WebPams Communication (JCall) Guide

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Student Message - Record Voice Message

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2. Log into WebPams page.
3. To place an **Emergency Call**, click on the red triangle in the top right corner of the screen to see two choices, Staff or Student. This will allow you to skip the menu process.

4. Otherwise, on the left, click on **Communication**.
5. Under the heading **Entry**, click on **Student Event Messages**.

Setup Box 1

1. Select the desired **Year**.
2. **District** and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Grades** should be left blank if all grade levels are to be included into the call. Otherwise click in the box to the right of "Grades" to select the desired grade level to be included.
4. **Gender** should be left blank if both genders are to be included into the call. Otherwise, click in the box to the right of "Gender" to select the desired genders to be included.
5. **Ethnic** should be left blank if all ethnic codes are to be included into the call. Otherwise, click in the box to the right of "Ethnic" to select the desired ethnic codes to be included.
6. **Homeroom** will only call students who are in the homeroom teacher's class selected. Leave blank to call all students regardless of homeroom teacher.
7. **Counselor** will only call students who are a part of the counselor's group that has been selected. Leave blank to call all students regardless of counselor.
8. **Club** will only call students who are in the club selected. Leave blank to call all students regardless of club.
9. **Sport** will only call students who are in the sport selected. Leave blank to call all students regardless of sport.
10. **A.M. Bus** and **P.M. Bus** will only call students who are on the buses selected in each field. Leave blank to call all students regardless of bus.
11. Check **1 call per household** to have the program only make one call per household.
12. Check **Show Remote Only** to call only those students that are remotely scheduled (Students enrolled at another site in the district, but take classes at your school).
13. **Select Individual Students** will list all students that meet the criteria of the options selected above. Within the list, select the students to call. Leave blank to call all students based on the criteria of the options selected above.
14. If the message is meant for only Students, the user can jump down to click the **Next** button at the bottom of the setup box. If the user wishes to add Staff members to the message, continue with the next steps.
15. **Home Site Only**: If including staff members in this message, selecting this option will limit the message to only those staff members who are "home based" at the school site.
16. Select Staff Groups: Click here to limit the staff members by a selected group.
    - **Note**: Staff Groups are defined by using the Call Group Loader
17. **Select Individual Staff**: Click to select individual staff members.
    - **NOTE:** Clicking the box in the upper left will select all staff members.
18. **Phone Type**: Click to select the type of phone number to communicate to.
    - Commonly used types: **06 Home telephone number** and **12 Personal cellular number**.
19. Click **Next** to move to the next step in the create message process.

Setup Box 2

1. If the message is to be scheduled for a future date/time, check the **Schedule Call** box, then select the date and time.
2. If the user wishes to send the message out now, leave the **Schedule Call** box unchecked.
   - If no date and time is selected, the message will go out in the next call interval.
3. Click **Next** to move to the next step in the create message process.

Setup Box 3

1. Select **Record Voice Message** and click **Next**.
2. The **New Voice Message** window will display. Follow the six steps on the screen. At the end of recording process, a recording ID code will be given.
3. Write down the code, then enter the recording ID code in the field labeled "**6. Enter the message ID below and hang up:**" as shown below.

4. After entering the recording ID code, hang up the phone used to make the recording.
5. Click **OK**. A dialog box showing number of messages to deliver as well as "Yes" or "No" choices will be displayed.
6. Click **Yes** to continue with the message delivery, or click **No** to return to the recording options.
7. If **Yes** is clicked, a listing of the person's slated for message delivery is shown on the screen.

Results

1. A list of students that are scheduled to receive the message will be displayed on the screen. Print or save this report at this time if desired.

Student Message - Text To Speech

1. Log into the WebPams page.
2. To place an **Emergency Call**, click on the red triangle in the top right corner of the screen to see two choices, Staff or Student. This will allow you to skip the menu process.

3. Otherwise, on the left, click on **Communication**.
4. Under the heading **Entry**, click on **Student Event Messages**.

