JCampus Call System for Acadia Parish

"Normal" Message Times:

Start Time (Mon - Fri) :	05:00
Stop Time (Mon - Fri) :	21:00
Start Time (Saturday) :	09:00
Stop Time (Saturday) :	21:00
Start Time (Sunday) :	12:00
Stop Time (Sunday) :	21:00

Phone number details:

- Student Master: Cell phones can receive all types of messages.
  - "Normal" message will attempt to use all numbers associated with a student except emergency or work.
  - "Emergency" message will also message the student's emergency contact.
  - "Duplicate" numbers associated with a student are not called.

- Human Resources / Communication / Phone: Type 11 is a cell phone of the employee.
  - HR Master / Action / Demographics / Mass Print Demographics is the best way to verify staff numbers.
  - Changes to phone numbers are done by the Human Resources department.

Automated Attendance Messages:

1. Unexcused absences are messaged to the parent/guardian.
2. Start of the day unexcused absent messages go out at 9, then 10, then 11.
3. Unexcused check in / check out messages go out as they occur.

Parents Report No Messages Coming In

1. Verify that the phone number does not have an "Optout" setting on it in student master.
2. Verify with the parent that the phone number is accurate.
3. Have the parent send a "Start" or "Subscribe) message to (844) 738-0363.
4. Have the parent check with the provider, such as AT&T or Verizon, to make sure the plan is not blocking all messages from "bulk" message providers.

Please enter the message you want to send. 'Reply STOP to unsubscribe' will appended to all SMS messages. This does count against the maximum 160 characters.
Messages will be delivered from the following number: (844) 738-0363

Creating Student Event Messages

This program will provide the user a way to create and maintain event messages for communication.

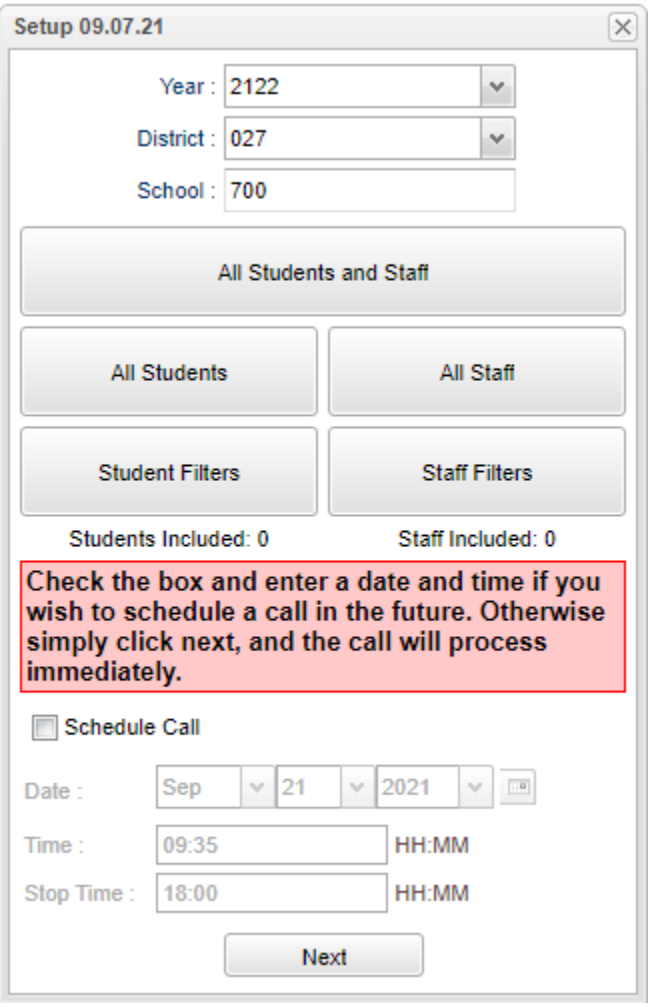
Menu Location

Click on the **Phone** icon at the top right of the screen.

A **Normal** (Regular message time) or an **Emergency** (High Priority – any time of day) message can be created to send out to students and staff.

Select either **Normal** or **Emergency**.

Setup Options



Year - Defaults to the current year.

School – Select site(s) to receive message.

All Students and Staff - Click to choose all students and staff members. The totals of the students and staff will display below the buttons. Click on the totals to see a roster of the student/staff with other information as well.

All Students - Click to choose all students. The total number of the students will display below the buttons. Click on the total to see a roster of the students with other information as well.

All Staff - Click to choose all staff. The total number of the staff members will display below the buttons. Click on the total to see a roster of the staff with other information as well - Click to be able to choose from filters for the students.

Staff Filters - Click to be able to choose from filters for the staff members.

Schedule Call - Select if the message is to be scheduled for a future date/time.

Date - Select the date for the message to go out.

