



Communication Guide

JCall

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JCall System Settings

Settings are determined by the school district and entered in the Communication Settings under the JCall tab.

“Normal” Call Times

Times for Automated and Event Calls

- Monday – Friday: 7:30 am to 8:00 pm (20:00).
- Saturday: 11:00 am to 8:00 pm (20:00).
- Sunday: 11:00 am to 8:00 pm (20:00).

Calls for Start of the Day Absences:

- Automated calls go out at 9, 10, and 11.

Calls for Late to School, Check outs:

- Automated calls are sent out as they occur.
- If attendance late to school or check out occurs before 8am, held until 8am then released.

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 text messages 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).

“Work Numbers” are never called.

Entry

- ♥ Group Events
- ♥ Manage Voice Recordings
- ♥ Message Manager
- ♥ School Notes
- ♥ Staff Event Messages
- ♥ Student Event Messages

Reports

- ♥ ANS Log Report
- ♥ Manage Parent Logins
- ♥ Manage Scheduled Calls

Loaders

- ♥ Group Manager

Counts

- ♥ JCall Reporting
- ♥ JComm Call Overview

Trends

- ♥ SPC Frequency Report

Creating Messages for Parent/Guardians (Staff can be added)

1. Log into JCampus.
2. Click on **Communication**.
3. Click on **Entry** then **Student Event Messages**.
4. Tip: Don't forget to set as a "Favorite" to make for easy access later.

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. At this point, all students will be sent a message. ***If the message is to go smaller groups of students**, click the **Filters** button to target select students for the message.
 - **Filters** should be left blank if all are to be included into the call. Otherwise click in the box to the right of "Filter Field" to select the desired filter to be included.

- After configuring the **Filters**, click the **Ok** button to close and return to original setup box.
4. **Select Individual Students** will list all students that meet the criteria of the options selected above. Within the list, select the students to call, or click the "Select All" box in the upper left.
 - **Important:** It is a good idea to click this field to review how many students will receive the message.
 5. 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.
 6. If the user wishes to add **Staff** members to the message, continue with the next steps.
 - **Object:** Click to select the type of employee to receive the message.
 - **Function:** (Typically left blank) Click to select the specific function type of employee to receive the message.

- **Select Call Groups:** (Typically left blank) Click to select Call Groups to receive message.
 - **Phone Type:** (Typically left blank) Click to select type of phone number to direct message to.
 - **Home Site Only:** Selecting this option will limit the message to only those staff members who are "home based" at the school site.
 - **Select Individual Staff:** If needed to identify specific staff to receive message, click to select individual staff members.
7. 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.
 - Note: Please give enough time for the message to go out.
 - Example: If normal call times end at 20:00, schedule call for 18:00 to give time for calls to go through.
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

After the recipients of the message are set, the user selects the type of message to go out.

- **Pre-created Message:** This allows a user to pre-create messages in advance of a later release.
- **Record Voice Message:** This allows a user to record a voice message and send out as soon as completed.
- **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.

Pre-Recorded Voice Message

This message will provide a way for a user to pre-create messages. There are two types of messages in a Campaign. Both ways give the user a way to save messages for use now or save for future use.

1. **Campaign tab:** A message created and set up in advance.

Setup Campaign

Please select the Campaign message you wish to send.

School	Title	Description	Create Date	Create User
<input type="checkbox"/>	009	EV002	meet and greet	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV008	school	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV009	open house	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV010	early release	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV012	early release today	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV013	literacy night	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV060	1.4.18	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV061	jan 16	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV091	Cox Threat	2018-03-08 01:18:23 cmCoreMessage...
<input type="checkbox"/>	009	EV097	Supt Search	2018-03-08 01:18:23 cmCoreMessage...

Campaign On The Fly

Message Manager Refresh Override Caller ID

Previous Preview Send

2. **On The Fly:** A message set up as needed and sent out.

Setup Campaign

Please select the On The Fly message you wish to send.

