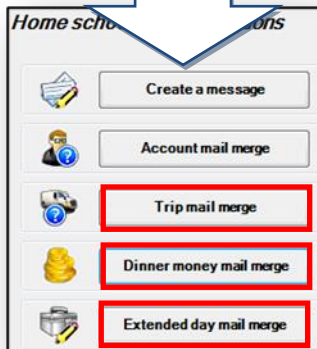
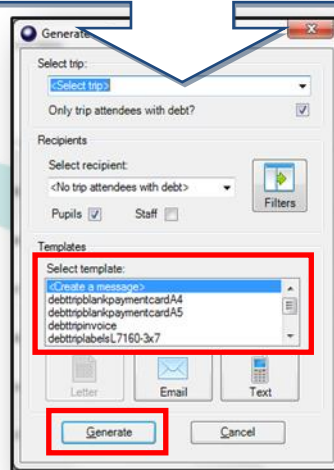


## How do I text and email for dinners, extended day or trips?

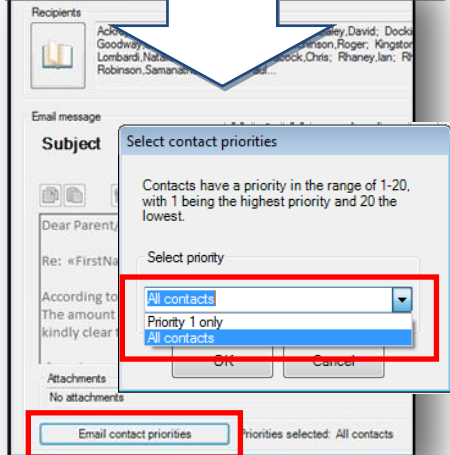
1. Select either **Trip mail merge / Dinner money mail merge / Extended day mail merge**



2. Select the relevant **template** and correspondence type i.e. **Text/Email**. Click **Generate**

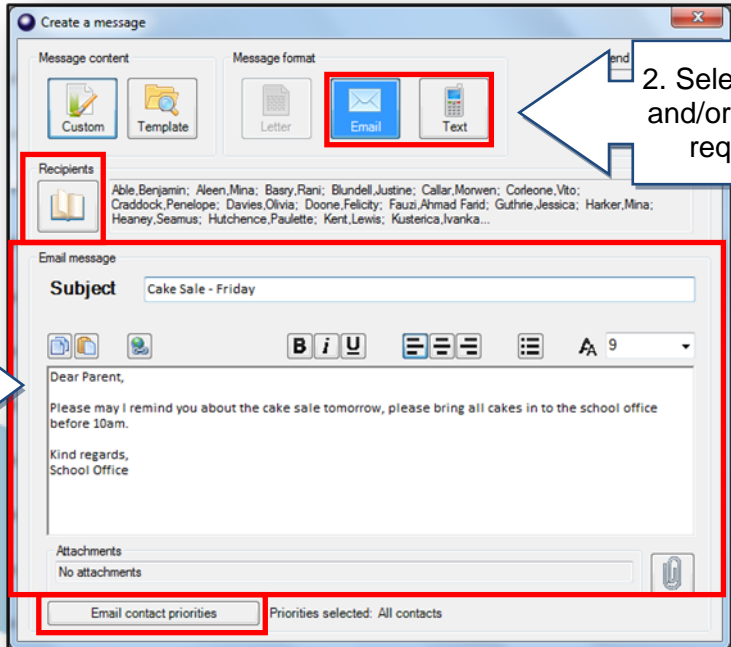
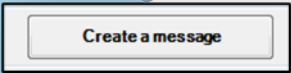


3. Select **Email contact priorities**. Ensure you **select the appropriate priority** and click **OK**



## How do I send general messages?

1. Select **Create a message**




2. Select **Email** and/or **Text** as required

3. Choose the **Recipients** and compose the message. Ensure you select the **Priorities** before clicking **Send**

We recommend that you do not exceed **150 characters** in your text messages.

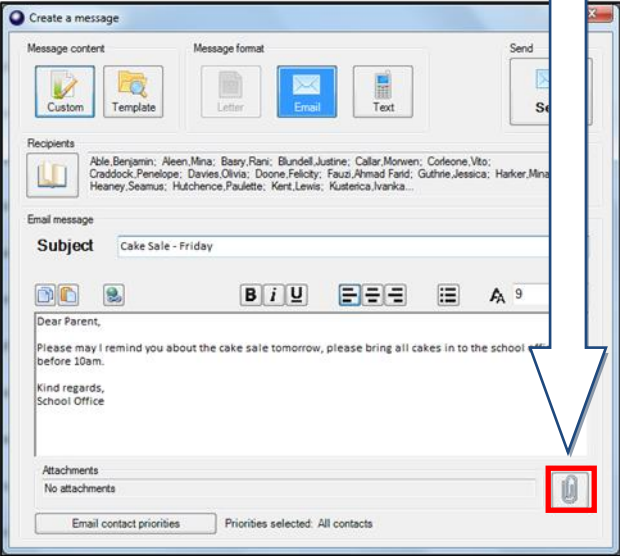
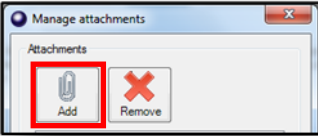
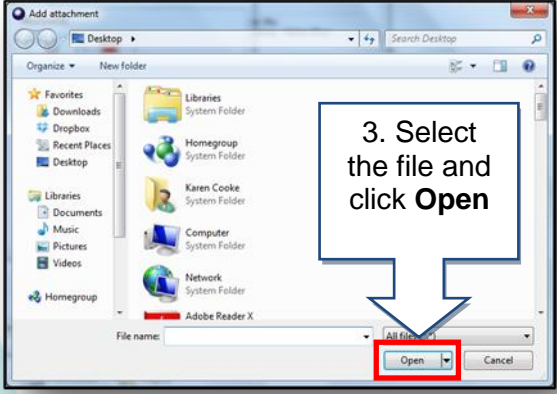
If copying & pasting email contents from a Word document, ensure that you **remove all Word formatting** by pasting the contents to a Notepad before pasting to a message window. You can apply basic formatting before clicking **Send**.

