

Text and Voice Messaging in School Data Analyser

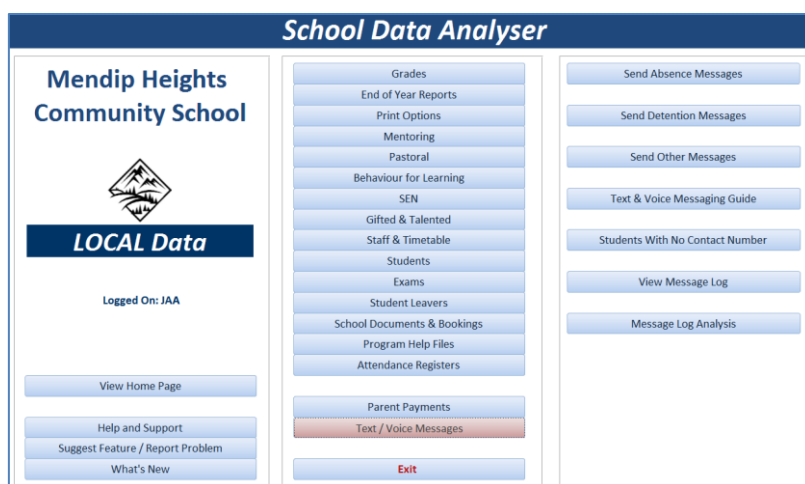
The messaging feature allows schools to send text or voice messages to parents & carers. It can also handle replies to messages sent.

The feature can be used by authorised staff to inform selected parents if their child:

- has an after-school detention or is in internal exclusion
- is marked absent (where absence has not been explained)
- will return late from an out of school visit due to traffic delays

It is also useful for other purposes such as emergencies e.g. school closed due to severe weather

Staff with permission to use all messaging features will see the following items in the **Text/Voice Messages** section of the **Main Menu** screen:

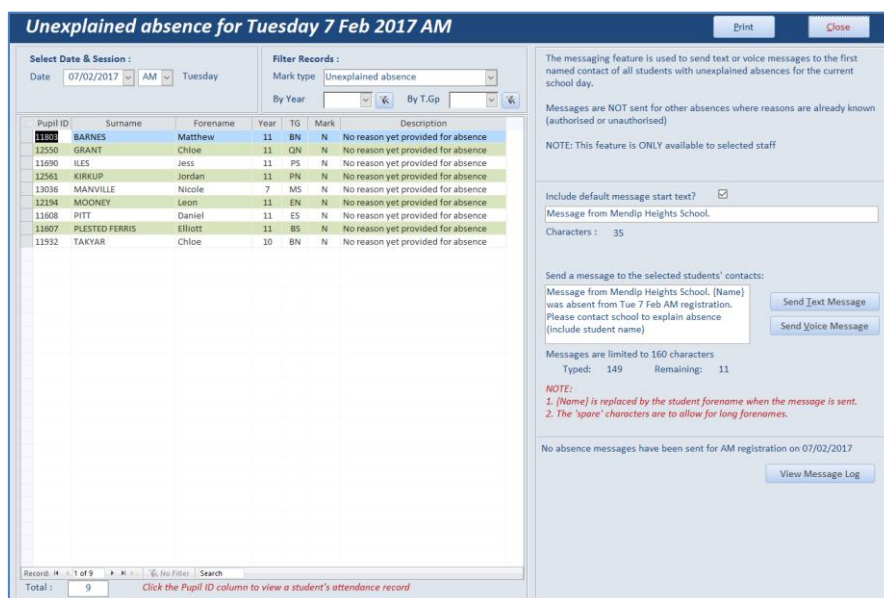


NOTE:

- Depending on individual permissions, some staff will not be able to see or use all these items.
- Message managers will have access to additional items not shown above

1. Send Absence Messages

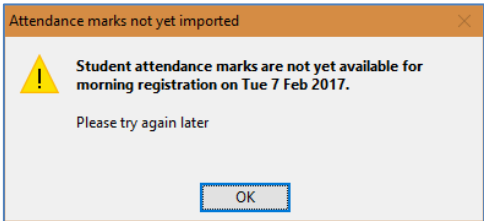
This can be used by authorised staff to send text or voice messages to the first named contact of all students with unexplained absences for the current school day.