School	Title	Description	Create Date	Create User
<input type="checkbox"/>	009	4th 9 weeks inter...	2020-05-06 18:33:59	aeasley
<input type="checkbox"/>	009	AB	2020-08-30 17:40:57	aeasley
<input type="checkbox"/>	009	Absence	2020-10-27 08:41:07	elugo
<input type="checkbox"/>	009	A days	2020-08-30 17:36:46	aeasley
<input type="checkbox"/>	009	Attendance for Cl...	2020-09-24 14:14:24	elugo
<input type="checkbox"/>	009	Aubree Gomez	2020-09-29 09:10:30	elugo
<input type="checkbox"/>	009	Back to School L...	2020-08-08 16:52:11	aeasley
<input type="checkbox"/>	009	Bissonet Child C...	2020-08-06 18:48:49	aeasley
<input type="checkbox"/>	009	Bissonet parent/s...	2020-05-17 20:44:50	aeasley
<input type="checkbox"/>	009	b students	2020-08-30 17:38:33	aeasley

Campaign On The Fly

Message Manager Refresh Override Caller ID

Previous Preview Send

Message Manager allows the user to setup a campaign to send out at a later date and also saves the On The Fly messages for later use. Description of the Message Manager:

- **Title** - This is the title that was set up for the campaign.
- **Description** - This is the message that will be sent out in the campaign.
- **Voice** - Count of Languages this **Voice Recorded** message has available to send. Click in the field and a popup box will appear. Select **Add** located at the bottom of the box. Another popup box will appear to select the language the message is to be sent out in and give it a title. Follow the instructions listed below.
- **WAV** - Count of Languages this **WAV** message has available to send. Click in the field and a popup box will appear. Select **Add** located at the bottom of the box. Another popup box will appear to select the language the message is to be sent out in and give it a title. Follow the instructions listed below.

- **T2S** - Count of Languages this **Text to Speech** message has available to send. Click in the field and a popup box will appear. Select **Add** located at the bottom of the box. Another popup box will appear to select the language the message is to be sent out in and give it a title. Follow the instructions listed below.
 - **SMS** - Count of Languages this **SMS** message has available to send. Click in the field and a popup box will appear. Select **Add** located at the bottom of the box. Another popup box will appear to select the language the message is to be sent out in and give it a title. Follow the instructions listed below.
 - **Email** - Count of Languages this **Email** message has available to send. Click in the field and a popup box will appear. Select **Add** located at the bottom of the box. Another popup box will appear to select the language the message is to be sent out in and give it a title. Follow the instructions listed below.
 - **Created Date** - This is the day and time the message was created.
 - **Create User** - This is the user who created the message.
-
- **Setup** - Select the year, district and school.
 - **Help** - This takes you to written instructions and instructional videos.
 - **Add** - Select to add a new campaign.
 - **Close** - Select to close the popup box.
-
- **Previous** - Select this option to return to the previous page.
 - **Preview** - Select to view the recording.
 - **Send** - Select to send out the message.

Record Voice Message

1. Select **Record Voice Message** and click **Next**.
2. (Optional) At the bottom, enter the script of the recording to be sent out.
3. Follow the six steps on the screen. At the end of recording process, a recording ID code will be given.
4. 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.
5. After entering the recording ID code, hang up the phone used to make the recording.
6. ***Important:** Click the "**Preview**" button, then enter your phone number to hear a preview of the message.
7. On the screen, if a script was entered, and if an email copy of the script is to be sent out, check the box for "**Also send email**".
8. Click **Send**. A dialog box showing number of messages to deliver as well as "Yes" or "No" choices will be displayed.
9. Click **Yes** to continue with the message delivery, or click **No** to return to the recording options.
10. If **Yes** is clicked, a listing of the person's slated for message delivery is shown on the screen.

The image shows a software window titled "Record Voice" with a close button (X) in the top right corner. Inside the window, there are three text input fields labeled "Title:", "Description:", and "Script:". Below these fields, there are six buttons arranged in two rows. The top row contains "Record" and "Play". The middle row contains "Override Caller ID". The bottom row contains "Previous", "Preview", and "Send".

WAV Voice Message

Select to choose and send out a WAV Voice Message from a previously recorded message using "Record Voice Message" or a new message can be created here as well.

Play	Title	School	Description
No items to show.			

Also send email :

After checking the box to send out a WAV Voice Message, click **Next** to continue.

When the popup box appears, select **Manage Recordings**. Another popup box will appear to show all previous voice recording, select the **New** button located on the bottom of the page. Enter a title, a description and a script. Then select **Record** button. Once this has been done, select **Play** to hear the recorded message. Make sure to select **Save**. The message can be deleted by selecting **Cancel**.

By selecting the **Refresh** button, the new recording will display in the list.

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

Preview - Select to view the recording.