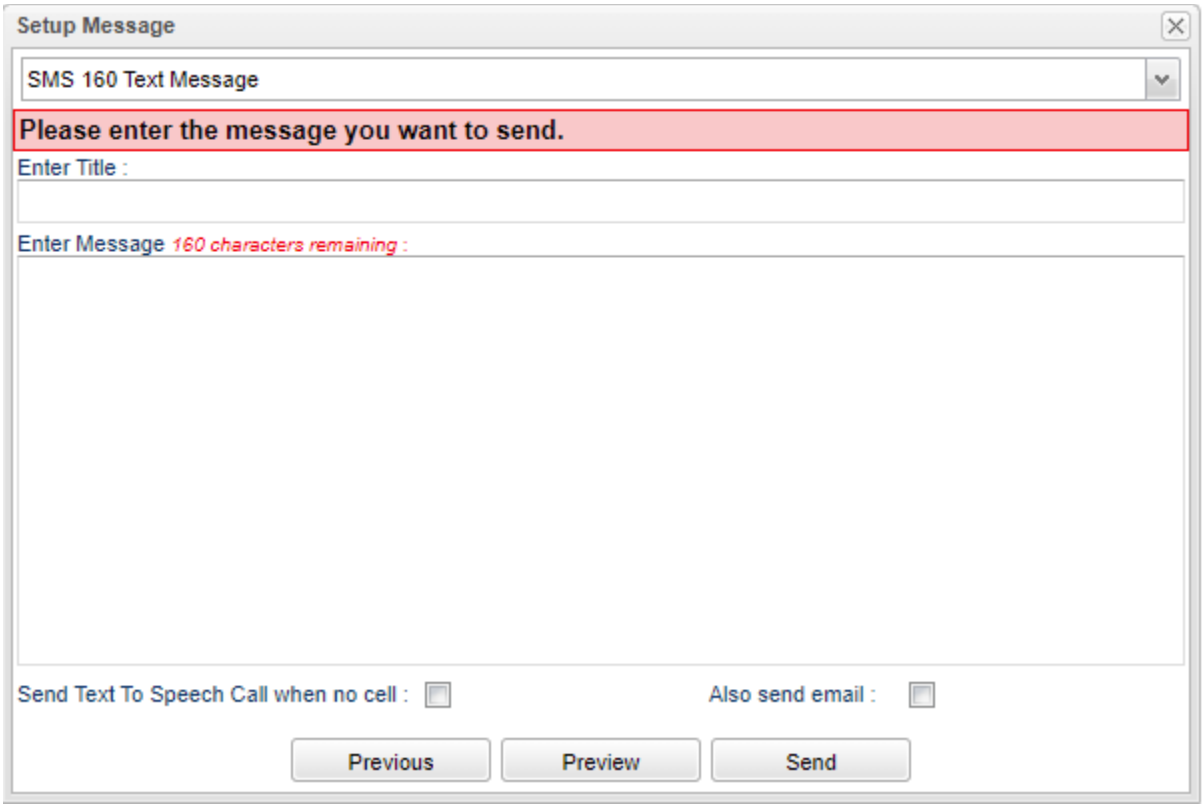
Time - Select the start time for messages to start going out.

Stop Time - Select the stop time for messages to stop going out. In Communication Configuration, calls are set for start and stop times for the district as a whole. This will override and allows an earlier time to be selected, if needed.

Next- Click to continue.

Click on the drop-down arrow in the top line for a list of message types to choose from.

SMS 160 Text Message - Select to send out a SMS 160 Text Message. Each district will have their own 800 series (844, 866, etc.) number for all SMS messages. This will help better relate your district to your parents and show the message is from a trusted source. This also reflects the updated federal guidelines on trusted sources. We have worked with carriers to ensure your district is identified and the messages are not filtered as spam.



Enter Title - Enter a title for this message.

Enter Message - Type the body of the message in this area to send out. The SMS character limit being sent is 160 characters. As you type in the text, the counter will count down to keep track.

Also Send Text To Speech When No Cell - Check the box to send a Text To Speech call if no cell phone is available to receive SMS text messages.

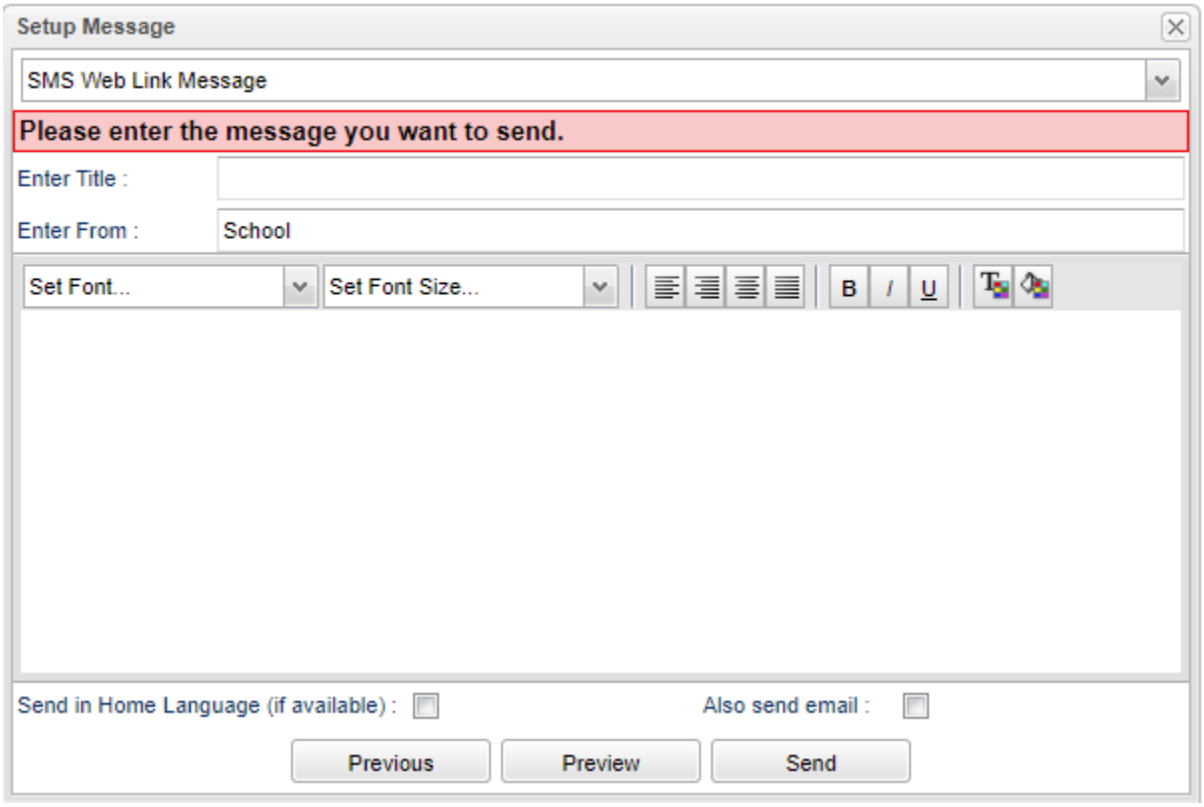
Also Send Email – Check to also email a copy of the message.