Setup Box 1

1. Select the desired **Year**.
2. **District**, and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Grades** should be left blank if all grade levels are to be included into the call. Otherwise click in the box to the right of "Grades" to select the desired grade level to be included.
4. **Gender** should be left blank if both genders are to be included into the call. Otherwise, click in the box to the right of "Gender" to select the desired genders to be included.
5. **Ethnic** should be left blank if all ethnic codes are to be included into the call. Otherwise, click in the box to the right of "Ethnic" to select the desired ethnic codes to be included.
6. **Homeroom** will only call students who are in the homeroom teacher's class selected. Leave blank to call all students regardless of homeroom teacher.
7. **Counselor** will only call students who are a part of the counselor's group that has been selected. Leave blank to call all students regardless of counselor.
8. **Club** will only call students who are in the club selected. Leave blank to call all students regardless of club.
9. **Sport** will only call students who are in the sport selected. Leave blank to call all students regardless of sport.
10. **A.M. Bus** and **P.M. Bus** will only call students who are on the buses selected in each field. Leave blank to call all students regardless of bus.
11. Check **1 call per household** to have the program only make one call per household.
12. Check **Show Remote Only** to call only those students that are remotely scheduled (Students enrolled at another site in the district, but take classes at your school).
13. **Select Individual Students** will list all students that meet the criteria of the options selected above. Within the list, select the students to call. Leave blank to call all students based on the criteria of the options selected above.
14. If the message is meant for only Students, the user can jump down to click the **Next** button at the bottom of the setup box. If the user wishes to add Staff members to the message, continue with the next steps.
15. **Home Site Only**: If including staff members in this message, selecting this option will limit the message to only those staff members who are "home based" at the school site.
16. Select Staff Groups: Click here to limit the staff members by a selected group.
    - **Note**: Staff Groups are defined by using the Call Group Loader
17. **Select Individual Staff**: Click to select individual staff members.
    - **NOTE:** Clicking the box in the upper left will select all staff members.
18. **Phone Type**: Click to select the type of phone number to communicate to.
    - Commonly used types: **06 Home telephone number** and **12 Personal cellular number**.
19. Click **Next** to move to the next step in the create message process.

Setup Box 2

1. If the message is to be scheduled for a future date/time, check the **Schedule Call** box, then select the date and time.
2. If the user wishes to send the message out now, leave the **Schedule Call** box unchecked.
    *   If no date and time is selected, the message will go out in the next call interval.
3. Click **Next** to move to the next step in the create message process.

Setup Box 3

1. Select **Text-To-Speech Message** and click **Next**.
2. Click on the drop down arrow to the right of **Select Message** to select a previously created message from the list or create a new message by selecting **New**.
    *   If a previously created message was selected, review the message, make any changes as needed, and then click **Send**.
    *   If **New** was selected, a **New Message Setup** window will appear.
        1. Select the **Arena**.
            *   **EV** = Event message.
            *   **AT** = Attendance message.
            *   **DI** = Discipline message.
            *   **GR** = Grades message.
        2. **Code** is an automatically generated value.
        3. Type an event description.
        4. Click **OK**.
        5. Type the message. Be sure to limit your message to 800 characters.
3. To listen to a preview of the message, click **Preview** and enter a ten digit phone number to be called back with a recording of the message. Click **Send**. A **Message Being Processed** window will appear.
4. After answering the preview call and reviewing the message, click **Send** if the message is acceptable or click **Previous** if a correction needs to be made.

Results

1. After clicking **Send**, a summary of the number of messages with the message text will appear. If satisfied with the information, click **Yes** to proceed with the message creation; otherwise, click **No** and return to the message selection/creation window.
2. A list of students that are scheduled to receive the message will be displayed on the screen. Print or save this report at this time if desired.

Student Message - SMS Text Message

1. Log into the WebPams page.
2. To place an **Emergency Call**, click on the red triangle in the top right corner of the screen to see two choices, Staff or Student. This will allow you to skip the menu process.

3. Otherwise, on the left, click on **Communication**.
4. Under the heading **Entry**, click on **Student Event Messages**.