Send - Click to send the message.

Student Message – Text-To-Speech

Select **Text-To-Speech** Message and click **Next**.

Enter a **Title**.

Enter the **Message**. There is a 800 character limit.

Also send SMS - Check the box to send out a SMS message in addition to the **Text to Speech** message.

Also send email - Check the box to sent out an email in addition to the **Text to Speech** message.

Send in Home Language (if available) - Check the box to have the call attempt to translate the message text into the student's home language as marked in the Home Language field in the Student Master - Country Entry.

NOTE that, the 'Send in Home Language' option does not limit who receives the message, it only translates the message (if typed in English) to the student's home language. If you are already doing the translation on your side, you should use the 'Parent Home Language' option in the Student Filters window to limit who receives the English version and the alternate home language version.

Include Student Progress Center Message - If checked, this option will append the following text to the end of the message. Please visit your district's web-based Student Progress Center for more details.

Override Caller ID - The caller ID for this call will default as the school and/or district phone numbers based on the user's settings. If this setting is chosen, the user will have to put a valid number in or the calls will NOT complete.

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

Preview - Select to view the Text to Speech message being sent out.

Send - Select to send the message.

Student Message - SMS Text Message

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

Select **SMS Text Message** and click **Next**.

Enter **Title**.

Enter **Message**. Type the body of the message in this area to send out. Any SMS message over 160 characters may be sent in multiple messages. The order of delivery of these messages is not guaranteed.

Also send Text-to-Speech can be checked to send out Text-to-Speech message in addition to the SMS Message.

Also send email can be checked to send out an email in addition to the SMS message. **Send in Home Language (if available)** – check the box to have the call attempt to translate the message text into the student’s Home Language as marked in the Home Language field in the Student Master Country Entry.

NOTE that, the 'Send in Home Language' option does not limit who receives the message, it only translates the message (if typed in English) to the student's home language. If you are already doing the translation on your side, you should use the 'Parent Home Language' option in the Student Filters window to limit who receives the English version and the alternate home language version.

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

Preview - Select to view the Text to Speech message being sent out.

Send - Select to send the message.

Email

Select **Email** and click **Next**.

Enter your **Subject**.

Check **Show Reply Address Message** to show the sender's email address. By not checking, the email will show **Please contact the school with any questions you may have**.

Type in your **Message** using the tool bar icons to dress up the text if needed.

Setup Email

Please enter the subject and message you would like to email. This email will be delivered to: 1 students.

Subject :

Show Reply Name and Address

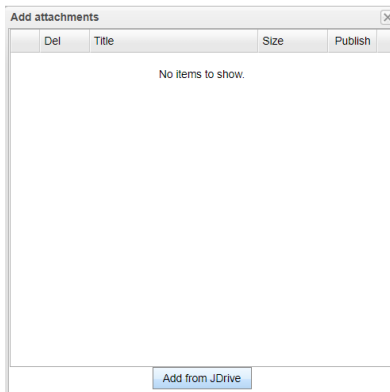
Set Font... Set Font Size... **B** / *I* U T


To Student Single Parent/Guardian All Parents/Guardians

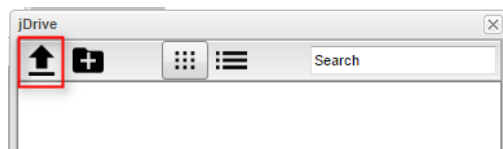
Previous Preview Send Add Attachment

Attachment Needed? (Limit is 1MB in size): Click **"Add Attachment"** and follow the directions below:

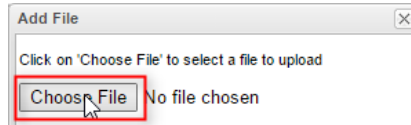
- Click the **"Add"** button at bottom center of the Add Attachments window.



- You will need to upload your attachment to your JDrive . 
- In the upper left of the JDrive space, click the **Upload** arrow to bring a file into the JDrive space.

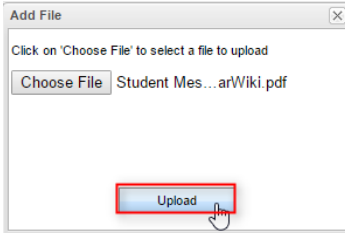


d. Select **“Choose File”**.