Previous - Select this option to return to the previous page.

Preview - Select to view the SMS message being sent out.

Send - Select to send the SMS message.

SMS Web Link Message - Select to send out a SMS Text Web Link Message. Each district will have their own 800 series (844, 866, etc.) number for all SMS messages. This will help better relate your district to your parents and show the message is from a trusted source. This also reflects the updated federal guidelines on trusted sources. We have worked with carriers to ensure your district is identified and the messages are not filtered as spam.



Enter Title - Enter a title for this message.

Enter From - Enter who the message is from. Ex: Site code of the school sending the message, etc

Enter Message - Type the message in this area to be send out. Since the user knows that their SMS character amount is more than 160 characters, they will choose this option so it will be sent as a web link.

Send in Home Language (if available) - Attempts to translate the message text into the Student's Home Language.

Also Send Email – Check to also send an email version of the message.

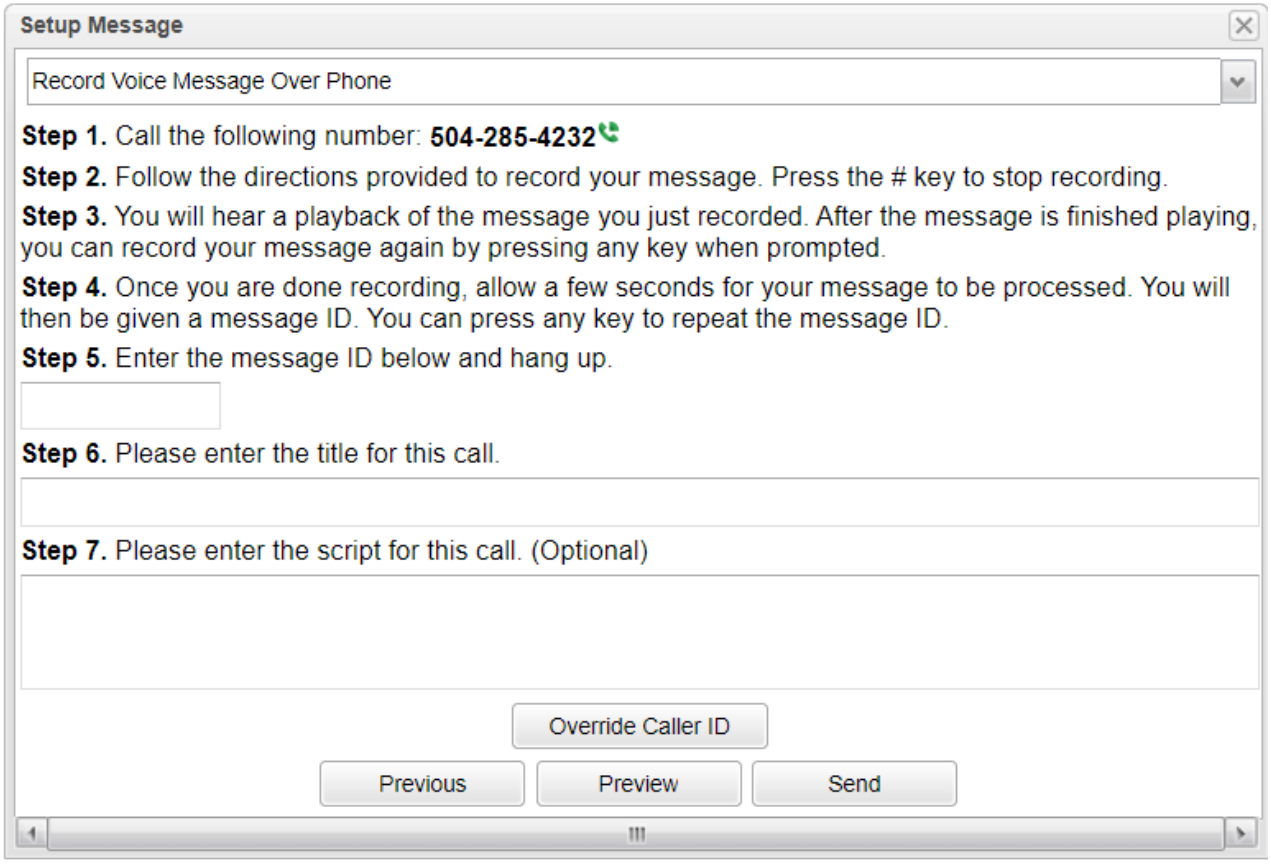
Previous - Select this option to return to the previous page.

