Lafayette Parish School Board

Communication (JCall) Guide

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Lafayette Parish JCall System Settings

Times for Automated and Event Calls

Monday – Friday: 7:30 am to 7:00 pm (19:00).

Saturday: 11:00 am to 7:00 pm (19:00).

Sunday: 11:00 am to 7:00 pm (19:00).

Times for Emergency Calls

No limitations. An Emergency call will go out as soon as it is created.

Which Numbers are Called?

Voice and Text to Speech calls will attempt to send to the following:

Guardian Cell
Guardian Home
Father Cell
Father Home
Mother Cell
Mother Home
Student Home
Emergency Cell (only in the case of an emergency call)
Emergency Home (only in the case of an emergency call)

SMS calls will attempt to send to the following:

Guardian Cell
Father Cell
Mother Cell
Student Cell
Emergency Cell (only in the case of an emergency call)

Getting Started: Set the Students to Receive the Message

1. It is a good idea to compose a script of what is to be recorded before starting this task.
2. Log into WebPams page.
3. To place an **Emergency Call**, click on the phone icon and select "Student" or "Staff". Note: You can send to both from "Student".

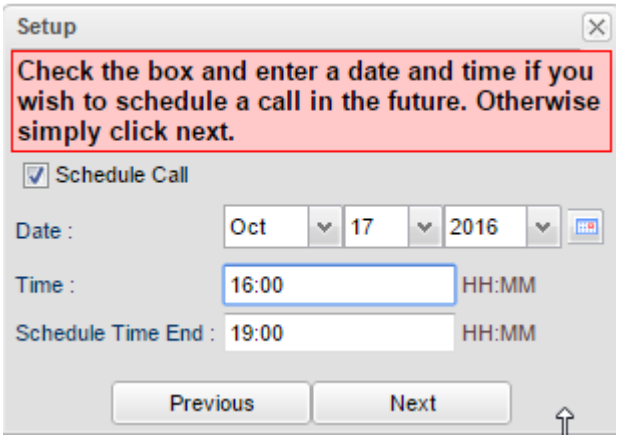
4. Otherwise, on the left, click on **Communication**.
5. Under the heading **Entry**, click on **Student Event Messages**.

Setup Box 1

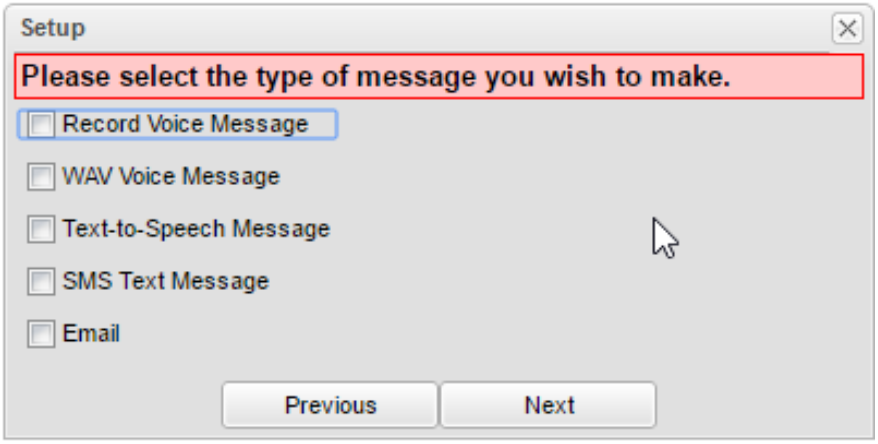
1. Select the desired **Year**.
2. **District** and **School** should be defaulted based on security. If security permits, click in the **School** field to select the desired school.
3. **Grades** should be left blank if all grade levels are to be included into the call. Otherwise click in the box to 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 **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).
12. **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.
13. 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.
14. **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.
15. 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
16. **Select Individual Staff**: Click to select individual staff members.
    - **NOTE:** Clicking the box in the upper left will select all staff members.
17. **Phone Type**: Normally, leave this blank.
18. 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.

