



How to Send a Broadcast from the SchoolMessenger Admin sender app

West Corporation

100 Enterprise Way, Suite A-300
Scotts Valley, CA 95066
800-920-3897
www.schoolmessenger.com



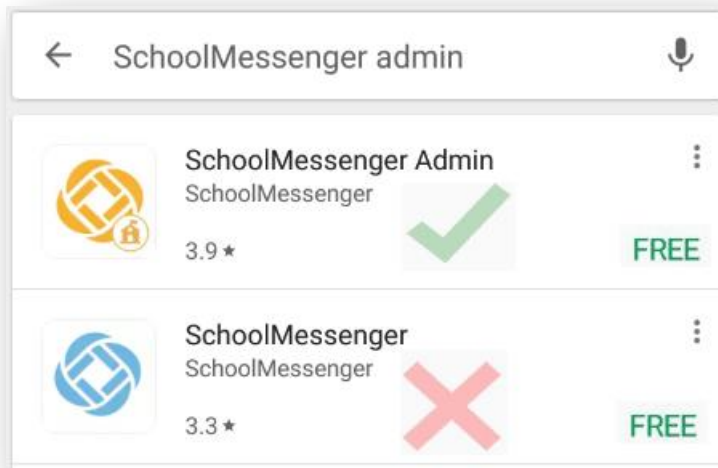
Contents

How do I send a Broadcast from the Admin sender app?	3
Signing In & Preparation	4
Signing In to the app	4
Preparation.....	5
Sending a Broadcast (for Android Phones)	5
Sending a Broadcast (manual creation – typical use)	5
Sending a Broadcast (using the <i>Send a Saved Message</i> function)	11
Sending a Broadcast (for iOS)	12
Sending a Broadcast (manual creation – typical use)	12
Sending a Broadcast (using the <i>Send a Saved Message</i> function)	19
Questions?	20
SchoolMessenger Solutions Support.....	20

How do I send a Broadcast from the Admin sender app?

The easiest way to send a broadcast from your mobile phone is to use the **Admin sender app**. This app is available from both the Apple iOS App Store and the Android Google Play store. Searching for “SchoolMessenger” will pull up two apps.

The one you want for this purpose is called **SchoolMessenger Admin**, with the orange icon. (The other is called *SchoolMessenger [the SchoolMessenger app]*, is blue, and is used for a different purpose).



You are only a few short steps away from being able to send a broadcast from your mobile phone once you download and install the app!

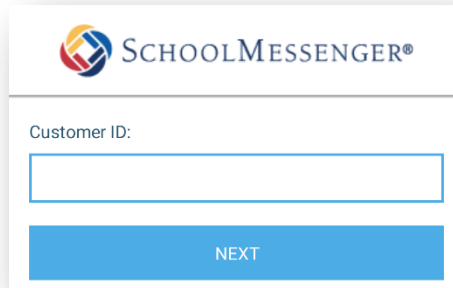
Important: *The Android and iOS versions of the app are very similar, but have some key differences. Make sure you follow the steps to come for the appropriate version for your mobile phone.*

Signing In & Preparation

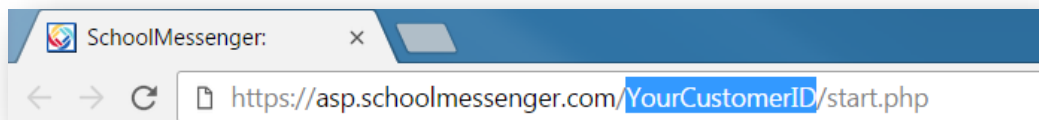
Once you have downloaded and installed the app on your mobile phone, regardless of iPhone or Android, you will need to **sign in to the app**, and make sure you have a few things ready before sending a broadcast.

Signing In to the app

1. Open the app. You will be greeted with a field asking you to enter your **Customer ID**.



You can find your Customer ID by looking at the web address (URL) of your Communicate web interface. Log in to Communicate from a workstation, and take a look at the address bar of your browser – your Customer ID is after the `asp.schoolmessenger.com/` and before the `/start.php` :




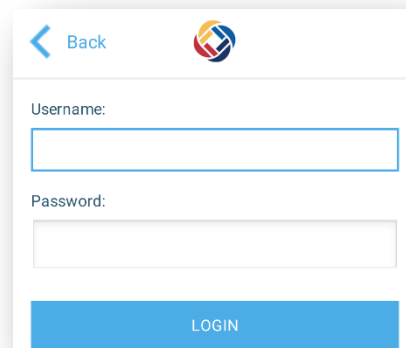
Once you have entered your **Customer ID**, tap the **Next** button.

 **Note:** *If you have trouble finding your Customer ID, feel free to contact support for assistance.*

2. On the next page, you will be asked for your Username and Password. This is the same Username and Password that you use when logging in to the Communicate web interface from a workstation.

