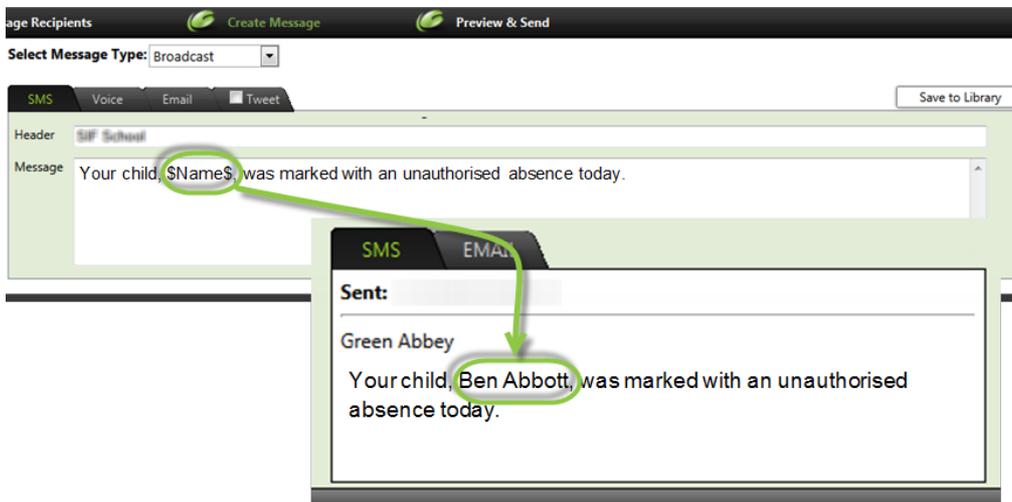
Compose your message and then right click within the Message Body to insert single options, or an options list.

Edit any subsequent message formats, such as email.

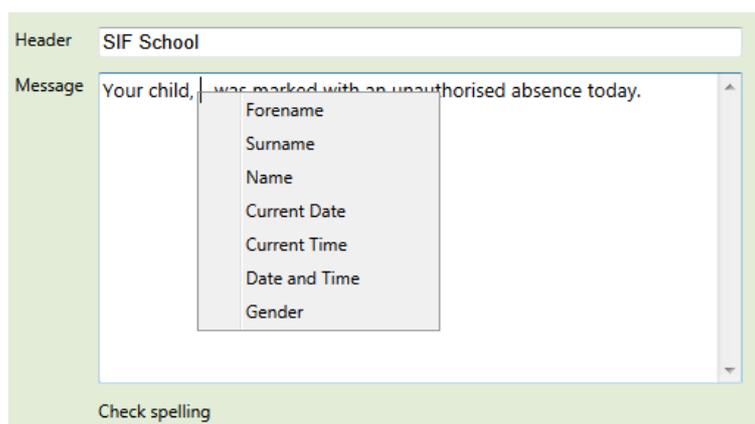


## Using Tokens

All messages created within Messenger v5 can be personalised by using 'tokens'. You can use these tokens in broadcast, open or closed response messages, using SMS, voice or email.



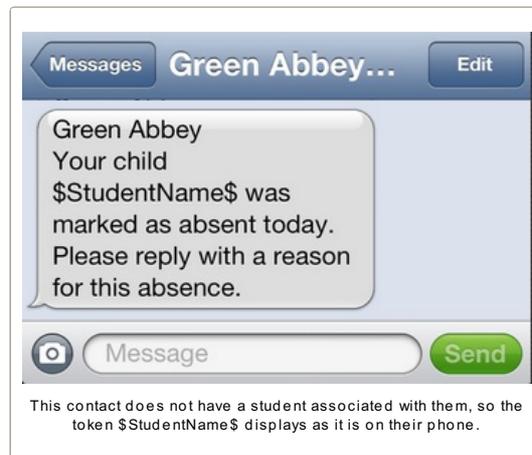
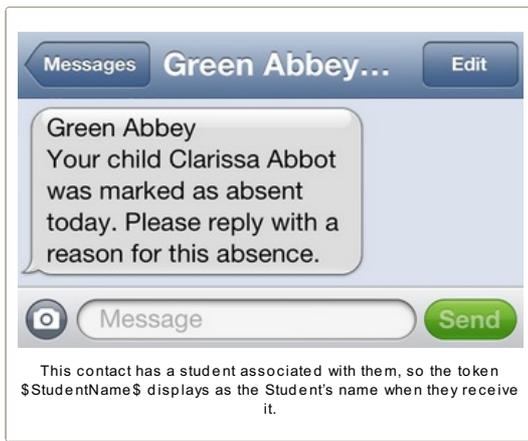
Tokens can be activated by placing your cursor in the message text where you wish the token to appear, then 'right-click' to show the list of available tokens.



The forename and surname of every contact is automatically created. Additional tokens can be added via the source data.

The tokens supported in Mv5 are shown in the table below.

Any tokens relating to a student (4 – 14 below) will only render in an outgoing message if the recipient has a student associated with them; i.e. Staff contacts and contacts saved within the Messenger v5 Address Book will, for example receive a message that says "\$StudentName\$" as opposed to "Clarissa Abbot".



