YOUR GUIDE TO

Parentapps Connect

PARENTAPPS CONNECT

At Parentapps, we are passionate about helping schools improve communication with parents and our team are dedicated to building tools to do just that. With the help of amazing feedback from our schools, we are proud to have built a new and improved parent communication platform. Packed with useful features that provide answers to the challenges that schools face we are thrilled to announce Parentapps Connect, the future of parental engagement.

Connect utilises ground-breaking technology that guarantees that your school or nursery will be able to efficiently communicate with 100% of your parents all of the time. Once registered, Connect provides full visibility of all your users which can also include additional family members.

We want to be there for you, whenever you need us. To begin with, we have created this simple to use instruction manual to help you get started with your new app. It contains everything you need to know to get up and running in no time, but, if you still need help, just give us a call.

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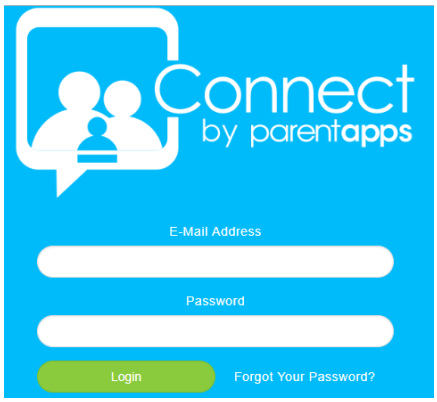
PART ONE

SETTING UP YOUR PARENTAPPS CONNECT SYSTEM

HOW TO LOG IN TO YOUR PA CONNECT PORTAL

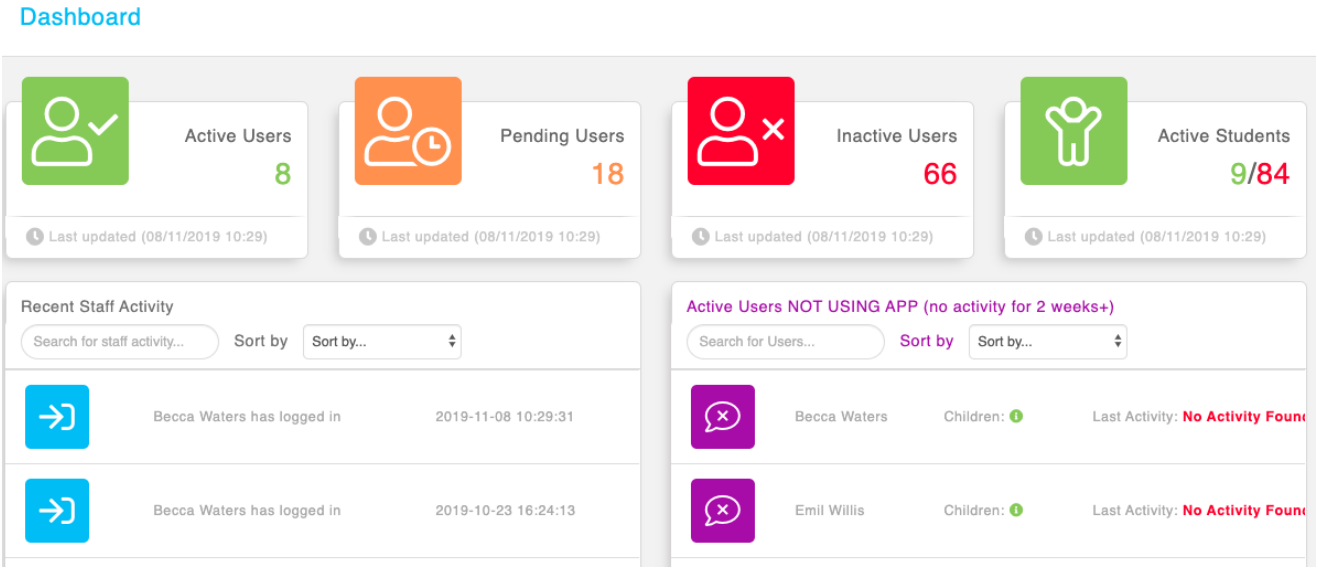
To log in to the management portal, use the link given to you during your very first training session and bookmark this for future reference. You will also need the username and password you set when creating your own account through the invitation email. Please make sure you also save this.



Please contact the office if you are having difficulties logging in.

IMPORTANT: Please make sure you are using Google Chrome as your internet browser.

Your dashboard is the first screen you will see within the portal. Here you can quickly track your active, pending (users who have been sent an invitation) and inactive users. There is an active student counter on the right-hand side that will show you the number of students who have one or more registered parents against them. This information will allow you to effectively target your inactive parents to get as close to 100% registrations as possible.



There is a staff activity tracker so you can monitor which of your users has logged in and when and a list of parents who have activated an account but not used the app for two or more weeks.
All portal menu options can be found down the left-hand side.

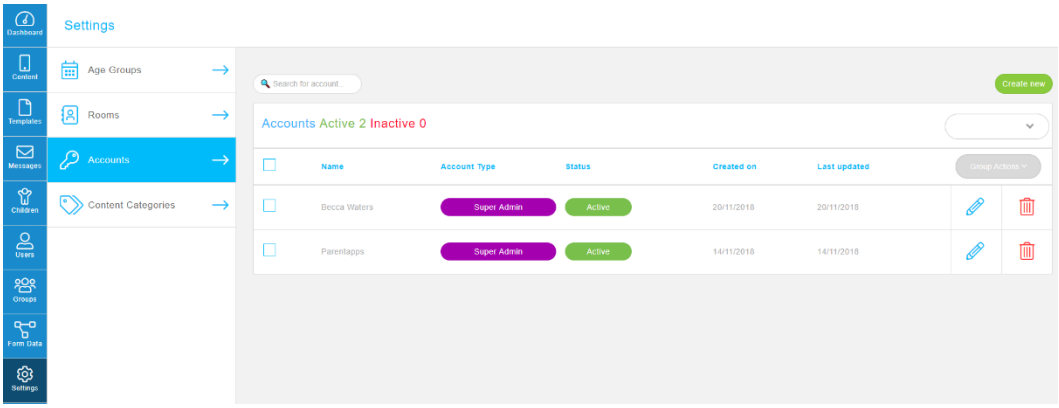
GETTING STARTED

There is a three-step process to set up your portal and add your users. We will have begun to do this with you during your training session.

HOW TO INVITE ADDITIONAL ADMINISTRATORS TO MANAGE THE PORTAL

You will have been set up as a *Super Admin* user during your initial training session. You can now manage and add additional users to the portal by selecting *Settings* and *Accounts* from the main blue menu bar. By selecting *Add New,* you will then need to enter the new user's details. There are two options to choose from here: *Super Admin* gives a user full unfiltered access to the portal whereas *Admin* can be assigned to a specific group or class.

There is also a toggle to allow any user to receive parent notification updates. Turn this to green if you would like the any of your admin to also receive an email whenever a parent updates their contact information within the app.



MIS INTEGRATION – HOW TO IMPORT CHILDREN & PARENTS USING WONDE

If your Parentapps Connect Portal has been set up using WONDE integration, your MIS data will have already been imported into your system ahead of any training session. You can easily update this data whenever you have made any changes in your MIS system. You will need to ensure that your MIS system has properly synced and updated before pulling these changes through to our portal.

