

The Messaging Service module allows the system to send a text message to students, resident assistants, and staff using SMS.

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SMS Message Set up

In order to use SMS Messaging, it must be enabled in your System Settings.

System Settings

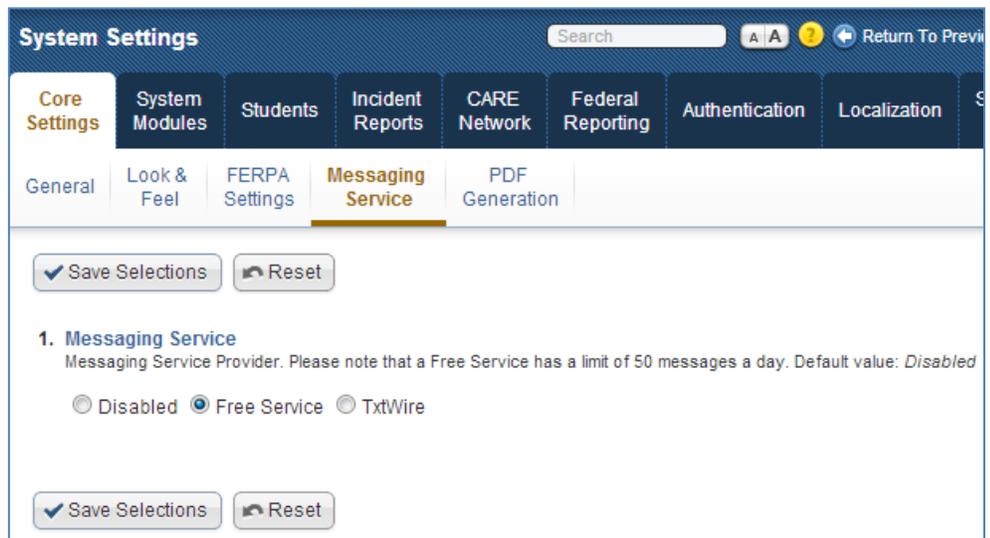
To enable SMS Messaging, a new tab has been added to the System Settings>Core Settings tab. Under the General tab you will see the Messaging Service subtab.

There are three options present in this tab.

1. Disabled prevents SMS messages from being sent from your system
2. Free Service allows you to utilize a free service for SMS messaging. This option does have limitations that are regulated by the different mobile phone carriers and may be different from carrier to carrier.

Example: T-Mobile limits each message to 160 characters and a limit of 50 messages a day.

3. TxtWire is a 3rd party paid SMS service that can be set up at <http://www.txtwire.com>. *Note: Choosing the paid service will allow you to enter in the additional credentials from TxtWire. You will be able to verify the credentials work by clicking on the "Validate Settings" button.*



Creating SMS Templates

A new SMS template will have to be created once SMS is enabled in the system. In the left navigation menu, click on Tools>Letter Templates/Email to access your message templates to create a new template or edit an existing template.

The list view of the message templates has an additional column of “Message Target Type” to identify the type of message (email or text).

Note: All existing message templates have been set to “email”.

To create a new template click on the “Add New Email Message Template” button to open the message template screen.

Message Target Type allows you to choose between “email” or “text” from the drop down list. For a SMS template, choose “text”.

Message Identifier is used to identify the message on the Letter Templates/Email list view.

Letter Access allows you to restrict access to the template to particular user groups. If a group is selected here, only those users who are included in the group will have the template appear in the list of available templates.

Category is an optional value that you may add to help sort SMS messages.

Message Body is where you will enter the message for the SMS template. *Note: The message body should be as short as possible as some mobile carriers have a limitation on text length. Message length is difficult to calculate if substitution variables are used.*

The screenshot shows a web form titled "[new record]" for creating an "Email Message". At the top right, there is a search bar and navigation icons. Below the title, there are four buttons: "Preview PDF", "Submit", "Save", and "Cancel". The form contains several fields:

- Message Target Type***: A dropdown menu currently set to "text".
- Message Identifier***: A text input field with the placeholder text "Please enter an identifier for this message".
- Letter Access**: A dropdown menu currently set to "[select]".
- Category**: A dropdown menu with the placeholder text "Select an optional category to group this message into. This will aid in sorting/searching.".
- Message Body***: A large text area with the placeholder text "Please enter the message body, including any substitution fields".

Student Cell Phone Carrier Information

Student profiles will be updated to reveal 3 new fields once SMS has been enabled in your system and these fields will need to be populated with data in order to send text messages from the system. If you have the Resident Assistant module, those user accounts will be updated with the data once the student profile is updated to include the enable text message alerts yes/no, cell phone number, and mobile carrier fields.

Cell Phone field is where students' cell phone numbers will be stored. If this information is stored in a separate field, SMS will not work. The phone number stored in this field must have the country code included.

Mobile Carrier must be populated from this list for SMS to work. If the mobile carrier for the student is not shown from the drop down menu, this picklist can be updated by going to Tools>Picklists>List of SMS Mobile Carriers. Enter in the name of the carrier in the Pick Label column. The second column will contain the phone number and the carrier gateway. *Example: Sprint's carrier gateway is [number]@messaging.sprintpcs.com.*

Enable Text Message Alerts should display "yes" if you wish to send SMS messages to the cell phone number.

Staff Cell Phone Carrier Information

Staff profiles will reveal the same three new fields once SMS has been enabled in your system and these will need to be updated to send text messages from the system.

To update the staff records, from the left navigation menu, click on Tools>Users/Groups and from the Users tab, click on "Staff Members". From the list view of the staff, click the "Edit" icon for the staff record.

