

Situational Student Messaging User Guide

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Introduction

Welcome to TeleParent, the world's most effective automated school-to-parent communication solution. Our fully hosted, web-based system allows teachers to send calls to their students' parents, with specific messages in the parents' home language. This dramatic increase in parental communication capabilities will lead to a substantial increase in parental involvement, resulting in higher student performance, achievement, and success.

The system was created by a former schoolteacher who had two goals: 1) Communicate to non-English speaking parents; and 2) More efficiently communicate with parents. TeleParent makes a teacher's job easier and more effective by giving them the ability to reach all families and communicate messages specific to each student, without having to physically call every house.

Logging In

TeleParent is a web based application requiring no installation of hardware or software for system use. To access TeleParent, simply go to our Web site: www.teleparent.net

You will be able to easily log into the system directly from the home page.

SUPPORT: 800-688-6077 Forgot Your Password? Username Password Login

TeleParent
Connecting Educators and Families

생각하기 TeleParent...

Solutions The TeleParent Effect Why We're Different Client Focus Company

*Send a call to
ALL your
students in over
20 languages in
2 minutes from
your mobile
device*

LATEST NEWS & NUMBERS 80.7% of parents stated that they would appreciate receiving daily teacher notifications about their child

BEST IN TECH >> 2008 ADMINISTRATOR

Raise Attendance, Increase Revenue ↑
Smart Attendance offers robust features to configure contact times and methods in multiple combinations as well as automatically in over 20 languages. It can be configured to call regarding tardies, absences and attendance policy violations, once predetermined thresholds have been met.
Find other ways TeleParent can add to your bottom line

Demo it now! 🌐
Take a tour through our product on your own and see how easy it is to communicate in multiple languages and multiple people in seconds.

The Login boxes are located on the top right hand corner of the page.

Enter your user name and password and click [Login].

TeleDash Home Page

The TeleDash Home Page is the starting point for Teachers using TeleParent. From here, you can access all of the tools at your disposal. The site is extremely easy to navigate and every tool you need is just one click away.

Navigating the Home Page

On-line TeleParent support is available via the [Help Center] link at the top.

Links to all the tools you need are located at the top of the page.

View SSM call results for any previously used day (only applicable for SSM or TCS services).

SUPPORT: 800-688-6077 | MANAGE ACCOUNT : Ryan Carel : (logout)

TeleParent
Connecting Educators and Families

Home | TeleForm | Reporting | Help Center

TeleParent™ Teacher Panel | Current Role: Ryan Carel High Demo -> Teacher : (ID: 0164060000)

Welcome to the TeleParent Teacher Panel

There is a new look for your student reports!
We have made them easier to read, they are now grouped by message type and sorted by date, while still allowing you to interchangeably sort by teacher and date. Also, look for the ability to download in both PDF and Excel format very soon! PDF is perfect for presentations and Excel will allow you to format and sort so that the data is displayed to your preference. Check out the new feature [HERE](#).

Call Result Percentages

- Completed
- Hangup
- No Answer
- Busy
- Disconnected
- Misc Error

Support System

You have:
0 new support ticket(s) [View Response](#)
0 active support ticket(s) [View Response](#)
0 answered support ticket(s) [View Response](#)

Tutorial

To view a tutorial on the TeleParent system, [click here](#).

Summary of Tools

- TeleForm**

The primary tool used for Situational Student Messaging. Allows you to access your student rosters, period by period, and easily send messages which are specifically tailored to each student's unique classroom experience in any language without typing or recording.
- Reports**

Allows you to view a number of different reports. Including all SSM messages that have been sent to any of your students within any specified time period, messages sent by class, and call statistics for any day in which you have sent messages to parents.
- Help Center**

Allows you to access various online support functions. From here, you can submit a support ticket and/or send requests for new messages and course names to be added into our system. You will also receive responses from your tickets through the Help Center.
- Tutorial**

Allows you to view prerecorded video demonstrations of any of the features or tools on this interface.

TeleForm

The TeleForm is the primary tool used in TeleParent's Situational Student Messaging. It is where teachers go to view student rosters, by period, and select messages that they want to send home to an individual or group of students. Teachers can select any period they wish at the top of the page.

Once in your selected period, you can send messages one of three ways: individually, all at once, or to a specific group of students in the class. That evening, phone calls will be placed to the parents communicating your selected messages in their home language.

TeleParent™ Teacher TeleForm
Current Role:
Ryan Carel High Demo -> Teacher : (ID: 0164060000) ▼

How does this work? [Click here](#) for a quick tutorial.

Period: 0

Please select or change period:
-Select One- SELECT

Course/Subject: **English**, or [click here](#) to change this course description.