Within the *Students* section, you will see a white WONDE button in the top right-hand corner. Click the button to begin the data refresh. You will be shown any changes being made to the MIS system. By pressing continue, the data refresh will complete. This may take a couple of minutes depending on the size of your school.

Any new children that have been imported are now shown as *inactive* as they do not have any registered users yet. By going into the *Users* section, you will be able to send these new contacts an invitation. By clicking on the blue edit pen next to any entry, you can see the child/children's details along with any users/ parents they are connected to.

HOW TO IMPORT CHILDREN & PARENTS MANUALLY

If your Parentapps Connect Portal is not set up with MIS integration, there are two ways to add children into the system.

To add a student individually, you can do this manually by selecting *Add Student* under the *Students* section. Fill in the new record that opens by adding the new student's details. You can also add siblings here by clicking *Add Another Child.* Further down, you can enter the details of any parent with priority and any additional contacts with their priority if needed before clicking save.

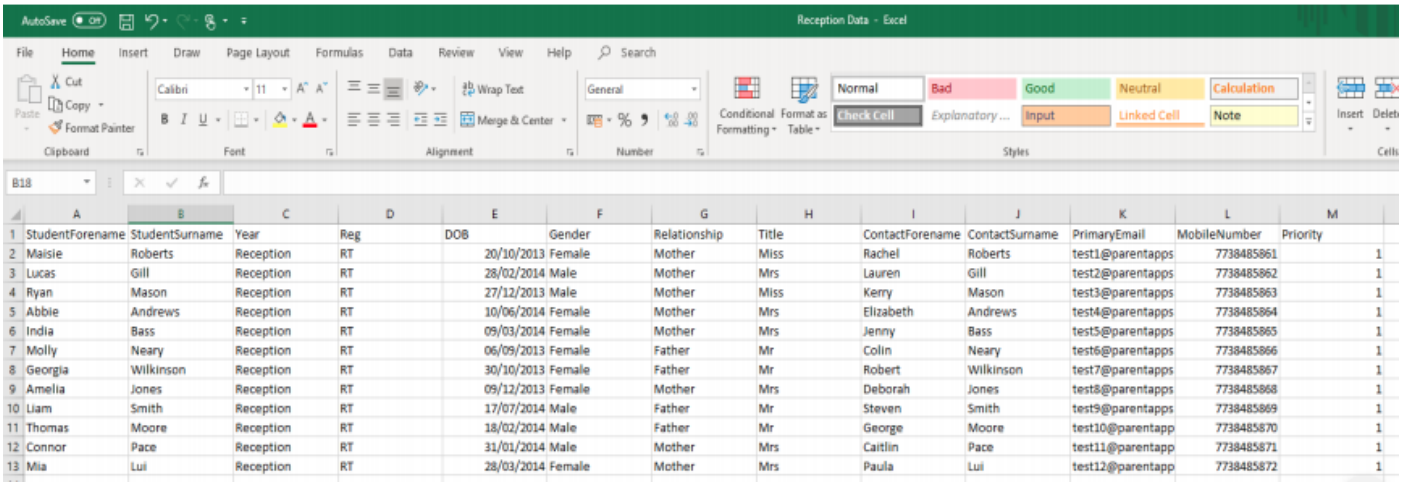
There will be a heading titled MIS ID for both students and users. This is only for accounts set up using WONDE. Leave this blank if you are adding students manually.

HOW TO ADD STUDENTS VIA A CSV FILE

The second option is to create a CSV file to add multiple children and their parents all at once making this more time effective and easier for you.

A CSV is a simple file format used to store data, such as a spreadsheet or database. You will need the recommended template for you to enter all of your data. Please contact the Parentapps Office if you require a copy of this CSV template.

The CSV template will contain set headings and example data to show you exactly how your information should look.



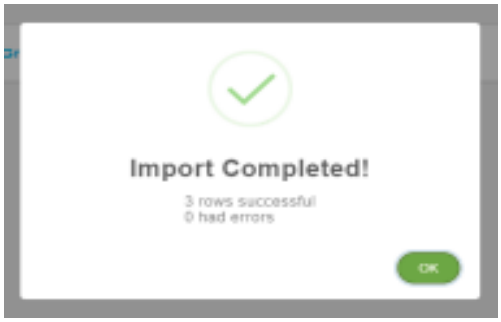
StudentForename	StudentSurname	Year	Reg	DOB	Gender	Relationship	Title	ContactForename	ContactSurname	PrimaryEmail	MobileNumber	Priority
Maisie	Roberts	Reception	RT	20/10/2013	Female	Mother	Miss	Rachel	Roberts	test1@parentapps	7738485861	1
Lucas	Gill	Reception	RT	28/02/2014	Male	Mother	Mrs	Lauren	Gill	test2@parentapps	7738485862	1
Ryan	Mason	Reception	RT	27/12/2013	Male	Mother	Miss	Kerry	Mason	test3@parentapps	7738485863	1
Abbie	Andrews	Reception	RT	10/06/2014	Female	Mother	Mrs	Elizabeth	Andrews	test4@parentapps	7738485864	1
India	Bass	Reception	RT	09/03/2014	Female	Mother	Mrs	Jenny	Bass	test5@parentapps	7738485865	1
Molly	Neary	Reception	RT	06/09/2013	Female	Father	Mr	Colin	Neary	test6@parentapps	7738485866	1
Georgia	Wilkinson	Reception	RT	30/10/2013	Female	Father	Mr	Robert	Wilkinson	test7@parentapps	7738485867	1
Amelia	Jones	Reception	RT	09/12/2013	Female	Mother	Mrs	Deborah	Jones	test8@parentapps	7738485868	1
Liam	Smith	Reception	RT	17/07/2014	Male	Father	Mr	Steven	Smith	test9@parentapps	7738485869	1
Thomas	Moore	Reception	RT	18/02/2014	Male	Father	Mr	George	Moore	test10@parentapp	7738485870	1
Connor	Pace	Reception	RT	31/01/2014	Male	Mother	Mrs	Caitlin	Pace	test11@parentapp	7738485871	1
Mia	Lui	Reception	RT	28/03/2014	Female	Mother	Mrs	Paula	Lui	test12@parentapp	7738485872	1

- Student Forename
- Student Surname
- Year/Age
- Reg/Room
- DOB – *The format must be DD/MM/YYYY e.g. 20/06/2009*
- Gender
- Relationship – *The contact's relationship to the child e.g. Mother, Father etc*
- Title
- Contact Forename
- Contact Surname
- Primary Email – *Email invites will be sent to new users for free*
- Mobile Number – *Mobile invites will cost one SMS credit*
- Priority – *Priority 1 will be the main contact for that student*

You can add more than one contact per child, for example both Mum and Dad. To do this, the parents need to be on consecutive lines of the CSV, the child details repeated and the priorities different for both contacts.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	StudentForen	StudentSurna	Year	Reg	DOB	Gender	Relationship	Title	ContactForen	ContactSurnar	PrimaryEmail	MobileNumbe	Priority
2	Maisie	Roberts	Reception	RT	20/10/2013	Female	Mother	Mrs	Rachel	Roberts	test1@parent	7738485861	1
3	Maisie	Roberts	Reception	RT	20/10/2013	Female	Father	Mr	Ryan	Roberts	test2@parent	7738485862	2
4													

Once you have added all of the entries to your CSV, save your file. You are now ready to import your data. Select the orange *Import* button from the top right-hand corner of the student's page before choosing the completed CSV file from your documents.