### ShowToken Lists, Examples and Notes

Token Name	Token Code	Example	Notes
1. Forename	\$Forename\$	Dear Joe	Displays the First Name of the recipient
2. Surname	\$Surname\$	Dear Mr/Mrs Bloggs	Displays the Surname of the recipient.
3. Name	\$Name\$	Dear Joe Bloggs	Displays the Full Name of the recipient.
4. Student Forename	\$StudentForename\$	Marywas late.	Displays the First Name of the Student.
5. Student Surname	\$StudentSurname\$	Dear Miss/Mr Bloggs	Displays the Surname of the Student.
6. Student Name	\$StudentName\$	Your daughter, Mary Bloggs,was late.	Displays the Full Name of the Student. Will also display the Student's registration group if the "Show Registration in student names?" option is ticked in Tools > Account Settings (your Groupcall Championmay need to enable this).
7. StudentReg	\$StudentReg\$	Class 8Ahave a class trip next term.	Displays the student's registration/class group.
8. StudentYear	\$StudentYear\$	All year 8 students have sports day next week.	Displays the student's year group.
9. Student Detention Date	\$Student Detention Date\$	Your son, Mary Bloggs has detention on 17/04/2013. She will be late home.	Displays the date of a student's detention. See Detention Alertingfor more information, particularly around the use of this token when selecting 'Once per Parent' from the Message Frequencyoptions.
12. He/She	\$He She\$	Shewill need to see the head.	Assumes a gender appropriate pronoun based on student gender.
13. His/Her	\$His Her\$	HerPE kit should be clean.	Assumes a gender appropriate pronoun based on student gender.
14. Him/Her	\$Him Her\$	Please ask herto see the head.	Assumes a gender appropriate pronoun based on student gender.
15. Current Date	\$date\$	Today is the 11/04/2013. The school will be closing early due to snow.	Inserts the current date as defined when the message is sent.When combined with scheduled send, the date changes accordingly.
16. Current Time	\$time\$	It is now 09:20. Morning registration has taken place and your child \$StudentName\$has not registered today. Please provide a reason.	Inserts the current time as defined when the message is sent.When combined with scheduled send, the date changes accordingly.

Certain other tokens may be enabled in your school based on your particular set-up.

### Multi-language Support for SMS and Email

Messenger v5 supports the sending of messages in multiple languages for SMS and Email. Whenever a contact in the recipient list has an additional language configured in the MIS, the "Translate Message" option will be displayed under the SMS and Email compose windows.

If you do not see this option, then Messenger has been unable to find any languages configured against the currently synced contacts within the relevant field in the MIS, with which to use as a translation language.

Translation is activated via a simple Tick Box option with 2 supported actions accessed via buttons below the Translate Message tick box;

[View/Modify Translations](#)

Allows you to see the translations generated – useful if you have a native speaker on hand to view the translations or just want to see the eventual output!

### Reset Translation Changes

Used to update the translation to match the text in the compose window. It is imperative you press this button after you make any changes to the composed text in either the SMS or Email view. If Messenger v5 detects a mismatch between the translated text and the text in the compose window, you will see a reminder to go back and update the translation.



The translation is carried out using Google's Translate services. To understand a little more about Google translate (it's very interesting) please click [hereto](#) find out how it works and to see some of the challenges associated with computer based real-time language translation.

Show the 64 supported languages

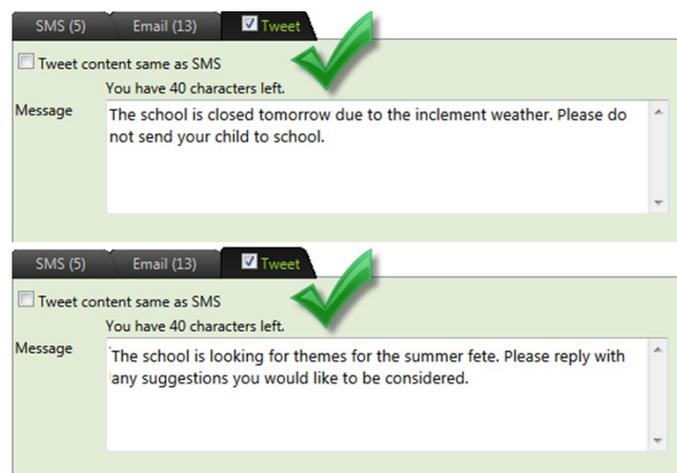
Afrikaans	Dutch	Hindi	Maltese	Spanish
Albanian	English	Hungarian	Norwegian	Swahili
Arabic	Estonian	Icelandic	Persian	Swedish
Belarusian	Esperanto	Indonesian	Polish	Thai
Bulgarian	Filipino	Irish	Portuguese	Turkish
Catalan	Finnish	Italian	Romanian	Ukrainian
Chinese (simplified)	French	Japanese	Russian	Vietnamese
Chinese (traditional)	Galician	Korean	Serbian	Welsh
Croatian	German	Latvian	Slovak	Yiddish
Czech	Greek	Lithuanian	Slovenian	
Danish	Hebrew	Macedonian	Malay	

### Twitter Integration...when sending messages

There is a selectable option allowing you to 'tweet' a copy of an SMS or Email. This will require you to have a twitter account that can be used on behalf of the school (and that has been linked to your Messenger v5 account).

Show how to tweet a copy of messages

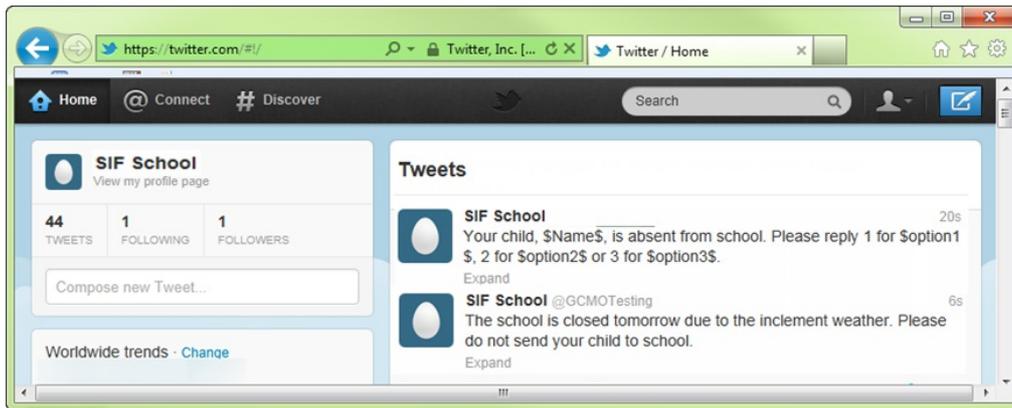
As tokens, and therefore options, are not supported dependent on your message content you may have to edit your tweet. Please also note that your 'tweet' must not exceed 140 characters.



Broadcast and Open response messages, that contain no personalisation are best suited to being tweeted.