Notify All

Assign Behaviors to Multiple Students

| | Hide Phones | Corrective | Attendance | Incentive | Grade Progress | Rewarding Positive | |
|------------------------|---------------|------------|------------|-----------|----------------|--------------------|----------------------|
| Aguirre, Ray | (562)450-6481 | | | | | | No messages selected |
| Alcala, Krystian J | (323)724-2828 | | | | | | No messages selected |
| Andrade, Andrew | (323)721-8083 | | | | | | No messages selected |
| Anica, Katia | (323)888-8742 | | | | | | No messages selected |
| Apolaya Torres, Luis A | (323)690-0902 | | | | | | No messages selected |
| Barajas, Marvin | (323)841-4960 | | | | | | No messages selected |
| Camacho, Immanuel P | (323)687-0804 | | | | | | No messages selected |
| Castillo, Santa Rubi | (323)278-9035 | | | | | | No messages selected |
| Chavez, Valerie D | (323)725-8523 | | | | | | No messages selected |
| Ching, Sally | (323)726-9224 | | | | | | No messages selected |
| De La Cruz, Elizabeth | (323)239-7363 | | | | | | No messages selected |
| De Leon, Samantha L | (323)262-0968 | | | | | | No messages selected |
| Demircioglu, Natalie | (323)688-8875 | | | | | | No messages selected |
| Fatemi, Breanna C | (323)722-7188 | | | | | | No messages selected |
| Gomez, Stephen | (562)949-9709 | | | | | | No messages selected |
| Llanes, Roberto | (323)724-8119 | | | | | | No messages selected |
| Madariaga, Emily M | (323)469-8241 | | | | | | No messages selected |
| Maria, Alejandro | (323)889-1871 | | | | | | No messages selected |

Select your period and course/subject title.

The [Notify All] button allows you to select a message or messages for your entire class.

Assign Behaviors to Multiple Students allows you to assign a message to multiple students simultaneously.

Select messages for individual students by clicking on one of the boxes across from the student's name. Students are listed alphabetically.

Selecting Periods and Assigning Course Titles

Select your class by clicking the drop down menu bar, highlighting your period, and clicking [SELECT].

Please select or change period:

-Select One- SELECT

Click the "click here" link to choose a course/subject title.

Course/Subject: **Algebra 1**, or [click here](#) to change this course description.

Message Libraries

To the right of each student's name lies 5 color coded boxes, each representing a specific category of messages. Click the corresponding box to access that category's message library.



Corrective

Contains messages reporting specific instances of poor behavior or performance on that day. Examples include “did not turn in a required homework assignment”, “was talkative or disruptive in class”, and “was assigned detention.”

Attendance

Contains messages reporting instances of absence or tardiness. Examples include “was not present in class and needs to complete makeup work” and “arrived unexcused late to class.”

NOTE: The Attendance Message Library is not needed if your school uses TeleParent's SMART Attendance service, which automates the sending of attendance calls by integrating with your School SIS database.

Informational

Contains messages reporting class related information such as upcoming tests, assignments due, or activities. Examples include “has a homework assignment due tomorrow” and “must study for tomorrow's test.” Also contains messages reporting information being sent home, such as “has paperwork that requires a parent's signature.”

Grade Progress

Contains messages reporting the current grade progress of a student or grades received on a recent test or assignment. Examples include “received an A on an assignment”, “received an F on a test or quiz”, and “is currently in danger of failing.”

Rewarding/Positive

Contains messages reporting specific instances of good behavior or performance in class. Examples include “was a pleasure to have in class” and “demonstrated excellent behavior.” Also contains messages reporting improvement in performance , such as “demonstrated improvement in effort.” The use of positive messages has proven to be powerful in effecting good behavior and providing students with positive reinforcement.

Click-Click-Save: Selecting Messages

Start by choosing one of your students and clicking the box of the library you want to access next to their name and phone number.

| | | Hide Phones | | | | | | |
|------------------------|---------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|----------------------|
| Aguirre, Ray | (562)450-6481 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Alcala, Krystian J | (323)724-2828 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Andrade, Andrew | (323)721-6093 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Anica, Katia | (323)888-8742 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Apolaya Torres, Luis A | (323)890-0902 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Barajas, Marvin | (323)841-4960 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Camacho, Immanuel P | (323)887-0804 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Castillo, Santa Rubi | (323)278-9035 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |
| Chavez, Valerie D | (323)725-6823 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | No messages selected |

Use the Search function to look up a message by any keyword.

Corrective messages for Ray Aguirre
 Can't find the message you need? Search by keyword here: Search

Select messages by checking the box next to the message(s) you want.

Appointment/Phone Call
 Did Not Attend Student STEN (hide)

Citizenship
 Currently Earning Unsatisfactory In Citizenship (hide)