Setup Box 1

1. Select the desired **Year**.
2. **District**, and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Grades** should be left blank if all grade levels are to be included into the call. Otherwise click in the box to the right of "Grades" to select the desired grade level to be included.
4. **Gender** should be left blank if both genders are to be included into the call. Otherwise, click in the box to the right of "Gender" to select the desired genders to be included.
5. **Ethnic** should be left blank if all ethnic codes are to be included into the call. Otherwise, click in the box to the right of "Ethnic" to select the desired ethnic codes to be included.
6. **Homeroom** will only call students who are in the homeroom teacher's class selected. Leave blank to call all students regardless of homeroom teacher.
7. **Counselor** will only call students who are a part of the counselor's group that has been selected. Leave blank to call all students regardless of counselor.
8. **Club** will only call students who are in the club selected. Leave blank to call all students regardless of club.
9. **Sport** will only call students who are in the sport selected. Leave blank to call all students regardless of sport.
10. **A.M. Bus** and **P.M. Bus** will only call students who are on the buses selected in each field. Leave blank to call all students regardless of bus.
11. Check **1 call per household** to have the program only make one call per household.
12. Check **Show Remote Only** to call only those students that are remotely scheduled (Students enrolled at another site in the district, but take classes at your school).
13. **Select Individual Students** will list all students that meet the criteria of the options selected above. Within the list, select the students to call. Leave blank to call all students based on the criteria of the options selected above.
14. If the message is meant for only Students, the user can jump down to click the **Next** button at the bottom of the setup box. If the user wishes to add Staff members to the message, continue with the next steps.
15. **Home Site Only**: If including staff members in this message, selecting this option will limit the message to only those staff members who are "home based" at the school site.
16. Select Staff Groups: Click here to limit the staff members by a selected group.
    - **Note**: Staff Groups are defined by using the Call Group Loader
17. **Select Individual Staff**: Click to select individual staff members.
    - **NOTE:** Clicking the box in the upper left will select all staff members.
18. **Phone Type**: Click to select the type of phone number to communicate to.
    - Commonly used types: **06 Home telephone number** and **12 Personal cellular number**.
19. Click **Next** to move to the next step in the create message process.

Setup Box 2

1. If the message is to be scheduled for a future date/time, check the **Schedule Call** box, then select the date and time.
2. If the user wishes to send the message out now, leave the **Schedule Call** box unchecked.
    - If no date and time is selected, the message will go out in the next call interval.
3. Click **Next** to move to the next step in the create message process.

Setup Box 3

1. Select **SMS Text Message** and click **Next**.
2. Click on the drop down arrow to the right of **Select Message** to select a previously created message from the list or create a new message by selecting **New**.
   - If a previously created message was selected, review the message, make any changes as needed, and then click **Send**.
   - If **New** was selected, a **New Message Setup** window will appear.
     1. Select the **Arena**.
        - **EV** = Event message.
        - **AT** = Attendance message.
        - **DI** = Discipline message.
        - **GR** = Grades message.
     2. **Code** is an automatically generated value.
     3. Type an event description.
     4. Type the message to be sent. There is an indicator of the number of available characters remaining for the message length (limit 160).
3. **Preview**: If a preview of the message is desired, click **Preview** and enter a ten digit phone number to receive a preview text. Click **Send** to initiate delivery of the Preview to your phone.
4. After answering the preview text and reviewing the message, click **Send** if the message is acceptable or click **Previous** if a correction needs to be made.
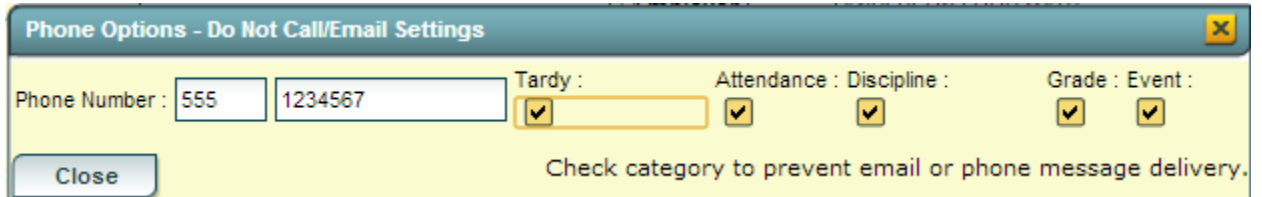
Results

1. After clicking **Send**, a summary of the number of messages with the message text will appear. If satisfied with the information, click **Yes** to proceed with the message creation; otherwise, click **No** and return to the message selection/creation window.
2. A list of students or staff that are scheduled to receive the message will be displayed on the screen. Print or save this report if desired.