Enter the information, and tap the **Login** button.

 **Note:** *If you do not know your username and password, get with your System Administrator, or call support.*



Preparation

In order to send a broadcast from the Admin sender app, you will first need **saved lists** created under the User Account that you used to sign into the app. You will have to log in to the web interface for Communicate and create the saved lists prior to sending a broadcast from the app, because you will not be able to create lists within the app. If you already have lists that you can use, then you are already past this step!

You do not need to prepare any saved Messages in advance to send a normal broadcast from the app.

! ***Important:** You will see the option to “Send a Saved Message” in the main app screen. A “Saved Message” in the Admin sender app is not the same as a saved Message in the web interface. See the next section, “Sending a Broadcast” for details on what this portion of the app refers to.*

Sending a Broadcast (for Android Phones)

Once you have created saved lists, and have successfully signed in to the app, you are ready to send a broadcast, but there are a few things to consider when doing so.

There are two ways to send a broadcast – by **manually creating** the broadcast, or by **Sending a Saved Message**.

Manually creating the Broadcast is the most common way to use the app. You will choose the parameters and settings of the broadcast, and record or type it right there in the app. This will be described first.

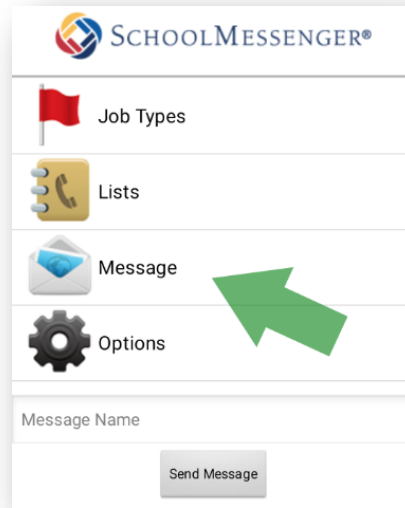
Sending a Saved Message can also be used to send the same previously created broadcast to the same list of contacts. There is some special preparation with this method, so it is advised to read the instructions here before attempting to use the Send a Saved Message function.

Sending a Broadcast (manual creation – typical use)


1. After logging in, tap the **Create Message** button on the main page of the app.



2. On the next screen, you'll be presented with several options. First, tap **Message** to create the message.

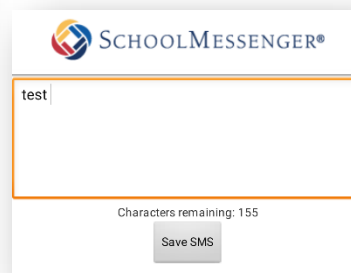
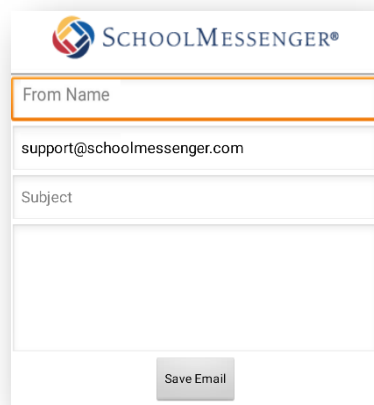


3. On the following screen, you will have the option to create a **Phone**, **Email**, or **SMS** message. You can create one, or any combination of the three. Tap the icon for the type of message you want to create.

 **Note:** Keep in mind that if you have any restrictions on your User Account, you may not be able to create one or more of these. See your System Administrator if changes need to be made to your account.

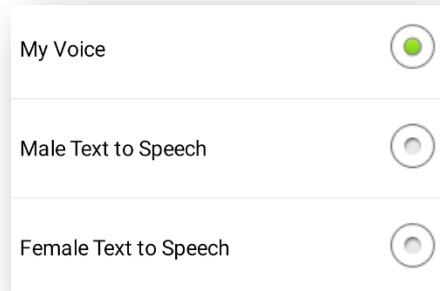


4. Each screen is slightly different, depending on the type of message you want to create. The **Email** and **SMS** screens are very similar. Enter the appropriate information and click Save Email or Save SMS when done.



The **Phone** message screen is a bit different from the others. It has a couple of options that will change how you create your message.

If you long-press on the Phone icon, you will have three options – the default is **My Voice** which allows you to record the message with your own voice, and then there is a **Text-to-Speech** option for both general male and general female inflection.

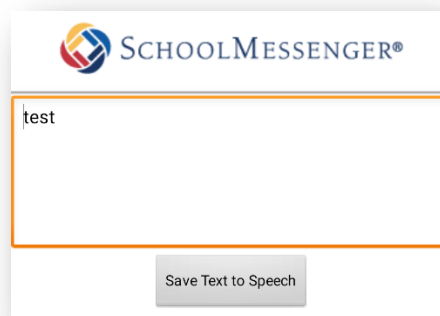


If you select **My Voice**, you will see the following screen (on the left is before recording, the right is during).