Pupil ID	Surname	Forename	Year	TG	Mark	Description
1100	BARNES	Matthew	11	BN	N	No reason yet provided for absence
12550	GRANT	Chloe	11	QN	N	No reason yet provided for absence
11690	ILES	Iles	11	PS	N	No reason yet provided for absence
12561	KIRKUP	Jordan	11	PN	N	No reason yet provided for absence
13036	MANVILLE	Nicole	7	MS	N	No reason yet provided for absence
12194	MOONEY	Leon	11	EN	N	No reason yet provided for absence
11608	PITT	Daniel	11	ES	N	No reason yet provided for absence
13607	PLESTED FERRIS	Elliot	11	BS	N	No reason yet provided for absence
11332	TAKYAR	Chloe	10	BN	N	No reason yet provided for absence

When the form is opened, it shows a list of all students with unexplained absences for the current morning session. The date & session can be changed and the list filtered by year and tutor group.

If the form is opened before marks have been imported from SIMS, this message appears:



The right side of the form is used to send messages.
By default, the message includes the school name followed by the message shown below.

Include default message start text? ☒

Message from Mendip Heights School.

Characters : 35

Send a message to the selected students' contacts:

Message from Mendip Heights School. {Name} was absent from Tue 7 Feb AM registration. Please contact school to explain absence (include student name)

Send Text Message

Send Voice Message

Messages are limited to 160 characters

Typed: 149 Remaining: 11

NOTE:

1. {Name} is replaced by the student forename when the message is sent.
2. The 'spare' characters are to allow for long forenames.

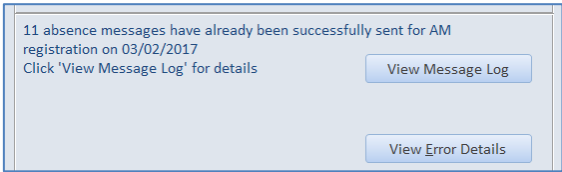
{Name} is automatically replaced by the student forename when the message is sent.

For example:

'Message from Mendip Heights School. Chloe was absent from Tues 7 Feb registration. Please contact school to explain absence (include student name)'

Select **Send Text Message** or **Select Voice Message** to start sending messages for the listed students.

After a few seconds, the message status will be shown:



Click **View Message Log** to view a summary of the messages sent.
If any messages could not be sent, the **Success** checkbox will NOT be ticked:

SMS / Voice Message Log

Check for New Messages

View Charts

Print

Close

Filter records:

Choose a date range

Between:

07/02/2017

and:

07/02/2017

Today

This Year

All Dates

Clear All Filters

Phone Number

Pupil ID

Staff ID

Message Type

Message Group

Message Text contains ...

Message Direction:

Success ?

Absence

Send

ID	Date	Time	From Number	To Number	Staff ID	Contact Name	PupilID	Student	Type	Group	Message	Direction	Success	Time	Cost
8885	07/02/2017	07:19:33			CR	Linda Bungay	12897	Jessica WILLIAMS 11E5	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8886	07/02/2017	07:19:32			CR	Emma Chapman	12882	Jake SHOBROOK 10MN	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8885	07/02/2017	07:19:31			CR	Leanne Burke	12889	Georgia SHERWIN 10Q5	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8884	07/02/2017	07:19:30			CR	Kim Short	11607	Elliott PLESTED FERRIS 11B5	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8883	07/02/2017	07:19:29			CR	Angela Bickley	13189	Emily PEARCE-HERZBERG 10Q5	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8882	07/02/2017	07:19:28			CR	Rebekah Dann	12184	Leon MOONEY 11EN	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8881	07/02/2017	07:19:28			CR	Hazel Aston	13207	Chloe MEDLAND 8PN	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8880	07/02/2017	07:19:27			CR	Sally Dyer	12550	Chloe GRANT 11QN	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8879	07/02/2017	07:19:26			CR	Tony Belton-Reed	12772	Charlie GRANT 8BN	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8878	07/02/2017	07:19:25			CR	Gillian Harris	11761	Jolyon CROSS 11E5	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310
8877	07/02/2017	07:19:25			CR	Tabitha Bidwell	13188	Ryan COUNSELL 7B5	Text	A	Message from Mendip Heli	Send	<input checked="" type="checkbox"/>	00:00:01	£0.0310