Once all of your data has been successfully imported into the portal, you will see a success message confirming this.

Any errors or data which that could not be added into your portal will be exported so you can amend before reimporting.

ADDING ADDITIONAL CONTACTS MANUALLY

If your system is linked to your MIS system through WONDE, then it will only ever pull through the priority 1 contact for each child.

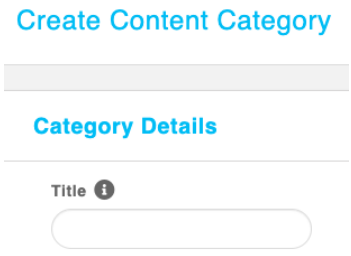
We understand that some schools and settings need to have more than one contact per child so there are a couple of ways to add additional contacts in.

The first is via the primary 1 contact. Within the app, the contact will see a button called *Add Additional Contact.* Here they can suggest up to 3 other contacts who may need access to the Parentapp. This will then be reviewed by the Super Admin users before the requested invitation is sent out. Once the additional contact is either approved or declined the original parent will receive a notification confirming the status.

The other method is to manually add additional contacts to the child/children. To do this you must click the blue edit pen next to the student's name in the Students section.
You will then see space to add up to 3 additional users. Once you have filled in their details, you must then send their invitations through the user's section.

HOW TO CREATE CATEGORIES FOR CONTENT

Creating categories is a great way of organising your PDF's and web links when adding them into the portal. Click *Settings* then *Content Categories* before clicking *Create New*.
You should then add the title of your category before clicking *Save*.



Now, when you upload any PDF document or website link, you can also assign them to one of your custom categories. These will appear as sub-headings on the user's phone making it easier for them to sort through the information.

PART TWO

SENDING INVITATIONS

HOW TO PREPARE FOR THE LAUNCH OF YOUR APP

To help you prepare for the launch of your app, we have a selection of materials that you can use to send to parents. We have a launch letter, a flyer and some step by step instructions explaining how parents can activate their account. We also have a presentation that you can use during your welcome meeting for new parents and certificates to award to each class that have 100% registered parents. We would suggest you send out this information before your launch so your parents will be expecting their invitation.

You will also need to check through the content of your app to ensure that all of the information is accurate and up to date. Check that your term dates are correct including the start and end times of the school day. Add any upcoming events, newsletters, dinner menus, policies and create any consent forms that you may need to use throughout the year.

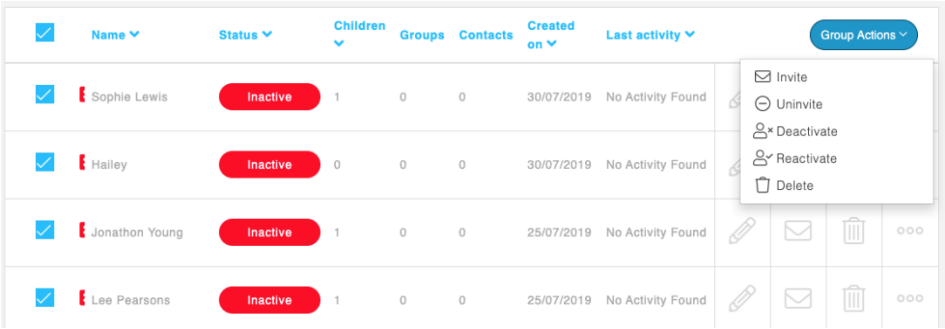
HOW TO INVITE YOUR PARENTS

Once your app is ready and contains all of the latest information then it is time to send your invitations. Within the *Users* section, you will notice that all of your parents will firstly show as red and inactive. To send your invitation, firstly select all of your parents, then select group actions from the drop-down menu and press the invite button. You may need to scroll to the bottom of the screen to ensure all of your parents are loaded into the selection before you send the invitations.

You will then be presented with two options *System Determined* or *Send as SMS*. System determined will automatically send the invitation via email if an email address is present or via SMS if an email address is not present. The Send as SMS function will send all invitations via SMS regardless if an email is present.

Once you press invite a spinner may appear for several minutes depending on the size of your setting. Once completed, you will get a success message and all parent statuses will now show as orange and invited.

From experience, schools have a much higher activation rate if the invitation is sent via SMS. To discuss adding a bundle onto your account please contact our support team who will be happy to help.

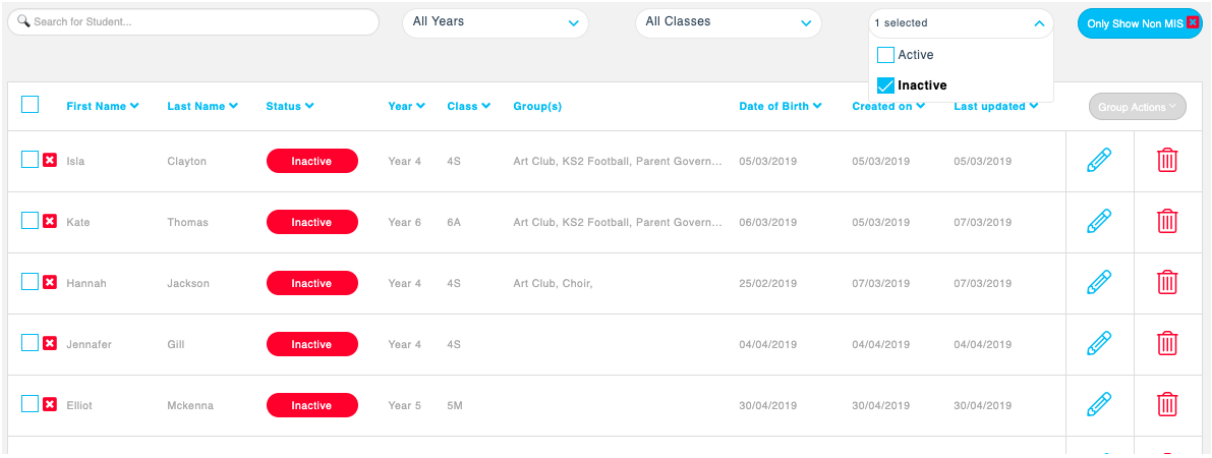


HOW TO ENGAGE YOUR INACTIVE PARENTS

At Parentapps, we want to help you achieve a 90% or above activation rate with your parents. This will not only save the school money but will also allow you to communicate and engage with parents a lot more effectively. We have a dedicated Customer Service and Support team who can provide guidance and advice to ensure as many parents as possible are using the app successfully.

The best way to engage your inactive parents is by continuously promoting your app and highlighting the importance of receiving information about their child or children.

To engage inactive parents, you will first need to identify who your inactive parents are. You can do this by going to the *Students* section from the main blue menu bar and select the status as inactive. All of the children that now show are red and do not have any active contacts linked to them. You can export these, by selecting the blue export button in the top right-hand corner. This will download a CSV of children and parents you need to target.



We would recommend that if you having difficulties getting parents to activate with an email address, to resend their invitations via SMS.

We also suggest that you should send an email or SMS to your inactive users explaining that you have noticed they haven't yet activated their account and you will be sending them a new invitation at a particular date and time. This will get their attention and prewarn parents to expect a new invitation.