Classwork

| | |
|---|--|
| <input type="checkbox"/> Demonstrated Poor Effort In Class (hide) | <input type="checkbox"/> Did Little Or No Work During Class (hide) |
| <input type="checkbox"/> Did Not Bring The Required Book To Class (hide) | <input type="checkbox"/> Did Not Complete A Drama Performance (hide) |
| <input type="checkbox"/> Did Not Complete A Performance. (hide) | <input type="checkbox"/> Did Not Complete A Project (hide) |
| <input type="checkbox"/> Did Not Complete Running Laps (hide) | <input type="checkbox"/> Did Not Do Any Work During Class (hide) |
| <input type="checkbox"/> Did Not Read During SSR (hide) | <input type="checkbox"/> Did Not Turn In A Required Class Work Assignment (hide) |
| <input type="checkbox"/> Did Not Turn In Journal. (hide) | <input type="checkbox"/> Did Not Turn In Notebook. (hide) |
| <input type="checkbox"/> Failed To Complete The Required Class Work (hide) | <input type="checkbox"/> Failed To Participate In Class Activities (hide) |
| <input type="checkbox"/> Failed To Participate In Class Discussions (hide) | <input type="checkbox"/> Had An Incomplete Or Missing Homework Packet (hide) |
| <input type="checkbox"/> Has Not Completed Weekly Progress Reports Stated In The Academic Probation Contract (hide) | <input type="checkbox"/> Has Not Turned In Practice Sheet/Mog (hide) |
| <input type="checkbox"/> Is Falling To Pass The Lab Work (hide) | <input type="checkbox"/> Made Poor Use Of Time (hide) |
| <input type="checkbox"/> Received A 0 That Cannot Be Made Up (hide) | <input type="checkbox"/> Received An Unsatisfactory Score On A Binder Check (hide) |
| <input type="checkbox"/> Turned In An Incomplete Class Work Assignment (hide) | <input type="checkbox"/> Was Not Prepared For Class (hide) |
| <input type="checkbox"/> Was Not Reading During SSR (hide) | <input type="checkbox"/> Was Not Taking Notes (hide) |

When you have finished selecting your message(s), click [Save] at the top or bottom of the screen.

Assign Behaviors To Multiple Students

Users can assign messages in any category to a group of students simultaneously. Just above your student roster at the top of the page lies a row that is dedicated to this functionality. By clicking a category next to the "Assign Behaviors to Multiple Students" entry, you can access that message library, along with your list of students to select.

Select the message(s) you want to assign to your students.

Assign these messages to more than one student You have 0 hidden messages in this message group (Corrective).