Block a Phone Number from Being Called

Sometimes a parent/guardian may request that no automated phone calls are to be sent to a designated phone number or numbers. Below are directions to block a phone number from receiving automated phone calls.

1. In **Student Master**, locate the desired student using either the **Find** button or the **Search** field in the upper right.
2. On the student's screen, click on the parent/guardian's name to reveal the demographic details of the parent/guardian.
3. Click on the phone number to be blocked.
4. A screen showing selection boxes for "Tardy", "Attendance", "Discipline", "Grade", "Event" will be displayed. Click to select the type of calls to block to this phone number.

5. When done, click the **Close** button to return to the parent/guardian's screen.
6. Repeat for any other numbers associated with the student that are to be blocked from receiving calls.
7. **IMPORTANT**: When done working with the student, be sure to click the **Save** button at the bottom of the Student Master screen to store the settings.

Report of Calls Made to a Student

The easiest way to obtain a report of phone calls made for a student is to do a **Court Report** on the student, with the options to display call information selected.

From SBLC Module

1. On the left navigation pane, click the **SBLC** button, then **Entry**, then **SBLC/RTI Editor**.
2. At the setup box, verify, or change, the **Year**, **District**, and **School**. Click the **OK** button.
3. Click the **Find** button to locate the desired student.
4. In the upper right, click the **Action** button, then **Court Report**.

From Discipline Module

1. On the left navigation pane, click the **Discipline** button, then **Entry**, then **Discipline Posting**.
2. At the setup box, verify, or change, the **Year**, **District**, and **School**. Click the **OK** button.
3. Click the **Find Ref** button to locate the desired student.
4. In the upper right, click **Action**, then **Letters**, then **Court Report**.

Setup Box

1. **Date From**: Set to the start date of calls to be reported.
2. **Date Through**: Set to the end date of calls to be reported.
3. **Call Center Attempts (Summary)**: Select to show a summary report of calls made to student phone numbers.
4. **Call Center Attempts (Detail)**: Select to show details of calls made to student phone numbers.
5. **Note**: Other details offered by the Court Report, such as "Attendance" and "Discipline" can also be selected to be included in the report.
   -
6. Click the **Print** button to obtain a copy of the report showing Call Summary and Call Details associated with the student.

Staff Message - Record Voice Message

1. <u>It is a good idea to compose a script of what is to be recorded before starting this task.</u>
2. Log into the WebPams page.
3. To place an **Emergency Call**, click on the red triangle in the top right corner of the screen to see two choices, Staff or Student. This will allow you to skip the menu process.

4. Otherwise, on the left, click on **Communication**.
5. Under the heading **Entry**, click on **Staff Event Messages**.

Setup Box 1

1. Select the desired **Year**.
2. **District** and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Select Staff Type** will list all object function codes. Select the object function codes of the staff members to call. Leave blank to call all staff members regardless of object function code.
4. **Select Staff Groups:** Click here to limit the staff members by a selected group.
   - **Note**: Staff Groups are defined by using the Call Group Loader
5. **Phone Type**: Click to select the type of phone number to communicate to. Leave blank to call all phone types.
6. **Home Site Only**: Selecting this option will limit the message to only those staff members who are "home based" at the school site. Deselecting will include Itinerant staff as recipients.
7. **Select Individual Staff** will list all staff members that meet the criteria of the options selected above. Within the list, select the staff to call. Leave blank to call all staff members based on the criteria of the options selected above.
8. Click **Next** to move to the next step in the create message process.

Setup Box 2

1. If the message is to be scheduled for a future date/time, check the **Schedule Call** box, then select the date and time.
2. If the user wishes to send the message out now, leave the **Schedule Call** box unchecked.
   - If no date and time is selected, the message will go out in the next call interval.
3. Click **Next** to move to the next step in the create message process.