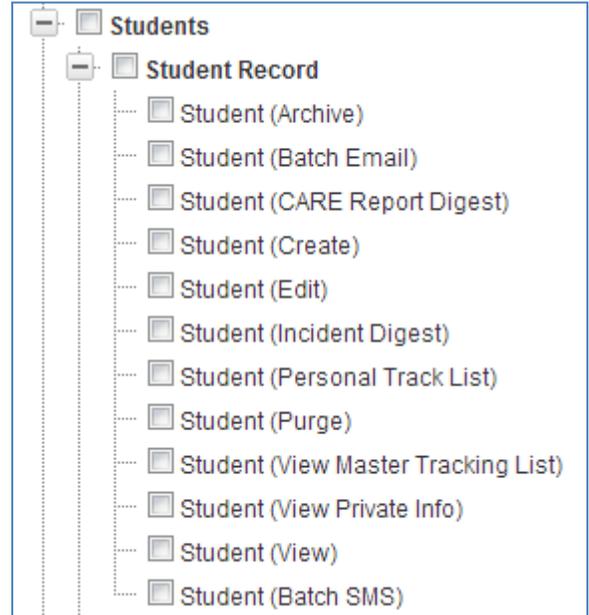
The fields here, cell phone, mobile carrier and enable text message alerts should be updated similarly to the student fields. Note that this data can be imported to student or staff profiles.

Cell Phone*	Cell phone number INCLUDING a country code(1 for USA) and area code <input type="text"/>
Mobile Carrier*	Your Mobile Carrier <input type="text"/>
Enable Text Message Alerts*	Choose "yes" to receive text message alert <input type="radio"/> Yes <input checked="" type="radio"/> No

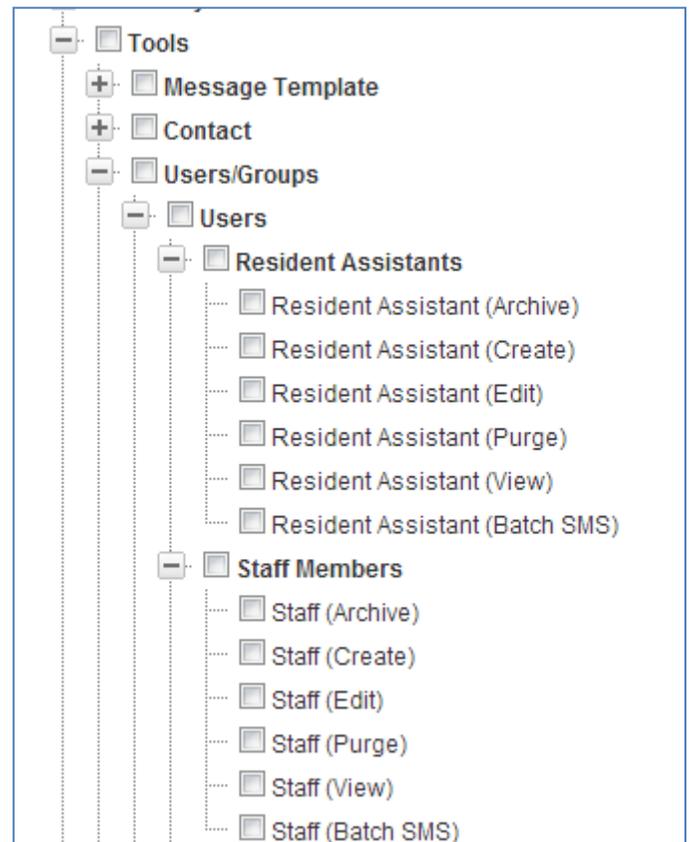
User Rights

There are three user rights associated with sending a text message in the system – one user right for each group in the system (students, RA’s, and staff). As with all user rights in the system, these rights can be assigned to an individual user or to a group.

Students – To grant a user the right to send batch SMS to students, in the left navigation menu click on Tools>Users/Groups. When assigning this right to an individual staff member, the Student (Batch SMS) right is found under the following path: Users>Staff Members>Account>User Rights>Students>Student Record>Student (Batch SMS). Check the box next to “Student (Batch SMS)” user right and submit/save the user right to the account.



Resident Assistant – If you have the Resident Assistant module, you are also able to assign users the right to send Batch SMS to Resident Assistants. The batch right for Resident Assistants is found in the left navigation menu after clicking on Tools>User Groups. When assigning this right to an individual staff member, the Resident Assistant (Batch SMS) right is found under the following path: Users>Staff Members>Account>User Rights>Tools>Users/Groups>Users>Resident Assistants>Resident Assistant (Batch SMS). Check the box next to “Resident Assistant (Batch SMS)” and submit/save the user right to the account.



Staff – To grant a user the right to send batch SMS to staff, in the left navigation menu click on Tools>Users/Groups. When assigning this right to an individual staff member, the Staff (Batch SMS) right is found under the following path: Users>Staff Members>Account>User Rights>Tools>Users/Groups>Users>Staff Members>Staff (Batch SMS). Check the box next to “Staff (Batch SMS)” and submit/save the user right to the account.

Sending Batch SMS

Once the setup of message templates and user rights is complete, you are able to send batch messages to students, resident assistants, or staff.

To send a text message to students, click on “Students” in the left navigational menu to bring you to the Students list view. Select the students you wish to send the text message to and from the Batch Options menu choose “SMS” and the message template that you want to send to the students.

To send a text message to resident assistants, in the left hand navigational menu click on Tools>Users/Groups>Users>Resident Assistants>Resident Assistant List and select the resident assistants you wish to send a text message to. Click on “Batch Options” and choose “SMS” and the message template you wish to send to the resident assistants.

To send a text message to staff, from the left hand navigational menu click on Tools>Users/Groups>Users>Staff Members>Staff Member List. Select the staff members you wish to send a text message and then click on “Batch Options” and choose “SMS” and the message template you wish to send to the staff members.