Finally, it is really important to remember that the more you use the app, the more your parents will interact and tell other parents about it. This will prompt inactive parents to download the app and register their account.

PART THREE

CONTENT

CONTENT OVERVIEW

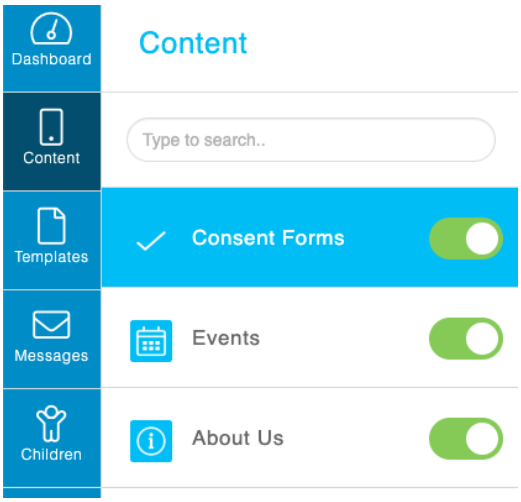
The *Content* section displays all of the tabs within your app. Even though there are many tabs there are only five different functions to learn.

- *Term Dates/Events* – allows you to add key dates into the app for special or important events. Parents can then add these to their phone calendars by pressing the plus icon within the parent side of the app.
- *PDF Documents* – you can attach PDF documents such as letters and newsletters and send these electronically out to parents.
- *Website Links* – provides links to your own or third-party websites.
- *Consent Forms/Survey* – there are lots of possibilities with electronic forms. You can use them for trip or permission slips, reporting absences, dinner order forms or questionnaires for parents. Users can complete the forms via the app and return them to school electronically cutting down on paper and time.
- *Photo Gallery* – allows you the ability to send images out to targeted parents. You can have up to 500 images in the app at any one time.

You can reorder any content tab within the portal by hovering over the icon and then dragging it up or down. This will re-order the tabs in your Parentapp. The top three tabs will appear on your app home screen alongside the messages tab.

You can also disable or enable tabs from the user's phone by selecting or deselecting the green toggle.

You must click save in the top right-hand corner for any changes to take effect.



HOW TO UPDATE TERM DATES

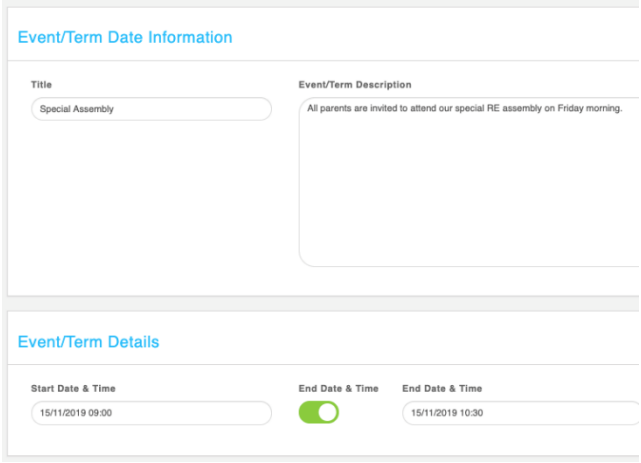
To create a new term date, choose from creating a *new single event*. Add a title and/or an additional event description before entering the date and time details. To make the event available to everybody, toggle the *All Users Can View* button to on/yes. Remember to click save in the top right-hand corner.

Parents and users can then add this to their phone calendar by clicking the plus icon next to the event within the Parentapp. You can edit any existing dates by clicking on the blue pen next to the event, editing the content before clicking save.

HOW TO ADD SCHOOL EVENTS

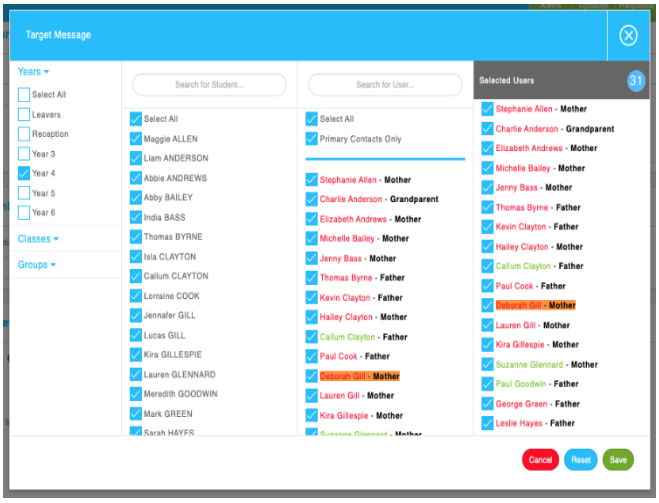
To create a new event, choose from creating *a new single event* or the option to make *a recurring event.*

Firstly, you must give your event a title and put any additional information about it in the description box. You can put as much or as little information as you want here, and parents will be able to view all of this content on their phones.



Next, select the date and start time of your event and if necessary, you can add an end time. You can also add an event location entering the address or by copying and pasting a google map link.

At the bottom of the window you will find the *Preference Options* section. This is where you can specifically make the content available to specific users. This ensures that users aren't being bombarded by information and can only see things relevant to them. Anything which you add to the app can be seen by either everyone, an individual or a select group.



To make the event available to everybody, toggle the *All Users Can View* button to on/yes. If your event is being sent to a specific year, group or individuals you must click *Target Users* and select the students, then related users before clicking save to proceed.

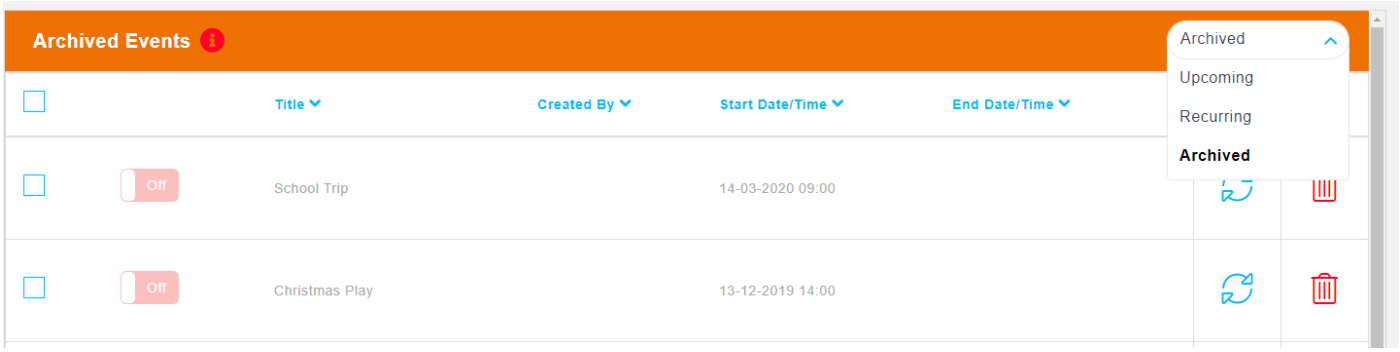
Finally, you can also turn on the send notification toggle if you want parents to also receive a notification that they have received details of a new event before pressing save. Your new event is now live within the Parentapp. To add a recurring event such as a sports club or swimming lessons. Follow the same steps adding a title and description before choosing the frequency of the activity, then click save.