Setup Box 3

1. Select **Record Voice Message** and click **Next**.
2. The **New Voice Message** window will display. Follow the six steps on the screen. At the end of recording process, a recording ID code will be given.
3. Write down the code, then enter the recording ID code in the field labeled "**6. Enter the message ID below and hang up:**" as shown below.

4. After entering the recording ID code, hang up the phone used to make the recording.
5. Click **OK**. A dialog box showing number of messages to deliver as well as "Yes" or "No" choices will be displayed.
6. Click **Yes** to continue with the message delivery, or click **No** to return to the recording options.
7. If **Yes** is clicked, a listing of the person's slated for message delivery is shown on the screen.

Results

1. A list of faculty that is scheduled to receive the message will be displayed on the screen. Print or save this report at this time if desired.

Staff Message - Text to Speech Message

1. Log into the WebPams page.
2. To place an **Emergency Call**, click on the red triangle in the top right corner of the screen to see two choices, Staff or Student. This will allow you to skip the menu process.

3. Otherwise, on the left, click on **Communication**.
4. Under the heading **Entry**, click on **Staff Event Messages**.

Setup Box 1

1. Select the desired **Year**.
2. **District** and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Select Staff Type** will list all object function codes. Select the object function codes of the staff members to call. Leave blank to call all staff members regardless of object function code.
4. **Select Staff Groups:** Click here to limit the staff members by a selected group.
    -   **Note**: Staff Groups are defined by using the Call Group Loader
5. **Phone Type**: Click to select the type of phone number to communicate to. Leave blank to call all phone types.
6. **Home Site Only**: Selecting this option will limit the message to only those staff members who are "home based" at the school site. Deselecting will include Itinerant staff as recipients.
7. **Select Individual Staff** will list all staff members that meet the criteria of the options selected above. Within the list, select the staff to call. Leave blank to call all staff members based on the criteria of the options selected above.
8. Click **Next** to move to the next step in the create message process.

Setup Box 2

1. If the message is to be scheduled for a future date/time, check the **Schedule Call** box, then select the date and time.
2. If the user wishes to send the message out now, leave the **Schedule Call** box unchecked.
    -   If no date and time is selected, the message will go out in the next call interval.
3. Click **Next** to move to the next step in the create message process.

Setup Box 3

1. Select **Text-To-Speech Message** and click **Next**.
2. Click on the drop down arrow to the right of **Select Message** to select a previously created message from the list or create a new message by selecting **New**.
    -   If a previously created message was selected, review the message, make any changes as needed, and then click **Send**.
    -   If **New** was selected, a **New Message Setup** window will appear.
        1. Select the **Arena**.
            -   **EV** = Event message.
            -   **AT** = Attendance message.
            -   **DI** = Discipline message.
            -   **GR** = Grades message.
        2. **Code** is an automatically generated value.
        3. Type an event description.
        4. Click **OK**.
        5. Type the message. Be sure to limit your message to 800 characters.
3. To listen to a preview of the message, click **Preview** and enter a ten digit phone number to be called back with a recording of the message. Click **Send**. A **Message Being Processed** window will appear.

4. After answering the preview call and reviewing the message, click **Send** if the message is acceptable or click **Previous** if a correction needs to be made.

Results

1. After clicking **Send**, a summary of the number of messages with the message text will appear. If satisfied with the information, click **Yes** to proceed with the message creation; otherwise, click **No** and return to the message selection/creation window.
2. A list of staff members that are scheduled to receive the message will be displayed on the screen. Print or save the report at this time if desired.

Staff Message - SMS Text Message

1. Log into the WebPams page.
2. To place an **Emergency Text**, click on the red triangle in the top right corner of the screen to see two choices, Staff or Student. This will allow you to skip the menu process.

3. Otherwise, on the left, click on **Communication**.
4. Under the heading **Entry**, click on **Staff Event Messages**.