Tap the **red record button** to record, and then the **square stop button** to stop. When finished, you can tap the **green play button** to preview your message. Once finished recording, you can tap your phone's back button to go back to the message screen.

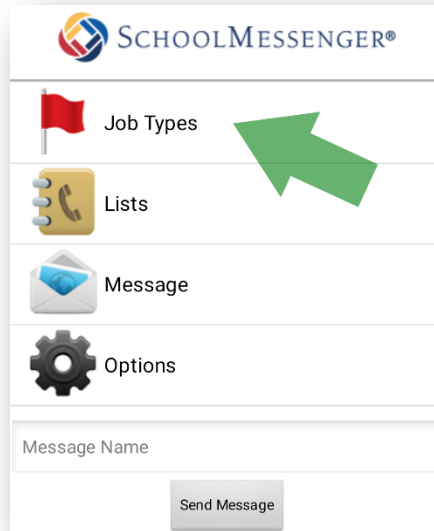
If you select one of the Text-to-Speech options instead, you will see the following screen.



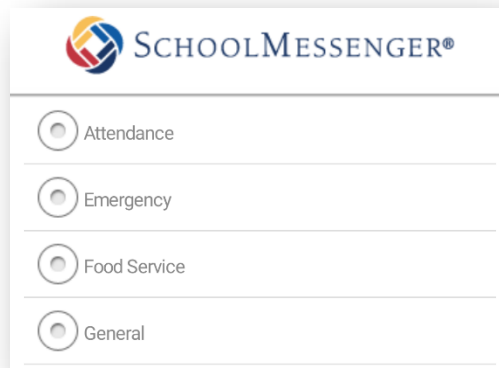
Type the message, and click **Save Text to Speech**.

5. Once you have created your message, and are back on the main message selection screen, tap your phone's **back button** to go back to the main broadcast screen.

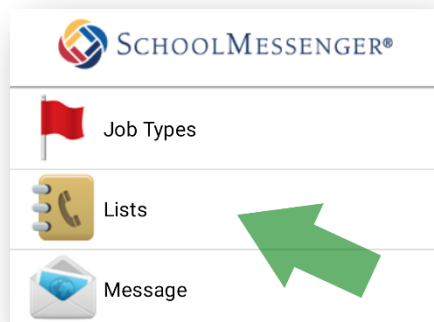
6. Now, you need to select the Broadcast Type (General, Emergency, etc.) Tap the **Job Types** button.



7. Once there, tap to select the **Broadcast Type** that you want to use. It will then take you back to the main screen automatically.



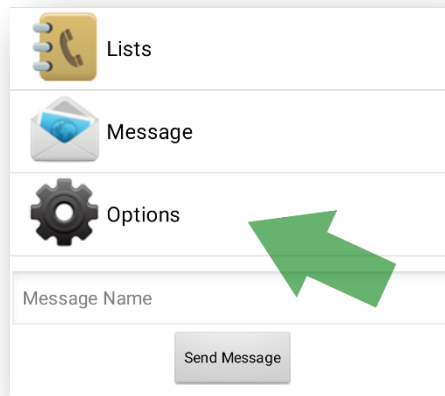
8. Now you need to add the list(s) that you want to use. Back on the main screen, tap the **Lists** button.




9. Here you will see all of your previously saved **lists**. Tap each one to select or de-select it. When finished, tap the **back button** on your phone to go back to the main screen.

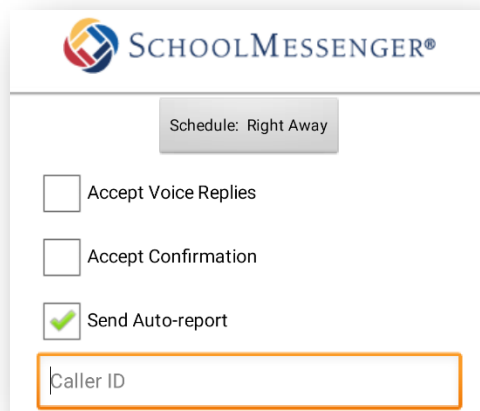


10. To finish up, you need to set the options for the broadcast. Tap the **Options** button.

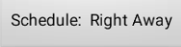


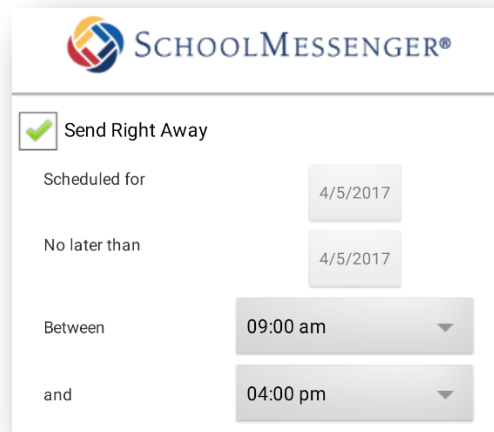
Here, you will have the option to activate **Voice Responses** (Replies), activate **Confirmation**, choose whether or not to send an **Auto-Report Email** (just like a web broadcast), or change the **Caller ID**. Tap to check the appropriate box(es), and/or enter an alternate Caller ID in the field below if you wish to change it.