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|--|--|---|--|---|--|---|--|--|--|--|---|--|--|---|--|---|---|---|--|---|--|--|--|---|--|--|--|--|---|--|---|--|
| <p>Appointment/Phone Call <input type="checkbox"/> Did Not Attend Student STEN (hide)</p> <p>Citizenship <input type="checkbox"/> Currently Earning Unsatisfactory In Citizenship (hide)</p> <p>Classwork</p> <table border="0"> <tr> <td><input type="checkbox"/> Demonstrated Poor Effort In Class (hide)</td> <td><input type="checkbox"/> Did Little Or No Work During Class (hide)</td> </tr> <tr> <td><input type="checkbox"/> Did Not Bring The Required Book To Class (hide)</td> <td><input type="checkbox"/> Did Not Complete A Drama Performance (hide)</td> </tr> <tr> <td><input type="checkbox"/> Did Not Complete A Performance. (hide)</td> <td><input type="checkbox"/> Did Not Complete A Project (hide)</td> </tr> <tr> <td><input type="checkbox"/> Did Not Complete Running Laps (hide)</td> <td><input type="checkbox"/> Did Not Do Any Work During Class (hide)</td> </tr> <tr> <td><input type="checkbox"/> Did Not Read During SSR (hide)</td> <td><input type="checkbox"/> Did Not Turn In A Required Class Work Assignment (hide)</td> </tr> <tr> <td><input type="checkbox"/> Did Not Turn In Journal. (hide)</td> <td><input checked="" type="checkbox"/> Did Not Turn In Notebook. (hide)</td> </tr> <tr> <td><input type="checkbox"/> Failed To Complete The Required Class Work (hide)</td> <td><input type="checkbox"/> Failed To Participate In Class Activities (hide)</td> </tr> <tr> <td><input type="checkbox"/> Failed To Participate In Class Discussions (hide)</td> <td><input type="checkbox"/> Had An Incomplete Or Missing Homework Packet (hide)</td> </tr> <tr> <td><input type="checkbox"/> Has Not Completed Weekly Progress Reports Stated In The Academic Probation Contract (hide)</td> <td><input type="checkbox"/> Has Not Turned In Practice Sheet/Mog (hide)</td> </tr> <tr> <td><input type="checkbox"/> Is Falling To Pass The Lab Work (hide)</td> <td><input type="checkbox"/> Made Poor Use Of Time (hide)</td> </tr> <tr> <td><input type="checkbox"/> Received A 0 That Cannot Be Made Up (hide)</td> <td><input type="checkbox"/> Received An Unsatisfactory Score On A Binder Check (hide)</td> </tr> <tr> <td><input type="checkbox"/> Turned In An Incomplete Class Work Assignment (hide)</td> <td><input type="checkbox"/> Was Not Prepared For Class (hide)</td> </tr> <tr> <td><input type="checkbox"/> Was Not Reading During SSR (hide)</td> <td><input type="checkbox"/> Was Not Taking Notes (hide)</td> </tr> </table> <p>Conference</p> <table border="0"> <tr> <td><input type="checkbox"/> Demonstrated Behavior Requiring A Parent/Teacher Conference (hide)</td> <td><input type="checkbox"/> Did Not Show Up For A Scheduled Appointment With The Teacher (hide)</td> </tr> <tr> <td><input type="checkbox"/> Has Been Assigned A Class Suspension (hide)</td> <td><input type="checkbox"/> Needs An Academic Probation Conference (hide)</td> </tr> </table> <p>Consequence</p> <table border="0"> <tr> <td><input type="checkbox"/> Did Not Complete A Teacher Consequence (hide)</td> <td><input type="checkbox"/> Did Not Serve An Issued Detention (hide)</td> </tr> <tr> <td><input type="checkbox"/> Did Not Serve His Or Her Saturday School (hide)</td> <td><input type="checkbox"/> Did Not Serve Proctor Detention (hide)</td> </tr> </table> | <input type="checkbox"/> Demonstrated Poor Effort In Class (hide) | <input type="checkbox"/> Did Little Or No Work During Class (hide) | <input type="checkbox"/> Did Not Bring The Required Book To Class (hide) | <input type="checkbox"/> Did Not Complete A Drama Performance (hide) | <input type="checkbox"/> Did Not Complete A Performance. (hide) | <input type="checkbox"/> Did Not Complete A Project (hide) | <input type="checkbox"/> Did Not Complete Running Laps (hide) | <input type="checkbox"/> Did Not Do Any Work During Class (hide) | <input type="checkbox"/> Did Not Read During SSR (hide) | <input type="checkbox"/> Did Not Turn In A Required Class Work Assignment (hide) | <input type="checkbox"/> Did Not Turn In Journal. (hide) | <input checked="" type="checkbox"/> Did Not Turn In Notebook. (hide) | <input type="checkbox"/> Failed To Complete The Required Class Work (hide) | <input type="checkbox"/> Failed To Participate In Class Activities (hide) | <input type="checkbox"/> Failed To Participate In Class Discussions (hide) | <input type="checkbox"/> Had An Incomplete Or Missing Homework Packet (hide) | <input type="checkbox"/> Has Not Completed Weekly Progress Reports Stated In The Academic Probation Contract (hide) | <input type="checkbox"/> Has Not Turned In Practice Sheet/Mog (hide) | <input type="checkbox"/> Is Falling To Pass The Lab Work (hide) | <input type="checkbox"/> Made Poor Use Of Time (hide) | <input type="checkbox"/> Received A 0 That Cannot Be Made Up (hide) | <input type="checkbox"/> Received An Unsatisfactory Score On A Binder Check (hide) | <input type="checkbox"/> Turned In An Incomplete Class Work Assignment (hide) | <input type="checkbox"/> Was Not Prepared For Class (hide) | <input type="checkbox"/> Was Not Reading During SSR (hide) | <input type="checkbox"/> Was Not Taking Notes (hide) | <input type="checkbox"/> Demonstrated Behavior Requiring A Parent/Teacher Conference (hide) | <input type="checkbox"/> Did Not Show Up For A Scheduled Appointment With The Teacher (hide) | <input type="checkbox"/> Has Been Assigned A Class Suspension (hide) | <input type="checkbox"/> Needs An Academic Probation Conference (hide) | <input type="checkbox"/> Did Not Complete A Teacher Consequence (hide) | <input type="checkbox"/> Did Not Serve An Issued Detention (hide) | <input type="checkbox"/> Did Not Serve His Or Her Saturday School (hide) | <input type="checkbox"/> Did Not Serve Proctor Detention (hide) | <p>Select Multiple Students</p> <p>You can now select multiple students for the behavior(s) checked to the left. To select more than one student, hold the control(CTRL) key down while selecting students (for Mac users, use 'Command + Click'). The student, is automatically included.</p> <ul style="list-style-type: none"> Aguirre, Ray Aicala, Krystian J Andrade, Andrew Anica, Katia Apolaya Torres, Luis A Barajas, Marvin Camacho, Immanuel P Castillo, Santa Rubi Chavez, Valerie D Ching, Sally De La Cruz, Elizabeth De Leon, Samantha L Demircioglu, Natalie Fatemi, Breanna C Gomez, Stephen Janes, Roberto Madariaga, Emily M Maria, Alejandro Martinez, Tesor Meyoiga, Andrea Moran, Luis E Pendon, James Rodriguez, Alma I Rosales, Francisco |
| <input type="checkbox"/> Demonstrated Poor Effort In Class (hide) | <input type="checkbox"/> Did Little Or No Work During Class (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Bring The Required Book To Class (hide) | <input type="checkbox"/> Did Not Complete A Drama Performance (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Complete A Performance. (hide) | <input type="checkbox"/> Did Not Complete A Project (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Complete Running Laps (hide) | <input type="checkbox"/> Did Not Do Any Work During Class (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Read During SSR (hide) | <input type="checkbox"/> Did Not Turn In A Required Class Work Assignment (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Turn In Journal. (hide) | <input checked="" type="checkbox"/> Did Not Turn In Notebook. (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Failed To Complete The Required Class Work (hide) | <input type="checkbox"/> Failed To Participate In Class Activities (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Failed To Participate In Class Discussions (hide) | <input type="checkbox"/> Had An Incomplete Or Missing Homework Packet (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Has Not Completed Weekly Progress Reports Stated In The Academic Probation Contract (hide) | <input type="checkbox"/> Has Not Turned In Practice Sheet/Mog (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Is Falling To Pass The Lab Work (hide) | <input type="checkbox"/> Made Poor Use Of Time (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Received A 0 That Cannot Be Made Up (hide) | <input type="checkbox"/> Received An Unsatisfactory Score On A Binder Check (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Turned In An Incomplete Class Work Assignment (hide) | <input type="checkbox"/> Was Not Prepared For Class (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Was Not Reading During SSR (hide) | <input type="checkbox"/> Was Not Taking Notes (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Demonstrated Behavior Requiring A Parent/Teacher Conference (hide) | <input type="checkbox"/> Did Not Show Up For A Scheduled Appointment With The Teacher (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Has Been Assigned A Class Suspension (hide) | <input type="checkbox"/> Needs An Academic Probation Conference (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Complete A Teacher Consequence (hide) | <input type="checkbox"/> Did Not Serve An Issued Detention (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Did Not Serve His Or Her Saturday School (hide) | <input type="checkbox"/> Did Not Serve Proctor Detention (hide) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Select the students you want to assign the message(s) to by clicking their name. Hold the Ctrl key (or Apple key on a Mac) while selecting the names to highlight them together.