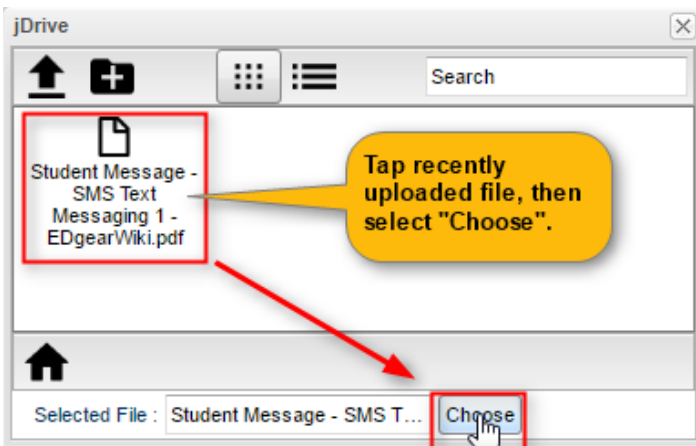


e. Browse to the file to be attached, select, then click **“Open”**.

f. Click the **Upload** button.

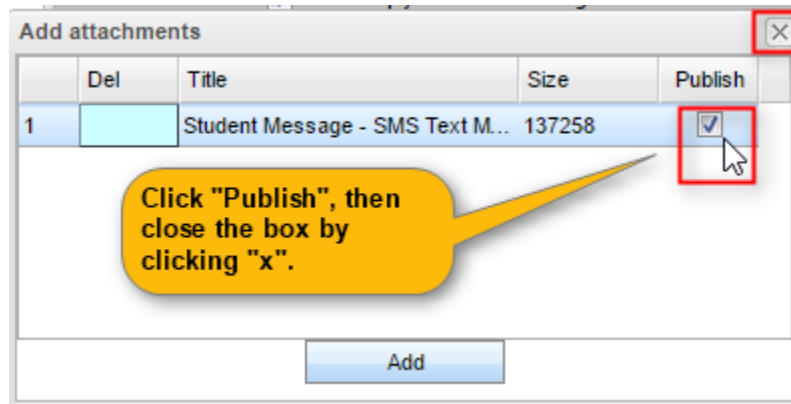


g. The uploaded file will be displayed in the JDrive area. Click to select the file, then click **“Choose”**.



h. The recently uploaded file will be displayed as attached. Click on **“Publish”** checkbox, then close the **“Add Attachment”** window by clicking the X in the upper right of the screen.

i. **NOTE:** If more attachments were needed for the email, click **“Add”** and repeat.



2. You will be returned to the main Email screen. Click the **“Send”** button.

3. 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.
5. Note: These calls do not go out to work numbers.

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. Click the **SBLC** module, 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. Click the **Discipline** module, 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.

Creating Staff Messages

1. 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. **Object:** Click to select the type of employee to receive the message.
4. **Function:** Click to select the specific function type of employee to receive the message.
5. **Select Call Groups:** (Call Groups are setup in HRMaster only.) Typically left blank for most school sites. Click to select Call Groups to receive message.
6. **Phone Type:** (Typically left blank) Click to select type of phone number to direct message to.
7. **Home Site Only:** Selecting this option will limit the message to only those staff members who are "home based" at the school site.
8. **Select Individual Staff:** If needed to identify specific staff to receive message, click to select individual staff members.
9. Click **Next** to move to the next step in the create message process.

Setup 07.12.21

The following items can be used to filter the selection of staff you wish to send a message to.

Year : 2122

District : 026

School : 009

Object Code :

Function Code :

Select Call Groups :

As of Date : Aug 31 2021

Home Site Only :

Based on the criteria selected above, you may now filter those results even further by selecting individual staff members.

Select Individual Staff :

Next

Setup Box 2

This step is the same for both Student Event Messages Setup Box 2. Click **Next** to move to the next step in the create message process.

Setup Box 3

This step is the same for both Student Event Messages Setup Box 3. Click **Next** to move to the next step in the create message process.

Manage Scheduled Calls

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. **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.
5. **Date Range:** Select the From Date and the To Date.
6. Click **OK** to display a list of Scheduled Calls.

Delete	Schedule Date	Create Date	Created By	Title	Call Description	Arena	Call Type	Count	Edit
--------	---------------	-------------	------------	-------	------------------	-------	-----------	-------	------

Screen Results

On screen will be a listing of scheduled calls based on the Setup box settings.