NOTE: All phone numbers have been obscured throughout this document for reasons of privacy

The reasons for any message failures can be seen by clicking **View Error Details** on the main form. Due to space reasons, not all the message text may be visible. Click any entry in the **Message** column to see the full message. For example:

Message text for record ID : 8887

Message from Mendip Heights School. Jessica was absent from AM registration on Friday 3 February. No reason for absence has been received

Number of characters: 137

Close

The student list can also be changed to display other types of mark:

- Authorised / unauthorised absence / Approved Educational Activity
- Present / No mark / All marks

However, messages are NOT sent for other absences where reasons are already known (authorised or unauthorised). The form is therefore updated, hiding the messaging controls as shown below:

Authorised absence for Tuesday 7 Feb 2017 AM [Print] [Close]

Select Date & Session :
Date: 07/02/2017 AM Tuesday

Filter Records:
Mark type: Authorised absence
By Year: By T.Gp:

Today

Pupil ID	Surname	Forename	Year	TG	Mark	Description
1111	ALLEN	Kai	7	BS	H	Annual family holiday (agreed)
1112	ALLSWORTH	Yazmin	7	PN	H	Annual family holiday (agreed)
12161	BAYN	Georgia	10	PN	I	Illness
11796	BELL	Ewan	11	GS	M	Medical / Dental
12517	BLACKMAN	Grace	9	MS	I	Illness
11787	BOND	Abigail	11	ES	I	Illness
12137	BRUNT	Benjamin	10	MN	I	Illness
12613	BUDARS	Connor	9	PS	I	Illness
12127	BYWATERS	Chantelle	10	PS	I	Illness
12505	CARDWELL	James	9	BN	I	Illness
12199	CARPENTER	Leo	11	BN	I	Illness
12651	CHADWORTH	Ella-May	9	BS	I	Illness
11764	COUNSELL	Jack	11	MS	M	Medical / Dental
12807	DANDO	Sarah	8	MN	I	Illness
12476	DIXON	Wiktoria	9	MN	I	Illness
13117	DOEL	Cole	7	PS	C	Other authorised circumstances
12460	FAIRHURST	Cara	9	PS	I	Illness
11740	FARNDON	Charlotte	11	ES	I	Illness
12443	FOWLDER	Dakota	9	PS	I	Illness
11723	GEORGE	Thomas	11	ES	I	Illness
11011	GILES	Lee	7	GS	I	Illness
12065	GREANEY	Harry	10	MS	I	Illness
12054	HANNY	Connor	10	GS	I	Illness
13062	HARRIS	Ellie	7	GN	I	Illness
12753	HEALEY	Shona	8	BS	I	Illness
12747	HOLT-WATTS	Tomas	8	GS	I	Illness
12040	HUGHES	Gerard	10	MN	E	Excluded
12737	JOHNSTONE	Abigail	8	ES	I	Illness
11680	JONES	Simone	11	MN	C	Other authorised circumstances
12734	KIBBLE	Alexander	8	MS	I	Illness
11649	MALEHAM	Shannah	11	GN	I	Illness
13055	MARSH	Jack	7	PN	I	Illness
11646	MARSHALL	Kayleigh	11	MN	C	Other authorised circumstances

Total: 61

Click the Pupil ID column to view a student's attendance record

The messaging feature is used to send text or voice messages to the first named contact of all students with unexplained absences for the current school day.
Messages are NOT sent for other absences where reasons are already known (authorised or unauthorised)
NOTE: This feature is ONLY available to selected staff
The messaging feature is ONLY available for unexplained absence

Click the **Pupil ID** field in the student list to view a student's attendance record. For example:

Attendance Record: Jolyon CROSS 11ES

Attendance data is available from 02/09/2016 to 07/02/2017

Attendance Summary NOTE: %Attendance = %Present + %Approved Educational Activity

% Attendance	% Present	% Approved Educational Activity	% Authorised absences	% Unauthorised absences	% No Marks	% Low
79.6	68.8	10.8	10.8	9.7		24.4