When finished, click [Save].

Message Search

TeleParent's new Message Search feature allows users to look up specific messages by any keyword. This makes the use of TeleParent even easier for teachers as you no longer have to filter through a message library to find a message. Simply type in a keyword and you will receive a list of messages containing that word. You can use the Message Search function from the TeleForm page or within a message library.

Click the Magnifying Glass icon next to the color coded message categories to search for a specific message regarding your student.

| | | | |
|------------------------|---------------|--|---|
| Aguirre, Ray | (562)450-6481 | | Was assigned homework that is due on Thursday |
| Alcala, Krystian J | (323)724-2828 | | Was assigned homework that is due on Thursday |
| Andrade, Andrew | (323)721-6093 | | Was assigned homework that is due on Thursday |
| Anica, Katia | (323)888-8742 | | Was assigned homework that is due on Thursday |
| Apolaya Torres, Luis A | (323)990-0902 | | Was assigned homework that is due on Thursday |
| Barajas, Marvin | (323)841-4960 | | Was assigned homework that is due on Thursday |
| Camacho, Immanuel P | (323)987-0804 | | Was assigned homework that is due on Thursday |

Type the keyword in the text box and click [Search].

TeleForm Message Search Current Role: Ryan Carel High Demo -> Teacher : (ID: 0164060000)

Enter keyword or keywords separated by comma for messages desired

You will see a list of every message that contains the keyword you typed in.

TeleForm Message Search Current Role: Ryan Carel High Demo -> Teacher : (ID: 0164060000)

Enter keyword or keywords separated by comma for messages desired

Available messages for Ray Aguirre

| | Message ID | Message Text | Keyword | Category | Group |
|-------------------------------------|------------|--|----------|-----------------------|--------------------|
| <input type="checkbox"/> | 362 | Demonstrated a poor attitude | attitude | Unacceptable Behavior | Corrective |
| <input type="checkbox"/> | 326 | Was demonstrating unacceptable behavior or a poor attitude | attitude | Unacceptable Behavior | Corrective |
| <input checked="" type="checkbox"/> | 701 | Had a great attitude | attitude | Good Behavior | Rewarding/Positive |
| <input type="checkbox"/> | 711 | Good attitude | attitude | Good Behavior | Rewarding/Positive |
| <input type="checkbox"/> | 763 | Demonstrated improvement in attitude | attitude | Improvement | Rewarding/Positive |
| <input type="checkbox"/> | 774 | Demonstrated improvement in attitude | attitude | Improvement | Rewarding/Positive |

You will see the entire message text, along with the category and group it belongs to.

Select the message you want to use for your student and click [Save].

You can also use the message search tool within any message library. A text box to search by a keyword exists above the messages.

Corrective messages for Ray Aguirre You have 0 hidden messages in this message group (Corrective).

Can't find the message you need? Search by keyword here:

Appointment/Phone Call

Did Not Attend Student STEN (hide)

Citizenship

Currently Earning Unsatisfactory In Citizenship (hide)

Classwork

Demonstrated Poor Effort In Class (hide) Did Little Or No Work During Class (hide)

Hiding Messages

TeleParent has a Hide feature, which allows users to customize message libraries by hiding messages they do not need. For example, an algebra teacher will likely never need to send messages regarding P.E. Dress. This tool allows you to remove such messages from view in the message library, making your message libraries more customized to fit your needs and easier to navigate. All hidden messages can easily be retrieved should you ever need them at another point in time.

Choose whichever message(s) you wish to hide and click the "hide" link next to that message.