Parents can add these events to their personal phone calendar by clicking the plus icon next to each event within the Parentapp.

Please not that any names in red or amber won't receive the notification or details of the event as they are either inactive or pending.

ARCHIVED EVENTS

Once an event has passed it will stay in the app for the parents to see for two weeks. Once this time has passed, the event will turn itself off (red toggle on) and move into the *Archived* Section. Any past event will the show here and you can view all of the entries through the drop-down menu on the right side of the screen.



If you would like to archive an event before the two-week time frame has passed, you can do this by clicking the orange calendar button next to each entry or through the group actions function.

From the archived event section, you can reuse events and put them back into the live event list within the app. By clicking the blue *Reuse* button, the event information screen will open. Here you can edit and amend the original times/details before clicking *save* to make live once again.

HOW TO UPLOAD PDF DOCUMENTS

There are several PDF tabs in your portal. Examples of these may be Newsletters, Letters Home or Meals Menu.

To add a PDF into a tab, start by clicking *Add New* before giving it a title or optional icon. There are then two ways to upload – the first is to provide an external link. If your newsletter is already on your website, copy and paste the link into this box. If not, click the *PDF Upload* toggle and upload a document from your computer just as you would attaching content to an email.

Once you have added content, *you can send to specific users* from this section. To make the PDF available to everybody, toggle the *All Users Can View* button to on/yes. If your PDF is being sent to a specific year, group or individuals you must click *Target Users* and select the students, then related users before clicking save to proceed.

Finally, you can also turn on the send notification toggle if you want parents to also receive a notification that they have received details of a new PDF before pressing save. Your new PDF is now live within the Parentapp.

REMINDER: Custom Categories for PDF's can be created under *Settings > Categories.* You can assign your PDF's to categories within the app.
Please not that any names in red or amber won't receive the notification or details of the event as they are either inactive or pending.

HOW TO ADD USEFUL WEBSITE LINKS

Within your app you will see a tab titled *Useful Links*. This allows you to create a bank of additional content to send to your parents. To add a new web link, click *add new* before entering the title, URL and other details.

Once you have added content, *you can send to specific users* from this section. To make the weblink available to everybody, toggle the *All Users Can View* button to on/yes. If your link is being sent to a specific year, group or individuals you must click *Target Users* and select the students, then related users before clicking save to proceed. If you would like your parents to receive a notification, then switch on the toggle and press save.

REMINDER: Custom Categories for PDF's can be created under *Settings > Categories.* You can assign your PDF's to categories within the app. Please not that any names in red or amber won't receive the notification or details of the event as they are either inactive or pending.

HOW TO UPDATE YOUR WEBSITE & SOCIAL MEDIA WEB LINKS

Most of your web links such as your website, latest news and social media pages are already set up for you within the app. Unless something changes to your website or the links, there is no need to change this. If you do need to change an existing link, click on the blue edit pen to change the details before pressing save.



To create a new link to a website, click *Add New* before entering the title and URL link in.

HOW TO ADD PHOTOGRAPHS TO YOUR GALLERY TAB

Within your Parentapp, you can add and share up to 500 images with your users. These can be added into a number of albums with different targeted users attached. To create a new gallery, click on the *Create New.* Give your new album a title and then attach and upload any images by selecting the *Add Image(s)* button.

Within the *Gallery Preferences* section, *you can send to specific users.* To make the gallery available to everybody, toggle the *All Users Can View* button to on/yes. If your Gallery is being sent to a specific year, group or individuals you must click *Target Users* and select the students, then related users before clicking save to proceed. If you would like your parents to receive a notification, then switch on the toggle and press save.

HOW TO USE YOUR SPARE PDF AND WEB LINK TABS

You can create new tabs and content using the spare PDF and weblinks within your Parentapp. If you do not have any, please contact the office where our support team will be happy to help you.

To activate a new tab, firstly give it a title and chose a suitable icon before saving this progress. You can then add your new PDF or Weblink by clicking the *create new* button and following through the steps. You can find more information for this in the previous tutorial.

For the tab to be visible to parents, you must make sure the toggle is switched to green. The same method applies to create a new web link tab.

ABSENCE & STANDARD CONSENT FORMS

There is a selection of forms already within the app such as *report your child's absence* or *medical appointment notification.* You can easily edit these and amend the preferences within these to make sure the form is suitable for your school. To do this click on the blue edit pen next to a form.

The first screen you will see are the *preferences* – title, description and target users etc. You can also add up to 3 notify email addresses for different members of staff because once a parent submits a response, as well as being stored within the system, the member of staff will also receive an email to notify them of this.

By clicking the middle content option, you will see how your form is made up and will look on the parent's phone screen. Again, by clicking on the blue pen next to each element you can edit the titles and change options. You can also delete and replace with a field of your own to suit the needs of your school.

By clicking *save* in the top right-hand corner the changes will show within the app.

CREATING YOUR OWN CUSTOM FORMS

The Consent Forms tab can be used to add a variety of forms that you require to be filled in by Parents.

This is a really good way of making sure that Parents start to use the app and simplifies the process of how the school receives certain information. Forms via the app can be used for many things such as parent's permission, surveys, bookings and to apply for certain things.

Having your forms built into your app will provide a simple to use option for parents to submit certain information. It will also reduce printing and distribution costs and save a considerable amount of time for both the school and parents.

Preferences – Add your form title and description here. Description can be anything from a few words to a copy and pasted letter you would send out to parents. Make use of this box. You can also select start and end times which the form is live within the app.

Email Notifications can also be sent up to 3 email addresses every time a form is filled out. This is useful for absence reporting and appointment requests to be sent straight to the school office as well as being stored within our portal.

Firstly, you need to complete the preferences section by giving your form a title and in the description section you can type or copy and paste your description to parents. This could be a few lines or a whole letter as you have up to 2000 characters to take advantage of here.

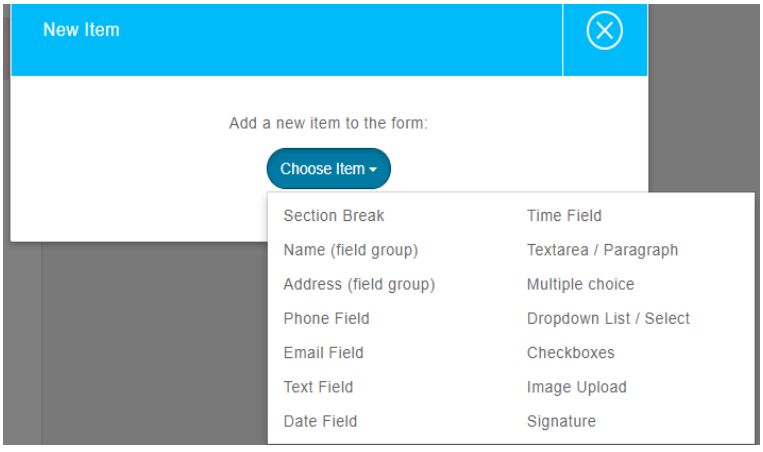
You need to decide who you want it to make it available to, *you can send to specific users* from this section. To make the form available to everybody, toggle the *All Users Can View* button to on/yes but if your form is being sent to a specific year, group or individuals you must click *Target Users* and select the students, then related users before clicking save to proceed.
If you would like your parents to receive a notification, then switch on the toggle. You can also add an optional start date or end date for your form to automatically turn on or off.

