



## **NEXT GEN DOCUMENTATION ~MESSAGE CENTER~**

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## Message Center Overview

JMC's Message Center allows you to quickly and efficiently communicate with parents and students. The JMC Message Center allows for the following: 1) Emails 2) Short Message Service (text messaging or texting) 3) Voice Calls/Voice Mail.

**PHONE CALL** - You may record a phone message that will be sent to the parents and students.

**EMAIL** - An email will be sent to all email addresses maintained for the contact and/or the student. Up to 8 email addresses per contact are allowed. Up to 4 attachments per email are allowed.

**TEXT MESSAGE** - You may type in a text message to be sent to the parents and students.

**PHONE CALL (Text to Voice)** - You may type the message that will be read by your choice of a male or female voice when the call is placed.

**RECORDED PHONE CALL** - You may record a voice message that will be sent and saved for future use.

*Note:* A phone number may be specified by you in the Phone Settings that will appear on the parent's caller ID as your school's number. This way parents are sure to know it is not a solicitation call.

Common reasons for using the message center are:

- Emergency/Weather Related
- Student Related
- General School Information

Parents are able to decide which phone numbers will be called for a specific call group. You may decide to send the phone call to any combination of groups including all at once. As an example, a parent might choose the following options for each phone number listed in their contact information:

- Call my Work, Home, and Cell number if it is Emergency/Weather Related
- Call only my Home number if it is School Related or General School Information

Parents may sign up for texts and voice calls by logging into JMC's Online Parent. The parent is allowed to decide for each of their 8 Phone Numbers:

- if this number is allowed to receive Text Messages.
- if this number is to be called for a specific area such as Emergency/Weather Related or they may check any combination or all at once.

For Parents who do not have internet access your office staff could enable the text message and/or phone numbers to be called for that particular event.

Currently, parents have the ability through Online Parent to request an email be sent for period attendance, missing scores, and grade percentage reasons. Using the Message Center a text may also be requested for missing scores.

## **Message Center Instructional Videos**

The following instructional videos for the Message Center are available from JMC. Click on the link and the video will come up in your web browser. If you have any issue with getting these videos to work for you please contact JMC at 800-524-8182.

[http://jmcinc.com/resources/view/message\\_center](http://jmcinc.com/resources/view/message_center)

## File — Administrator Options

This page is used to enter configuration information for your Message Center.

1. Select File-Administrator Options. The page will appear similar to Figure 1.

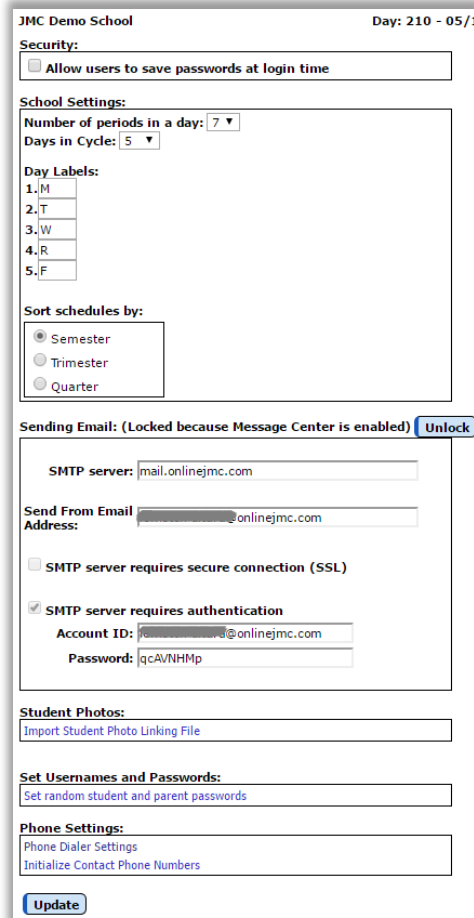


Figure 1:

Administrator Options.

Of interest here is the section at the bottom titled **Phone Dialer Settings**:

**Sending Email** All options managed by JMC for Message Center clients.

2. Toward the bottom of the page click on the link **Phone Dialer Settings**. This page will appear in a new tab similar to Figure 2.

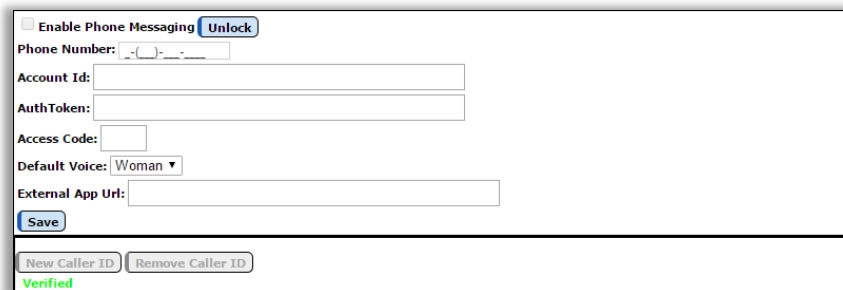


Figure 2:

Phone Dialer Settings

**Enable Phone Messaging** Managed by JMC for Message Center clients.

**Unlock** Managed by JMC for Message Center clients.

**Phone Number** Provided by JMC for Message Center clients.

**Account ID** Provided by JMC for Message Center clients.

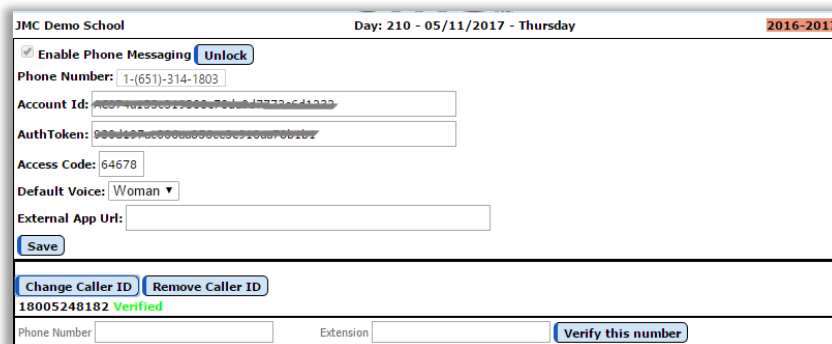
**Auth Token** Provided by JMC for Message Center clients.