Rewarding Positive messages for Ray Aguirre

Can't find the message you need? Search by keyword here:

You have 0 hidden messages in this message group (Rewarding/Positive).

| Citizenship | |
|---|---|
| <input type="checkbox"/> Currently Earning Outstanding In Citizenship (hide) | <input type="checkbox"/> Currently Earning Satisfactory In Citizenship (hide) |
| <input type="checkbox"/> Received Team Captain Status (hide) | <input type="checkbox"/> Showed Outstanding Leadership (hide) |
| <input type="checkbox"/> Was Helpful In Class And Assisted Other Students (hide) | |
| Good Behavior | |
| <input type="checkbox"/> Brought All Materials To Class (hide) | <input type="checkbox"/> Cooperated And Followed Directions (hide) |
| <input type="checkbox"/> Cooperated And Followed Directions During Testing (hide) | <input type="checkbox"/> Cooperative (hide) |
| <input type="checkbox"/> Demonstrated Eagerness To Learn (hide) | <input type="checkbox"/> Demonstrated Excellent Behavior (hide) |
| <input type="checkbox"/> Demonstrated Much Improved Behavior Today (hide) | <input type="checkbox"/> Displayed Excellent Citizenship (hide) |
| <input type="checkbox"/> Displayed Great Sportsmanship (hide) | <input type="checkbox"/> Had A Great Attitude (hide) |
| <input type="checkbox"/> Helped With Technology In Class (hide) | <input type="checkbox"/> Improved Behavior After Just One Warning (hide) |
| <input type="checkbox"/> Participated Well In Class (hide) | <input type="checkbox"/> Was A Pleasure To Have In Class (hide) |
| <input type="checkbox"/> Was Cooperative In Class (hide) | |
| Good Work | |
| <input type="checkbox"/> Asked Good Questions (hide) | <input type="checkbox"/> Came To Class Prepared (hide) |
| <input type="checkbox"/> Completed All Work In Class (hide) | <input type="checkbox"/> Did A Great Job With Pair-share (hide) |

Just above the Search text box, you can access your hidden messages by clicking the [Here] link.

Rewarding Positive messages for Ray Aguirre

Can't find the message you need? Search by keyword here:

You have 1 hidden messages in this message group (Rewarding/Positive).
To un-hide, click [here](#)

| Citizenship | |
|--|---|
| <input type="checkbox"/> Currently Earning Outstanding In Citizenship (hide) | <input type="checkbox"/> Currently Earning Satisfactory In Citizenship (hide) |
| <input type="checkbox"/> Showed Outstanding Leadership (hide) | |
| <input type="checkbox"/> Was Helpful In Class And Assisted Other Students (hide) | |

Check the box next to the message(s) you want to un-hide and click [Un-Hide].

TeleParent™ Teacher Panel

Current Role:

Use the check boxes and submit the form to un-hide messages

| Citizenship |
|--|
| <input checked="" type="checkbox"/> Received Team Captain Status |

After Hours

TeleParent now allows teachers message access after hours. After 6:00pm, teachers can login and select messages for their students, although not all messages available during regular hours will be accessible. Any message selected after 6pm will be sent out the evening of the following business day. Calls selected after 6pm on Friday thru Sunday will be sent out on Monday evening.

Reports

Teachers can view reports on all of the SSM messages that have been sent out for students since they began using TeleParent. They can view the SSM history for any one of their students, or view an SSM snapshot of a class on any given day. They reporting capabilities are available using the Reports tool on the TeleDash. To access this, click the [Reports] link on the left. Side of the screen.

Student Reports By Date Range

By selecting Student Reports By Date Range, you are actually accessing SSM message history by student. This option allows you to select any one of your current students and view a report on all of the SSM messages that have been sent to him/her within any range of dates you specify. The report contains calendar icons that allow you to select the date range. These reports are particularly useful for parent/teacher conferences as well as Student Accountability Reporting. SSM messages are archived for two years.

| First Name | Last Name | Student ID | Phone Number | Messages |
|------------|----------------|------------|----------------|--------------------------|
| Rosario D | Acero | 874368 | (323) 264-0815 | Messages |
| Sarah F | Agular | 832404 | (562) 699-5729 | Messages |
| Ray | Aguirre | 754578 | (562) 450-6481 | Messages |
| Eryn A | Alcala | 127662 | (323) 725-7729 | Messages |
| Krystian J | Alcala | 797422 | (323) 724-2828 | Messages |
| Christian | Alvarez | 128635 | (323) 266-4561 | Messages |
| Lorenzo Jr | Alvarez | 797825 | (562) 464-8547 | Messages |
| Andrew | Andrade | 945897 | (323) 721-6093 | Messages |
| Katia | Anica | 405973 | (323) 888-8742 | Messages |
| Jose J | Aparicio | 118357 | (323) 663-5363 | Messages |
| Luis A | Apolaya Torres | 826209 | (323) 890-0902 | Messages |

Select the dates in the "From" and "To" boxes to select your date range

The bar graph represents all of the calls that were made by you, by category.

The table at the bottom represents a chronological list of all the messages that were sent during that time period.