Attendance Marks

Week Starting	Mon AM	Mon PM	Tue AM	Tue PM	Wed AM	Wed PM	Thu AM	Thu PM	Fri AM	Fri PM
29/09/2016										
05/10/2016	N	\	N	\	/	\	/	B	N	\
12/10/2016	L	\	/	\	L	\	L	N	L	\
19/10/2016	/	\	/	\	L	\	L	I	I	I
26/10/2016	N	\	B	\	/	\	L	B	I	I
02/11/2016	L	\	N	\	L	\	L	B	L	\
09/11/2016	L	\	B	\	/	\	L	B	/	\
16/11/2016	L	L	I	I	I	I	I	I	#	#
23/11/2016	#	#	#	#	#	#	#	#	#	#
30/11/2016	L	\	B	\	L	\	L	B	N	\
07/12/2016	/	\	/	\	/	\	L	B	L	\
14/12/2016	L	\	B	\	N	N	L	B	N	\
21/12/2016	L	\	/	\	N	\	N	B	/	\
28/12/2016	L	\	L	B	/	\	L	B	/	\
04/01/2017	#	#	N	\	/	\	/	B	N	\
11/01/2017	L	\	/	\	L	\	L	N	L	\
18/01/2017	#	#	#	#	#	#	#	#	#	#
25/01/2017	#	#	#	#	#	#	#	#	#	#
01/02/2017	L	\	N	\	L	\	L	B	L	\
08/02/2017	L	\	B	\	/	\	L	B	N	\
15/02/2017	L	L	I	I	I	I	I	I	/	/
22/02/2017	L	\	/	\	L	\	L	B	/	\
01/03/2017	N	\	N	\	/	\	/	B	N	\
08/03/2017	#	#	/	\						

% Attendance (By Type)

% Attendance (By Code)

2. Send Detention Messages

This can be used by authorised staff to send text or voice messages to the first named contact of all students with an after-school detention or internal exclusion on the selected date.

This can be done up to 1 week in advance of the detention.

Messages are NOT sent for other detentions during the school day

Exclusion Room / After school detentions for Thursday 2 Feb 2017 [Print] [Close]

Select Date: 02/02/2017 Thursday

Filter Records: Detention: [v] By Year: [v] By T.Gp: [v]

Pupil ID	Surname	Forename	Year	TG	Detention	Start	End	Room
12124	CHESTER	Melissa	10	GS	Mathematics Department Detention	15:10	16:10	L11
12783	FISHER	Daniel	8	BN	Mathematics Department Detention	15:10	16:10	L11
12404	HOLMES	Charlie	9	PS	Year 9 Detention	15:10	16:10	M23
12399	HUDSON	Sophie	9	MS	Year 9 Detention	15:10	16:10	M23
12385	KIBBLE	Laure	9	MS	Year 9 Detention	15:10	16:10	M23

Record: 1 of 5 [v] No Filter Search

Total: 5 *Click the Pupil ID column to view a student's detention record*

The messaging feature is used to send text or voice messages to the first named contact of all students with an after school detention or internal exclusion on the selected date. This can be done up to 1 week in advance of the detention.

Messages are NOT sent for other detentions during the school day

NOTE: This feature is ONLY available to selected staff

Include default message start text? ☒

Message from Mendip Heights School.

Characters: 35

Send a message to the selected students' contacts:

Message from Mendip Heights School. {Name} will be in the {Detention} from {Start} to {End} on Thursday 2 February in room {Room}

[Send Text Message] [Send Voice Message]

Messages are limited to 160 characters

Typed: 129 Remaining: 31

NOTE: when the message is sent :
{Name} is replaced by the student forename
{Detention}, {Start}, {End} & {Room} are matched to the student detention.
The 'spare' characters are to allow for differences in names & detentions

No detention messages have been sent for 02/02/2017

The right side of the form is used to send messages.

By default, the message includes the school name followed by information about the detention.

Include default message start text? ☒

Message from Mendip Heights School.