**Access Code** Provided by JMC for Message Center clients.

**Default Voice** Specify the voice used for voice to text phone calls.

**External App URL** Only used by District-hosted clients.

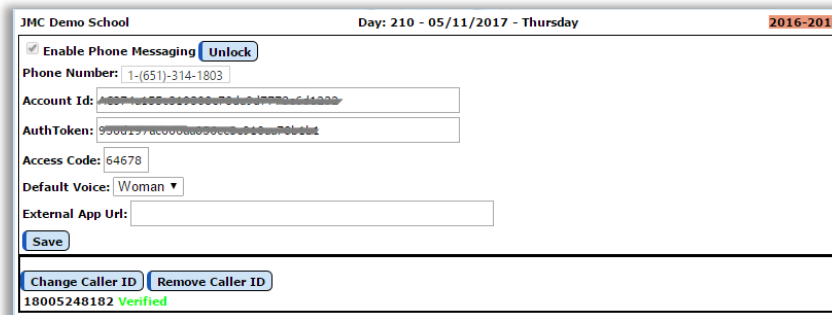
**New Caller ID** button. The page will appear similar to Figure 3. After entering the phone number and extension as needed, click on the **Verify this number** button. This will actually dial the number and if the call is answered at this time then a message will appear that the caller ID setup has been verified, as in Figure 4. In Figure 4 the number listed is JMC's local phone number. **YOU MUST ENTER THE PHONE NUMBER FOR YOUR DISTRICT THAT YOU WANT TO SHOW UP IN THE CALLER ID FOR PARENTS.**



The screenshot shows a web interface for 'JMC Demo School' with the date 'Day: 210 - 05/11/2017 - Thursday' and the school year '2016-2017'. At the top, there is a checkbox for 'Enable Phone Messaging' with an 'Unlock' button. Below this are several input fields: 'Phone Number' (1-(651)-314-1803), 'Account Id' (masked), 'AuthToken' (masked), 'Access Code' (64678), 'Default Voice' (Woman), and 'External App Url'. A 'Save' button is located below these fields. At the bottom of the form, there are two buttons: 'Change Caller ID' and 'Remove Caller ID'. Below the form, the current caller ID is displayed as '18005248182 Verified' in green text. At the very bottom, there are input fields for 'Phone Number' and 'Extension', followed by a 'Verify this number' button.

Figure 3:

Editing the  
Caller ID  
Settings



This screenshot is identical to Figure 3, but the 'Verify this number' button is no longer visible. Instead, the '18005248182 Verified' text is now displayed in a larger font and green color, indicating that the caller ID has been successfully verified.

Figure 4:

Caller ID  
has been  
verified

**Remove Caller ID** To remove the Caller ID settings, click this button.

3. Toward the bottom of the page click on the link **Initialize Contact Phone Numbers**. This page will appear in a new tab similar to Figure 5.

Figure 5:  
Initialize Contact Phone Numbers

**Initialize Contact Phones Ranked #1** To select the Emergency/Weather Related checkbox for all contacts of Rank 1, click this button. After doing so a message will appear indicating the number of contacts that were initialized in this way. See Figure 6 for an example of a contact record.

Figure 6:  
Edit Contacts page as relates to the Message Center

Contact's Phone Number Rank      This phone number has been initialized for Emergency/Weather Related

**Initialize Contact Phones Ranked #2** To select the Emergency/Weather Related checkbox for all contacts of Rank 2, click this button. After doing so a message will appear indicating the number of contacts that were initialized in this way. See Figure 6 for an example of a contact record.

**Initialize Contact Phones Cell #1** To select the SMS / Text Message checkbox for all contacts of Type Cell 1, click this button. After doing so a message will appear indicating the number of contacts that were initialized in this way. See Figure 6 for an example of a contact record.

**Initialize Contact Phones Cell #2** To select the SMS / Text Message checkbox for all contacts of Type Cell 2, click this button. After doing so a message will appear indicating the number of contacts that were initialized in this way. See Figure 6 for an example of a contact record.

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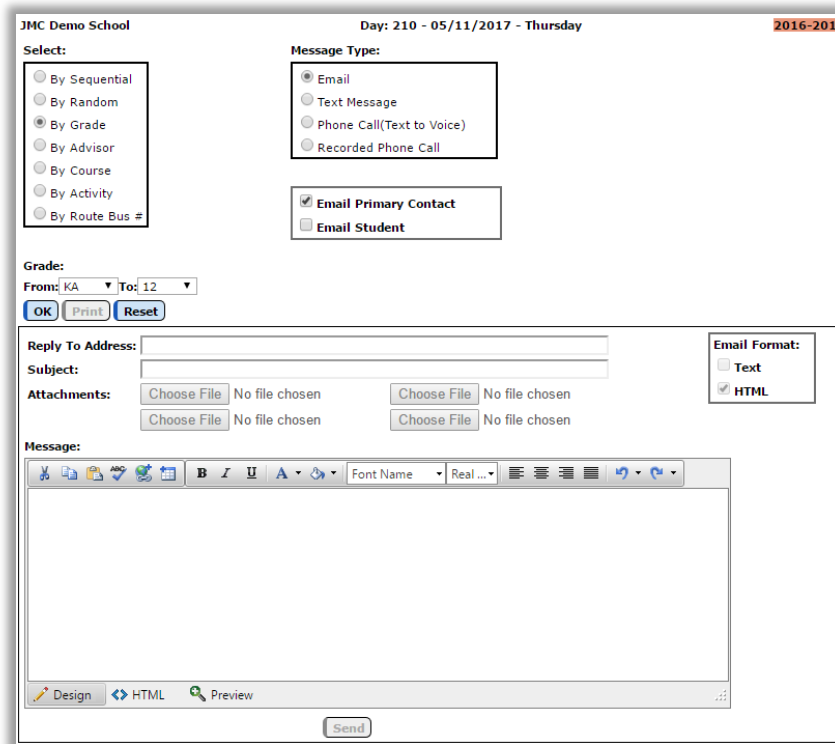


# Message Center Module Documentation

## Message Center – Send Messages

This page is used to send out email, voice, or text messages for the Message Center.