Student Reports By Date Range

Current Role:
Ryan Carel High Demo -> Teacher : (ID: 0164060000)

Student: Eryn A. Alcalá Change Student

From: 12/26/2009 To: 01/26/2010

Student Behaviors by Behavior Group

No behaviors for this student from Ryan Carel

Legend

- Attendance
- Corrective
- Grade/Progress
- Informational
- Rewarding/Positive

| Date | Teacher | Period | Group | Message | Call Result |
|------------|---------------|--------|--------------------|--|-------------|
| 2010-01-21 | Gilbert Gomez | 5 | Informational | Must study for tomorrows test | Do Not Call |
| 2010-01-21 | Gilbert Gomez | 5 | Informational | Was assigned homework that is due tomorrow | Do Not Call |
| 2010-01-06 | Gilbert Gomez | 5 | Informational | Has a project due on Monday | Do Not Call |
| 2010-01-13 | Denise Cote | 6 | Rewarding/Positive | Was a pleasure to have in class | Do Not Call |

View All 🔍

Student Snapshot By Date and Period

Select the date and period you want to view.

Your class roster for that date and period will appear, along with the message(s) that were assigned to each student.

Student Snapshot By Day & Period

Current Role:
Ryan Carel High Demo -> Teacher : (ID: 0164060000)

Currently viewing period: 0. Use the form below to adjust:

-Select One- 01/26/2010

1/1 35

| # | Student Name | Recorded Behaviors |
|----|------------------------|---|
| 1 | Aguirre, Ray | Was assigned homework that is due on Wednesday |
| 2 | Alcala, Krystian J | Was assigned homework that is due on Wednesday |
| 3 | Andrade, Andrew | Was assigned homework that is due on Wednesday, Demonstrated excellent behavior |
| 4 | Anica, Katia | Was assigned homework that is due on Wednesday |
| 5 | Apolaya Torres, Luis A | Was assigned homework that is due on Wednesday |
| 6 | Barajas, Marvin | Did not turn in a required class work assignment, Was assigned homework that is due on Wednesday |
| 7 | Camacho, Immanuel P | Was assigned homework that is due on Wednesday |
| 8 | Castillo, Santa Rubi | Did not turn in a required class work assignment, Was assigned homework that is due on Wednesday |
| 9 | Chavez, Valerie D | Was assigned homework that is due on Wednesday |
| 10 | Ching, Sally | Did not turn in a required class work assignment, Was assigned homework that is due on Wednesday |
| 11 | De La Cruz, Elizabeth | Was assigned homework that is due on Wednesday |
| 12 | De Leon, Samantha L | Was assigned homework that is due on Wednesday |
| 13 | Demircioglu, Natalie | Did not turn in a required class work assignment, Was assigned homework that is due on Wednesday |
| 14 | Fatemi, Breanna C | Was assigned homework that is due on Wednesday |
| 15 | Gomez, Stephen | Was assigned homework that is due on Wednesday |
| 16 | Llanes, Roberto | Was assigned homework that is due on Wednesday |
| 17 | Madariaga, Emily M | Was assigned homework that is due on Wednesday |
| 18 | Maria, Alejandro | Was assigned homework that is due on Wednesday |
| 19 | Martinez, Tesor | Was assigned homework that is due on Wednesday |
| 20 | Mayorga, Andrea | Was assigned homework that is due on Wednesday |
| 21 | Moran, Luis E | Was assigned homework that is due on Wednesday |
| 22 | Rendon, James | Was assigned homework that is due on Wednesday |
| 23 | Rodriguez, Alma I | Was assigned homework that is due on Wednesday |
| 24 | Rosales, Francisco | Was assigned homework that is due on Wednesday |

Call Statistics Page

You can view totals of complete vs. incomplete calls. The legend identifies which color represents completed calls (Pink) and incomplete calls.

Incomplete Call types that are identified include Hangups (mid message), No Answer, Busy, Disconnected, and Misc. Error.

To view details of who specifically did or did not receive the call, click "Show Details".

SUPPORT: 800-688-6077 MANAGE ACCOUNT : Ryan Carel : (logout)

TeleParent
Connecting Educators and Families

Home | TeleForm | Reporting | Help Center

Student Reports By Date Range | Student Snapshot By Day & Period | Call Result Statistics

TeleParent™ Teacher Panel Current Role:
Ryan Carel High Demo -> Teacher : (ID: 0164060000)

TeleParent™ V Teacher Panel for 2010-01-13
Switch dates? Use the calendar to change call report date.

Call Results

Call Result Percentages

Legend

- Completed
- Hangup
- No Answer
- Busy
- Disconnected
- Misc Error

| Hang Up Mid Message | | | |
|---------------------|------------|----------------|----------------|
| # | Student ID | Student Name | Phone Number |
| 1 | 507143 | Bravo, Marco A | (323) 555-0409 |

The Details provide a list of each recipient whose call was incomplete, separated by type. For example, you can view all recipients who have a potentially disconnected phone number, hung up before the completion of the message, or did not answer.

