

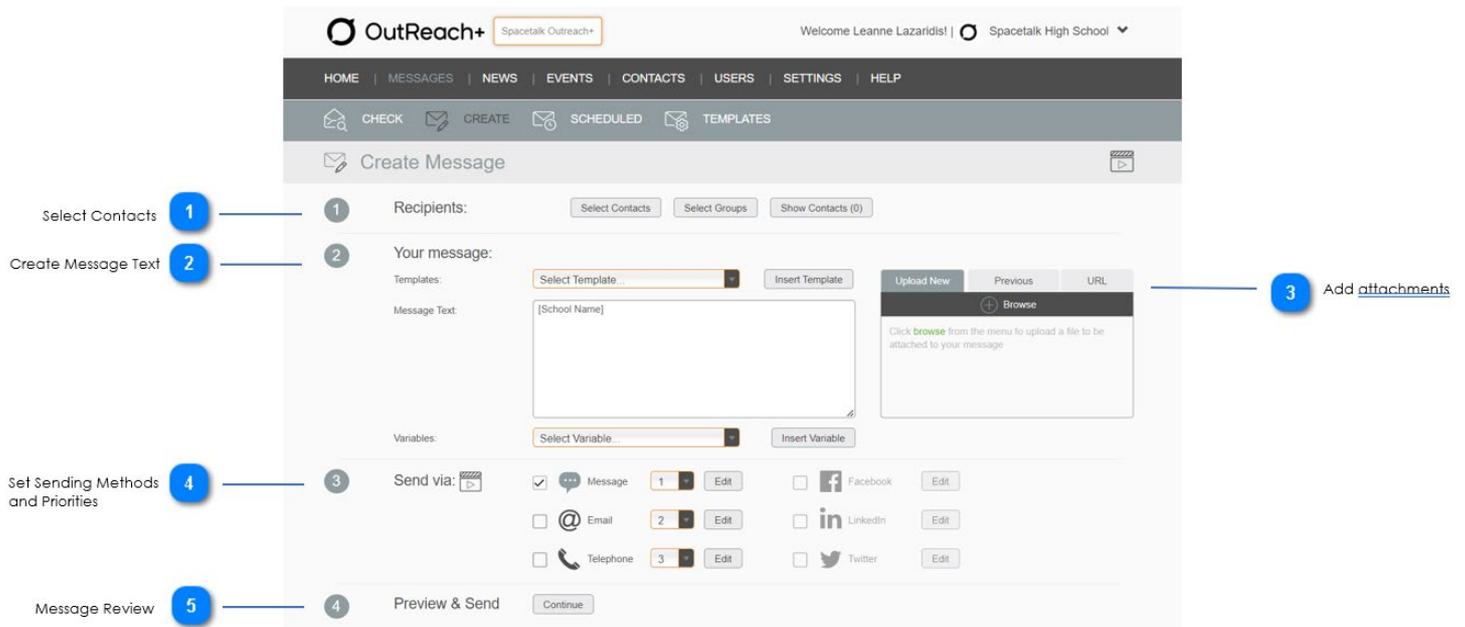


Outreach User Guide

How to create and send Messages in Outreach

CREATE A NEW MESSAGE

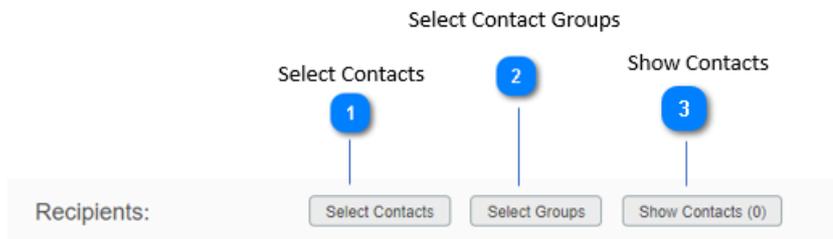
To Create a new message to send to your Parents, Staff, Students or Custom Contacts, navigate to the Messages tab in the top navigation bar, click the 'Create' icon and follow the steps below.



1

Select Recipients of your Message

Select Contacts from your phone books to send to. You can choose to send to individual contacts or whole groups.



Select Contacts

Select Contacts

Select Individual Contacts to send to.

This screen allows you to select the contacts that you wish to send to. You can select one or more contacts simply by checking the check boxes next to the contact's name.

You can switch between different contact groups and OutReach+ will remember any contacts that you have selected so far.

Once you have finished selecting all your contacts, simply click on Save to return to the Create Message screen.

Select Contact Groups

Select Groups

This screen allows you to select the contact groups that you wish to send to. You can select one or more contact groups simply by checking the check boxes next to the contact group's name.

Once you have finished selecting all your contact groups, simply click on Save to return to the Create Message screen.

Show Contacts (10)

Show Contacts (0)

Once you have selected your contacts, you can view the contacts that you have selected here. This will allow you to remove contacts from the list that you do not wish to send to.

Contacts to remove: 0 Groups to remove: 0 Remove Selected Parent

	Family Code ...	Given Name ...	Family Name ...	Student Nam...	Student Famil...	Year Level	SMS	Email ...	Voice ...	Spacetalk ...
<input checked="" type="checkbox"/>	679031	Illiana	Lazaridis				✓	✓	✗	✓
<input checked="" type="checkbox"/>	12346	Jayesh	Nair				✓	✗	✗	✓
<input checked="" type="checkbox"/>	889	Brian	Peakall				✓	✓	✗	✓
	Contact Group Description									

2

Create Message Text

Once you have selected the contacts you want to send to, you need to write the message text that you will be sending out. In step 2, you can choose from a list of pre-prepared templates or write your own message. You can also make use of the available Variables in the system to personalise your message.