1. Select Message Center – Send Messages (formerly Attendance – Student – Message Center). The page will appear similar to Figure 7.



The screenshot displays the 'JMC Demo School' interface for sending messages. At the top, it shows 'Day: 210 - 05/11/2017 - Thursday' and the school year '2016-2017'. The 'Select:' section has radio buttons for 'By Sequential', 'By Random', 'By Grade', 'By Advisor', 'By Course', 'By Activity', and 'By Route Bus'. The 'Message Type:' section has radio buttons for 'Email', 'Text Message', 'Phone Call(Text to Voice)', and 'Recorded Phone Call'. Below these are checkboxes for 'Email Primary Contact' (checked) and 'Email Student'. The 'Grade:' section has a dropdown for 'From: KA' and 'To: 12'. There are 'OK', 'Print', and 'Reset' buttons. The 'Reply To Address:' field is empty. The 'Subject:' field is empty. The 'Attachments:' section has four 'Choose File' buttons, each with 'No file chosen' text. The 'Email Format:' section has checkboxes for 'Text' and 'HTML' (checked). The 'Message:' section has a rich text editor with a toolbar and a large text area. At the bottom, there are 'Design', 'HTML', and 'Preview' tabs, and a 'Send' button.

Figure 7:

Sending email, voice, or text messages using Message Center – Send Messages

2. Select the students for whom messages are to be sent. Options will vary depending upon which **Select** option you choose.
  - Sequential: specify the range of student Ids
  - Random: select one or more students from the list by clicking
  - Grade: specify the grade range
  - Advisor: specify the advisor
  - Course: specify the course
  - Activity: specify the activity
  - Bus Route #: specify the bus route #
3. Select the message type to be sent. Options will vary depending upon which **Message Type** option you choose.

## Email

To send an email with the Message Center, select Email from the Message Type. The page will appear similar to Figure 7.

If the option for **Email Primary Contact** is checked, the message will only be emailed to all Primary Contacts for the selected students.

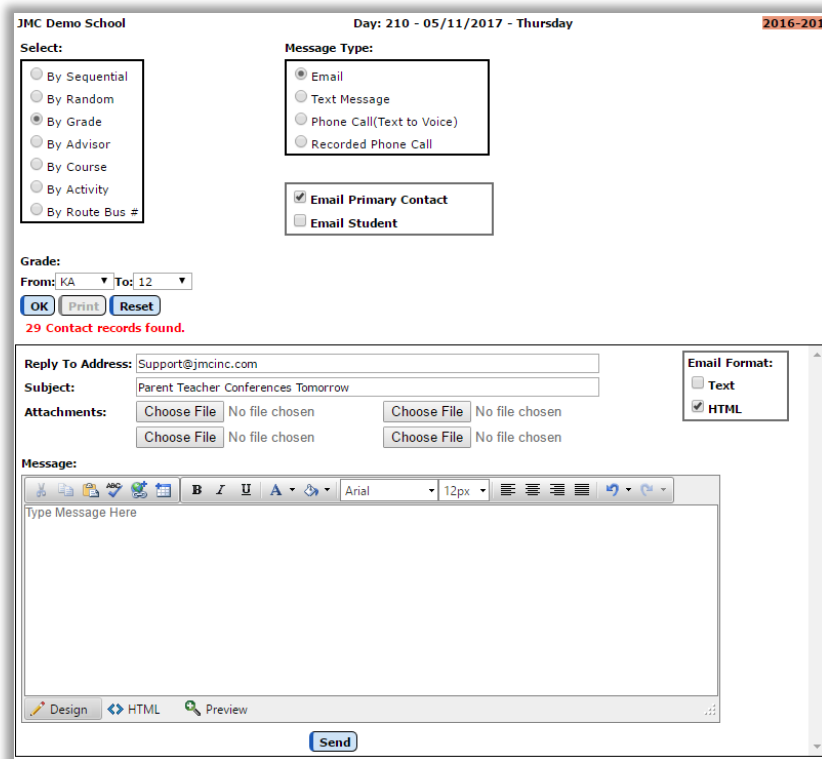
*Note:* Email addresses for contacts may be edited by selecting Attendance-Contacts-Edit Contacts.

If the option for **Eliminate Duplicates** is checked, duplicate emails will not be sent to Primary Contacts. For example, if siblings are selected and they share one or more Primary Contacts, only one email will be sent to each Primary Contact.

If the option for **Email Student** is checked, the message will be emailed to the selected students.

*Note:* Email addresses for students may be edited by selecting Edit- Student Data.

Click the **OK** button to continue. The page will appear similar to Figure 8. Notice that after clicking the OK button you will then see a message in red in the middle of the page indicating the number of recipients for the email.



The screenshot shows the JMC Message Center interface. At the top, it displays "JMC Demo School", "Day: 210 - 05/11/2017 - Thursday", and "2016-2017". The "Select:" section has radio buttons for "By Sequential", "By Random", "By Grade" (selected), "By Advisor", "By Course", "By Activity", and "By Route Bus #". The "Message Type:" section has radio buttons for "Email" (selected), "Text Message", "Phone Call(Text to Voice)", and "Recorded Phone Call". Below this, there are checkboxes for "Email Primary Contact" (checked) and "Email Student" (unchecked). The "Grade:" section shows "From: KA" and "To: 12". There are "OK", "Print", and "Reset" buttons. A red message states "29 Contact records found." The "Reply To Address:" field contains "Support@jmcinc.com". The "Subject:" field contains "Parent Teacher Conferences Tomorrow". The "Attachments:" section has three "Choose File" buttons, each with "No file chosen" below it. The "Email Format:" section has checkboxes for "Text" and "HTML" (checked). The "Message:" section has a rich text editor with a toolbar and a large text area containing "Type Message Here". At the bottom, there are "Design", "HTML", and "Preview" buttons, and a "Send" button.

Figure 8:

Sending an  
Email using  
Message Center

Enter a **Reply To Address**.

Select either **Text** or **HTML** for the format of the message file.

**To add attachments**, such as a PDF file or other document, click the **Choose File** button and navigate to the file you wish to attach. You may attach up to 4 files per email.

Enter a **Subject** and **Message**.

Click **Send** to send the message to the designated recipients. A report may be generated outlining immediate issues that may occur with sending of the email messages. Delayed issues may be monitored by checking the sender's email with your email application.