Click the Completed Calls tab to view which recipients received the call.

| Recipient Group | Contacts in Group <i>(Why are these totals less than they should be?)</i> |
|-----------------|--|
| Bullard | 67 * |

Hide Details

| Potentially Disconnected Numbers | | | |
|----------------------------------|------------|----------------------|----------------|
| # | Student ID | Student Name | Phone Number |
| 1 | 1007956 | BUCKHEISTER, JEANINE | (559) 555-8653 |
| 2 | 1046437 | CASTANEDA, CENDIA | (559) 555-1274 |
| 3 | 1048854 | CONIGLIARO, BRANDI | (559) 555-1776 |
| 4 | 1012869 | FINKS, DOUGLAS | (559) 555-9225 |

| No Answer | | | |
|-----------|------------|----------------|----------------|
| # | Student ID | Student Name | Phone Number |
| 1 | 1026373 | ERVIN, MALISA | (559) 555-4217 |
| 2 | 1003650 | ESPINOZA, ROSA | (559) 555-1587 |
| 3 | 1051286 | EVANS, CHRISTA | (559) 555-1335 |

Help Center and Support

Teachers have access to an online support interface directly from their TeleDash page. The Help Center is monitored by TeleParent's Client Focus Department and Technical Support team.

Help Center

From the main Help Center page, you can access/edit your account details, submit a case, and view your pending cases.

The screenshot shows the TeleParent Help Center interface. At the top left is the TeleParent logo with the tagline "Connecting Educators and Families". To the right is the text "생각하기 TeleParent...". Below the logo is a navigation bar with tabs for "Home", "TeleForm", "Reporting", and "Help Center". Underneath the navigation bar are links for "My Account", "Submit A Case", and "View Cases". The main heading is "TeleParent™ Help Center". On the right side, there is a "Current Role:" dropdown menu showing "Ryan Carel High Demo -> Teacher : (ID: 0164060000)". Below this, there is a section titled "You have:" with two lines of text: "0 New Support Ticket(s) view response" and "0 Answered Support Ticket(s) view response".

My Account

Edit your personal account settings through the My Account page. From here, you can verify or edit your name as it appears on screen, the email address associated with the account, and your login information (user name and password).

Edit your username and email address under Unique Account Information.

Edit your name as it appears on the TP Dash.

You can change your password at anytime. Passwords must be between 8-20 characters in length and alpha numeric.

The screenshot shows the "My Account Information" page in the TeleParent interface. It features the same navigation bar as the Help Center page. The main heading is "My Account Information". On the right side, there is a "Current Role:" dropdown menu showing "Ryan Carel High Demo -> Teacher : (ID: 0164060000)". Below this, there is a section titled "Update Your Account" with a sub-heading "Unique Account Information". This section contains three input fields: "Username" (with the value "rcarel"), "Email Address" (with the value "rcarel@teleparent.net"), and "Confirm Email Address" (with the value "rcarel@teleparent.net"). Below this is a section titled "Non-Unique Account Information" with two input fields: "First Name" (with the value "Ryan") and "Last Name" (with the value "Carel"). Below this is a section titled "Password" with two input fields: "New Password" and "Confirm New Password". At the bottom of the form is an "Update" button.

Submitting Cases

Teachers can submit a case from the Help Center to request new messages and course names, make system recommendations, and report issues they are experiencing with the system. In addition, teachers can monitor the status of each case and receive responses from TeleParent's support team.

| | | | |
|--|----------|---|-------------|
| Home | TeleForm | Reporting | Help Center |
| My Account Submit A Case View Cases | | | |
| Submit A Case | | Current Role: Ryan Carel High Demo -> Teacher : (ID: 0164060000) | |
| <p>Here at TeleParent, we want to hear from teachers - Your feedback is very important to us.</p> <p>Please share with us your questions, comments, and challenges that you are experiencing when using the site. By taking the time to let us know, you can help us make TeleParent a more powerful tool for you as well as other teachers.</p> <p>Thank you for helping us make TeleParent useful and user-friendly!</p> <p>Please tell us what category best describes your reason for contacting support:</p> <input type="text" value="-Choose One-"/> | | | |

Select the category of case you wish to submit using the drop down menu bar.

Here at TeleParent, we want to hear from teachers - Your feedback is very important to us.

Please share with us your questions, comments, and challenges that you are experiencing when using the site. By taking the time to let us know, you can help us make TeleParent a more powerful tool for you as well as other teachers.

Thank you for helping us make TeleParent useful and user-friendly!

Support Category: **Message Suggestion**

Your Name:

Your Email:

Your Phone (optional):

Your Comments / Questions / Suggestions:

Simply fill out the form (name, email, and question/comment are the required fields).

You will then be contacted by a TeleParent support representative.

Customer Support Contact Information

| | Available Hours | Contact Information |
|---------------------------|-----------------------------------|------------------------|
| Customer Service | 7:00 AM – 6:00 PM Monday - Friday | (800) 688-6077 x. 1 |
| Additional Online Support | 7:00 AM – 6:00 PM Monday - Friday | support@teleparent.net |