Characters: 35

Send a message to the selected students' contacts:

Message from Mendip Heights School. {Name} will be in the {Detention} from {Start} to {End} on Thursday 2 February in room {Room}

[Send Text Message] [Send Voice Message]

Messages are limited to 160 characters

Typed: 129 Remaining: 31

NOTE: when the message is sent :
{Name} is replaced by the student forename
{Detention}, {Start}, {End} & {Room} are matched to the student detention.
The 'spare' characters are to allow for differences in names & detentions

No detention messages have been sent for 02/02/2017

{Name} is automatically replaced by the student forename when the message is sent
Similarly, the fields {Detention}, {Start}, {End} & {Room} are matched to the student detention.

For example:

'Message from Mendip Heights School. Charlie will be in the Year 9 Detention from 15:10 to 16:10 on Thursday 2 February in room L11'

NOTE: If you alter the standard message, ensure you use the { } brackets for the Detention field etc.

Select **Send Text Message** or **Select Voice Message** to start sending messages for the listed students.

After a few seconds, the message status will be shown:

4 detention messages have already been successfully sent for 02/02/2017
1 other detention messages could not be sent
Click 'View Message Log' for details

[View Message Log]

Click **View Message Log** to view a summary of the messages sent:

ID	Date	Time	From Number	To Number	Staff ID	Contact Name	PupilID	Student	Type	Group	Message	Direction	Success	Time	Cost
8902	31/01/2017	07:53:14			CR	Debbie Santo	12385	Laura KIBBLE 9MS	Text	D	Message from Mendip Heig	Send	✓	00:00:01	£0.0310
8901	31/01/2017	07:53:13			CR	Rachel Radford	12399	Sophie HUDSON 9MS	Text	D	Message from Mendip Heig	Send	✓	00:00:01	£0.0310
8901	31/01/2017	07:53:12			CR	Kelly Howell	12404	Charlie HOLMES 9PS	Text	D	Message from Mendip Heig	Send	✓	00:00:01	£0.0310
8900	31/01/2017	07:53:11			CR	Karen Palmer	12785	Daniel FISHER 8EN	Text	D	Message from Mendip Heig	Send	✓	00:00:01	£0.0310
8899	31/01/2017	07:53:10			CR	Donna Houlton	12124	Melissa CHESTER 10QS	Text	D	Message from Mendip Heig	Send	✓	00:00:00	£0.0000

Click any entry in the **Message** column to see the full message. For example:

Message text for record ID : 8899

Message from Mendip Heights School. Melissa will be in the Mathematics Department Detention from 15:10 to 16:10 on Thursday 2 February in room L11

Number of characters: 146

Close

3. Send Other Messages

This can be used by authorised staff to send text or voice messages to the first named contact of a selected group of students.

Choose from:

- All students in a year / tutor / house or teaching group / subject / activity
- Individual student or a group of students

For example:

Send a Text / Voice Message

Use this form to send a text or voice message to the main contact number for a group of students.

NOTE: This feature is only available to authorised users

You can personalise the message text by using {Name} in the message text. This will be replaced by the student forename when the message is sent

Select an Option:

- All students in a Year group
- All students in a Tutor group
- All students in a House
- A group of students
- An individual student
- All students in a teaching group
- All students in a subject
- All students in an activity

Select a tutor group:

- 7ES
- 7MN
- 7MS
- 7PN
- 7PS
- 7QN
- 7QS
- 8EN
- 8PS
- 8EN
- 8ES
- ...

Create a message

Include default message start text? ☒

Message from Mendip Heights School.

Characters : 35

Send a message to the contacts for the selected students

Message from Mendip Heights School. The Geography trip for {Name} has been delayed due to traffic issues on the M4. Return time is expected to be at 5.00pm

Use Saved Message

Delete Message

Save Message

Send Text Message

Send Voice Message

Messages are limited to 160 characters

Typed: 155 Remaining: 5

Type {Name} if you want to use students' names in the message. This will be replaced by the student forename when the message is sent. NOTE: the {} brackets are REQUIRED for this to work. If so, always leave several 'spare' characters to allow for long forenames.

Use this screen to send a text or voice message to the main contact number for a group of students.

NOTE:

1. Messages are limited to 160 characters
2. Messages can be saved for future use where convenient
These are also available to other staff
3. Use {Name} if you want to include student forenames in the message
The {} brackets are REQUIRED for this to work
If so, leave several 'spare' characters to allow for long forenames

Select **Send Text Message** or **Select Voice Message** to start sending messages for the listed students. This may take a while to complete if many students are selected.