Preview - Select to view the SMS message being sent out.

Add Attachment – Click to browse and add an attachment to the message.

Send - Select to send the SMS message.

Record Voice Message Over Phone - Select to record voice message using a land line.



Follow the instructions in the box above.

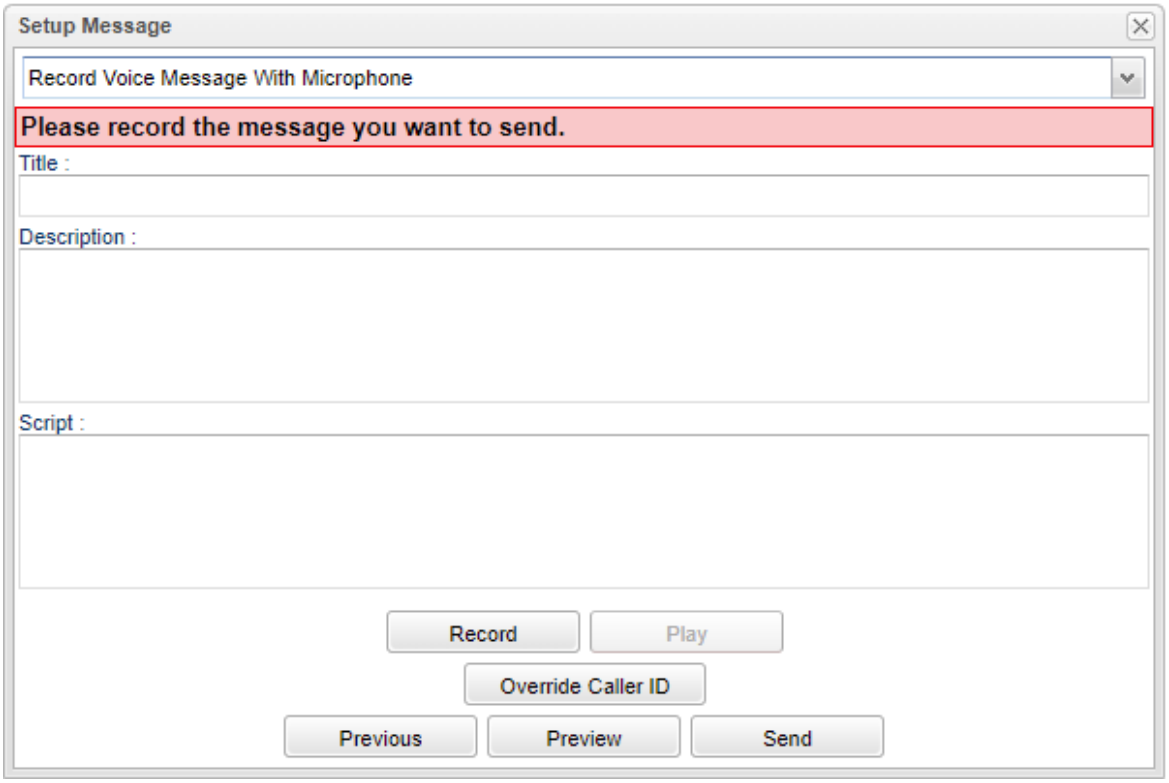
Override Caller ID - Select this option to override caller ID's.

Previous - Select this option to return to the previous page.

Preview - Select to view the SMS message being sent out.

Send - Select to send the SMS message.

Record Voice Message with Microphone - Select to record voice message using a microphone. Good one to use on laptop with microphone.



Title - Enter a title for this message.

Description - Add a description.

Script - This is only optional, but the user can type in in the script here to read from once clicking on Record.

Record - Speak the message into a microphone that has been previously set up to your computer. Using JCampus Mobile, the user can also use their cell phone as a microphone.

Play - Once the message is recorded, the user can play back the message to check for accuracy.