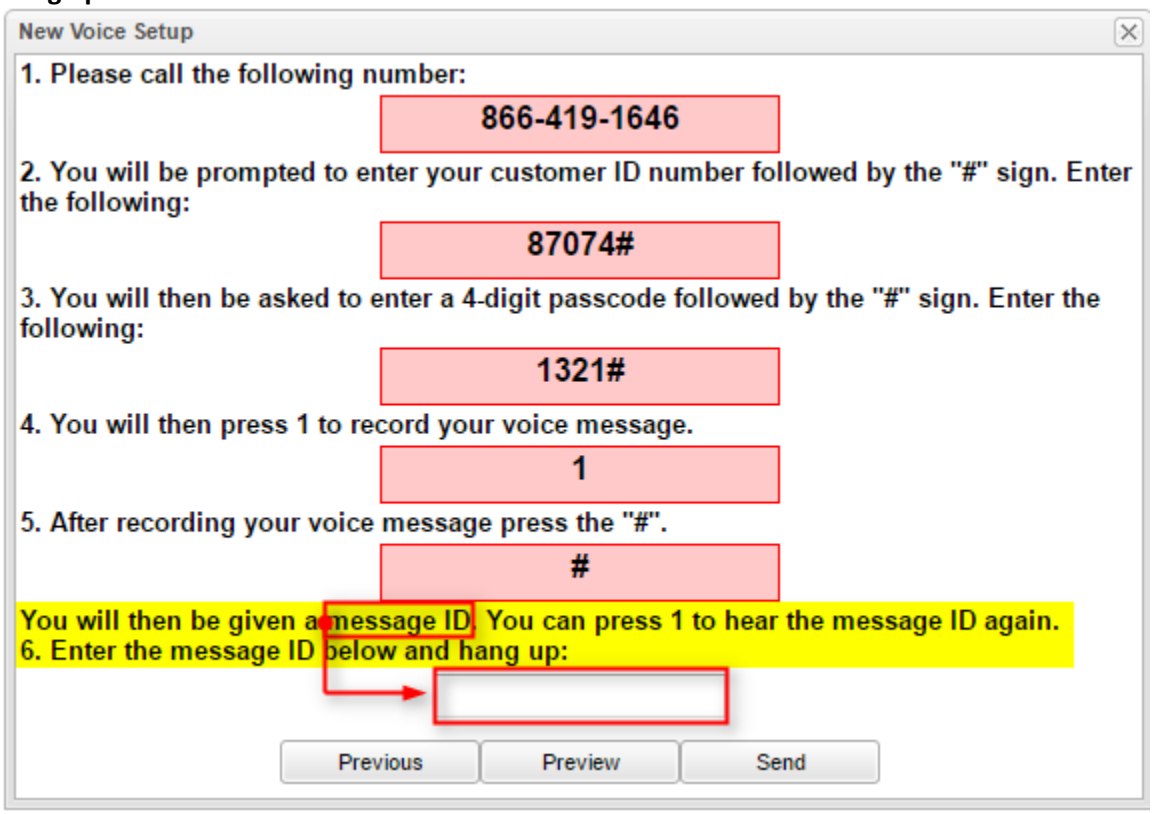


4. After the recipients of the message are set, the user selects the type of message to go out. These types are explained in the next sections.
    - Record Voice Message: Record your voice via phone
    - WAV Voice Message: Record your voice on the computer as a sound file.
    - Text to Speech: Type a message, then an automated voice will speak the message.
    - SMS Text: Type a message to be sent as a text. Limit to 140 characters.
    - Email: Type a message to be sent via email.



Record Voice Message

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 **Send**. 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.

Wav Voice Message

Note: These recordings are made with the microphone on your computer. It is most easily done with a laptop. If attempting with a desktop, make sure it has a microphone first.