 **Note:** *Some settings may not appear if you have restrictions on your User Account. See your System Administrator if any changes to your account need to be made.*



You also need to **Schedule** the broadcast. By default, it is set to “**Schedule: Right Away**” which will send the broadcast as soon as you tap the final confirmation at the end of these steps.

If you need to schedule the broadcast for a later time instead, tap the  button to open the Schedule menu, seen here.



SCHOOLMESSENGER®

Send Right Away

Scheduled for 4/5/2017

No later than 4/5/2017

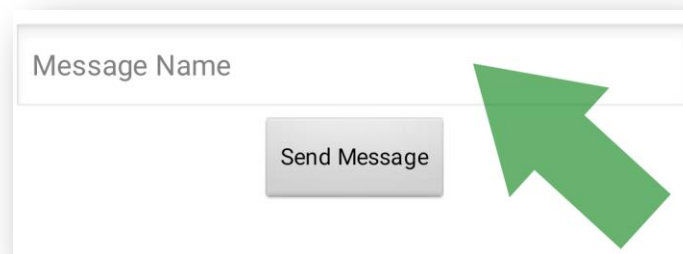
Between 09:00 am

and 04:00 pm

Tap the **Send Right Away** checkbox to de-select it. Then tap the “**Scheduled for**” and “**No later than**” boxes to select the *date* that you want to send the broadcast (similar to Days to Run in a web broadcast). Finally, tap the **Time** boxes to select the *earliest start time* and *latest stop time* of the broadcast.

Once finished, tap the **back button** on your phone to go back to the Options screen, then tap it once more to go back to the main screen.

11. Now you can send your broadcast. At the bottom of the main screen, enter the desired name of your broadcast, and then when finally ready to send it, click **Send Message**.



Message Name

Send Message

Sending a Broadcast (using the *Send a Saved Message* function)

Aside from allowing on-the-fly broadcast creation as detailed above, the Admin sender app allows you to send an already created broadcast, known in the app as a “**Saved Message**”, whenever you like, in seconds. This feature, when used, is commonly used for broadcasts that can be sent more than once at any time, such as a generic inclement weather-related message, or a generic bus delay message.

! *Important: Keep in mind: a “Saved Message” in the app = Repeating Broadcast in the web interface. See below. If you do not have access to create Repeating Broadcasts, see your System Administrator.*

In order to use the **Send a Saved Message** function, you must have already done the following in the **web interface** for Communicate **under the User Account that will be signed in to the app**:

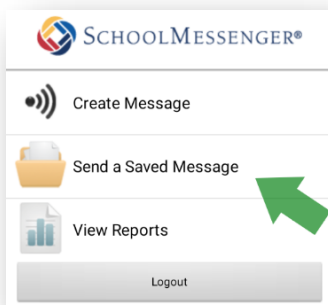
- **Create saved lists.** It is advisable to create a list with *rules* if it involves a constantly changing set of recipients, such as students, that way the list dynamically updates as your contacts update.
- **Create a saved Message.** It is advised to create a message that is more on the generic side, so that you can use the message for a wider range of topics. (For instance, if it is weather-related, you could use the term “inclement weather” instead of “blizzard” or “tornado”.)
- **Finally, create a Repeating Broadcast. This is what is called a “Saved Message” in the app.**

Using the saved list(s) and Message you have created for this purpose, create a Repeating Broadcast with whichever settings you like. However, for the purposes of the app, it is strongly advised to un-check all of the boxes that represent the days of the week during the creation of the Repeating Broadcast so that it does not run automatically. This will allow you to run this particular broadcast on the fly, and you will not have to worry about duplication. The app is not typically used to send broadcasts that are already scheduled for regular sending, in other words.

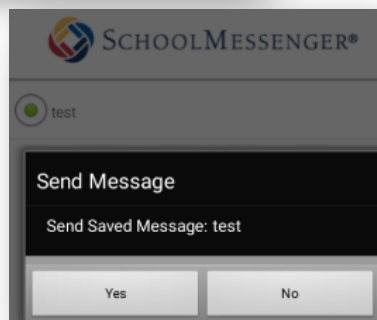
When you have completed all three requirements, and have a fully functional (and unscheduled) Repeating Broadcast, you only need to complete two steps :

1. Open the app and sign in.

Tap the **Send a Saved Message** button.