A progress bar is displayed whilst the process takes place. Typically, each message takes less than a second to send

Send a message to the contacts for the selected students

Message from Mendip Heights School.
The Geography trip for {Name} has been delayed due to traffic issues on the M4. Return time is expected to be at 5.00pm

Messages are limited to 160 characters
Typed: 155 Remaining: 5

Type {Name} if you want to use students' names in the message.
This will be replaced by the student forename when the message is sent.
NOTE: the { } brackets are REQUIRED for this to work.
If so, always leave several 'spare' characters to allow for long forenames.

Sending messages for 30 students . . .

13%

Use Saved Message

Delete Message

Save Message

Send Text Message

Send Voice Message

When the process has completed, click **View Message Log** to view a summary of the messages sent:

Process completed

Time taken = 14 seconds

View Message Log

In the screenshot below, the log has been filtered to only show messages which could not be sent.

SMS / Voice Message Log

Check for New Messages

View Charts

Print

Close

Filter records:

Choose a date range

Between: 07/02/2017 and: 07/02/2017

Today

This Year

All Dates

Clear All Filters

Phone Number

Pupil ID

Staff ID

Message Type

Message Group

Message Text contains ...

Message Direction:

Success ?

Other

M4

Send

ID	Date	Time	From Number	To Number	Staff ID	Contact Name	PupilID	Student	Type	Group	Message	Direction	Success	Time	Cost
8921	07/02/2017	09:37:46			CR	Lorraine Wedmore	12601	Jedd THOMAS BBN	Text	O	Message from Mendip Hei	Send	<input type="checkbox"/>	00:00:00	£0.0000
8921	07/02/2017	09:37:42			CR	Helen Moore	12651	Jordan RICHES-SANHA BBN	Text	O	Message from Mendip Hei	Send	<input type="checkbox"/>	00:00:00	£0.0000
8919	07/02/2017	09:37:41			CR	Susan Wheadon	12681	Louise PALMER BBN	Text	O	Message from Mendip Hei	Send	<input type="checkbox"/>	00:00:00	£0.0000

Click any entry in the **Message** column to see the full message. For example:

Message text for record ID : 8921

Message from Mendip Heights School. The Geography trip for Jordan has been delayed due to traffic issues on the M4. Return time is expected to be at 5.00pm

Number of characters: 155

Close

NOTE:

When more than 30 students are selected, users are warned about the likely cost before sending the message.

Occasionally, it may be necessary to contact the parents/carers contact for all students. For example, to inform them of an emergency closure due to severe weather conditions. To do so, select **a group of students** then click **Select All**.

For a large school, it will take several minutes to complete sending these messages. It will also be costly, so this feature should only be used where essential!

4. Text & Voice Messaging Guide

Opens this guide

5. Students with no Contact Number

The messaging feature depends on the school knowing the main contact number for each student. This opens a form listing any students for whom no contact number is currently available:

Students With No Message Contact Number						
Click the Pupil ID column to open the Student Info form						
Pupil ID	Surname	Forename	Year	T.Gp.	Contact Name	Contact Number
12341	NORTON	Alice	9	MN	Mrs Liz Wheeler	
11621	NUTT	Christopher	11	QN	Mrs Liz Richardson	

Click the **Pupil ID** column to open the **Student Info** form

Click the **Info** button to understand how the contact numbers used in messaging are determined.

It is strongly recommended that schools ask parents/carers to update their contact details at least once a year.

6. View Message Log

You can use the message log to view a summary of all messages sent or received. As in the previous examples, the list can also be filtered as required.