1. Select **WAV Voice Message** and click **Next**.
2. A list of voice recorded messages that have been created for the selected school will be displayed.
   - If the desired voice recorded message is not available, click **Manage Voice Recording**. (**NOTE:** A microphone must be connected to your computer to continue).
     a. On the setup box, year, district, and school should be set based on security. Click **OK**
     b. A list of existing voice recorded messages will appear on the screen. To begin recording a new message, click **New**.
     c. Enter a **Title** and a brief **Description** of the new message. Then, click **Record** to begin recording the message.

   d. Click **Stop Recording** when the message is complete.
   e. Click **Play** to review the message. Repeat step 3 and 4 until the message is correct.
   f. Click **Save** when the message is correct.
   g. Click **Close** when finished recording messages.
   h. Upon returning to the **WAV Voice Message** setup screen, click the **Refresh** button to view any newly created messages.
3. Select the voice recorded message to send.
   - Click the green **Play** cell to review the message prior to sending.
4. Click **Preview** and enter a phone number to preview how the call will sound. Click **Send** when ready to send the message to the selected students and staff.
5. A dialog box showing number of messages to deliver as well as "Yes" or "No" choices will be displayed. Cliick **Yes** to continue with the message delivery, or click **No**to return to the recording options.
6. If **Yes** is clicked, a listing of the person's slated for message delivery is shown on the screen.

Student Message - Text To Speech

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**.
   a. If a previously created message was selected, review the message, make any changes as needed, and then click **Send**.
   b. If **New** was selected, a **New Message Setup** window will appear.
   c. Select the **Arena**.
      i. **EV** = Event message.
      ii. **AT** = Attendance message.
      iii. **DI** = Discipline message.
      iv. **GR** = Grades message.
   d. **Code** is an automatically generated value.
   e. Type an event description.
   f. Click **OK**.
   g. 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.
5. 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.

Student Message - SMS Text Message

Note: These messages will only go to the number in the "Cell Phone" fields of Mother/Father/Guardian.

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**.
    a. If a previously created message was selected, review the message, make any changes as needed, and then click **Send**.
    b. If **New** was selected, a **New Message Setup** window will appear.
        i. Select the **Arena**.
            1. **EV** = Event message.
            2. **AT** = Attendance message.
            3. **DI** = Discipline message.
            4. **GR** = Grades message.
        ii. **Code** is an automatically generated value.
        iii. Type an event description.
        iv. 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.
5. 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.

Email

1. Select **Email** and click **Next**.
2. Enter your **Subject** and **Message**
3. Check **Show Reply Address Message** to show the sender's email address. Not checking, will show **Please contact the school with any questions you may have**.
4. Type in your message and then select **Send**.
5. 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.

Emergency Calls

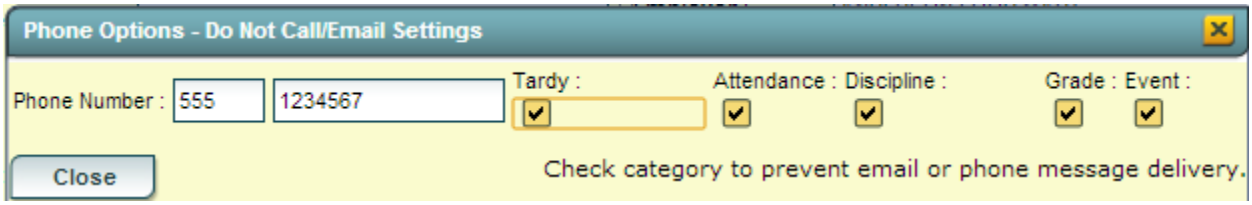
Calls that need to go out immediately to all numbers regardless of time of day need to be created as "Emergency" type calls.

1. Click the Phone icon in the upper right.
2. Select "Student" or "Staff".
    a. "Student" gives you ability to include staff members.
3. Create message in same manner as previously described.
4. Messages go out immediately no matter time of day.

Block a Phone Number from Being Called

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

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.

Call Details on the Court Report

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 Messages

1. In the left navigation panel, click on **Communication**.
2. 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**: Normally left blank. Click to select the type of phone number to communicate to.
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, or SMS Text, other message type,** and click **Next**.
2. Build message in same manner as a student message.