Messages that are personalised with e.g. a name and/or are closed responses are not suited to being tweeted. When sending the above example as an SMS or email, the tokens and option list will be translated and made specific to the recipient, including the options you have specified. However, when the same message is tweeted, the tokens and option list are not accessible; you would therefore get a tweet that makes no sense! You will see a warning message reminding you of this, and the system will not allow the tweet to be sent. Tweet should not contain place-holders (words beginning and ending in \$) as these are not replaced. Below shows the 2 example messages having been tweeted. As you can see the top example is not suitable for tweeting!



If you are new to Twitter, we have produced a Twitter Cheat Sheet that you may like to read.

## Time Saving in Messenger v5

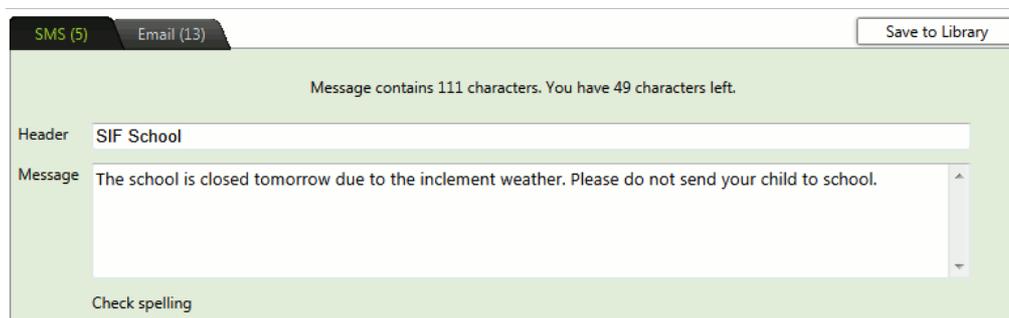
### Check Spelling

If you would like to check the spelling of your message you are able to do so by clicking on 'Check Spelling' at the bottom of the text entry window. The dictionary for the spell-check function is a standard English dictionary, but also allows you to add custom entries. The custom entry area for the dictionary is held against the account and therefore any custom entries added will be available to all users, regardless of the computer used to access the system.

### Adding message templates

Once you have composed your message as normal, you will notice a 'Save to Library' button above the compose message box. If there is a message you send frequently, you may like to save this as a template in the message library. This can help save time by saving messages for quick sending or editing in future.

Click the 'Save to Library' button to save your message for future use.



Either choose from the drop down list of Folders or type a new name to create a New Folder.

Give the message a unique name.

Click 'Save'.

### Recalling message templates

On the left of the screen you will see a list of 'folders'. Each folder heading can be expanded by clicking the arrow next to it. You will then see a list of pre-saved messages.

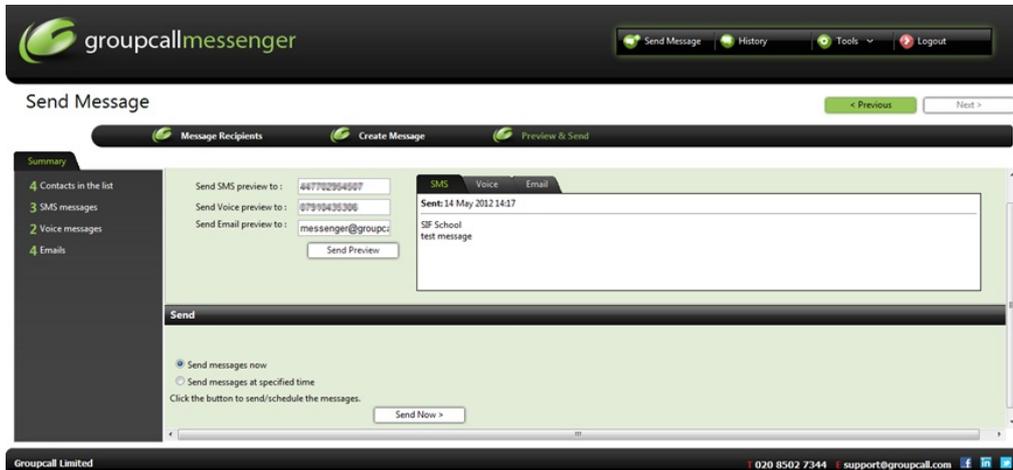
Clicking on any of the available messages will populate the message compose box with the saved text. You can then edit the text as you would any other message.



- Show Closure
- ▶ Absent - Please contact school
- ▶ Dinner money reminder
- ▶ Morning lates
- ▶ Notification of place in a club

## Preview Message

Before messages are sent they are shown as a preview, including the result of any tokens. A test can be sent to a specified number or email address. To send a test message, enter details of a phone number and/or email address where you can receive the preview in the next few minutes. Click 'Send Preview'. Once you are happy with the way the message appears you are ready to send your message(s). If you are not happy, click 'Previous' to return to the 'Create Message' screen to edit as needed, before returning to the 'Preview & Send' screen; repeat as appropriate.



## Sending Messages

Now you are ready to send your message(s) you have 2 options;

- Send your message(s) immediately or,
- Pre-schedule your message(s) to be sent at a specified date and time.

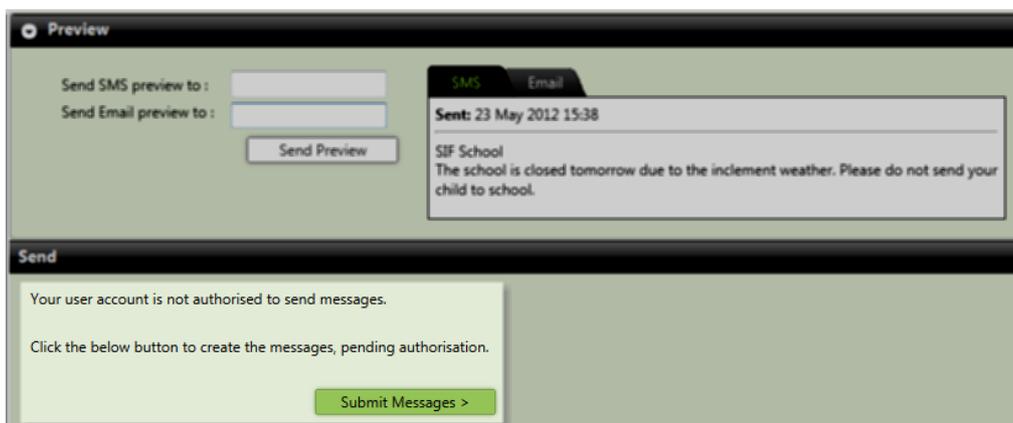
Press 'Send Now' or 'Schedule' as appropriate.