SMS / Voice Message Log														
Check for New Messages View Charts Print Close														
Filter records: Choose a date range Between: 24/01/2017 and: 07/02/2017 Today This Year All Dates Clear All Filters														
Phone Number	Pupil ID	Staff ID	Message Type	Message Group	Message Text contains ...	Message Direction	Success ?							
			Text	Absence			True							
ID	Date	Time	From Number	To Number	Staff ID	Contact Name	Pupil ID	Student	Type	Group	Message	Direction	Success	Time
8885	07/02/2017	07:19:33			CR	Linda Bungay	12897	Jessica WILLIAMS 11E5	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8886	07/02/2017	07:19:32			CR	Emma Chapman	12882	Jake SHOBROOK 10MN	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8885	07/02/2017	07:19:31			CR	Leanne Burke	12889	Georgia SHERRIN 10QS	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8884	07/02/2017	07:19:30			CR	Kim Short	11607	Elliot PLESTED FERRIS 11B5	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8883	07/02/2017	07:19:29			CR	Angela Bickley	13189	Emily PEARCE-HERZBERG 10QS	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8882	07/02/2017	07:19:28			CR	Rebekah Dann	12194	Leon MOONEY 11EN	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8881	07/02/2017	07:19:28			CR	Hazel Aston	13207	Chloe MEDLAND 8PN	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8880	07/02/2017	07:19:27			CR	Sally Dyer	12550	Chloe GRANT 11QN	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8879	07/02/2017	07:19:26			CR	Tony Belton-Reed	12772	Charlie GRANT 8BN	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8878	07/02/2017	07:19:25			CR	Gillian Harris	11761	Jolyon CROSS 11E5	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
8877	07/02/2017	07:19:25			CR	Tabitha Bidwell	11188	Ryan COUNSELL 7B5	Text	A	Message from Mendip Hel	Send	✓	00:00:01 £0.0310
4586	25/01/2017	21:48:00			CR	Lorraine Bacon	11932	Chloe TAKYAR 10BN	Text	A	Message from Mendip Hel	Send	✓	00:00:00 £0.0316
4587	25/01/2017	21:48:02			CR	Rebekah Dann	12194	Leon MOONEY 11EN	Text	A	Message from Mendip Hel	Send	✓	00:00:00 £0.0316
4586	25/01/2017	21:48:02			CR	Sally Dyer	12550	Chloe GRANT 11QN	Text	A	Message from Mendip Hel	Send	✓	00:00:00 £0.0316
4585	25/01/2017	21:23:37			CR	Lorraine Bacon	11932	Chloe TAKYAR 10BN	Text	A	Message from Mendip Hel	Send	✓	00:00:00 £0.0316
4584	25/01/2017	21:23:37			CR	Rebekah Dann	12194	Leon MOONEY 11EN	Text	A	Message from Mendip Hel	Send	✓	00:00:00 £0.0316
4583	25/01/2017	21:23:37			CR	Sally Dyer	12550	Chloe GRANT 11QN	Text	A	Message from Mendip Hel	Send	✓	00:00:00 £0.0316

To view all records, click **Clear All Filters**.

When all filters are removed, the list will automatically be updated every 5 minutes with details of any new messages received. Normally, these will be replies to messages sent that day.

Alternatively, click **Check for New Messages** to update the received message list.

NOTE: The school should advise parents/carers to include the student forename in all messages

Using the phone number of the sender and the supplied student forename, **SDA** will ALWAYS be able to match each message to the correct student. This will only take a few seconds to complete.

However, where a contact number is linked to several students, it is ONLY possible to guarantee this is done correctly PROVIDING the student name is included in the received message.

If the student's name cannot be definitively identified, it will be left blank.

SMS / Voice Message Log Check for New Messages View Charts Print Close

Filter records: Choose a date range Between: 18/02/2017 and: 18/02/2017 Today This Year All Dates Clear All Filters

Phone Number Pupil ID Staff ID Message Type Message Group Message Text contains ... Message Direction: Receive Success? True

ID	Date	Time	From Number	To Number	Staff ID	Contact Name	PupilID	Student	Type	Group	Message	Direction	Success	Time	Cost
202	18/02/2017	16:32:35				Mrs Liz Richardson			Text	R	I am unable to attend the n	Receive	✓	00:00:00	£0.0060

In such cases, click the contact number to view a list of students linked to the number:

Students linked to Close

Click the Save button to assign the student listed to the selected message

Contact Number	Contact Name	Pupil ID	Surname	Forename	Year	T.Gp.
	Mrs Liz Richardson	13151	BUNGAY	Jasmine	7	BN
	Mrs Liz Richardson	11621	NUTT	Christopher	11	QN