2. Tap the **Saved Message** you would like to send, and tap **Yes** to confirm or **No** to cancel.



Sending a Broadcast (for iOS)

Once you have created saved lists, and have successfully signed in to the app, you are ready to send a broadcast, but there are a few things to consider when doing so.

There are two ways to send a broadcast – by **manually creating** the broadcast, or by **Sending a Saved Message**.

Manually creating the broadcast is the most common way to use the app. You will choose the parameters and settings of the broadcast, and record or type it right there in the app. This will be described first.

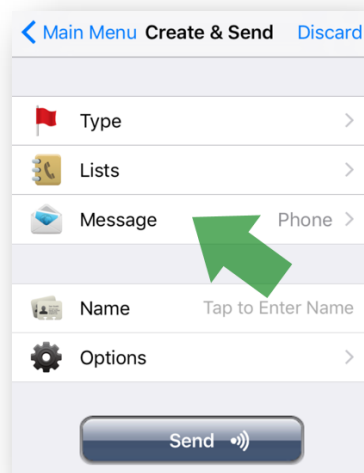
Sending a Saved Message can also be used to send the same previously created broadcast to the same list of contacts. There is some special preparation with this method, so it is advised to read the instructions here before attempting to use the Send a Saved Message function.

Sending a Broadcast (manual creation – typical use)


1. After logging in, tap the **Create & Send** button on the main page of the app.

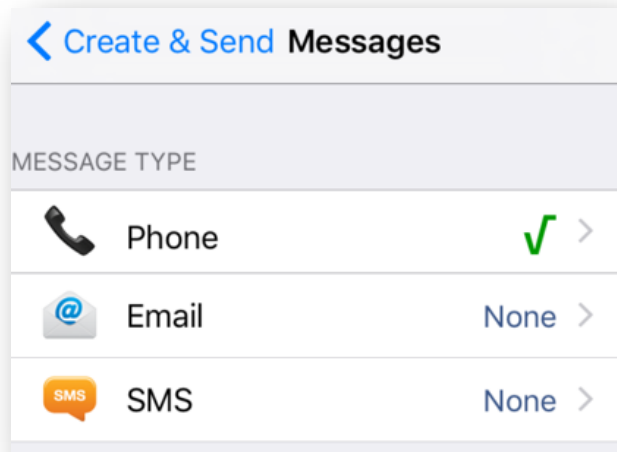


2. You will now see this menu. Tap **Message** to go to the main message screen.



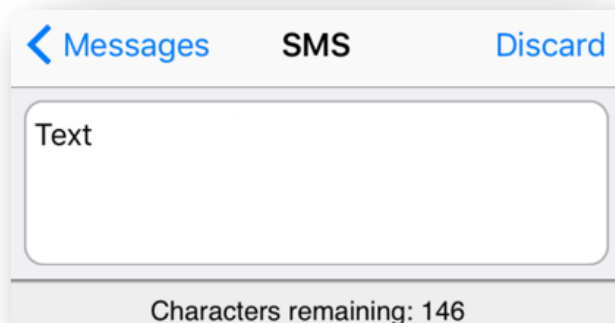
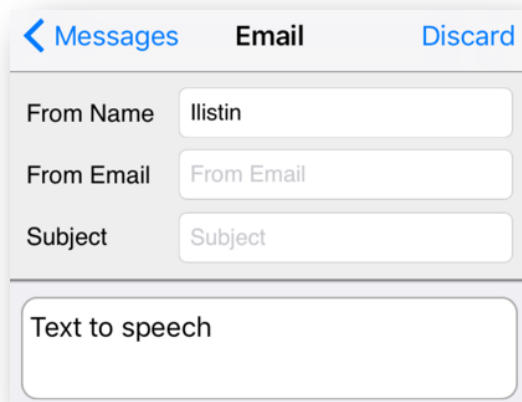
3. On the following screen, you will have the option to create a **Phone**, **Email**, or **SMS** message. You can create one, or any combination of the three. Tap the icon for the type of message you want to create.

 **Note:** Keep in mind that if you have any restrictions on your User Account, you may not be able to create one or more of these. See your System Administrator if changes need to be made to your account.