## Message Authorisation

Depending on your school's preferred settings, an additional authorisation layer may be activated.

### Sending a message without authorisation

If your user account does not have the authorisation to send a message, you can follow all the steps to compose your message, including recipient selection, but you will only be able to submit your message for authorisation.



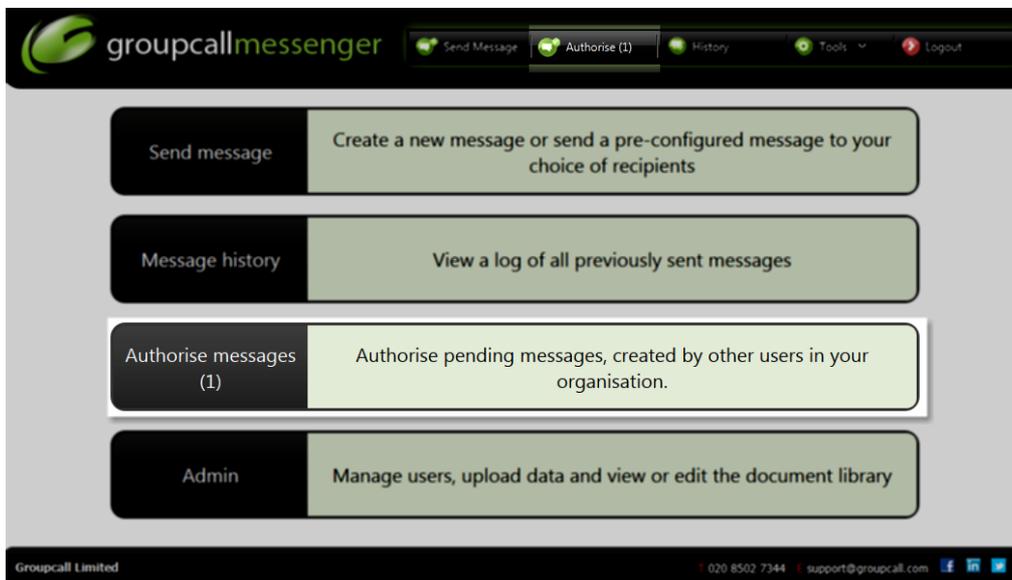
A user who has the required authorisation level will get alerted to the fact there is a message needing to be approved when they log in to the system. If you are in a scenario where you require immediate authorisation, we recommend you speak to your school administrator or another user who has this level of permission as opposed to waiting for them to log in and see it.

### Authorising a message for another user

If you are a user who has been asked to authorise a message for another person, click on the link below to see how to do this.

Show message authorisation instructions

Select 'Authorise Messages' from the front screen or the header as appropriate.



You will then see a list of all pending messages requiring authorisation.

Created	Message	Type	Sent By	Status	SMS Count	Voice Count	Email Count			
23/05/2012 15:00:00	SIF School	Broadcast	paul	Pending	3	0	3			

- The 'i' icon will show you in depth details about the message, including Message format breakdown and a list of recipients.
- The red 'x' icon allows you to deny authorisation. The message will be deleted.
- The green 'tick' icon allows you to authorise the message for delivery. Click this to send the 'pending' messages.

### Message Count PIN

As an additional security measure to prevent unauthorised high SMS/Voice usage and to avoid potential email spamming, a pin code is required to send a message count over a certain threshold (this threshold is set by the school administrator but defaults to 1000). If you breach the threshold, your system administrator will be able to supply you with a pin code which will allow the message(s) to be authorised and sent. This is calculated as the total number of messages required, across all contacts and all message formats – NB this does not include the SMS unit count. So a long message sent to 999 recipients would not require a PIN.

$$\text{Mobile phone numbers in contact list} + \text{Emails addresses in contact list} + \text{Phone numbers receiving a voice message in contact list} = \text{Total number of messages}$$

To provide some clarity on this, some examples are provided below;  
Show examples

Scenario	PIN Code required?
999 mobile phone numbers in the contact list for an SMS only message.	No
1000 mobile phone numbers in the contact list for an SMS only message.	Yes
500 mobile phone numbers and 500 email addresses in the contact list for a combined SMS and email message.	Yes
333 mobile phone numbers, 333 email addresses and 334 home phone numbers in the contact list for a combined SMS, Email and Voice message.	Yes
500 contacts selected, message recipient set to all parental contacts for students, each student has at least 2 parental contacts, or their single parent has 2 or more numbers.	Yes
500 mobile phone numbers in the contact list for an SMS only message where the message is very long (i.e. 160 characters +)	No

### History & Response Centre

The History & Response Centre is accessed via the 'History' button.

The History view keeps a permanent record of all messages together with;

- Transmitted Date and Time – Message Title – Type of Message – Who sent the message -
- Delivery Status – SMS Count – Email Count -
- Voice Count-

More information about the History & Response Centre

In order to see the responses received for a Closed or Open response message, click on the required message. You will then be taken to the 'response centre' where you can see a chart showing a breakdown of delivery and reply status, as well as the individual responses received. You can also see delivery status for broadcast messages in this manner.

To understand more detail about the individual meanings of message statuses please see below;  
ShowSMS Status Meanings

Message Status	Description	Notes
Messages delivered to handset	Message has been delivered successfully.	There may be a short delay, especially for large distribution lists, between submitting your message and it being sent by the SMS sending provider. You will see a status of 'submitted' until the message is either delivered or another status is returned.
Submitted	There may be a short delay, especially for large distribution lists, between submitting your message and it being sent by the SMS sending provider. You will see a status of 'submitted' until the message is either delivered or another status is returned.	
Messages not delivered during validity period	Message validity has expired as set by the SMS provider (standard 3 days).	