Setup Box 1

1. Select the desired **Year**.
2. **District** and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Select Staff Type** will list all object function codes. Select the object function codes of the staff members to call. Leave blank to call all staff members regardless of object function code.
4. **Select Staff Groups:** Click here to limit the staff members by a selected group.
   - **Note**: Staff Groups are defined by using the Call Group Loader
5. **Phone Type**: Click to select the type of phone number to communicate to. Leave blank to call all phone types.
6. **Home Site Only**: Selecting this option will limit the message to only those staff members who are "home based" at the school site. Deselecting will include Itinerant staff as recipients.
7. **Select Individual Staff** will list all staff members that meet the criteria of the options selected above. Within the list, select the staff to call. Leave blank to call all staff members based on the criteria of the options selected above.
8. Click **Next** to move to the next step in the create message process.

Setup Box 2

1. If the message is to be scheduled for a future date/time, check the **Schedule Call** box, then select the date and time.
2. If the user wishes to send the message out now, leave the **Schedule Call** box unchecked.
   - If no date and time is selected, the message will go out in the next call interval.
3. Click **Next** to move to the next step in the create message process.

Setup Boxes 3

1. Select **SMS Text Message** and click **Next**.
2. Click on the drop down arrow to the right of **Select Message** to select a previously created message from the list or create a new message by selecting **New**.
   - If a previously created message was selected, review the message, make any changes as needed, and then click **Send**.
   - If **New** was selected, a **New Message Setup** window will appear.
     1. Select the **Arena**.
        - **EV** = Event message.
        - **AT** = Attendance message.
        - **DI** = Discipline message.
        - **GR** = Grades message.
     2. **Code** is an automatically generated value.
     3. Type an event description.
     4. Type the message to be sent. There is an indicator of the number of available characters remaining for the message length (limit 160).
3. **Preview**: If a preview of the message is desired, click **Preview** and enter a ten digit phone number to receive a preview text. Click **Send** to initiate delivery of the Preview to your phone.

4. After answering the preview text and reviewing the message, click **Send** if the message is acceptable or click **Previous** if a correction needs to be made.

Results

1. After clicking **Send**, a summary of the number of messages with the message text will appear. If satisfied with the information, click **Yes** to proceed with the message creation; otherwise, click **No** and return to the message selection/creation window.
2. A list of staff members that are scheduled to receive the message will be displayed on the screen. Print or save the report at this time if desired.

Call Group Loader

1. Log in to WebPams
2. Select **Human Resources** from the left side of the screen.
3. Select **Loaders**
4. Select **Call Group Loader**.
5. Click **Ok** and the Setup Box will appear.

Setup Box Options

1. **School Year**--default value will be current school year.
2. **District and School**--default value will be based on security settings for your username.
3. **Staff Group**--leave blank for all; select a group(s) to limit employees to that group(s)
4. Click **Ok** to move to the next screen.

Screen Display

1. **Left Side** displays staff information and their group(s) assignment(s).
2. **Right Side** displays the list of available groups that can be used. Refer to the **Create New Group** instructions below.

Definitions of Column Headers

Left Side

1. **Staff**--Name of employee
2. **Site**--School where employee is assigned
3. **Group 1, Group 2,...Group 10**--Name of group(s) to which the employee has been assigned. All employees are not required to be assigned to a group.

Right Side

1. **Delete**--Click this cell to delete a group
2. **Group**--Name of group(s) that have been created for this location.

To Create a New Group

1. Click the **Action** button at the top right of the screen.
2. Select **Add New Group**.
3. Type the name of the new group and click **Save**.
4. The new group name will appear in the list of groups on the right side of the screen.

To Assign Employees to a Group

1. Employees can only be assigned to 10 groups, although more than 10 groups can be created.
2. Click in any of the Group # columns beside the name of an employee that needs to be assigned to a group. An asterisk will appear in the cell.
3. Continue clicking in a Group # column for all employees to be assigned to the same group.
4. Click the **Group** on the right side of the screen.
5. A verification popup will appear. Click the appropriate response.
6. If you verify **Yes** to update, the asterisks will be changed to the group name.
7. If you verify **No** to update, then no changes will be made.
8. You may repeat this process to load additional employees to additional groups.