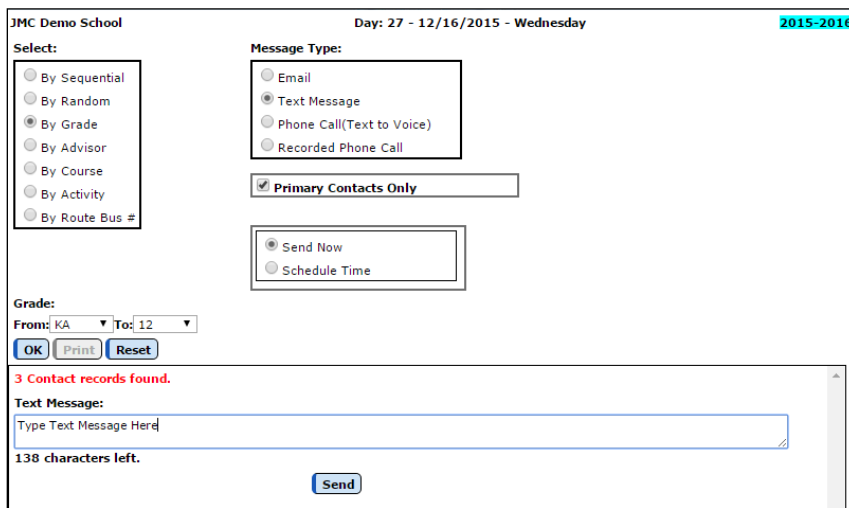
## Text Message

To send a text message with the Message Center, select Text Message from the Message Type. The page will appear similar to Figure 9.

If the option for **Primary Contacts Only** is checked, the message will only be texted to Primary Contacts for the selected students.

**Send Now / Scheduled Time** To designate when the text message is to be sent, select one of these two options. If you select Scheduled Time then you will be prompted to enter the time for the text message to be sent.

Click the **OK** button to continue. The page will appear similar to Figure 9. Notice that after clicking the OK button you will then see a message in red in the middle of the page indicating the number of recipients for the text.



The screenshot shows the JMC Demo School Message Center interface. At the top, it displays "JMC Demo School", "Day: 27 - 12/16/2015 - Wednesday", and "2015-2016". The "Select:" section includes radio buttons for "By Sequential", "By Random", "By Grade" (selected), "By Advisor", "By Course", "By Activity", and "By Route Bus #". The "Message Type:" section has radio buttons for "Email", "Text Message" (selected), "Phone Call(Text to Voice)", and "Recorded Phone Call". A checkbox for "Primary Contacts Only" is checked. Below this, there are radio buttons for "Send Now" (selected) and "Schedule Time". The "Grade:" section shows "From: KA" and "To: 12". There are "OK", "Print", and "Reset" buttons. A red message states "3 Contact records found." Below this is a "Text Message:" section with a text input field containing "Type Text Message Here" and "138 characters left." A "Send" button is at the bottom.

Figure 9:  
Sending a Text  
Message using  
Message Center

Enter the text message and then click **Send**. You may then see a message about texts being queued. If you want to follow up on the queued messages you may use the option Message Center – Messaging Logs.

## Phone Call (Text to Voice)

To send a phone call with the Message Center, select **Phone Call (Text to Voice)** from the Message Type. The page will appear similar to Figure 10.

If the option for **Primary Contacts Only** is checked, the call will only be placed to Primary Contacts for the selected students.

**Send Now / Scheduled Time** To designate when the call is to be sent, select one of these two options. If you select Scheduled Time then you will be prompted to enter the time for the call to be sent.

**Call Group** Select at least one call group from the following options:

- Emergency / Weather Related
- Student Related
- General School Information

Click the **OK** button to continue. The page will appear similar to Figure 10. Notice that after clicking the OK button you will then see a message in red in the middle of the page indicating the number of recipients for the phone call.

The screenshot shows a web form for sending a phone call. It has several sections:

- Select:** Radio buttons for 'By Sequential', 'By Random', 'By Grade' (selected), 'By Advisor', 'By Course', 'By Activity', and 'By Route Bus #'.
- Message Type:** Radio buttons for 'Email', 'Text Message', 'Phone Call(Text to Voice)' (selected), and 'Recorded Phone Call'.
- Primary Contacts Only:** A checked checkbox.
- Call Group:** Checkboxes for 'Emergency/Weather Related' (checked), 'Student Related', and 'General School Information'.
- Send Now / Schedule Time:** Radio buttons for 'Send Now' (selected) and 'Schedule Time'.
- Grade:** A dropdown menu with 'From: KA' and 'To: 12'.
- Buttons:** 'OK', 'Print', and 'Reset'.
- Message:** A red message: '4 Contact records found.' Below it is a text area labeled 'Phone Message:' with the placeholder 'Type Phone/Text to Voice Message Here' and a 'Send' button.

Figure 10:

Sending a Phone Call (Voice to Text) using Message Center

Enter the phone call message and then click **Send**. You may then see a message about calls being queued. If you want to follow up on the queued messages you may use the option [Message Center – Messaging Logs](#).

## Recorded Phone Call

To send a recorded phone call with the Message Center, select **Recorded Phone Call** from the Message Type. The page will appear similar to Figure 11.

If the option for **Primary Contacts Only** is checked, the call will be placed only to Primary Contacts for the selected students.

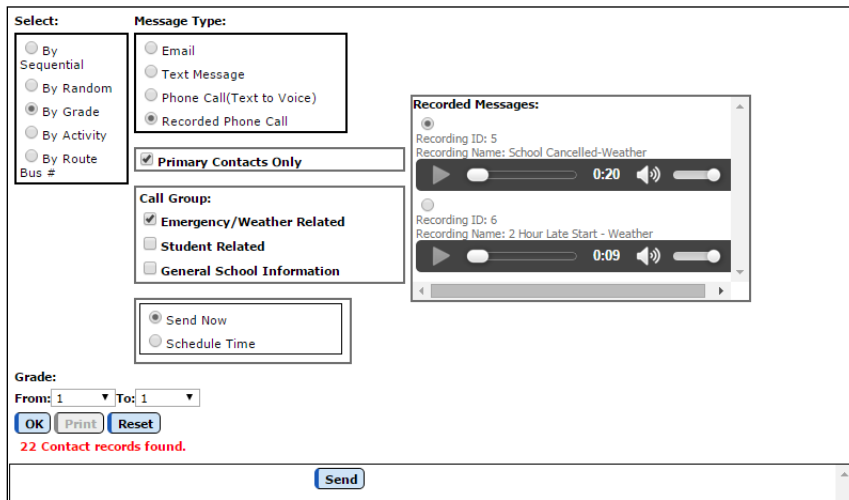
**Send Now / Scheduled Time** To designate when the call is to be sent, select one of these two options. If you select Scheduled Time then you will be prompted to enter the time for the call to be sent.