Once you have set up your form, you can now click on *Content* – this is where you will build your form. The right side of the screen is your screen within the app. **You can mimic anything that would be on a paper form onto this screen.**

Click *Add New Item* to view, edit and the arrange options. Each item has a different function. You need to select the function first before editing.

Name, Address, Phone Field and Email Field: requires the user to add in personal information for themselves or their children.

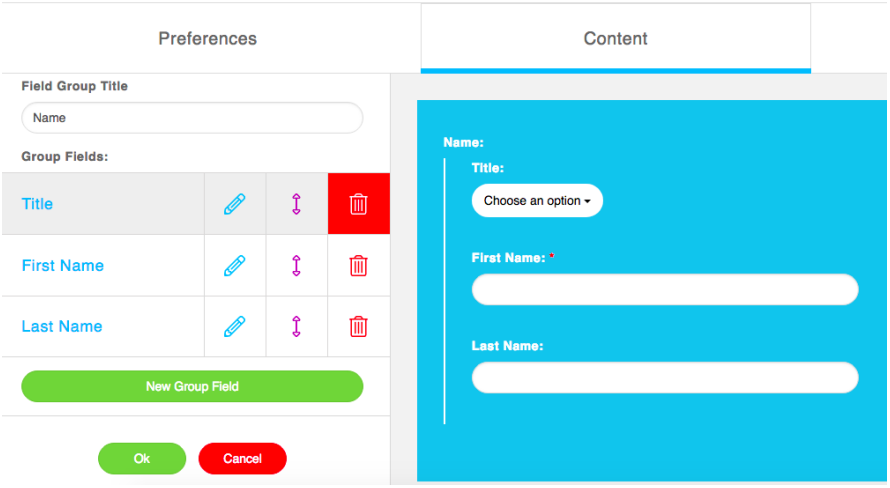
Text Field and Text Area/Paragraph: gives the user space to freely type. For example, please state any allergies or medical conditions.



Multiple Choice, Dropdown List/Select or Checkboxes: allows the user to select options from a list or menu.

Image Upload: this will open the camera on the user's device and allows them to take a photo and submit it with the form. This is great for attaching a doctor's note, sending documents to the office or even weekend teddy bear diaries.

Signature: makes any consent form a legal document by asking the parent/career to sign on their device screen before submitting.

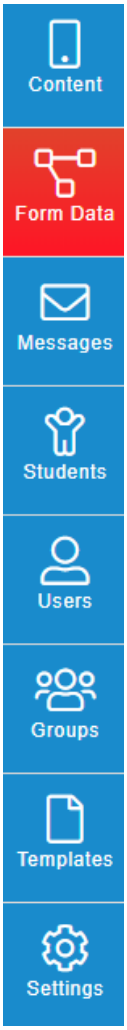


Once you have selected your option, you can edit and change the name or content of the field here. By clicking on the blue pen, you can edit it further and decide if it will be a *mandatory* field by checking the box (this has to be filled in to send the form).

You can reorder the fields by clicking and moving the pink arrows up or down accordingly.

There are so many options here for you to build up your form. If you wish to use this form for a similar trip or activity in the future, you can save a template of your form before clicking save and sending it out to your parents.

EXPORTING FORM DATA



Any forms which a user has returned via the app will be stored within the *Form Data* section. This will flash red to alert you to the fact you have a new entry. If your form has email notifications turned on, then specific admin users will also be notified via email.

All of the different forms will appear on the left-hand side of the screen once then have at least one entry returned.
You can clearly see how many entries have been returned (green), how many new submissions (red) and how many outstanding forms (purple).



When looking at the new submissions, you can view an entry individually by clicking on the blue eye icon. You can also mark them as read and export entries in either PDF or CSV file on this screen.

Once a form expires you should export and save the data on to your internal server and delete them from the portal. This will ensure optimum speed and performance and will minimise dated information being saved.

You can closely keep an eye on forms to still be submitted in the second tab. This will give you a list of parents' who need reminding about a form. You can click the *Send Reminder to All* button before choosing to send a system determined or a more personalised message.

PART FOUR

SENDING MESSAGES

HOW TO SEND A MESSAGE TO YOUR USERS

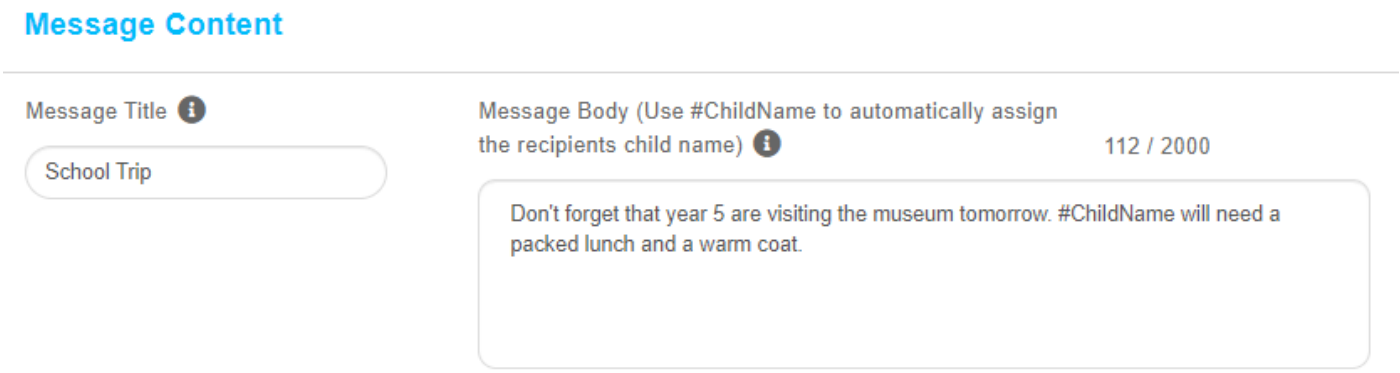
One of the main features of Parentapps Connect is the messaging options. Within this section, you can see your sent, scheduled and draft messages.

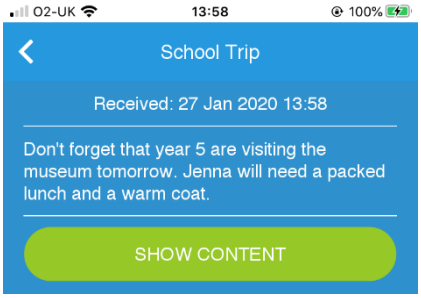
Your SMS count can be found in the top right-hand corner. Please keep an eye on this and if you need to order any more please contact support@parentapps.co.uk

You can send three types of message from our system – push notification, email and/or SMS. To send any type of message, begin by selecting the green *Compose Message* button in the top right-hand corner.



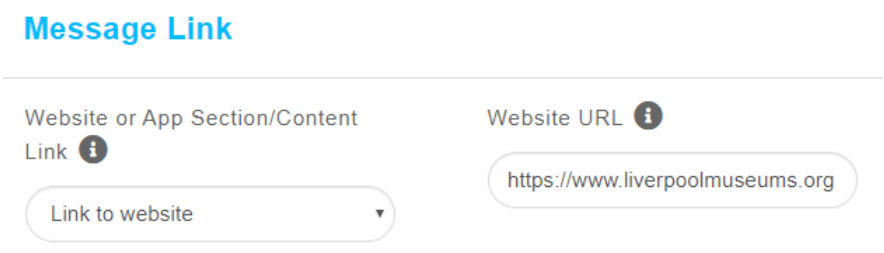
The first section to fill in is the *Message Content*. Here you can add a title and a message body. You have up to 2000 characters available here to make full use of when sending as a free push notification.