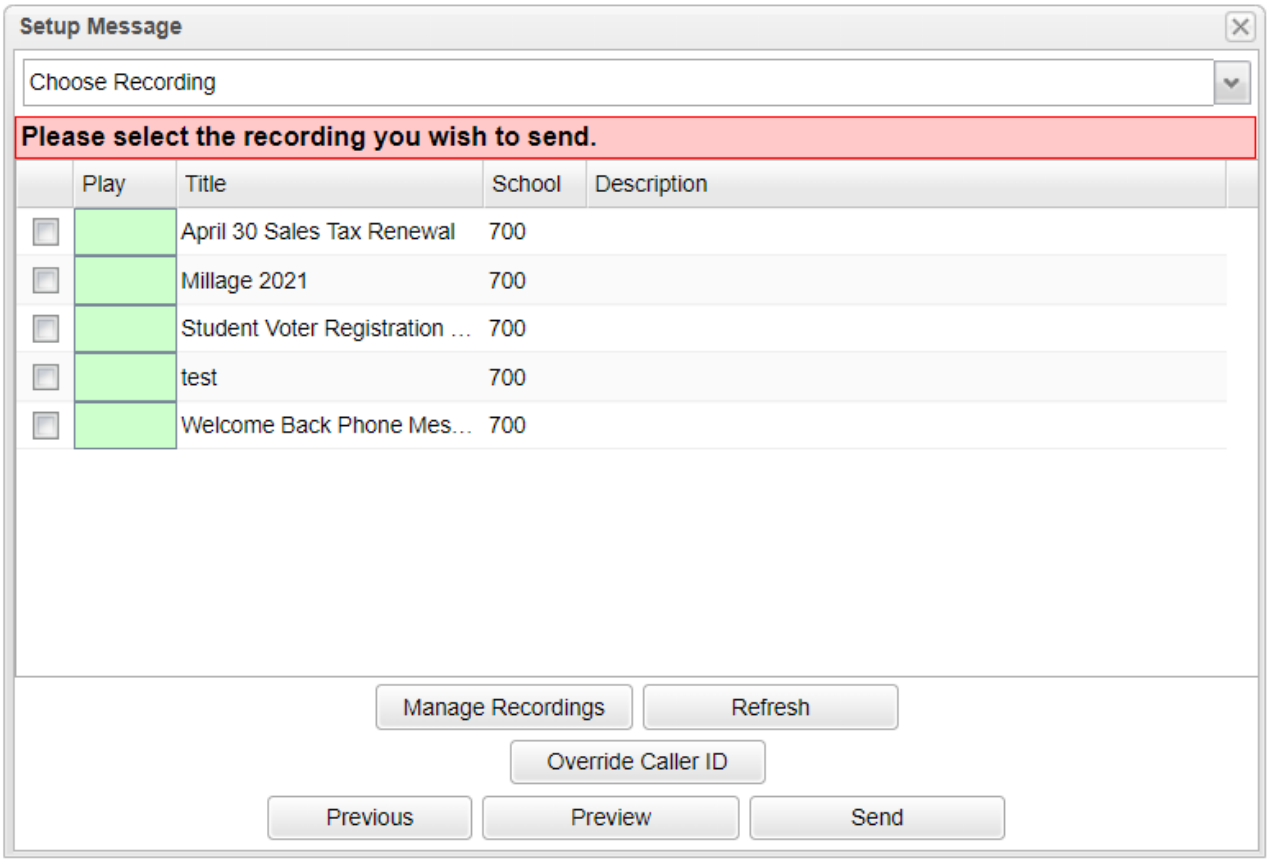
Override Caller ID - Select this option to override caller ID's.

Previous - Select this option to return to the previous page.

Preview - Select to view the recording.

Send - Select to send out the message.

Choose Recording - Select to choose a recording to send out.



Play - Play recorded message.

Title - Title of recorded message.

School - School site number.

Description - Description of recorded message.

Manage Recordings - This button will take the user to Manage Voice Recordings for recording, playing, editing, and deleting of the voice recordings.

Refresh - Refresh the screen to see **Campaign** or **On the Fly** messages that have been set up.

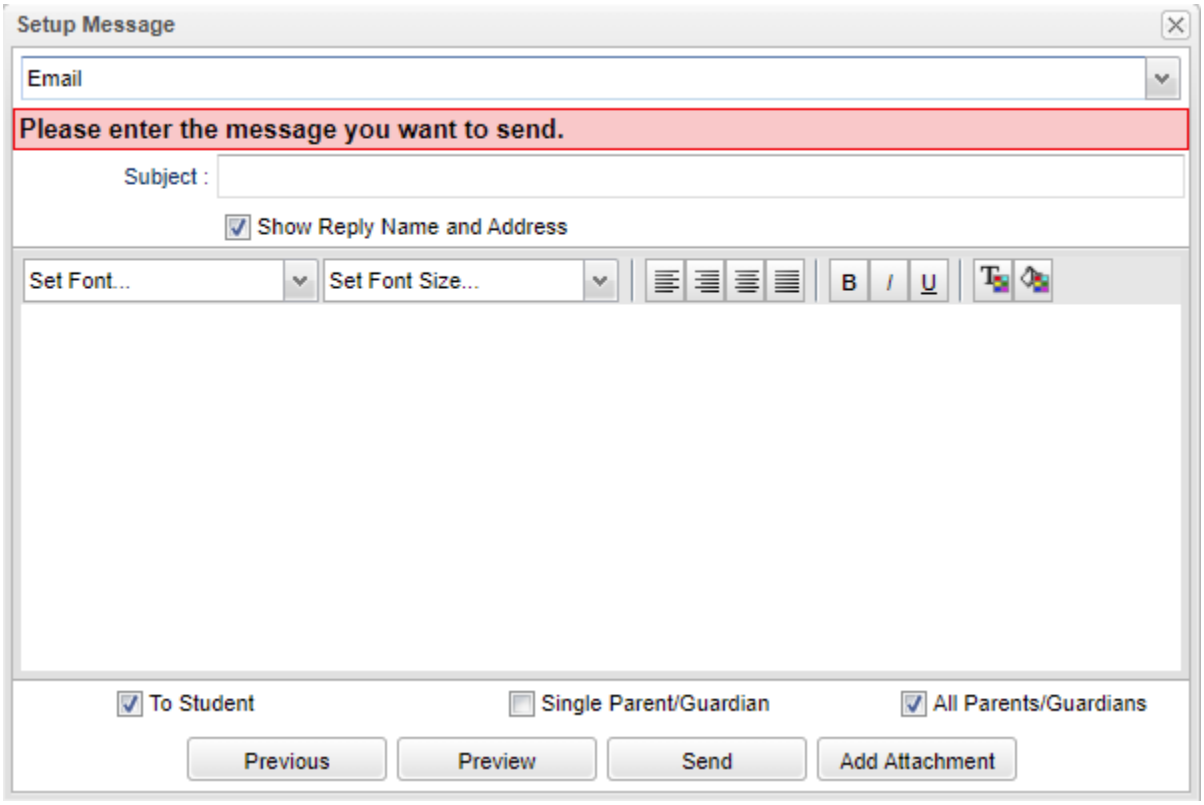
Override Caller ID - Select this option to override caller ID's.