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. On the left, click on **Communication**.
2. 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.

Communicate Button

The "**Communicate**" button allows the user to create messages from a listing. Places where there is a "Communicate" button are:

1. Honor Roll (Grades / Lists / Honor Roll)
2. Alpha Recruiter List (Student Master / Lists/ Alpha Recruiter)
3. Perfect Attendance Audit (Attendance / Lists / Perfect Attendance Audit)

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 **https://jpams.lpssonline.com/mobile**
    a. It is usually the same as going to JCampus, but with the word "mobile" at the end of the URL rather than "Jcampus".
2. The user will find it helpful to store the Mobile URL as a shortcut on the home screen of the smart device. This will make for faster access to the login screen of **Mobile**.

Student Lookup

1. Tap on the **Student Lookup** button.
2. At the top, click in the **Search** bar to begin searching for students by name.
    - If the user is a 700 user, the fields **Sch** and **GD** will give the user the ability to select the school and grade to search in. Leave **Sch** and **GD** set to **ALL** to search all schools and grades.
3. A list of names will be displayed as the student`s name is typed. When the desired student is listed, tap on the student`s name.
    - Students listed in a red font color are students who have exited.
4. The student`s name will be displayed centered at the top. **Grade**, **Ethnic**, **Gender**, **Age** and **Date of Birth** will be displayed to the right of the students picture. Below the picture is the student`s **Homeroom** teacher and **Locker** number.
5. Under **Contacts** is listed the **Student**, **Guardian**, **Father**, and **Mother`s Home**, **Cell**, **Work** phone, **address**, **E-mail address** and the student`s **bus and stop number**.
    - If there is no data for the **Guardian**, **Father**, or **Mother**, then that area for the individual will not be displayed.
    - Tapping on a phone number will bring up the option to call the number.
    - Tapping on an address will bring up a map showing the selected address for navigation. Tap on the *Close* bar at the bottom of the map to return to the main screen.
6. Under **Emergency Plans** is the health information for the student.
7. Tap on the three horizontal bars in the upper left to access a student`s **Schedule**, **Grades**, **Transcript**, **Attendance**, and **Discipline** information or to **Log Out**.

Initiate Message

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

NOTE to generate a Voice Recording message you MUST already have at least one recording already created.

1. After logging in to the mobile program site, select the **Initiate Message** button.
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 **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**.

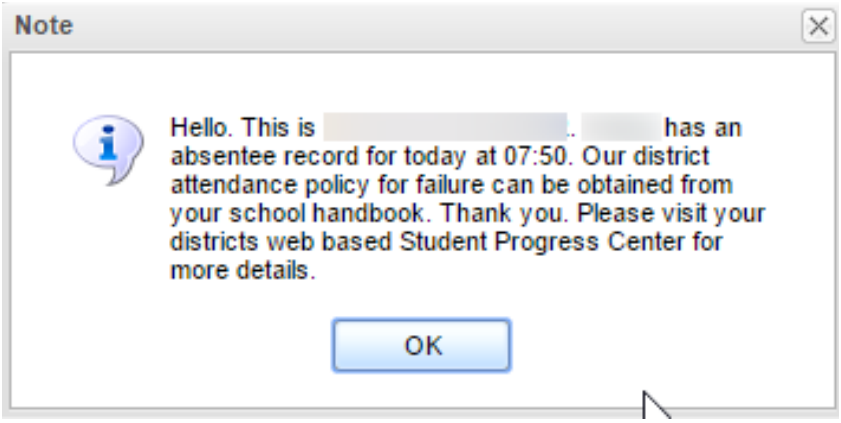
   To use **Text to Speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. Respond to the question 'Do you want to continue?'

   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?'