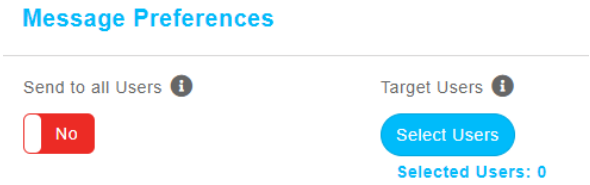
You can insert a child's or parent's name into your message and make it more personal for users by using our *#ChildName* and *#ParentName* feature. This will ensure your users see their own name and their child/children's name within the message on their phones.

The *Message Link* option gives you the ability to send your users a specific link. This could be to an external website or to a tab within the app allowing you to feed your users the information directly.



Message Preferences is the next section that will need your attention. Here you will firstly decide who the message will be delivered to and how it is going to be sent.

You can toggle on the *Send to All Users* button to send your message to every user within your system or specifically *Target Users* by selecting the students, then related users before clicking save to proceed.

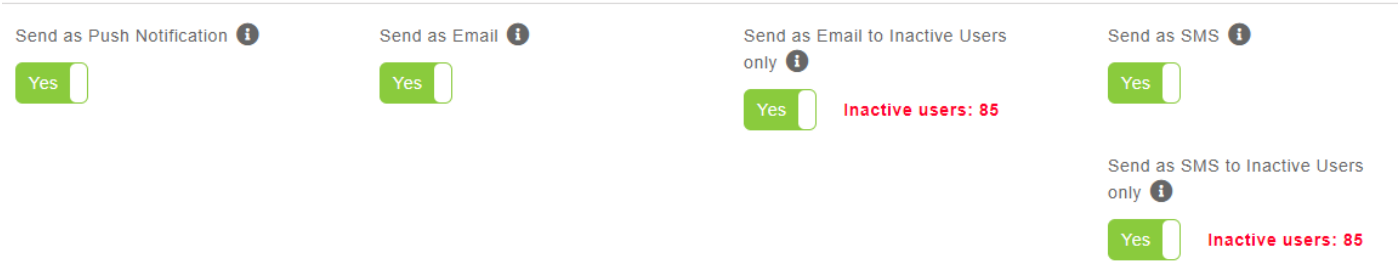


After you have chosen your audience for the message, you will then need to decide how the message will be sent.

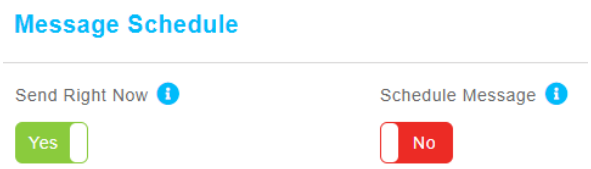
Push Notification – A push notification can be sent as often as you would like, to as many active users as you would like for no additional costs. We aim to help you get 90% or above active users onto the app so you can solely rely on this type of messaging.

Email – An email can also be sent for free to your users through the app. Please note, they will not be able to open any attachments as we would like them to be active on the app to see content. You can send as an email and/or *send as an email to inactive users only*. This will allow you to communicate with all users 100% of the time and is particularly useful when first launching your app.

SMS – An SMS can also be sent to all users and/or as a *SMS to Inactive Users only* again, allowing you to communicate with everybody at the same time.
Please be aware that a SMS message is limited to 160 characters. If your message is more than this, it will use multiple SMS credits from your account.



Finally, your last option is to select *when* you would like the message to be sent. You can choose to send right now or to schedule a message for a later date and time using the appropriate toggles. The schedule function is very useful to send your users quick reminders over the weekend about the following weeks event or when coming back to school after a half term break.



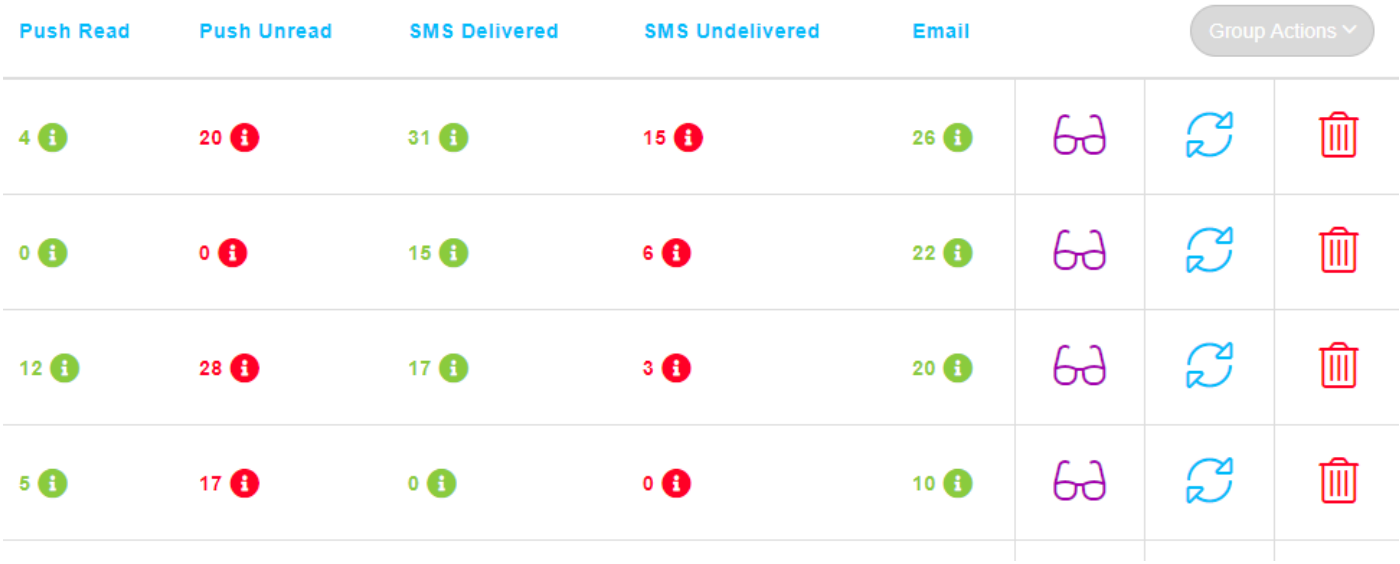
When you are ready, click send in the top right-hand corner.



MESSAGE HISTORY & DELIVERY REPORTS

Within the sent section of your Messages, you can see a full history of everything which has been sent to your users. There is a search bar in the top right corner where you can search for messages, users or students more accurately.

You have full visibility and delivery reports alongside each message. By clicking on the buttons, you can see the date and time a push notification has been read and allow you to resend it to those users who haven't yet read their message. You can see how many SMS messages have been delivered and undelivered and how many emails were sent.



You can view what information has been sent by clicking on the pair of purple glasses, this will allow you to read the information. The blue reuse button allows you to reopen a message, like using a template and then send to different users. You can delete a message using the red delete icon.