Previous - Select this option to return to the previous page.

Preview - Select to view the email message.

Send - Select to send the message. Once **Send** has been selected, a pop-up box will appear with the number of students to send the email to.

Email - Select to send out an email.



Subject - Enter subject of email.

Show Reply Name and Address - Select this option to show the creating user's name and email address in email message.

Enter Message - Type the message in this area to be send out.

To Student - Send this email to student.

Single Parent/Guardian - Send this email to only one parent or guardian for the selected students.

All Parents/Guardians - Send this email to all parents and guardians for the selected students.

Previous - Select this option to return to the previous page.

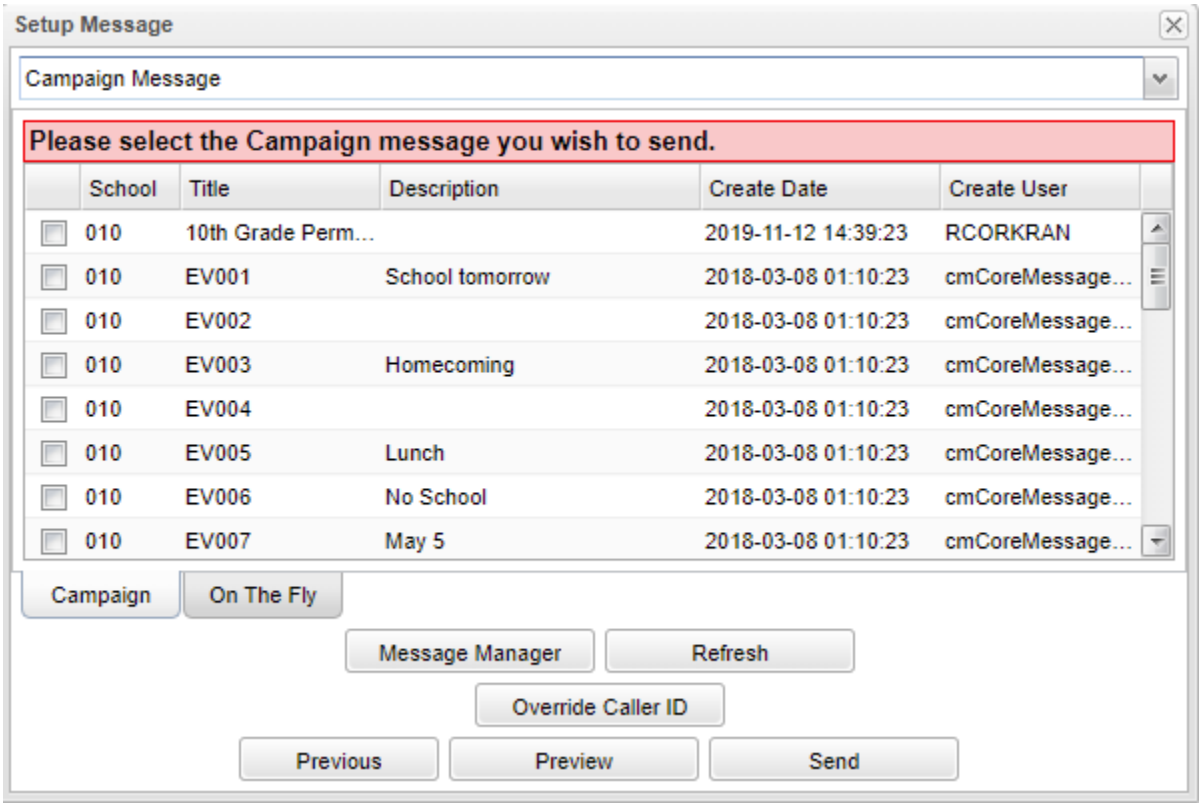
Preview - Select to view the email message.

Send - Select to send the message. Once **Send** has been selected, a pop up box will appear with the number of students to send the email to.

Add Attachment - By selecting this option, a popup box will appear. Next, select **Add Files** to browse to the desired attachment to add.

Next a list will appear of all of the students that will receive the email, along with a popup box reiterating the number of students who will receive the email. Select **OK** for the email to send.

Campaign Message - Select to send out an On the Fly or Campaign Message.



School - School site number.

Title - Title of message.

Description - Description of message

Create Date - Date and time when the message was created.

Create User - User's name who created message.

Campaign - These are messages that are setup in advance.

On The Fly - These are messages that are setup as needed (on the fly) and sent out.

Message Manager - This button will take you to the Message Manager.

Refresh - Refresh the screen to see **Campaign** or **On the Fly** messages that have been set up.

Override Caller ID - Select this option to override caller ID's.

Previous - Select this option to return to the previous page.

Preview - Select to view the email message.