**Call Group** Select at least one call group from the following options:

- Emergency / Weather Related
- Student Related
- General School Information

**Recorded Message** Select the message from the list of messages that you have previously recorded.

Click the **OK** button to continue. The page will appear similar to Figure 11. Notice that after clicking the OK button you will then see a message in red in the middle of the page indicating the number of recipients for the phone call.



The screenshot shows the 'Send' interface for a recorded phone call. It includes several sections: 'Select' with radio buttons for 'By Sequential', 'By Random', 'By Grade' (selected), 'By Activity', and 'By Route'; 'Message Type' with radio buttons for 'Email', 'Text Message', 'Phone Call(Text to Voice)', and 'Recorded Phone Call' (selected); a checked checkbox for 'Primary Contacts Only'; 'Call Group' with checkboxes for 'Emergency/Weather Related' (checked), 'Student Related', and 'General School Information'; 'Send Now' (selected) and 'Schedule Time' radio buttons; 'Grade' dropdowns for 'From' and 'To' (both set to 1); 'OK', 'Print', and 'Reset' buttons; a red message '22 Contact records found.'; and a 'Send' button at the bottom.

Figure 11:

Sending a Recorded Phone Call using Message Center

Click **Send**. You may then see a message about calls being queued. If you want to follow up on the queued messages you may use the option [File – Messaging Logs](#).

## Message Center - Manage Scheduled Messages

This page is used to manage your scheduled messages for your Message Center.

1. Select Message Center-Manage Scheduled Messages. The page will appear similar to Figure 12.

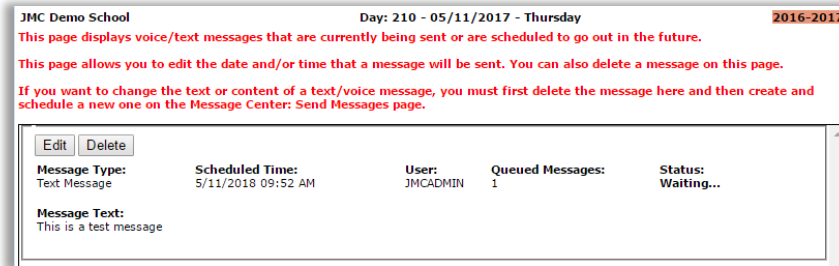
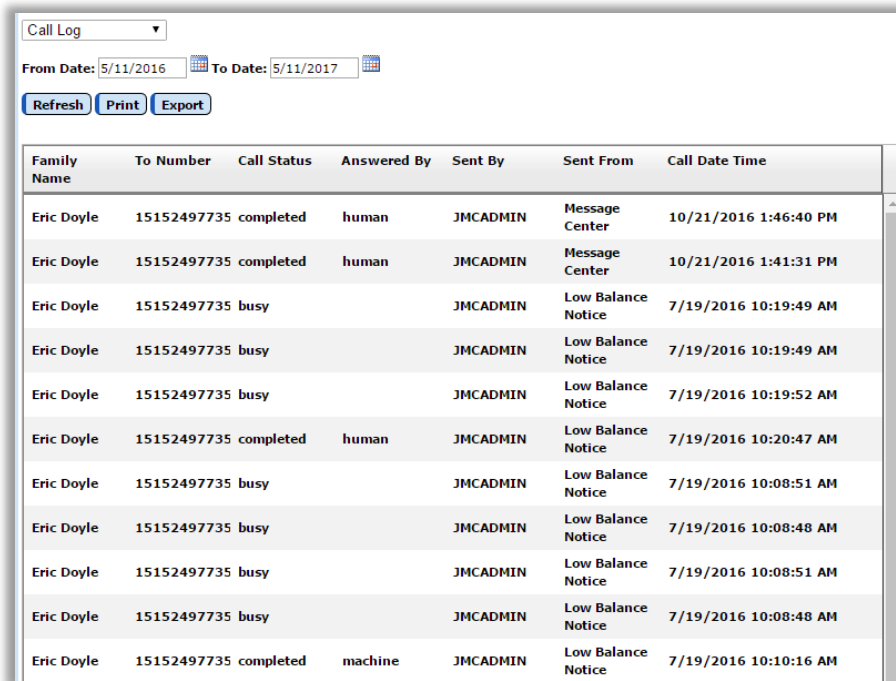


Figure 12:  
Manage Scheduled Messages

## Message Center – Messaging Logs

This page is used to view call and text message logs for your Message Center.

1. Select Message Center-Messaging Logs. The page will appear similar to Figure 13.



Family Name	To Number	Call Status	Answered By	Sent By	Sent From	Call Date Time
Eric Doyle	15152497735	completed	human	JMCADMIN	Message Center	10/21/2016 1:46:40 PM
Eric Doyle	15152497735	completed	human	JMCADMIN	Message Center	10/21/2016 1:41:31 PM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:19:49 AM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:19:49 AM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:19:52 AM
Eric Doyle	15152497735	completed	human	JMCADMIN	Low Balance Notice	7/19/2016 10:20:47 AM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:08:51 AM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:08:48 AM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:08:51 AM
Eric Doyle	15152497735	busy		JMCADMIN	Low Balance Notice	7/19/2016 10:08:48 AM
Eric Doyle	15152497735	completed	machine	JMCADMIN	Low Balance Notice	7/19/2016 10:10:16 AM

Figure 13:  
Messaging Log for Call Log

2. Specify the type of log you wish to view, either **Call Log** or **Text Message Log**, in the upper left corner of the page. An example of a messaging log for text messages is shown in Figure 14.
3. Specify the date range of the logged messages you wish to view.