Click the **Save** button to the right of a student to assign that student to the message log:

SMS / Voice Message Log Check for New Messages View Charts Print Close

Filter records: Choose a date range Between: 18/02/2017 and: 18/02/2017 Today This Year All Dates Clear All Filters

Phone Number Pupil ID Staff ID Message Type Message Group Message Text contains ... Message Direction: Receive Success? True

ID	Date	Time	From Number	To Number	Staff ID	Contact Name	PupilID	Student	Type	Group	Message	Direction	Success	Time	Cost
202	18/02/2017	16:32:35				Mrs Liz Richardson	13151	Jasmine BUNGAY 7BN	Text	R	I am unable to attend the n	Receive	✓	00:00:00	£0.0060

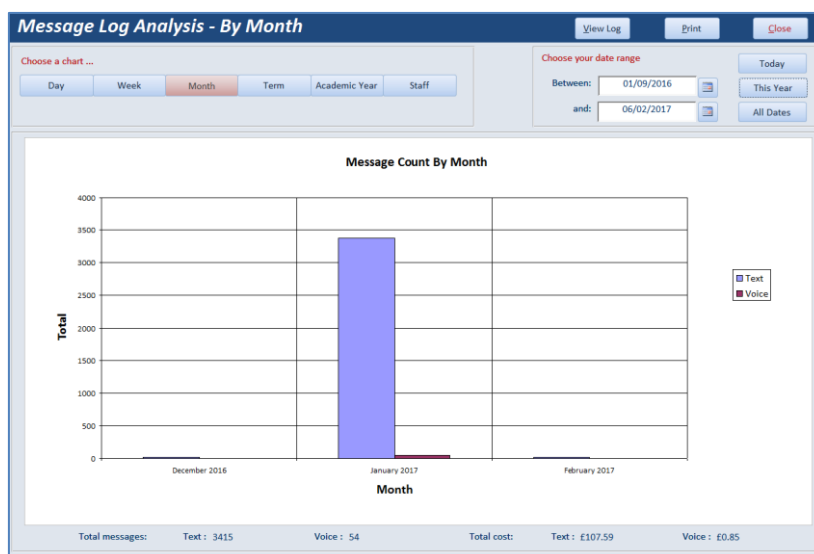
7. Message Log Analysis

This allows you to view total messages sent & received in chart format.
This can be useful for understanding usage patterns for the messaging feature.

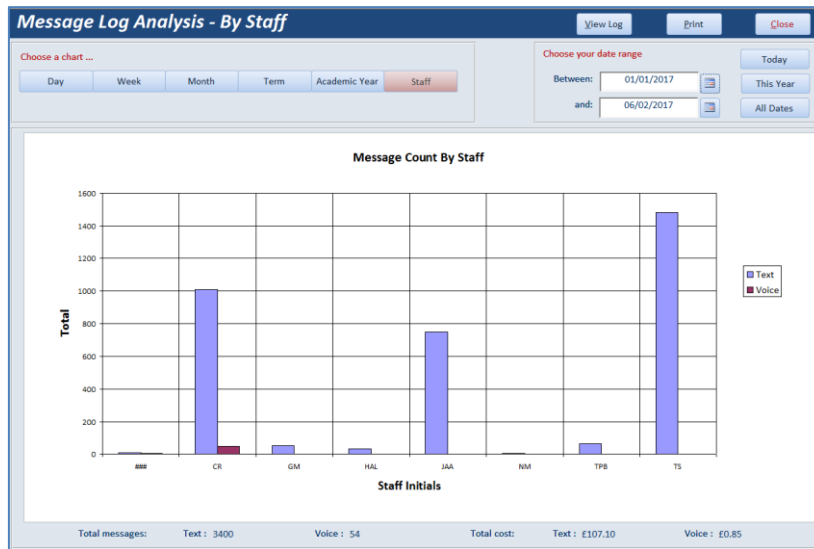
Select the type of chart & the date range required.

In each case, the total number of text & voice messages (sent & received) for the selected dates are listed, together with the total cost. For example:

a) By month (for the current academic year)



b) By staff (from 01/01/2017 to the current date)



NOTE: '###' is used to indicate the Staff ID for received messages