Send - Select to send the message. Once **Send** has been selected, a pop-up box will appear

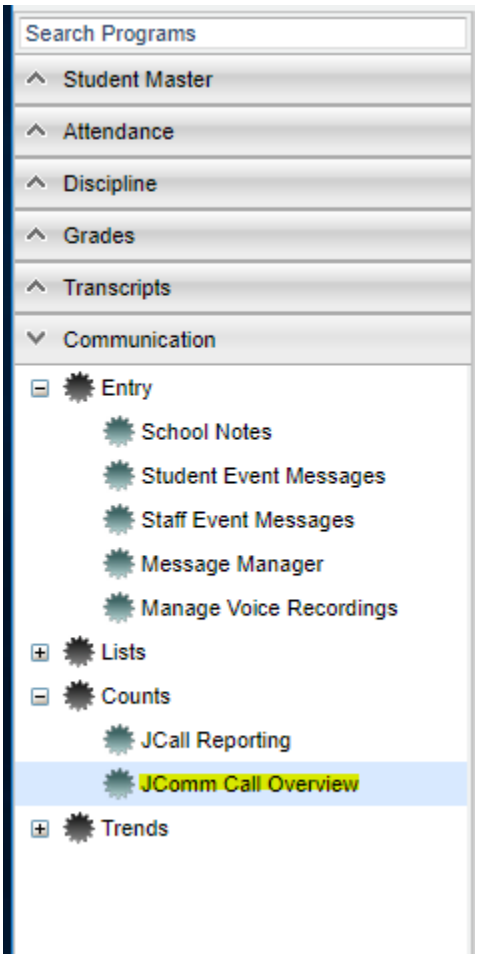
Messaging with a Single Student:

1. In Student Master, use Gear / Communication / Parent Contact Log / JCall to see messages for a single student.
2. Use Gear / Communications / JCall to send a message to parent/guardians of a single student.
3. In Court Report, use call log summary and call log detail.

JComm Call Overview

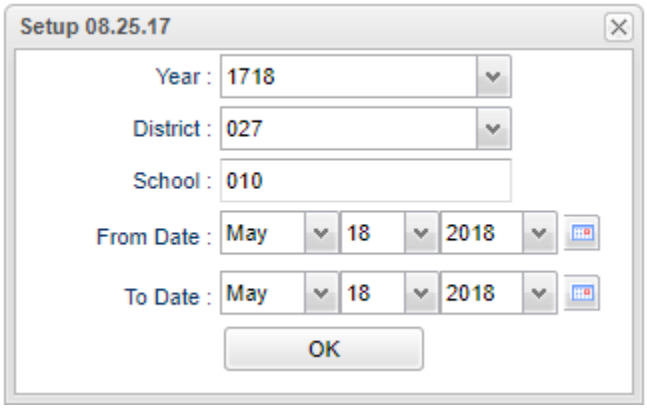
This report will give the user a review of JCall statistics. A similar report would be the JCall Reporting.

Menu Location



On the left navigation panel, select **Communication** > **Counts** > **JComm Call Overview**.

Setup Options



Year - Defaults to the current year. A prior year may be accessed by clicking in the field and making the appropriate selection from the drop-down list.

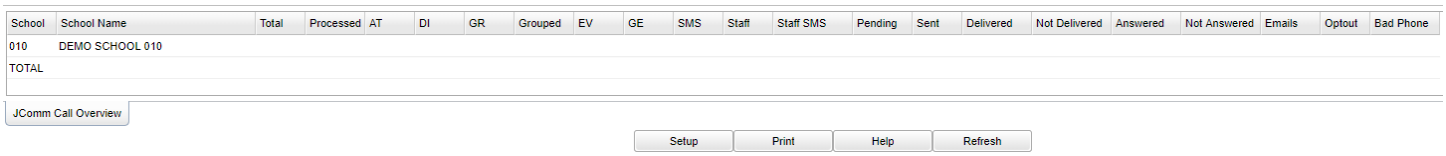
District - Default value is based on the user's security settings. It will be limited to their district only.

School - Default value is based on the user's security settings. If the user is assigned to a school, the school default value will be their school site code.

From Date and To Date - A set of dates that limits the selection of records for the report to a beginning date (from) and an ending date (to) range.

OK - Click to continue

Main Screen



Column Headers

The summary of calls/emails/messages made will be displayed. Click on the **counts** to see more detailed information.

School - School site number

Student Name - Student's full name

Total - Total number of messages created

Processed - Total number of messages processed to be called.

AT - Total number of attendance messages processed.

DI - Total number of discipline messages processed.

GR - Total number of grade messages processed.

Group - Total number of messages to be called after messages are grouped.

EV - Total number of event calls processed.

GE - Total number of Group Event calls processed. Group Events works slightly different from the other arenas as it reflects messages generated to students by teachers via Mobile.

SMS - Total number of student SMS text messages processed.

- For text messages only, if the status is **Success**, that means that the carrier for the phone number received it. Note that poor reception could keep the text message from being delivered by the carrier to the customer especially if this issue only occurs sporadically.
- Anything marked as a duplicate means it has already tried to send that message to that same number. DNS Duplicate means a duplicate of a number for Do Not Send that has already been called. Machine (voice mail or answering machine) Duplicate means a **Duplicate** of a number for Machine that has already been called.

Staff - Total number of staff calls processed.

Staff SMS - Total number of staff SMS text messages processed.

- For text messages only, if the status is **Success**, that means that the carrier for the phone number received it. Note that poor reception could keep the text message from being delivered by the carrier to the customer especially if this issue only occurs sporadically.
- Anything marked as a **Duplicate** means it has already tried to send that message to that same number. DNS Duplicate means a duplicate of a number for Do Not Send that has already been called. Machine (voice mail or answering machine) Duplicate means a duplicate of a number for Machine that has already been called.

Pending - Total number of calls currently being sent.

Sent - Total number of calls sent and awaiting status.

Delivered - Total number of calls attempted and delivered successfully.

Not Delivered - Total number of calls attempted and not delivered successfully.

Answered - Total number of calls answered by a human or machine.

Not Answered - Total number of calls not answered.

Emails - Is the number of emails delivered.

Optout - Total number of calls that are opted out of by contact.