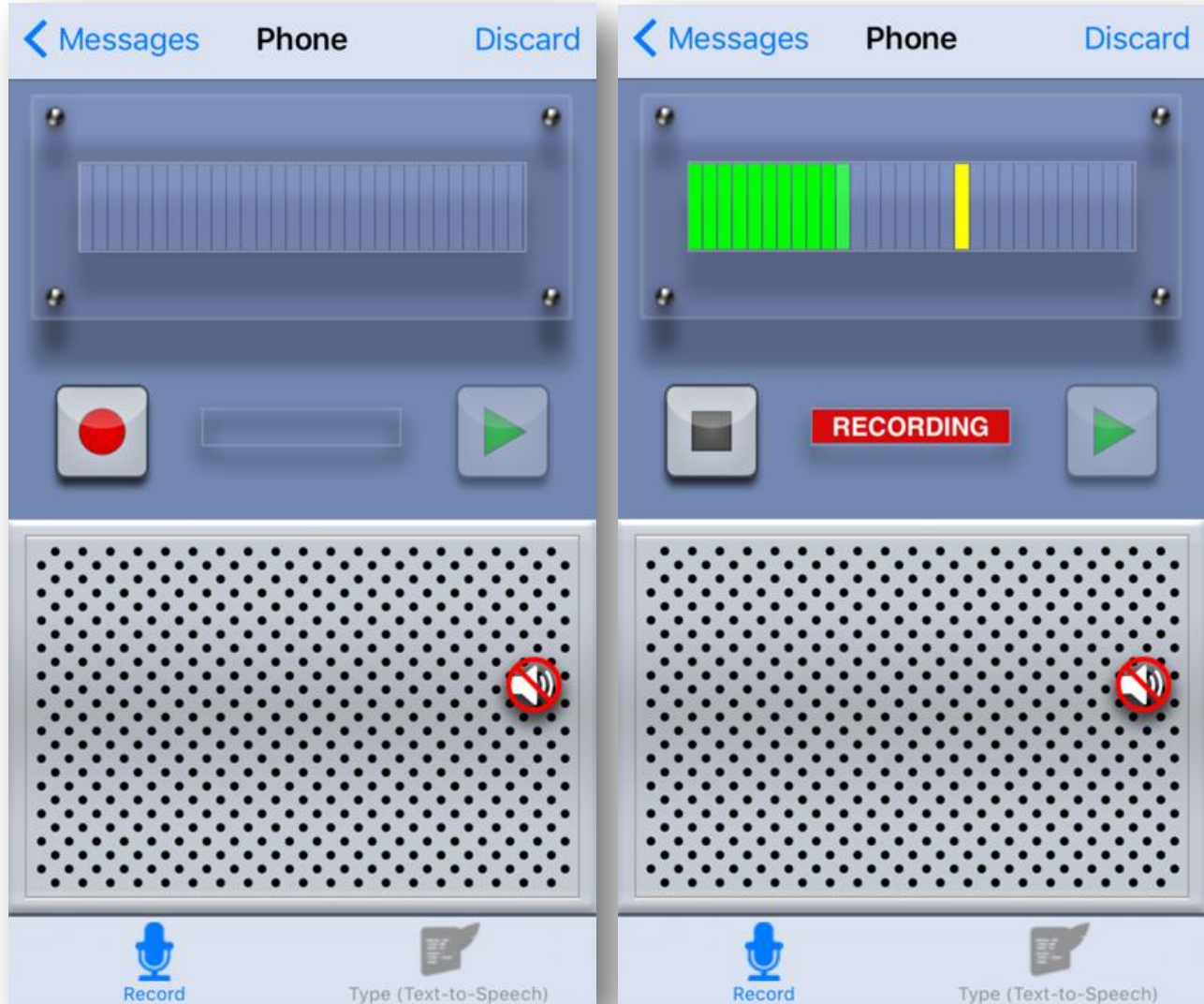
4. Each screen is slightly different, depending on the type of message you want to create.

The **Email** and **SMS** screens are very similar. Enter the appropriate information and click **< Messages** when done.



The **Phone** message screen is a bit different from the others. It has a couple of options that will change how you create your message. The default state allows you to **record a message** with a simple interface.

On the left here, you will see the recorder when idle. On the right is when it is actively recording.



Tap the **red record button** to record.



Tap the **square stop button** to stop.



When finished, you can tap the **green play button** to preview your message.



You can mute and un-mute the playback by tapping the **speaker icon**.



Once finished recording, you can tap **< Message** to go back to the message screen.

If you would like to create a **Text-to-Speech** message instead, tap the Type (Text-to-Speech) button at the bottom of the recorder screen to switch to the Text-to-Speech message creation interface.

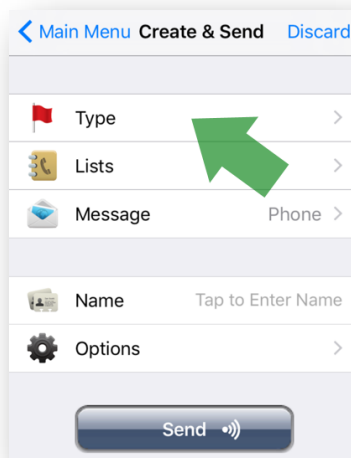
 **Note:** You can switch back to recording a message at any time by tapping the Record button again.