To **Delete** a scheduled call, locate the call to be deleted and click on the **Delete** cell at the start of the row. A dialog box will appear asking if the user really wants to delete the scheduled call. Click **Yes** to delete the scheduled call **NO** to stop the deletion and return to the Manage Scheduled Calls screen.

To **Edit** a schedule call, locate the call to be edited and click the **Edit** cell on the end of the row.

JComm Call Overview

Click on **Communication**.

Under **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. The **From and To dates** should be set to the first date of the calls and the last date of the calls that needs to be reviewed.
4. Click **OK**.

School	School Name	Total	Processed	AT	DI	GR	Grouped	EV	GE	SMS	Staff	Staff SMS

Pending	Sent	Delivered	Not Delivered	Answered	Not Answered	Emails	Optout	Bad Phone

Display Results

The summary of calls made will be displayed.

Total is the total number of messages created.

Processed is the total number of messages processed to be called.

AT is the total number of attendance messages processed.

DI is the total number of discipline messages processed.

GR is the total number of grade messages processed.

Group is the total number of messages to be called after messages are grouped.

EV is the total number of event messages processed.

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

SMS is the total number of student SMS text messages processed.

Notes:

- 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.
- For text messages only, if the status is **DNS** (Do Not Send), then the customer typed in "Block" when a text message was previously received so now they are blocked. Now the carrier is automatically blocking SMS messages from broadcast numbers using a 5 digit number.
Removing the DNS block is a 2 step process.
First, the owner of the phone number needs to text the word START to 95664 to resubscribe to text messages for the carrier.
Second, send JCampus a list of the DNS numbers that need to be unblocked, so JCampus can forward that information to our call/text provider so that they can remove the block on their end as well.
Once both steps are complete, the text messages should start going through again.
- 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 is the total number of staff calls processed.

Staff SMS is the total number of staff SMS text messages processed. Same notes apply as for Student SMS messages.

Pending is the number of calls currently being sent.

Sent is the number of calls sent and awaiting status.

Delivered is the number of calls attempted and delivered successfully.

Not Delivered is the total number of calls attempted and not delivered successfully.

Answered is the total number of calls answered by a human or machine.

Not Answered is the total number of calls not answered.

Emails is the number of emails delivered.

Optout is the total number of calls that are opted out by the contact.

Bad Phone is the 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.

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)
4. Students Without Referrals (Discipline / Lists / Students Without Referrals)

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 the same address you use for JCampus access except replace the **jcampus** at the end of the URL **mobile**.
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**.

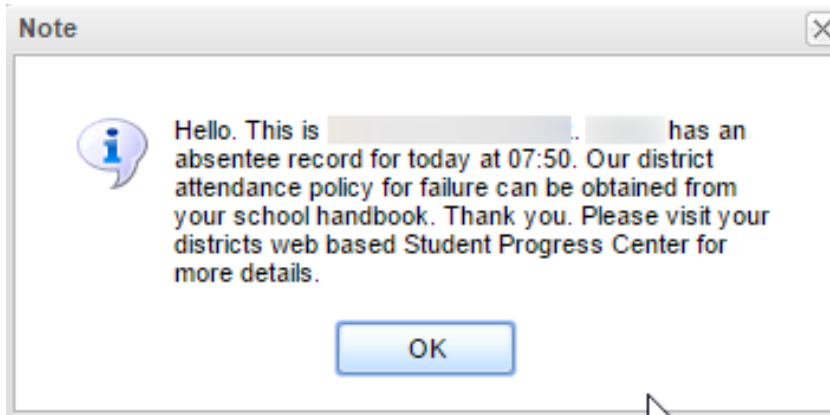
To use **Text to Speech**, after making this selection, type the message, then click **Send**. A message will pop up on the screen giving the number of students that will receive this message. Respond to the question 'Do you want to continue?'

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?'