Messages queued for delivery at SMSC	Message has left the SMS provider platform and been submitted successfully to Network Provider.	
Messages rejected by operator	Message format / mobile number incorrect and not recognised by operator.	This status, depending on the network that is used, can be returned for the same error.
Messages sent to unreachable recipient	Mobile Number deemed as unreachable due to a variety of factors. Number can be invalid (but correctly formatted) or other.	This status, depending on the network that is used, can be returned for the same error.
Messages sent to handset with full SIM	Rare error that occurs. Most handsets forward the message from SIM card to phone memory. The error may occur on older handsets.	
Messages SMSC was not able to send	SMSC was not able to find the handset's network or the SMSC is/was down. This may not be the network itself, rather the transmitter tower dropping message packets.	
Messages to user with no credit	Used for premium messaging. Networks usually send a free text prompting to top-up before attempting to send the message again.	
Messages with no response from Mobile Operator	When a message needs to be forwarded from one operator to another, issues may occur between them and this error could be returned if the retry schedule has exceeded the allowed limit.	
Messages queued for delivery at Dynmark	Message still inside the SMS provider platform and awaiting submission to network.	
Messages deleted by user	Message status was manually updated to "deleted" from the SMS provider platform. Cannot be resent.	
Messages refused	Message has been refused by Network without attempting to forward to other Network or handset.	This status, depending on the network that is used, can be returned for the same error.
Delivered	Message delivered to handset.	
Buffered	Message buffered, usually because it failed first time and is now being retried.	
Failed	The message failed to deliver.	
Expired	Message expired, could not be delivered within the validity period.	
Rejected	Message rejected by SMSC.	
Error	SMSC error, message could not be processed this time.	
Unknown	Unknown status, usually generated after 24 hours if no status has been returned from the SMSC.- or -SMSC returned a non standard status code.	

#### ShowEmail Status Meanings

Message Status	Description	Notes
Processed	Message has been received and is ready to be delivered.	There may be a short delay, especially for large distribution lists, between submitting your message and it being sent by the email sending provider. You will see a status of 'submitted' until the message is either delivered or another status is returned.
Submitted	There may be a short delay, especially for large distribution lists, between submitting your message and it being sent by the email sending provider. You will see a status of 'submitted' until the message is either delivered or another status is returned.	

Delivered	A delivery is recorded when a request to send an email results in an email being delivered to the end recipient. However, delivered does not necessarily mean that your email is in the recipient's inbox. Delivered means the message was accepted by the receiving server, but does not necessarily mean the message reached the inbox.	If an email is indicated as delivered you can be certain that it was not deferred by the ISP.
Clicks & Unique Clicks	The "Clicks" statistic is the total number of times your users have clicked on the various links within your emails. "Unique clicks" represents the number of unique individuals that have clicked the links in your emails. This requires that the Click Tracking app be enabled by the email provider.	
Opens & Unique Opens	The email provider inserts a small, transparent image into all messages that are being tracked for Opens. When the client application loads images, it pulls the image data from the email provider servers and registers an Open event.	Not all email clients load images by default. Microsoft's Outlook, Apple's Mail.app, Mozilla's Thunderbird, and Google's Gmail do not load images. As such, there may be many occasions where recipients will have received a message, opened it, and even clicked on a link, and it will never be counted as opened. This requires that the Open Tracking app be enabled.
Unsubscribes	In order to maintain compliance with CAN-SPAM laws, any email that is sent in bulk to a mass audience must include a subscription management link. Email providers can provide a "Subscription Tracking" app that automatically adds this link to your emails. When someone clicks that link within their email, they are added to your "unsubscribe" list. Any recipients that are added to this list will be excluded from future mailings.	It's no surprise that sending messages to addresses that have explicitly unsubscribed from any of your email messages is detrimental to your reputation as a sender. While this functionally only applies to one-to-many message formats (i.e., newsletters) and not to transactional email messages, make sure to include subscription management functionality in your marketing newsletters and other mass messaging.
Dropped	You may see the following drop reasons: <ul style="list-style-type: none"> <li>Invalid SMTPAPI header</li> <li>Spam Content (if spam checker app enabled)</li> <li>Unsubscribed Address</li> <li>Bounced Address</li> <li>Spam Reporting Address</li> <li>Invalid</li> </ul>	These individual statuses usually indicate an error at the recipient end.
Deferred	Recipient's email server temporarily rejected message.	For example the recipient may have anti-virus scanning software the has quarantined the message temporarily. The email system will retry until the message is either delivered or another status is returned.
Bounce	Receiving server could not or would not accept message.	The email address may be invalid.
Spam Report	Recipient marked message as spam.	

#### ShowVoice Status Meanings

Message Status	Description
queued	The call is ready and waiting in line before going out.
in-progress	The call was answered and is currently in progress.
completed	The call was answered and has ended normally.
failed	The call could not be completed as dialed, most likely because the phone number was non-existent.
no-answer	The call ended without being answered.
cancelled	The call was cancelled via the REST API while queued or ringing.
TryNumber'n'	Where 'n' is a value between 1 & 3. Where there are multiple numbers for a contact and the 'Send To/Via' option is configured appropriately the system tries each number sequentially, up to a maximum of 3 numbers per contact, when it encounters a failure. If it has tried all numbers available multiple times (as configured in voice settings) the status will change to either failed, or complete as appropriate.
Busy	If the call is made, but the recipient is using the phone at the time, then the call will not be able to get through. If there isn't an answer machine capability, then no answer machine message will be left, and the response we get back from the voice provider system is 'busy'.
Ringing	'Ringing' applies to those calls that are not answered and who do not have an answer machine, or if an answer machine message is

not created. The phone will ring for 30 seconds, and then the call will disconnect.