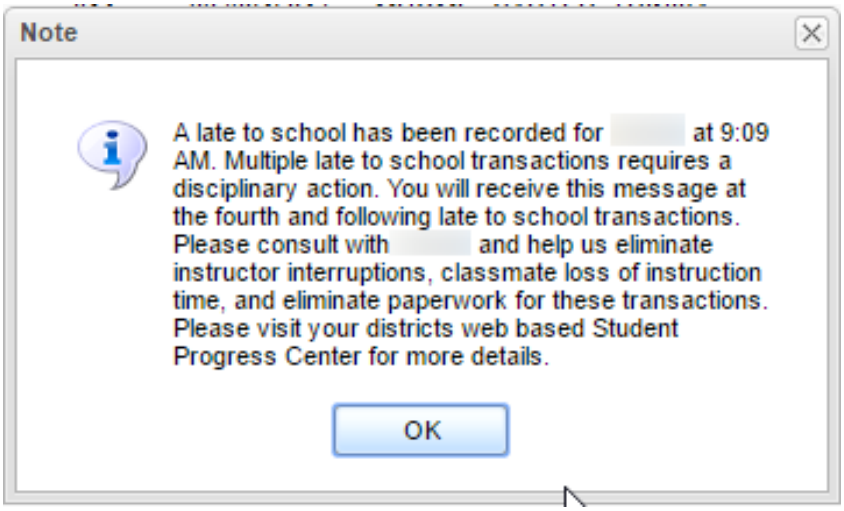
Automated Call Messages

Attendance Calls

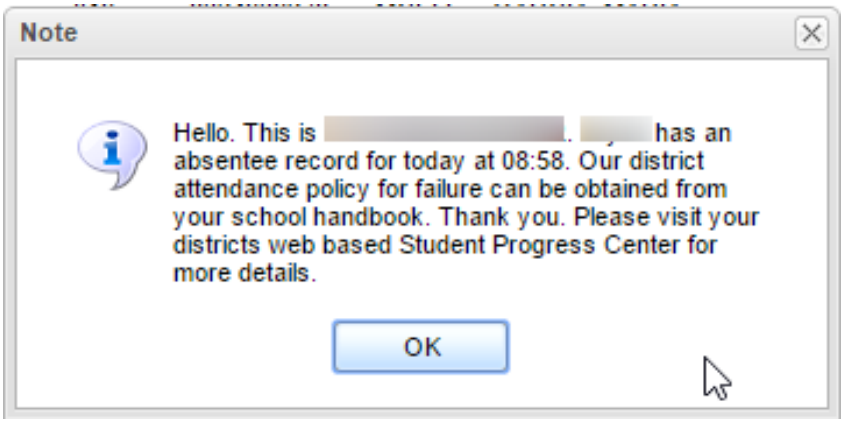
Start of Day Absence



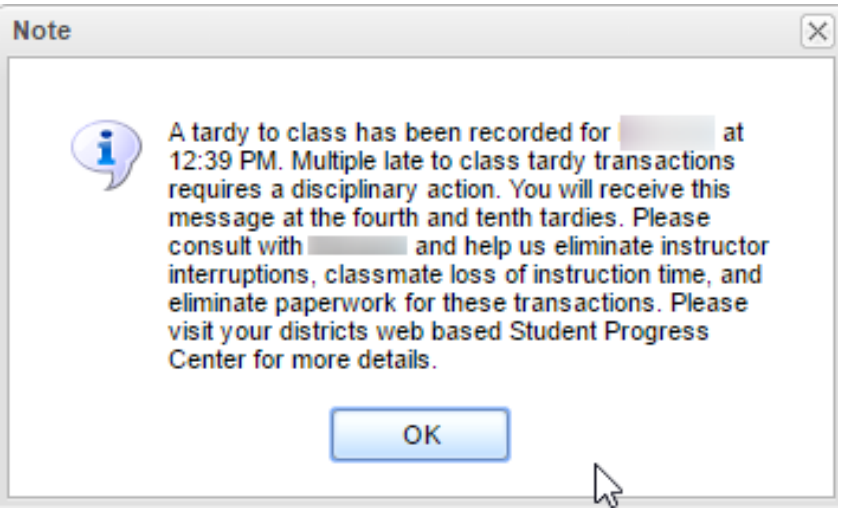
Late To School



Check Out