Text Message Log

From Date: 5/11/2016 To Date: 5/11/2017

Refresh Print Export

Family Name	To Number	Status	Sent By	Sent From	SMS Date Time
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	12/19/2016 8:50:36 AM
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	12/13/2016 12:40:53 PM
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	12/13/2016 12:30:52 PM
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	12/13/2016 12:10:52 PM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	12/12/2016 10:36:16 AM
Eric Doyle	5152497735	Sent	JMCADMIN	Message Center	12/12/2016 10:35:16 AM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	12/9/2016 2:00:08 PM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	12/9/2016 1:52:08 PM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	12/5/2016 1:05:23 PM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	11/22/2016 12:04:54 PM
Eric Doyle	5152497735	Sent	JMCADMIN	Message Center	11/17/2016 3:40:08 PM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	11/10/2016 1:42:37 PM
MATT & ERIN Berlin	5072791442	Sent	JMCADMIN	Message Center	11/2/2016 9:28:42 AM
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	1/31/2017 5:00:17 PM
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	1/30/2017 5:01:11 PM
William McElmury	6517645741	Sent	JMCADMIN	Message Center	1/26/2017 9:14:30 AM
Eric Doyle	5152497735	Sent	JMC_Alert	Background Alert	1/24/2017 5:00:02 PM

Figure 14:  
Messaging Log  
for Text  
Message Log

**Refresh** To refresh the data on the page click the **Refresh** button. Refreshing the page will update the log data at that point in time.

**Print** To print the data currently displayed on the page click the **Print** button.

**Export** To export the data currently displayed on the page to a CSV file click the **Export** button.

## Message Center - Manage Phone Recordings

This page is used to manage your voice messages for your Message Center.

1. Select Message Center-Manage Phone Recordings. The page will appear similar to Figure 15.

ID	Recording Name	Recording Audio	Recording Date Time
No records to display.			

Figure 15:  
Manage Phone  
Recordings

**To record a phone message** you must now dial the number listed on File – Administrator Options at the **Phone Dialer Settings** link, labeled as **Phone Number** – see Figure 4. After dialing this number, you will be prompted to enter you access code listed on File – Administrator Options at the Phone Dialer Settings link, labeled as **Access Code** – see Figure 4. Then follow the prompts to create and save your message. For a video tutorial on how to create a message for the message center, click [http://jmcinc.com/resources/view/message\\_center](http://jmcinc.com/resources/view/message_center). Also, you may refer to

Appendix A of this document for a list of steps for making a phone recording for the Message Center. After saving your message the page will appear similar to Figure 16.

ID	Recording Name	Recording Audio	Recording Date Time
✎ X 5		▶ 0:20 🔊	12/16/2015 9:19:45 AM
✎ X 6		▶ 0:09 🔊	12/16/2015 9:19:50 AM

Figure 16:  
Messages Created Using *Manage Phone Recordings*

Once the messages are saved you may wish to enter a Recording Name such as “School Cancelled – Weather” or “2 Hour Late Start – Weather”. To edit the Recording Name click on the icon that looks like a pencil on the far left side of the row for that recording. The page will then appear similar to Figure 17.

ID	Recording Name	Recording Audio	Recording Date Time
X 5		▶ 0:20 🔊	12/16/2015 9:19:45 AM
ID: 5	Recording Name: School Cancelled-Weather		
<input checked="" type="checkbox"/> <input type="checkbox"/>			
X 6		▶ 0:09 🔊	12/16/2015 9:19:50 AM

Figure 17:  
Editing the Recording Name on *Manage Phone Recordings*

Then enter the Recording Name and click on the checkmark icon to save the changes. The page will then appear similar to Figure 18.

ID	Recording Name	Recording Audio	Recording Date Time
✎ X 1	School Cancelled - Weather	▶ 0:11 🔊	12/10/2015 9:33:40 AM
✎ X 2	2 hour Late Start - Weather	▶ 0:04 🔊	12/10/2015 9:34:00 AM

Figure 18:  
Messages have been named

Once your messages are saved and named, you may also use your phone or Message Center-Send Messages to send any of your recorded messages.



## Editing Contacts for Message Center

To designate a contact's phone number for use with the Message Center, select Attendance – Contacts – Edit Contacts. The page will appear similar to Figure 19.

The screenshot shows the 'Edit Contacts' page for a contact named 'Adamsking, Dad'. At the top, there is a dropdown menu titled 'Students with this Contact:' listing several schools and grades. Below this, the contact's basic information is displayed: Title, First Name (Dad), Last Name (Adamsking), Address (324 1st St., PO Box 34, Anywhere, IA 45627), and Password (adamsking). There are eight email address fields. The main section contains three phone number entries. Each entry includes a phone number, a description, a type (Cell 1, Work 2, Work 1), and a rank (1, 2, 3). To the right of each phone number is a panel with checkboxes for 'Messaging service Phone #1', 'Messaging service Phone #2', and 'Messaging service Phone #3'. The checkboxes for 'SMS(Text Message)\*', 'Emergency/Weather Related', 'Student Related', and 'General School Information' are visible for each phone number.

Figure 19:

Edit Contacts page as relates to the Message Center

1. Select the contact whose message center data is to be edited by using the **Find** box at the top of the page.
2. For each of the contact's phone numbers, click on the checkbox to indicate which type of Message Center message it can receive:
  - SMS (text message)
  - Emergency / Weather Related
  - Student Related
  - General School Information
3. To save changes made to the contacts, click **Save**.

*Note:* Designating contacts for Message Center may be done en masse by using the Initialize Contact Phone Numbers link found at File – Administrator Options.

## Editing Message Center Information Using Online Parent

This option is used by parents to edit their contact information. Of special interest here is how the parent wishes to be contacted via JMC's Message Center.

1. Log into Online Parent, then select Parent Information section. The page will appear similar to Figure 20.

Please make changes to your contact information if needed. If your information is correct please submit so the office knows you have verified the information.

\* Your changes (Sep 29, 2015 08:55 AM) have been submitted for review.