Outgoing	Some Telecom providers can have several pre-recorded scripts that are played, if the number has a certain 'status'. If the system tells the voice sender the status is 'outgoing', the Telecom provider played the following message: "The number you have dialled has been changed to..."
Far End Disconnect	This occurs when the recipient network plays a messages, e.g. "The number you have dialled has not been recognised." or "The number you have dialled does not receive incoming calls". If this is a mobile number, it might be that there were problems with the mobile network provider, or there was poor signal. If the number is a landline number, the telephone number may have been disconnected.
Network Disconnect	This is when the number isn't active. "Sorry. The number you have called is not available." This means that at the time of trying to connect the call, the telephone number wasn't available.
Connected	<p>Answered When the call is picked-up by the recipient.</p> <p>Answer machine When the call hasn't been picked by a 'person', but has been picked up by an answer machine. This option is only available when an answer machine message has been created.</p> <p>No response When the call is picked-up, the system needs to 'know' whether it's playing the normal message, or the answer machine message. If it recognises a 'human' voice answering the call, then the normal message will be played. If there is disturbance on the line, or if the recipient of the call is very quiet, then the system will play a standard 'test' message.          "You have a call waiting. Press any key to connect..."</p> <p>If the recipient presses a key, the message will begin. If no key is pressed, then it assumes it has reached an answer machine, and will connect to the answer machine within the phone.</p> <p>If the phone is put down here, without any keys being pressed, then the system returns the status 'No response'.</p>

## Incoming Messages

The 'Incoming' tab allows you to easily view incoming SMS messages in one place, with the ability to view the whole conversation in a new screen for complete history. You can filter on all columns showing a funnel icon and/or choose from pre-defined date ranges.

### Show Messages From...

Use the drop down menu to choose to show messages from;

- Today
- Last 7 Days
- Last 30 Days
- This academic Year
- or 'All' incoming messages.

If the number of total incoming unread messages (as shown in the header of the Messenger v5 pages) is seemingly higher than the number of unread messages you see on screen, make sure the 'Show Messages From' drop down is set to 'All' and/or that you have checked subsequent pages. You can then filter on unread messages, as explained in the sections below and use the bulk 'mark as read' function.

### Filters...

Each column showing a funnel icon can be filtered on using advanced filtering.

- Enter a search term.
- Click the funnel icon and select a filtering option.
- View list of returned results.

Filter on additional columns in combination as required.

e.g. to show messages from Mrs Abbey, regarding her son Ben but not her other children, you can filter on the 'Name' and 'Regarding' column together.

#### Show possible filtering options and their uses

There are 17 possible filter types, and each one searches the values of the column for any row(s) that have the desired value in that row. The filtering is not case sensitive. Below are explanations and examples of the most commonly used filters.

##### No Filter

Clear Filtering and show all possible values for that column.

Use between searches to reset the search and avoid cross-filtering.

##### Contains

shows search term anywhere in that row.

e.g. "Ben" as a search term will return any rows that have 'ben' in any of the words. If you use this on a name column, this could return contacts or students called 'Ben', 'Benjamin', 'Benedict', 'Benson' or 'Corben' etc (as a first-name or surname).

##### Does Not Contain

shows values that do not have the search term anywhere in that row.

e.g. "Jo" as a search term will return any rows that do not have 'jo' in the word. If you use this on a name column, you would not see any records like 'Joan', 'Joanne', 'Joseph' or 'Fjord' etc. (as a first-name or surname) but you would see all other rows.

##### Starts With

shows values that have the search term at the start of that row.

e.g. "Steve" as a search term will return any rows that start with 'Steve'. If you use this on a name column, you would see records like 'Steve Smith', 'Steven Jones' etc. You would not see rows such as 'John Stevenson' as "Steve" is not at the very start of the row, it is in the middle. If you do want to see any records with the surname Stevenson, you can use the "Contains" filter.

##### Ends With

shows values that have the search term at the end of that row.

e.g. "Son" as a search term will return any rows that end with 'son'. If you use this on a name column, you would see records like 'Mary Smithson', 'Alex Thompson' etc. You would not see rows such as 'Peter Dickson-Jones' as "son" is not at the end of the row.

##### EqualTo

shows values that match the search term exactly.

e.g. "Benjamin Able" as a search term will return any rows that match 'benjamin able' exactly. If you use this on a name column, you would see rows that say 'Benjamin Able' but not 'Ben Able', 'Benjamin Alfred Able' or 'Mr Benjamin Able'.

##### Not Equal To

shows values that do not match the search term exactly.

e.g. "Cathy Abbey" as a search term will return any rows that do not match 'Cathy Abbey' exactly. If you use this on a name column, you would not see rows that say 'Cathy Abbey' but you could see rows like 'Cathy Abbey-Willis', 'Catherine Abbey' or 'Mrs Cathy Abbey' and you would see all other rows also, including those completely unlike the search term (such as Philip Magnusson or Bernard Dereks etc).

##### Greater Than

shows values that are larger than the search term.

e.g. on a numerical field you could search for days since a particular date.

The date must be entered in the format "dd/mm/yyyy". If you do not specify the time in the format hh:mm:ss the filter will assume you mean 00:00:01 (i.e. 1 second past midnight). See example to the right; the last message shows as no time was specified in the filter and the message was sent after midnight on the 19th March.

Typically this filter is best used on numerical fields only.

##### Less Than

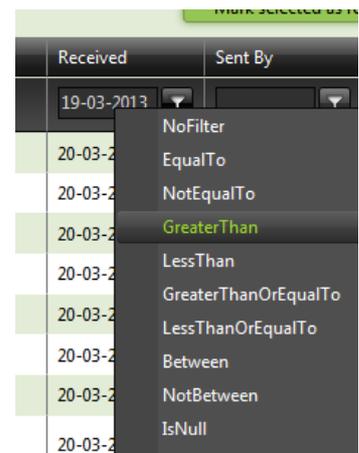
shows values that are smaller than the search term.

e.g. on a numerical field you could search for days before a particular date.

The date must be entered in the format "dd/mm/yyyy". If you do not specify the time in the format hh:mm:ss the filter will assume you mean 00:00:01 (i.e. 1 second past midnight).