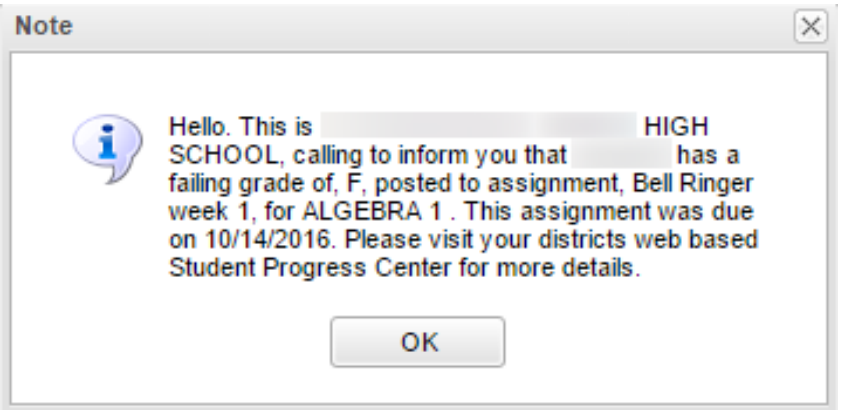


Tardy



Grade Calls

Failing Grade:



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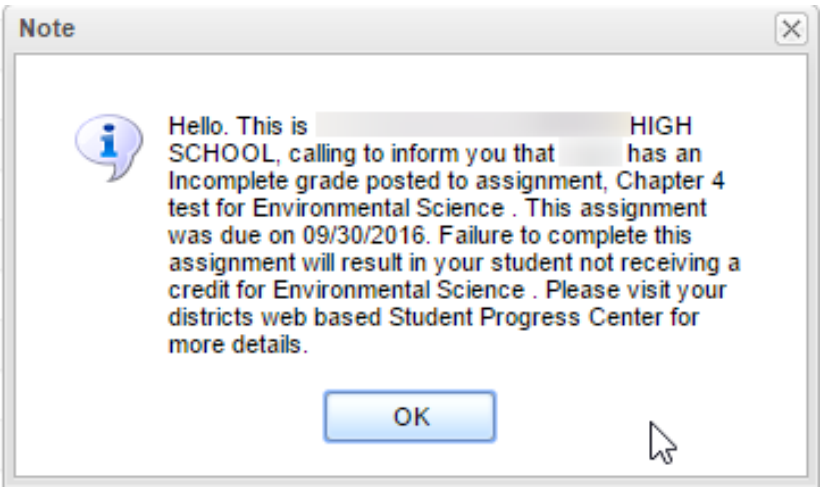
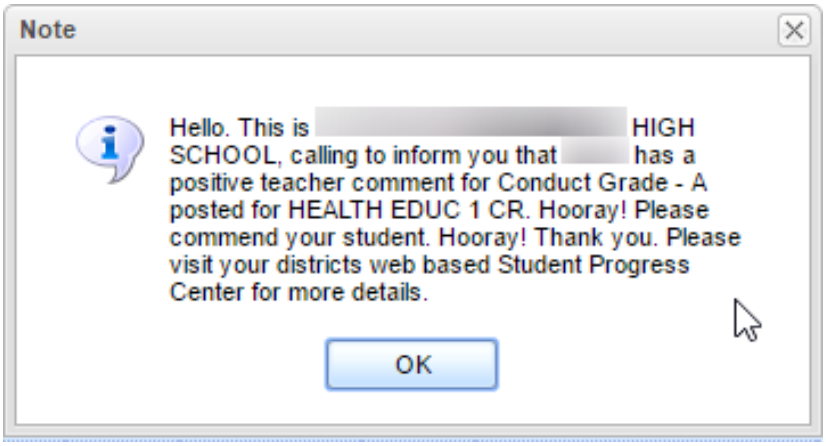
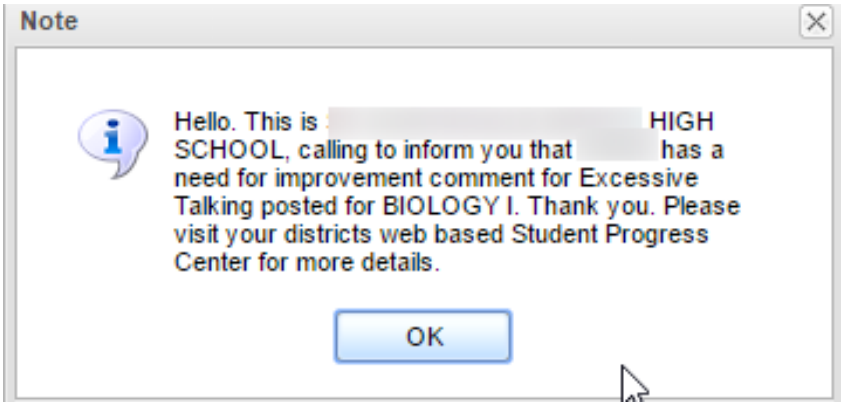