Title:	First: Dad		Last: Demo		
Address:	Apt 5				
Address2:	1234 5th Ave				
City:	Lake City	State:	MN	Zip: 55555	
Email 1:	mymail@mail.com	Email 2:	mymail@gmail.com	Email 3:	youremail@gmail.com
Email 4:		Email 5:		Email 6:	
Email 7:		Email 8:			

Phone #	Description	Type	Message Center Options
Phone 1: 612-791-9637	Description: Home number	Type: Cell 1	<input checked="" type="checkbox"/> SMS(Text Message) <input checked="" type="checkbox"/> Emergency/Weather Related <input checked="" type="checkbox"/> Student Related <input checked="" type="checkbox"/> General School Information
Phone 2: 507-555-5555	Description: Dad dad dad dad dad dad	Type: Cell 2	<input type="checkbox"/> SMS(Text Message) <input type="checkbox"/> Emergency/Weather Related <input type="checkbox"/> Student Related <input type="checkbox"/> General School Information
Phone 3: 645-5555	Description:	Type: Home	<input type="checkbox"/> SMS(Text Message) <input type="checkbox"/> Emergency/Weather Related <input type="checkbox"/> Student Related <input type="checkbox"/> General School Information
Phone 4: 555-1234	Description: Mom	Type: Work 1	<input type="checkbox"/> SMS(Text Message) <input type="checkbox"/> Emergency/Weather Related <input type="checkbox"/> Student Related

Optional comment for the office staff: Comments are limited to 255 characters

\* Messaging service standard message and data rates may apply.

Figure 20:

Using Online Parent to Edit Contact Information as relates to the Message Center

*Note:* You will only receive messages via the Message Center if you are designated as a contact for at least one student. This also depends upon the specifications for the message itself – for example when a message is sent it can be designated for Primary Contacts Only.

2. For each of the contact's phone numbers, click on the checkbox to indicate which type of Message Center message it can receive:
  - SMS (text message)
  - Emergency / Weather Related
  - Student Related
  - General School Information
3. To save changes made to the contacts, click **Save**. Your updated contact information will be submitted for later processing by school office staff using the option Attendance – Contacts – Merge Contact Submissions. ***Parents should note that these changes do not take effect until the Merge Contact Submissions process has been successfully completed by the school office staff.***

## Using Message Center with Adults Other Than Parents

You may wish to have adults other than parents receive communications from the Message Center.

Adding adults requires three steps:

1. Add as a student but with grade level adult. Although referred to as students, they are really just people in the JMC database. Anyone you want to put into JMC who is not a student will be added as a student with grade level “adult”.
2. Making and/or updating the contact record for the adult. In some cases they may already be entered into your database as a contact as they may be parents or emergency contacts of current or former students. If this is the case, then no new contact record needs to be created. Just use the existing contact.
3. Connecting the student and contact records.

### Adding Adults other than Parents

You may wish to add adults to your JMC database in order for them to receive communications from the Message Center. Although you will already have many adults in your database, especially parents, you may have additional staff that may need to be added.

The first step in adding an adult staff is to enter them as a student using Attendance – Student – New Student Wizard. You need only enter a few fields of data, such as first and last name, **Gender**, **Grade Level of “Adult”**, and check the **Active** checkbox in the General tab, then save the changes.

The screenshot shows the 'New Student Wizard' interface. At the top, it displays 'JMC Demo District', the current date 'Day: 215 - 05/18/2017 - Thursday', and the school year '2016-2017'. A 'Logout' link is in the top right. Below this, there's a 'Grade' dropdown set to 'Adults' and a 'Find:' field with navigation arrows and a 'Save' button. The main form area is divided into several sections: 'Personal Information' (Last: Teacher, First: Mr or Mrs, Middle, Suffix, Advisor, Building #: 109, JMC Building: 109 - JMC Demo School), 'Demographics' (Gender: F, Grade: Adult, Price Group: Grades 7 to 12), and 'Contact Information' (Primary, Contact Name, Contact Address, Contact Address2, Contact City, State, Zip, Contact Phone Numbers, Contact Password, Contact Email). There are also checkboxes for 'In Mailings' and 'In Reports', and buttons for 'Copy Contacts' and 'Change Contact'. A 'Clear' button is at the bottom right of the contact section. Below the form, there are tabs for 'General', 'Comments', 'Confidential', 'Bus', 'Spec Ed', 'Entry', 'Title I/III', 'LIEP', 'State Rpt', 'Enrollment', 'Removals', 'Race/Ethnicity', and 'Photo'. The 'General' tab is selected, showing a list of checkboxes: 'Active' (checked), 'Attendance', 'State Report', 'Rank', and 'Honor Roll'. To the right of these checkboxes are fields for 'Birth Date (D0020)', 'Graduation Date', 'Username', 'Password', 'Email', 'Reference #', 'Student ID', 'SSN', 'ID #', 'State ID (K0020)', and 'Locker'. The 'Reference #' field contains '167179109' and 'Student ID' contains '160'. On the far right, there's a sidebar with 'Switch Building:' (JMC Demo Dis), 'Switch Year:' (2016-2017), and 'Quick Links:' (Student Scope, Add New Contact).

Figure 21: Adding Adults other than Parents – Step One using New Student Wizard

Next you should check to see if there is an existing contact record for the adult. You can do this by selecting Attendance – Contacts – Edit Contacts and enter the name of the adult to see if they are already in the contacts for this database. If they already exist as a

contact, do not create an additional contact for this adult. Otherwise, you will enter the contact information for the adult by clicking on the **Add New Contact** Quick Link at the right of the page. The page will appear similar to Figure 22.

The screenshot shows the 'Edit Contact' form with the following details:

- Title: [ ] First: Mr or Mrs Last: Adult
- Address: 1234 5th Address2: [ ]
- City: LAKE CITY State: IA Zip: [ ]
- Password: [ ]
- Email 1: Teacher@school.com Email 2: [ ] Email 3: [ ]
- Email 4: [ ] Email 5: [ ] Email 6: [ ]
- Email 7: [ ] Email 8: [ ]
- Phone 1: 651-345-4654 Type: Cell 1 Rank: 1
- Description: [ ]
- \*Important Messaging Information:
  - Messaging service Phone #1
  - SMS(Text Message)\*
  - Emergency/Weather Related
  - Student Related
  - General School Information

Figure 22:

Creating a Contact Record for Adult that is not a Parent

In the lower right corner make sure to check the Message Center options and include the corresponding phone numbers and/or email addresses appropriate for this adult, then save the contact information.