PART FIVE

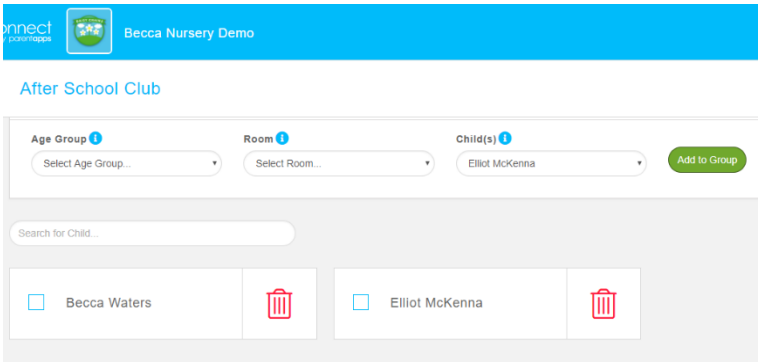
MANAGING YOUR APP

HOW TO CREATE USER GROUPS

Parent Groups are useful to create if you need to target a specific number of users regularly for example, a football club, Parent Governors or persistent absentees.
If your app is synced to your MIS through WONDE, all groups from your MIS System will also pull through. You cannot edit these in the Connect Portal only through your MIS.

Create New and give your group a name before selecting students/ users to add into your group.

Don't forget to click save when finished.



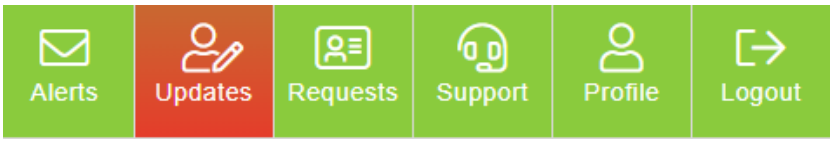
REMOVING & DEACTIVATING USERS

You can remove and deactivate users at any time from within the portal. This is actioned through the Users section. By clicking the delete icon from next to the user's name, this will remove them from the app entirely. If you only wanted to temporarily suspend their account, click on the purple dots next to their name before selecting *Deactivate*. You can follow these steps to *Reactivate* at any time.

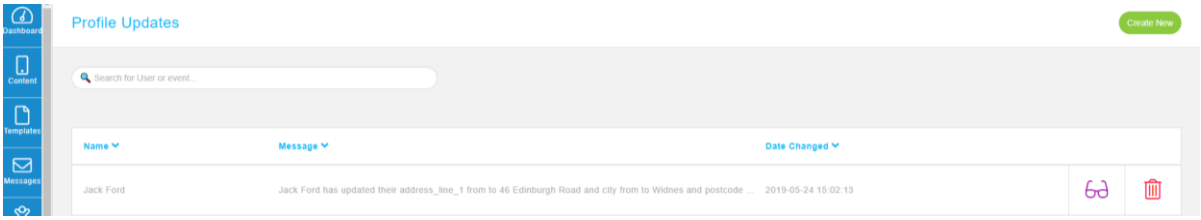
MANAGING UPDATED CONTACT DETAILS

Parents can update their profile details using the *My Profile* section of their app. Whenever a parent does this, you will receive a notification within the portal, as well as an email (if selected) to inform you of this change.

To view the changes, click on the *Updates* icon from the green menu bar. The *Updates* button will flash to let you know you have a new updated contact details for any parents.



Important: Each update will override the information in our portal but does not write back into your MIS system. You can export all updates from this section to help you amend your school's data and you can click on the glasses icon to view individually.



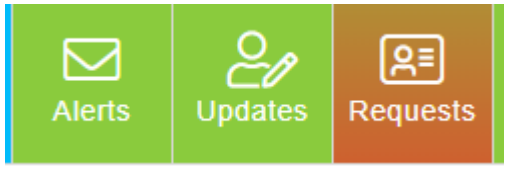
APPROVING ADDITIONAL CONTACTS

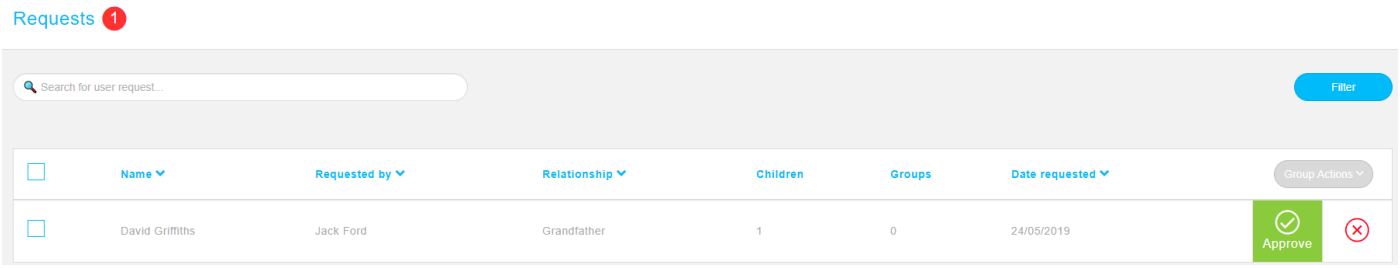
Parents who have are listed as priority contact 1, have the ability to invite additional users such as partner, grandparent, carer or other family member to the app. They can do this through a tab in the more section of their app named *Add Additional Contacts.*

Whenever a parent does this, you will receive a notification within the app. All user requests need to be approved or declined by the school. When you approve or decline the additional contact the record is saved so you have an audit trail. The parent who requested the contact will receive a notification to confirm the status and the new user will be added to the portal and automatically sent an invitation.

Before approval you may wish to directly message or speak to the parent to confirm they have requested this.

To view the requests, click on the *Requests* icon which will flash red to alert you.

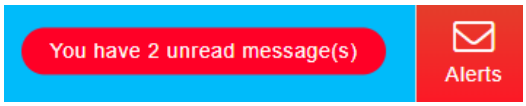




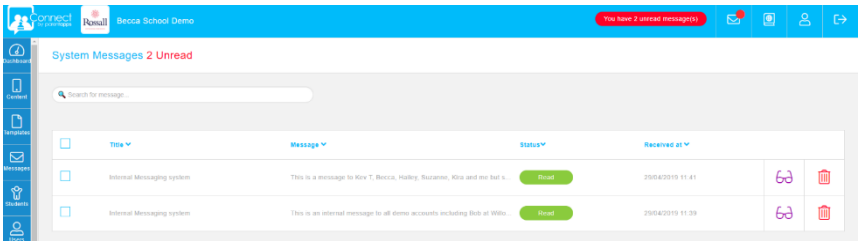
IF YOU WOULD LIKE TO TURN THIS FEATURE OFF FOR YOUR SCHOOL, PLEASE CONTACT THE SUPPORT TEAM.

THE PARENTAPPS MESSAGING SYSTEM

Within the Parentapps Portal, there is a messaging system for us to contact our schools with any important updates and information. The section of the green menu bar will flash to let you about this new alert and you should also receive an email.



You can read each message by clicking on the glasses icon on the right-hand side of the screen.



SUPPORT

For any other advice or support regarding Parentapps Connect please contact our office via the methods below or use our free chat through our website.

Telephone: 0151 808 0093
Email: support@parentapps.co.uk
Website: www.parentapps.co.uk