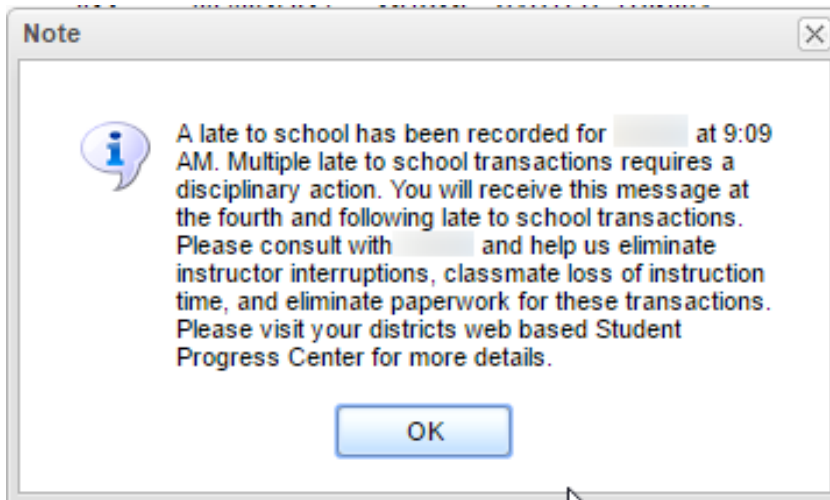
Automated Call Messages :