Positive Teacher Conduct Code from WebGradebook

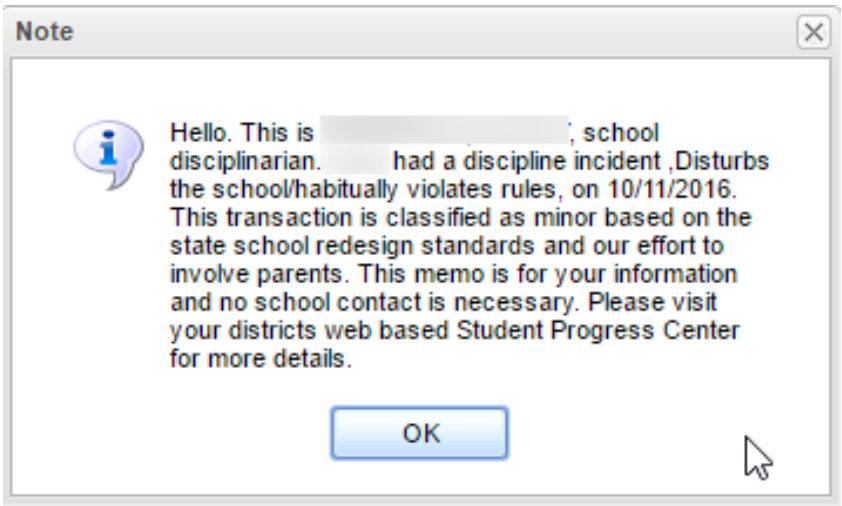
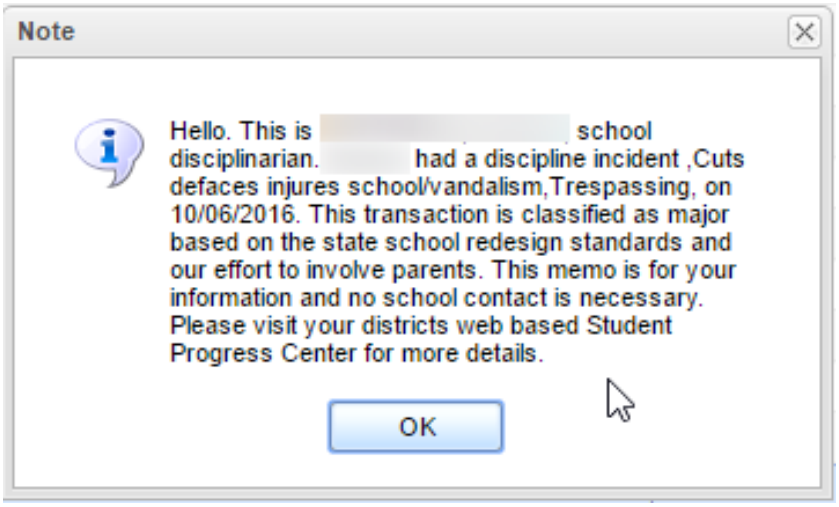


Negative Teacher Conduct Code from WebGradebook



Discipline Calls

Minor Referral



Major Referral