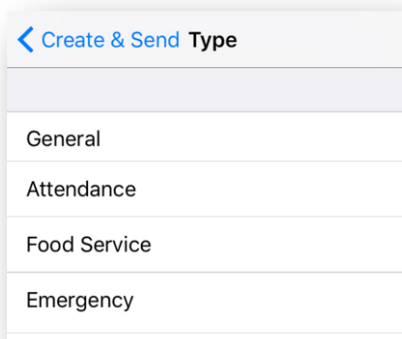
Type the message. When finished, tap < **Messages** to go back to the main message screen.

5. Once you have created your message, and are back on the main message selection screen, tap the top-left < **Create & Send** button to go back to the main broadcast screen.

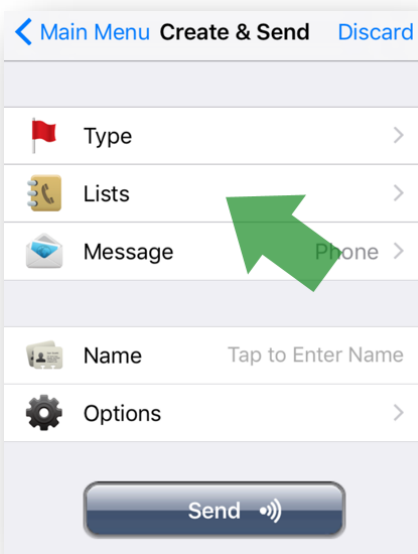
6. Now, you need to select the Broadcast Type (General, Emergency, etc.) Tap the **Type** button.



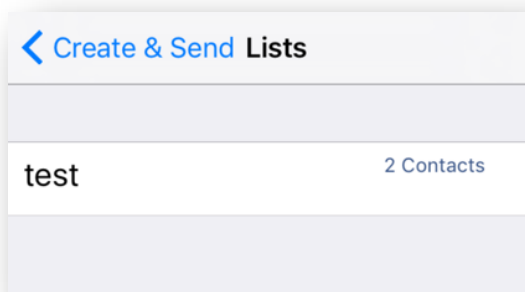
7. Once there, tap to select the **Broadcast Type** that you want to use. It will then take you back to the main screen automatically.



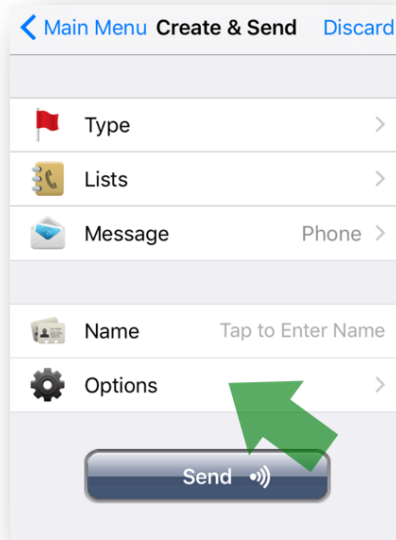
8. Now you need to add the list(s) that you want to use. Back on the main screen, tap the **Lists** button.




9. Here you will see all of your previously saved **lists**. Tap each one to select or de-select it. When finished, tap < **Create & Send** on your phone to go back to the main screen.

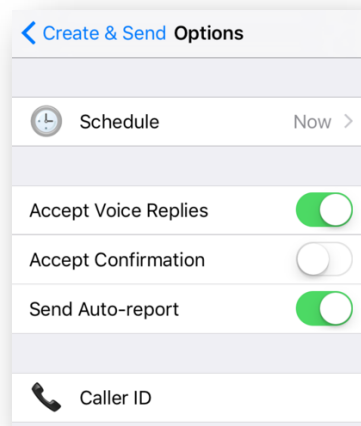


10. To finish up, you need to set the options for the broadcast. Tap the **Options** button.



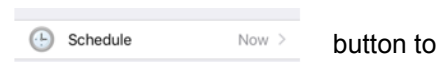
Here, you will have the option to activate **Voice Responses** (Replies), activate **Confirmation**, choose whether or not to send an **Auto-Report Email** (just like a web broadcast), or change the **Caller ID**. Tap to flip the corresponding toggles, and/or tap Caller ID to enter an alternate Caller ID in the field that appears if you wish to change it.