Attendance Calls

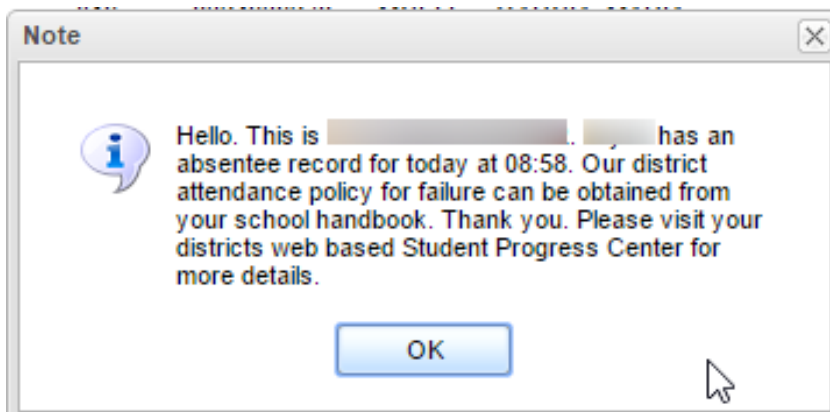
Start of Day Absence



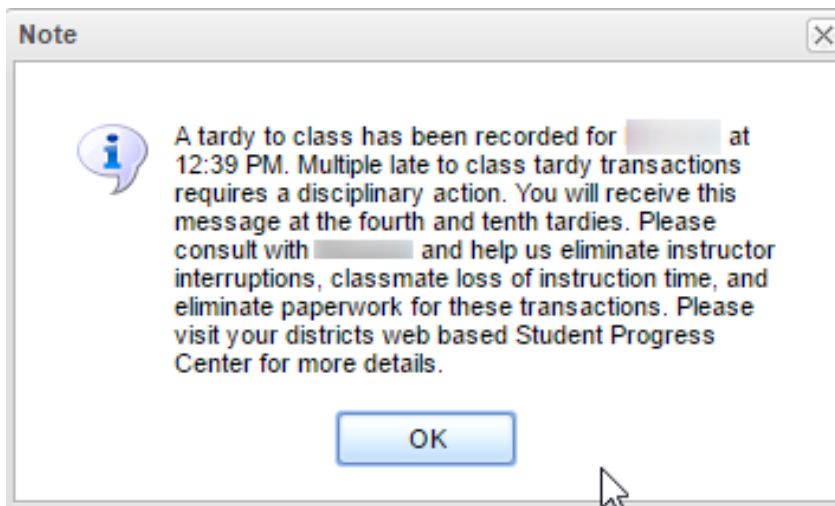
Late To School



Check Out

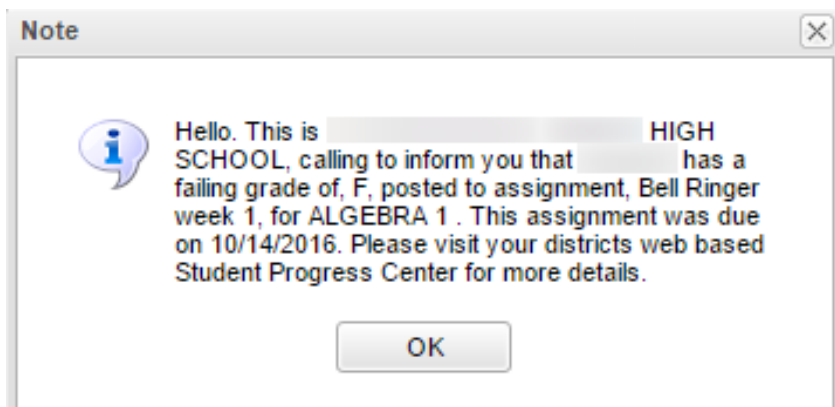


Tardy

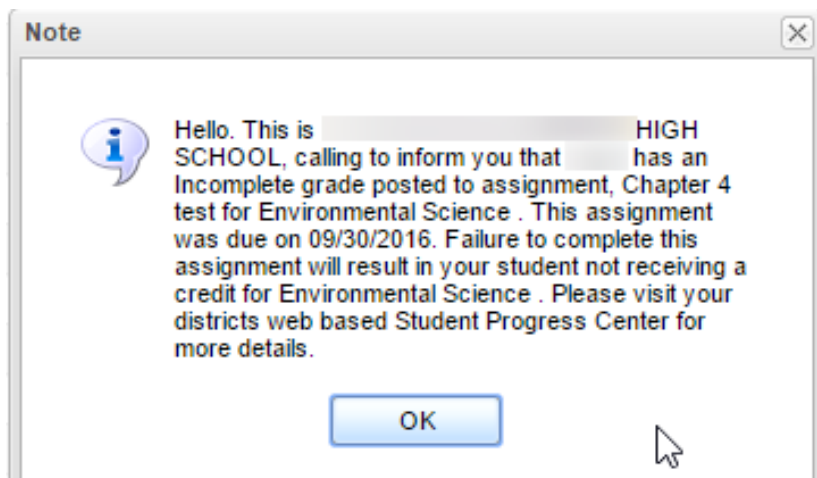


Grade Calls

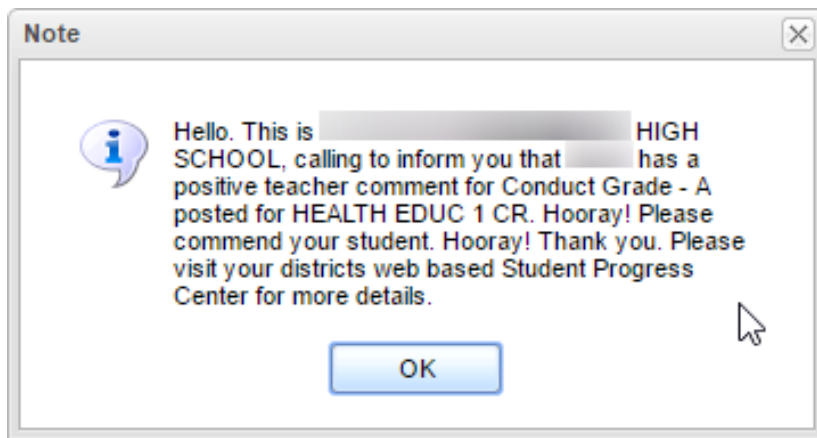
Failing Grade:



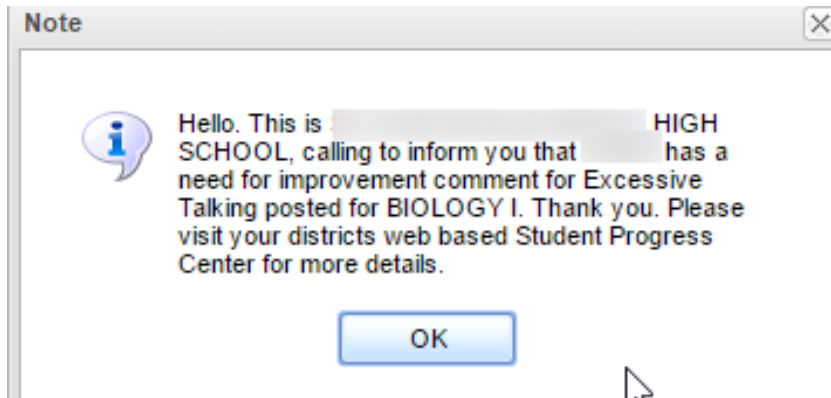
Incomplete Grade:



Positive Teacher Conduct Code

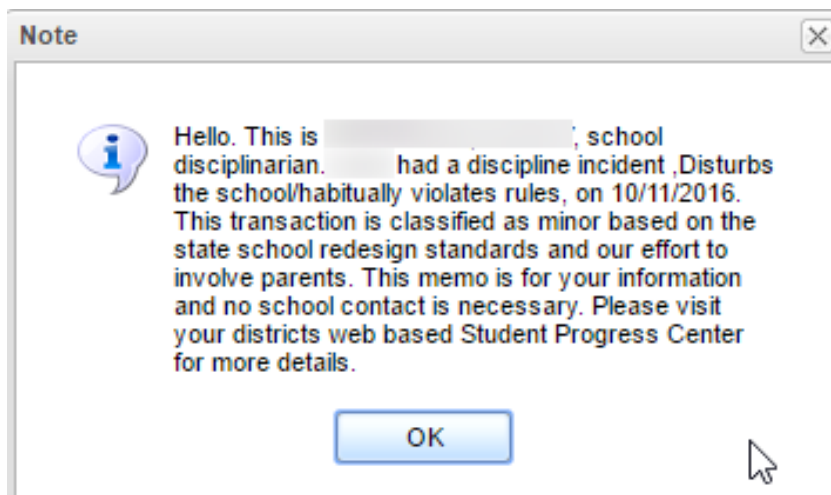


Negative Teacher Conduct Code

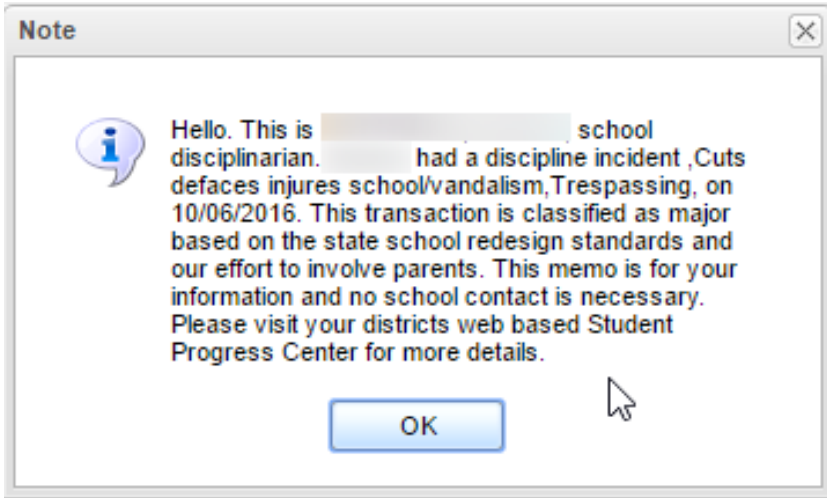


Discipline Calls

Minor Referral



Major Referral



JCall System FAQ's Page

1. What fields are used in the JCall Communication System?

a. Student Master "Guardian / Mother / Father" Call Related Fields

- i. Home Phone: All call types except SMS
- ii. Cell Phone: All call types including SMS
- iii. Work Phone: Never called.
- iv. Email: Email, and on call types with option for "Email copy of message"

b. Student Master "Student" Call Related Fields:

- i. Student Phone: All call types except SMS
- ii. Student Cell Phone: SMS message only

c. Student Master "Emergency" Call Related Fields:

- i. Home Phone: Only Emergency Type messages, except SMS.
- ii. Cell Phone: Only Emergency Type messages, including SMS.
- iii. Work Phone: Never called.

d. Human Resources Staff Call Related Fields: Messages go to the following numbers in HR Master:

- i. 01 Alternate Phone Number All call types except SMS
- ii. 06 Home Telephone Number All call types except SMS
- iii. 07 Night Telephone Number All call types except SMS
- iv. 11 Cell Number All call types including SMS
- v. 12 Personal Telephone Number All call types except SMS
- vi. 99 Other Telephone Number All call types except SMS

2. Is there a Call / Message Delivery Order?

- a. Calls are loaded by school number, then processed as a batch at once.
- b. No order to the batch process. All numbers processed at once.
- c. Only one instance of a unique number loaded to prevent duplicate calls.
 - i. Example: If Guardian Home and Mother Home are same, only one will get loaded.

3. Is there a difference in how a Human Answer Versus Voice Mail Answer is Handled?

- a. No difference in delivery timing or methodology.
- b. Status, or reply back, is reported as either "answered" for human, or "machine" for Voice Mail.

4. What Happens When the System Gets A Busy Signal?

- a. Status, or reply back, is reported as "busy".
- b. No retry is made on a "busy" phone number. Next number is attempted.