To Print the Group Lists

1. Change the setup box **Staff Groups** value to the specific group(s).
2. Click **Ok** and the screen will display only those employees assigned to the specific group(s).
3. Click the **Print** button at the bottom of the screen.
4. A popup will appear with a set of document print options--PDF, XLS, CSV, or HTML.
5. Click the print button on this popup and a print preview window will appear.
6. **To get the print icon** on this window, hover the mouse in the bottom right area of the preview. A grey rectangle will appear with several icons. Click the print icon at the right end of this rectangle. Another print preview will appear; click the print button at the top left to print the report. Close the print preview.

To Print All Employees Whether or Not They are Assigned to a Group

1. The setup box **Staff Groups** value must be blank or list all groups.
2. Click **Ok** and the screen will display all employees whether assigned to specific group(s) or not.
3. Click the **Print** button at the bottom of the screen.
4. A popup will appear with a set of document print options--PDF, XLS, CSV, or HTML.
5. Click the print button on this popup and a print preview window will appear.
6. **To get the print icon** on this window, hover the mouse in the bottom right area of the preview. A grey rectangle will appear with several icons. Click the print icon at the right end of this rectangle. Another print preview will appear; click the print button at the top left to print the report. Close the print preview.

Manage Scheduled Calls

In the left navigation pane of WebPams, click **Communication**, then **Lists**, then **Manage Scheduled Calls**.

Setup Box Options

1. **Year**: Select desired year.
2. **District**: Verify correct district is displayed.
3. **School**: Verify, or select, desired school.
4. **As of Date**: Usually set to current date. Date students are enrolled.
5. **Arena**: Leave blank to show all scheduled call types. Select to limit display of scheduled calls to a specific type: "EV" = Event, "AT" = Attendance, "DI" = Discipline, "GR" = Grade.
6. **User Name**: Leave blank to show scheduled calls from any user. Select to limit display of scheduled calls created by a specific user.
7. **Voice ID**: Leave blank to show scheduled calls for any ID code. Select to limit display of scheduled calls by ID number.
8. **Scheduled Time**: Leave blank to show scheduled calls for any time. Select to limit display of scheduled calls to a desired time.

9. Click **OK** to display a list of Scheduled Calls.

Screen Results

1. On screen will be a listing of scheduled calls based on the Setup box settings.
2. To delete a scheduled call, locate the column on the far left labeled **Delete**.
3. Browse down to the row of the scheduled call to be deleted.
4. Click on the red **Delete** cell at the start of the row. A dialog box will appear asking if the user really wants to delete the scheduled call.
5. Click **Yes** to delete the scheduled call. Click **NO** to stop the deletion and return to the Manage Scheduled Calls screen.

JComm Call Overview

1. Log into WebPams page.
2. On the left, click on **Communication**.
3. Under the heading **Count**, click on **JComm Call Overview**.

Setup Box Options

1. **Year** should be set to the school year in which the report data needs to be collected from.
2. **District** and **School** should be defaulted based on the user's security information.
3. **From** should be set to the first date of the calls that need to be reviewed.
4. **To** should be set to the last date of the calls that needs to be reviewed.
5. Click **OK**.

Display Results

1. The summary of calls made will be displayed.
2. **Process** is the total number of messages processed to be called.
3. **Group** is the total number of messages to be called after messages are grouped.
4. **AT** is the total number of attendance messages processed.
5. **DI** is the total number of discipline messages processed.
6. **EV** is the total number of event messages processed.
7. **GR** is the total number of grade messages processed.
8. **Staff** is the total number of staff messages processed.
9. **Pending** is the number of messages currently being delivered.
10. **Success** is the number of messages attempted to call and delivered to at least one contact method.
11. **Fails** is the total number of messages attempted to call and not delivered to any contact. This includes messages that were not answered do to Optout and bad phone numbers.
12. **Optout** is the number of calls that are opted out of by contact.
13. **Calls Deliv** is the number of calls that are answered by a human or machine.
14. **Calls Fail** is the number of calls that did not get answered. This number does not include calls that were opted out or failed due to bad phone numbers.
15. **Emails** is the number of emails delivered.
16. **BadE** is the number of emails that failed.
17. **BadP** is the number of students with no contact information.
18. A breakdown of the specific calls made to parents and/or guardians can be retrieved by clicking in the cell for any of the counts on the report.
19. Click **Print** to print the summary report and any of the breakdown lists.