Typically this filter is best used on numerical fields only.

##### Greater Than Or Equal To



shows values that are larger than or the same as the search term.

e.g. on a numerical field you could search for days since a particular date inclusive of the date in the range.

NotIsNull	
20-03-2013 16:28	thornton
19-03-2013 13:30	duff

#### LessThanOrEqualTo

shows values that are smaller than or the same as the search term.

e.g. on a numerical field you could search for days before a particular date inclusive of the date in the range.

The following less commonly used filters are also available;

Between – the filter will only select results in this column that lie between the values entered.

NotBetween – the filter will only select results in this column that do not lie between the values entered.

IsEmpty – there is no information in the column.

NotIsEmpty – should be read 'Is not empty' i.e. filter out results that do not have an empty value in this column.

IsNull – similar to IsEmpty above. Use this if IsEmpty doesn't appear to be giving you the results you require.

NotIsNull – similar to NotIsEmpty above. Use this if NotIsEmpty doesn't appear to be giving you the results you require.

#### Columns...

The columns are;

##### Status

Shows if message is Read or Unread .



##### Type

Shows if message is SMS, Email or Voice.



As of March 2013 (v5.2), only SMS is supported. Email and voice to be added in a future release.

##### Name

Shows the Name of the person who sent the message to the school.

This is ascertained from your contacts database in M5. The system searches your contacts records and displays the name of the contact with which that sending number is associated.

##### Regarding

Shows the name of the student to which that message relates.

Will only be populated when the original outgoing message expects a response (i.e. Open or Closed, but not Broadcast).

##### Subject/Summary

Shows the content of the SMS for ease of reading. You can click any row to get a more detailed view.

##### Received

The date the message was received by Messenger v5.

##### Sent By

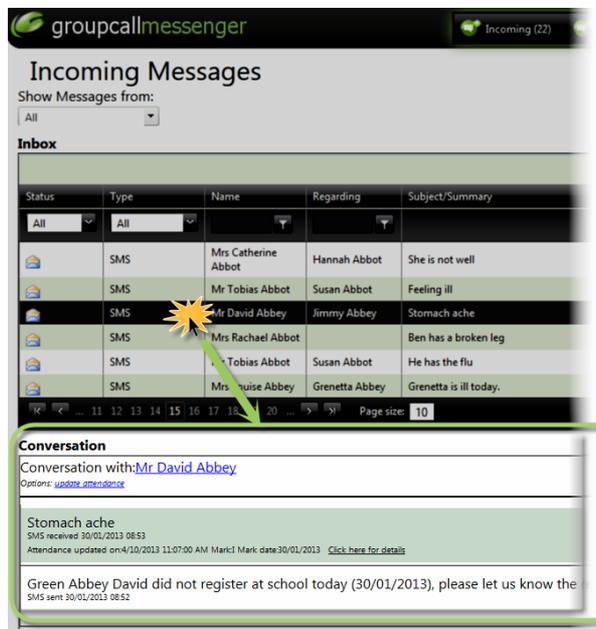
shows the name of the school user that sent the message to which the reply relates.

Will be blank for unsolicited incoming messages and 'replies' to broadcasts .

##### [Check Box]

Select rows to mark as read in bulk. Checking the box in the header row selects all rows.



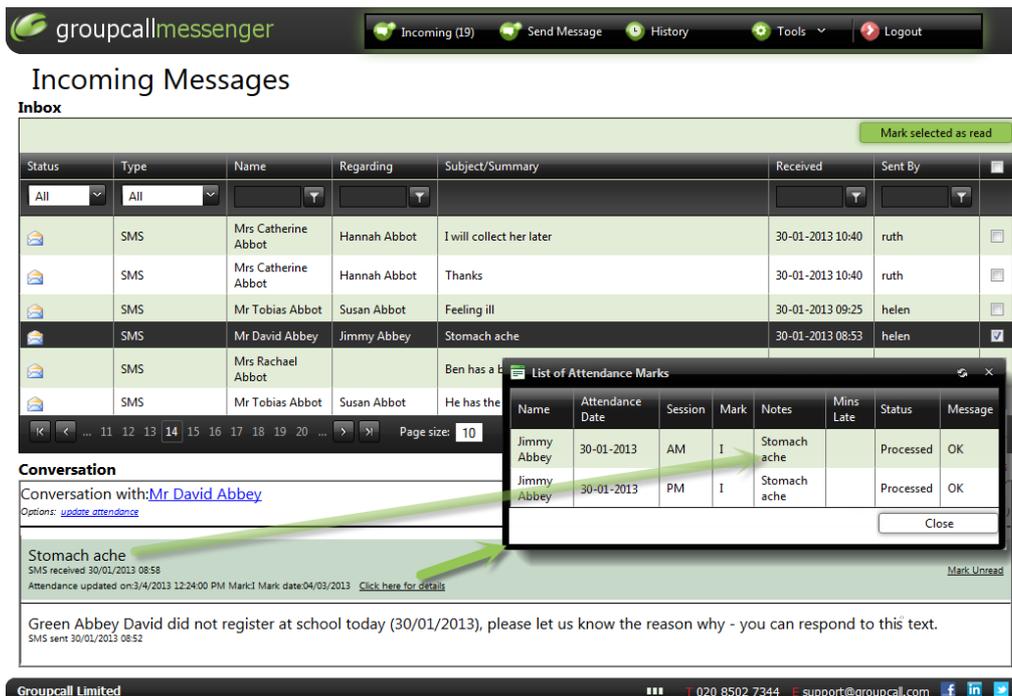


Conversation and detailed view...

By clicking any row in the summary view, at the top of the page, you can see a conversation view with that contact, as well as access attendance marks for writing back to your school's MIS and open a history pane for that contact.

### Incoming Messages Conversation View

From the Incoming Messages page within Messenger v5, the 'Conversation View' allows you to see the parental replies in the context of the message to which they relate. This gives you more of an understanding of the message meaning; e.g. a reply to a message saying "Stomach Ache" may be confusing, however as soon as you view the reply as a response to an absence message, asking for a reason for a child's absence, the meaning becomes clearer.