 **Note:** *Some settings may not appear if you have restrictions on your User Account. See your System Administrator if any changes to your account need to be made.*

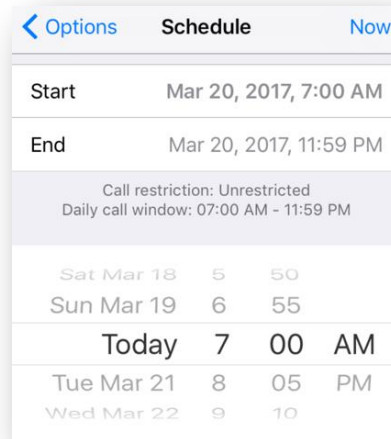


You also need to **Schedule** the broadcast. By default, it is set to **“Now”** which will send the broadcast as soon as you tap the final confirmation at the end of these steps.

If you need to schedule the broadcast for a later time instead, tap the



button to

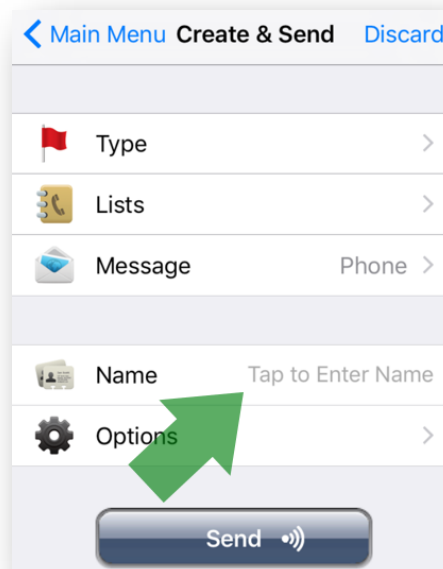


Tap the **Start** bar, and then use the **scroll wheel** for the Date and Time values below to set a date and time that you would like the broadcast to begin. Then, tap the **End** bar and use the **scroll wheel** for the Date and Time values below to set a date and time that you would like the broadcast to end.

 **Note:** If you change your mind, you can tap the “Now” link in the top right to reset the schedule to send right away.

Once finished setting all of your options, tap **< Options** on your phone to go back to the Options screen, then tap **< Create & Send** to go back to the main screen.

11. Now you can send your broadcast. At the bottom of the main **Create & Send** screen, enter the desired name of your broadcast in the **Name** bar, and then when finally ready to send it, tap the **Send button**.



Sending a Broadcast (using the *Send a Saved Message* function)

Aside from allowing on-the-fly broadcast creation as detailed above, the Admin sender app allows you to send an already created broadcast, known in the app as a “**Saved Message**”, whenever you like, in seconds. This feature, when used, is commonly used for broadcasts that can be sent more than once at any time, such as a generic inclement weather-related message, or a generic bus delay message.

! *Important: Keep in mind: a “Saved Message” in the app = Repeating Broadcast in the web interface. See below. If you do not have access to create Repeating Broadcasts, see your System Administrator.*

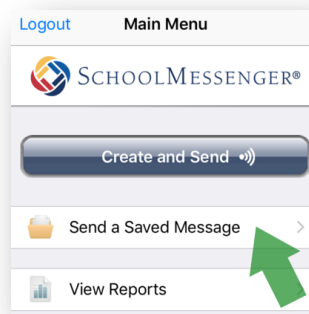
In order to use the **Send a Saved Message** function, you must have already done the following in the **web interface** for Communicate **under the User Account that will be signed in to the app**:

- **Create saved lists.** It is advisable to create a list with *rules* if it involves a constantly changing set of recipients, such as students, that way the list dynamically updates as your contacts update.
- **Create a saved Message.** It is advised to create a message that is more on the generic side, so that you can use the message for a wider range of topics. (For instance, if it is weather-related, you could use the term “inclement weather” instead of “blizzard” or “tornado”.)
- **Finally, create a Repeating Broadcast. This is what is called a “Saved Message” in the app.**

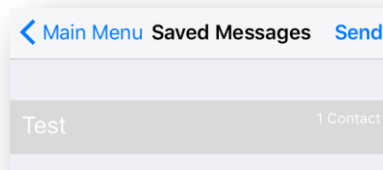
Using the saved list(s) and Message you have created for this purpose, create a Repeating Broadcast with whichever settings you like. However, for the purposes of the app, it is strongly advised to un-check all of the boxes that represent the days of the week during the creation of the Repeating Broadcast so that it does not run automatically. This will allow you to run this particular broadcast on the fly, and you will not have to worry about duplication. The app is not typically used to send broadcasts that are already scheduled for regular sending, in other words.

When you have completed all three requirements, and have a fully functional (and unscheduled) Repeating Broadcast, you only need to complete two steps:

1. Open the app and sign in. Tap the **Send a Saved Message** button.



2. Tap the **Saved Message** you would like to send. It will load, and once finished, you can click Send in the upper right of the screen.



Questions?

If you have any questions about sending a broadcast with the Admin sender app, please contact support.

SchoolMessenger Solutions Support

800-920-3897

support@schoolmessenger.com