Your message:

Templates:

Message Text:

Variables:

Select Template

OutReach+ comes with a range of pre-prepared templates that you can use. Simply select one of the templates from the drop down list.

Insert Template

Once you have selected a template, click on this button to Insert the template into the Message Text. This action will overwrite any text that you may have written in the Message Text box.

Message Text

Write your message here. If you are utilising a template, you will see the Template content here after you click on **Insert Template**.

[Top](#)

Variables Selection

[Current Day]

Variables are placeholders for certain information that can be inserted into the Message. See some examples below.

[School Name] - When you use this Variable, it will replaces the placeholder with the school's name in the message when it is sent out.

[Current Date] - When you use this Variable, it will replaces the placeholder with the current date in the format DD MMM YYYY (e.g. 10 Oct 2014).

[Current Day] - When you use this Variable, it will replaces the placeholder with the current day in the format DDD (e.g. Fri).

[Given Names] - When you use this Variable, it will replaces the placeholder with the Student's Given Names. You can use this variable to personalise your message to the parents.

[Parent Given Names] - When you use this Variable, it will replaces the placeholder with the Parent's Given Names. You can use this variable to personalise your message to the parents.

[Roll Class] - When you use this Variable, it will replaces the placeholder with the Student's Roll Class.

Insert Variable

Insert Variable

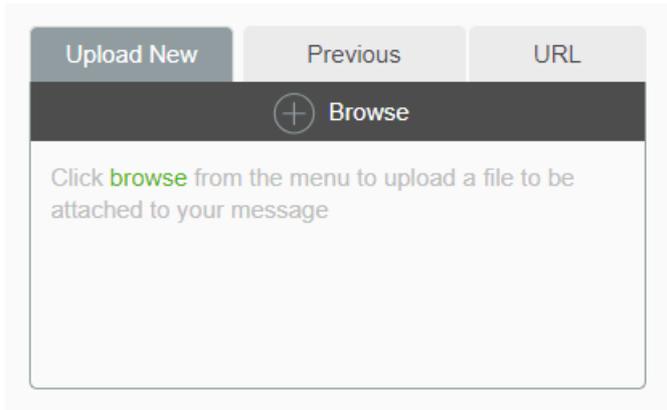
Once you have selected a Variable click this button to insert the Variable into the message.

3

Add Attachments

You can add an attachment into your message by uploading a new file or use a previously uploaded file.

Once the file has been uploaded, you can preview the file to make sure you have selected the correct file.



4

Setting Sending Methods and Priority

You need to select your sending methods and priorities before sending the messages. You can select a mixture of sending methods such as SMS, Email or Social Media channels.

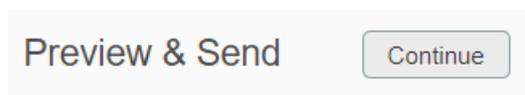
You can edit the message for each sending methods where some methods have character limits.



5

Message Review

Review the message before sending.



MANAGE MESSAGES

You can manage your messages by clicking on **Messages** then **Check** on the main menu.

Incoming messages from your Contacts will go to the **Inbox** directory. Outgoing messages sent by users of your school will go to the **Outbox** and the **Sent Items** directories.

You can create new folders within each directory to easily manage and archive your messages.

To read a message in full, simply select the message that you want and click on **Read**.

You can also Read and Print from this Navigation page.

HOME | MESSAGES | NEWS | EVENTS | CONTACTS | USERS | SETTINGS | HELP

CHECK CREATE SCHEDULED TEMPLATES

Check Messages

Search in Inbox... [Delete] [Print] [Reply] [Read]

From	Message	Received
Loop Martin	oklllk	16/1/2024 7:59 AM
Loop Martin	thanks	16/1/2024 7:59 AM
Adele Nowako...	From?	09/1/2024 5:31 PM
Jamie Simonsen	Okay	09/1/2024 5:04 PM
Elke Jarvis	Check	09/1/2024 5:04 PM
Peter Scott	Thanks for the message.	04/1/2024 1:05 PM
Ethan Martin	hello	29/11/2023 11:19 AM
ethan martin	Yes	15/11/2023 3:39 PM
Ethan Martin	ok thanks	15/11/2023 3:01 PM
Peter Scott	Testing 123	09/11/2023 2:09 PM
Jamie Simonsen	Hello!!	07/11/2023 5:19 PM
Parent Alpha1	Hello!	07/11/2023 3:36 PM
@ Jamie Simonsen	(Message From Spacetalk High School) <html><body>thank you <...</body></html>	01/11/2023 1:08 PM
Parent Alpha2	Hello school	18/10/2023 2:09 PM
Bradley Clarke	Teating 1234	16/10/2023 11:43 AM
Parent Alpha1	Test 123	06/10/2023 2:26 PM

Total items in folder: 36 (Loaded: 33)

Create a new sub-folder

To Create a new sub folder inside a directory, make sure that you have selected that directory. Click on **Add Folder** to create a new folder within that directory.

Click **Delete Folder** to delete the currently selected folder. You cannot delete a directory (Inbox, Drafts, Sent Items, Outbox) and will be shown a warning if you do try to do so.