## Working with Message Center Groups

It can be advantageous to group people under activity groupings to communicate effectively with specific groups of people.

For example, school board members, daycare providers, and bus drivers may benefit from being grouped together for the purpose of receiving certain communications. This will be done in the Activities submodule of the Attendance module.

**Important Note:** JMC recommends creating these activities under your district level building so you can see all people (students/adults) in all buildings when adding people to the activity roster.

**To create an activity**, select Attendance – Activities – Edit Activity Defs. Click **Add Activity**, click the **Edit** link on the left, enter a code and name for the activity (message center group), and click the **Update** link for that activity. Then on the bottom of the page click **Edit** link for the newly created activity and check the **Active** flag, then click **Update** link.

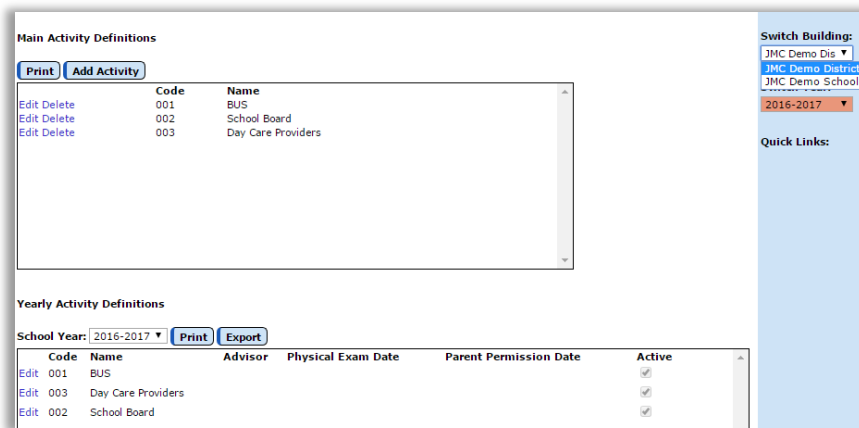


Figure 23:  
Creating a Message Center Group by Adding and Activity Definition

**To add members to a group**, select Attendance – Activities – Edit Activity Rosters. Choose the activity (group) from the list in the upper left corner, highlight member(s) from the list in the upper right corner, and click the **Add Student** button for each member to add them to the roster.

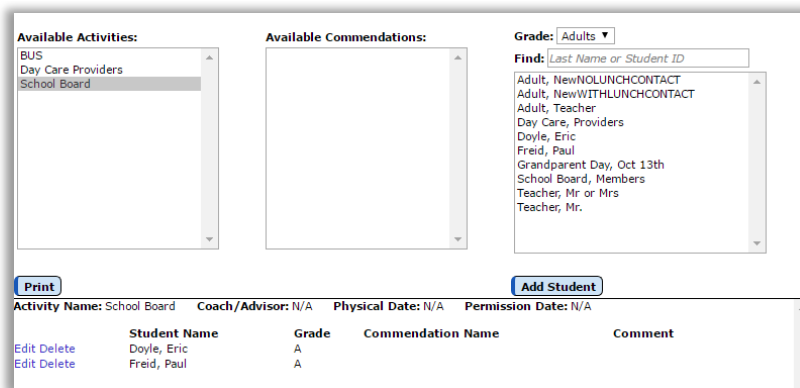


Figure 24:  
Adding Members to a Message Center Group

*To send a message to a group*, select Message Center – Send Messages, select “By Activity” in the upper left corner, and choose the activity (group) from the drop down list. Then complete the message as required and click **Send**.

The screenshot shows a web-based interface for sending messages. It is divided into several sections:

- Select:** A group of radio buttons with options: "By Sequential", "By Random", "By Grade", "By Activity" (which is selected), and "By Route Bus #".
- Message Type:** A group of radio buttons with options: "Email" (selected), "Text Message", "Phone Call(Text to Voice)", and "Recorded Phone Call". Below this is a checkbox for "Email Primary Contact" (checked) and another for "Email Student" (unchecked).
- Activity:** A dropdown menu currently showing "BUS". Other visible options include "BUS", "Day Care Providers", and "School Board".
- Reply To Address:** An empty text input field.
- Subject:** An empty text input field.
- Attachments:** Two pairs of "Choose File" buttons, each followed by the text "No file chosen".
- Email Format:** A group of radio buttons with options: "Text" and "HTML" (which is selected).
- Message:** A rich text editor area with a toolbar containing icons for undo, redo, bold, italic, underline, text color, background color, font name, real-time preview, bulleted list, numbered list, indent, outdent, link, and unlink.

Figure 25:

Sending a  
Message to a  
Group

## Appendix A

### Recording A Phone Message For Message Center

You may record different phone messages to be used for various communication and emergency purposes, such as school closings, delayed starts, early releases, etc.

1. Use your phone or internet dialer to call the number assigned to you by JMC for your Message Center.
2. Enter your Access Code (as specified in [File-Administrator Options](#) in the **Phone Dialer Settings** link) on the phone's keypad.
3. You will then be prompted to enter an action such as 1 to record a new message, 2 to use a saved message. You will want to select option 1 to create a new message.
4. You will then be prompted to record your message after the beep and then press the # key on the phone's keypad when finished recording.
5. The message will then be repeated back to you.
  - To confirm and send the message press 1 on the phone's keypad. You will then be prompted to specify which contacts will receive the message, such as 1 for Emergency / Weather Related, 2 for Student Related, 3 for General School Information. This allows you to send the message without even logging into your JMC Next Gen software. Otherwise you may also specify another pre-recorded message to be sent at this moment.
  - To save the message for later use press 2 on the phone's keypad.
  - To hear the message again press 3 on the phone's keypad.
  - To rerecord the message press 4 on the phone's keypad.
  - To cancel the message press 5 on the phone's keypad.
6. Saved messages will now appear under the option [Message Center - Manage Phone Recordings](#) and/or [Message Center – Send Messages for Recorded Phone Calls](#). To see how this might look please refer to Figure 11 or Figures 16-18 in the main section of this documentation.