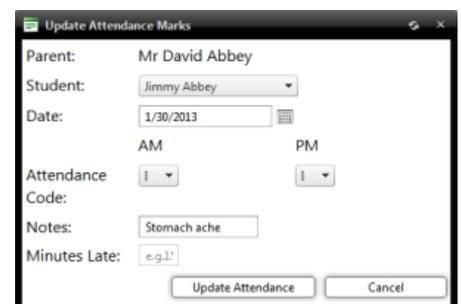


From the 'Conversation View' you can also perform an 'Attendance Update' and write-back to your school's MIS (at present this feature is only available for SIMS schools). This functionality is accessed from the 'Update Attendance' link, located under the text "Conversation with David Abbey" (to the left of the screen) on any outgoing message that was sent as an open or closed response.

In the subsequent pop up window, you can;

- Choose the date to which the absence relates (the selection will default to 'today'),
- Select from the MIS supported attendance codes,
- Add a note (e.g. copy the text from the reply) and
- If relevant add a value for minutes late.

You can also see any activity relating to attendance write-back from the 'Click here for details' link as shown in the top screen shot above.

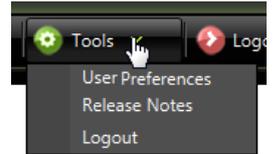


## Tools Menu

Most areas of the tools menu are reserved for admin users; however, some elements will be relevant to all users;

## User Preferences Settings

Here users can change their own user settings.

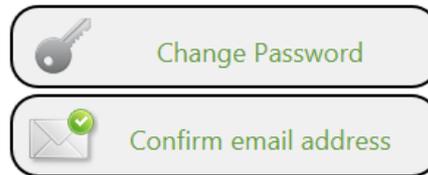


These settings are used in the preview screen as default when sending messages.

The email address is compulsory and will be used by the system in the event of a forgotten password.

An optional mobile phone number will also be used for resetting your password in addition to the email address. Add your mobile number if you have limited email access for easier password resetting.

User Preferences	
Forename	<input type="text" value="Joe"/>
Surname	<input type="text" value="Bloggs"/>
Mobile Phone Number	<input type="text" value="07123456789"/>
Email Address	<input type="text" value="joebloggs@school.sch.uk"/>
Select Customer	<input type="text" value="SIF School"/>
<input type="submit" value="Submit"/>	



You will need a pin code to send more than 1000 messages at one time.

You need to confirm your email address before you can be assigned a pin code.

Click the above button to send a confirmation email to  
joebloggs@school.sch.uk

The 'Change Password' interface to allow users to manage their own passwords thus preventing the need for administrator intervention and consequently increasing security.

The 'Confirm email address' button will send an automated email to verify that the email address given is a valid address.

User Account Settings will also inform you of your message threshold before a pin code is required.

## Change Password

Messenger v5 has a simple to use password change interface to allow users to manage their own passwords thus preventing the need for administrator intervention and consequently increasing security.

To change your password;

A screenshot of a web browser window titled 'Change Password'. The window contains a form with three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the 'New Password' field, there is a note: 'Minimum number of characters is 8'. A green 'Submit' button is located at the bottom right of the form.

Ensure you are in the Tools > User Preferences screen.

Click on the 'Change Password' button.

In the pop-up window first enter your current password\* in the 'Old Password' box. \*This could be a temporary one emailed via the reset password function.

If you have forgotten your current password, you should follow these instructions instead.

There are some password rules to ensure you set a strong and secure password.

In the 'Confirm Password' box, enter the password exactly as you entered it in the 'New Password' box.

Your new password will not be accepted if it does not meet the criteria below;

Minimum of 8 characters.

Cannot be the same as your username.

Cannot be any of the following unsafe common password choices;

"password", "liverpool", "god", "123456", "123", "letmein", "qwerty", "monkey".

The system will also advise you how strong your password is, you should make it as strong as you can whilst making it memorable.

Show How to Ensure a Strong Password

## How to Ensure a Strong Password

Password Complexity:

Should contain at least one character from each of the following group.

Lower case alphabet

Upper case alphabet

Numbers

Special Characters – !@#\$%^& ?\_~<>{}[]()

Unique Characters:

Should contain at least 5 unique characters.

Avoid the following;

Name of family members, friends or pets.

Personal information about yourself or family members. This includes the generic information that can be obtained about you very easily, such as birth date, phone number, car registration number, street name, house number etc.

Sequences. i.e. consecutive alphabets, numbers or keys on the keyboard. for e.g. abcde, 12345, qwert.

Dictionary words. Dictionary words with number or character in front or back.

Real word from any language.

Word found in dictionary with number substitution for word look alike (e.g. replacing the letter 'O' with number '0'. i.e. passw0rd).

Any of the above in reverse sequence

Any of the above with a number in front or back.

Create a unique password every time:

When you are changing a password for an existing account, it should not be the same as the previous password. Also, do not use incremental passwords while changing it i.e. password1, password2 etc.

Never write down your passwords:

Creating a very strong password and writing it down on a paper is as bad as creating an easy to remember weak password and not writing it down anywhere.

Don't share with anyone:

Anyone includes your colleagues, friends and family.

Never send your password to anybody in an email:

Several hackers send emails as a support person and asking for your user name and password through email. Legitimate organisations, such as Groupcall, will never ask you for your user name and password either via email or over telephone. If you are receiving remote support, the support person will ask you to enter your password.

Change password immediately when they are compromised:

Even if you have the slightest doubt that someone might have stolen your password, change it immediately. Don't even waste a minute.

A strong password means a more secure system and better protection of valuable children's data.

---

You have now changed your password – you will need to use your new password next time you login (and every time after that until you change it again!).

## Release Note

This shows the current features and a list of new features from each previous release.

## Next Steps...

If you need any further assistance or get in to any difficulty, please contact your School Administrator. Alternatively, they can contact Groupcall Support on your behalf.

## ...And Finally

Have you followed Groupcall on Twitter and Facebook? Stay informed, get the latest news, updates and useful tips on all of our products!