Bad Phone - Total number of calls failed because of bad phone number.

A breakdown of the specific messages made to parents and/or guardians can be retrieved by clicking in the cell for any of the counts on the report.

Click **Print** to print the summary report and any of the breakdown lists.

Bottom Buttons

Setup - Click to go back to the Setup box.

Print - This will allow the user to print the report.

Help - Click to view written instructions and/or videos.

Refresh - Click this button to update the list on the screen with the latest data.

Mobile for Smart Devices

The **Mobile** product is a web site optimized for smart device displays. It allows the user to lookup information about a student and initiate regular and emergency type messages.

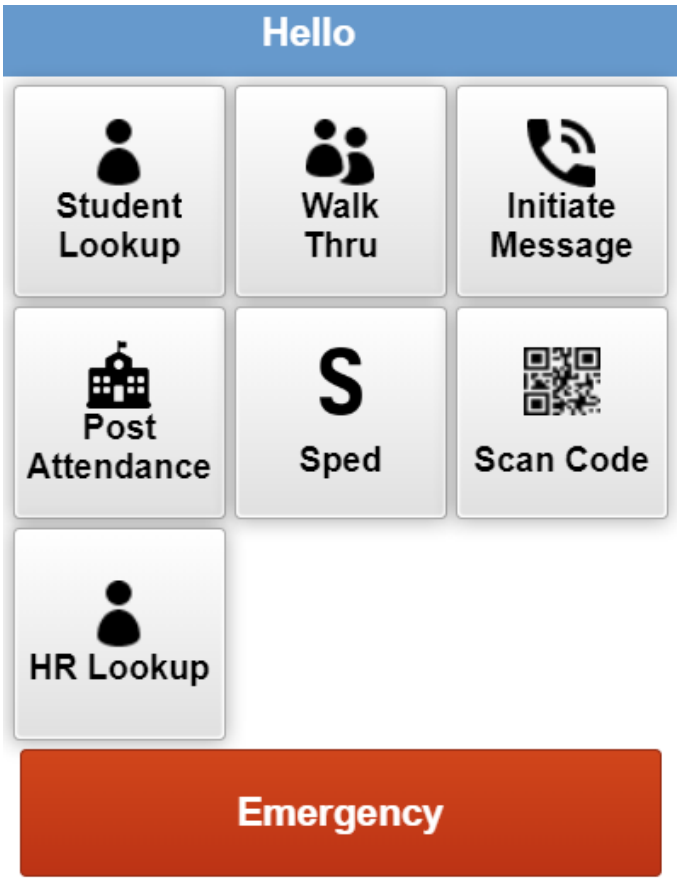
1. To start using **Mobile**, on your smart device, browse to acadia.edgear.net/mobile.

2. The user will find it helpful to store the URL as a shortcut on the home screen of the smart device. This will make for faster access to the login screen of **Mobile**.

3. Enter your JCampus User Name and Password.

Initiate Message

This program will allow you to create a message via a mobile device.



1. After logging in to the mobile program site, select **Initiate Message** or **Emergency**.
2. The next screen will show the **Select Call Destination** options:
   - **All Students and Staff**
   - **All Students**
   - **All Staff**
   - **Select Students**
   - **Select Staff**

To initiate a message for All Students and Staff follow these steps.

1. Click **the All Students and Staff** button.
   - Make your next selection from the list: **Voice Recording, Text to Speech or SMS**.

   To use **Voice Recording**, a recording must already exist. Make your selection from the existing messages and click **Send**.

   To use **Text to speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

   To use **SMS**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

To initiate a message for All Students, follow these steps.

1. Click **All Students** button.
   - Make your next selection from the list: **Voice Recording, Text to Speech or SMS**.

   To use **Voice Recording**, a recording must already exist. Make your selection from the existing messages and click **Send**.

   To use **Text to speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

   To use **SMS**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

To initiate a message for All Staff, follow these steps.

1. Click **All Staff** button.
   - Make your next selection from the list: **Voice Recording, Text to Speech or SMS**.

   To use **Voice Recording**, a recording must already exist. Make your selection from the existing messages and click **Send**.

   To use **Text to speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

   To use **SMS**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

To initiate a message for Select Students follow these steps.

1. Click the **Select Students** button.
2. The next screen will provide you with six options: **Select AM Bus, Select P M Bus, Select Homeroom, Select Clubs, Select Sports, or Select Grades.**
3. Make a selection(s) and click **Next**
4. Use the next steps for any of the six options listed above:
   - Make your next selection from the list: **Voice Recording, Text to Speech or SMS**.

   To use **Voice Recording**, a recording must already exist. Make your selection from the existing messages and click **Send**.

   To use **Text to speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

To use **SMS**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. **Respond** to the question 'Do you want to continue?'

To initiate a message for Select Staff follow these steps.

1. Click the **Select Staff** button.
2. The next screen will provide you with two options: **Select Call Group and Select Object Function Code.**
3. Make a selection(s) and click **Next.**
4. Use the next steps for any of the three options:
   - Make your next selection from the list: **Voice Recording, Text to Speech or SMS**.

   To use **Voice Recording**, a recording must already exist. Make your selection from the existing messages and click **Send**.

   To use **Text to Speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. Respond to the question 'Do you want to continue?'

   To use **SMS**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. Respond to the question 'Do you want to continue?'

Programs with “Communicate” Button

- Alpha Recruiter List
- Absence Analysis
- Honor Roll
- Perfect Attendance
- Possible Failures
- Referral List
- Students with No Referrals