# How do I add an attachment to an email?

1. Click  before you send the email

2. Click **Add**

3. Select the file and click **Open**

We recommend that the overall size of all attachments does not exceed **2MB**. Saving them in a pdf format will keep the size down.

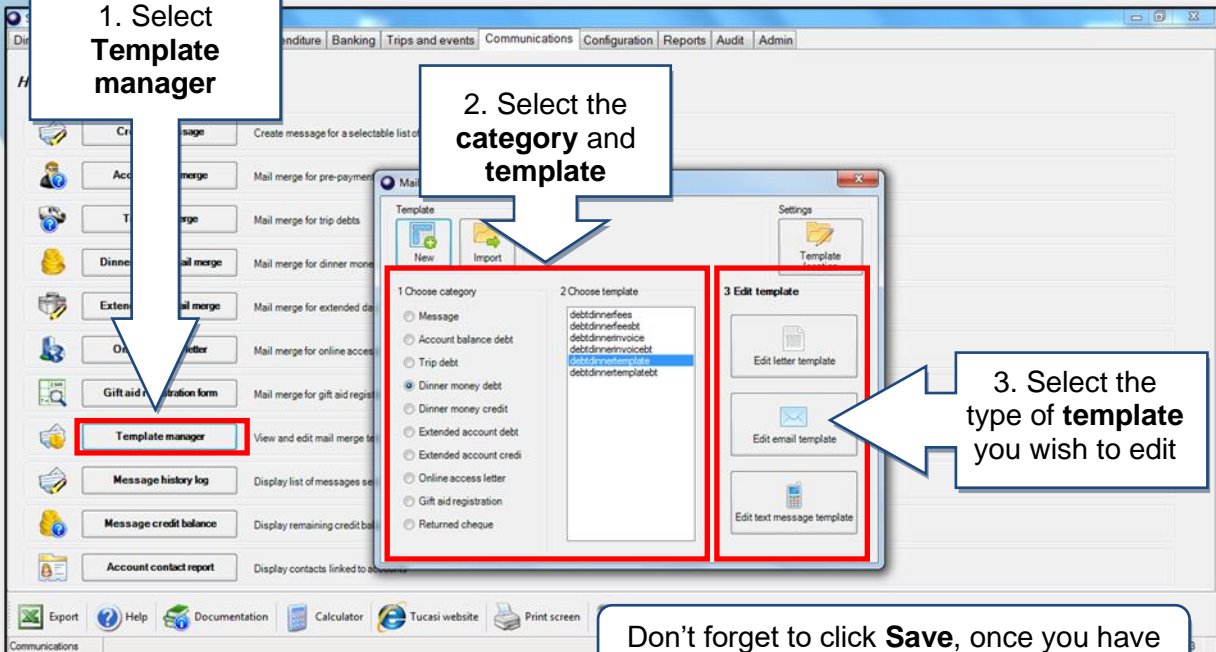
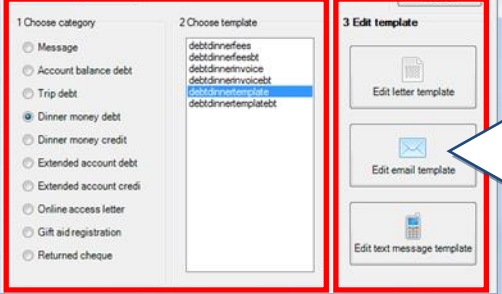
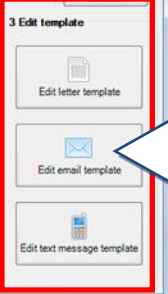
# How do I edit the templates?

1. Select **Template manager**

2. Select the **category and template**

3. Select the type of **template** you wish to edit

Don't forget to click **Save**, once you have finished editing the template.

# How can I view sent messages?

1. Select **Message history log**

2. Click on the message line to view the contents

3. Click **Filter messages** to find a specific message e.g. sent before today or regarding a particular pupil

The screenshot shows a sidebar with various options. The 'Message history log' option is highlighted with a red box. A callout box points to it with the instruction '1. Select Message history log'. To the right, a 'Message History' window is open, showing a table with columns: Account, Type, Recipient name, Recipient, User, Date created, Status, Message, and Resend?. A callout box points to a row in the table with the instruction '2. Click on the message line to view the contents'. Below the table, there are buttons for 'Export to Excel' and 'Filter messages'. The 'Filter messages' button is highlighted with a red box, and a callout box points to it with the instruction '3. Click Filter messages to find a specific message e.g. sent before today or regarding a particular pupil'.

# How can I view my text credit?

1. Select **Message credit balance**

2. Here you can view your **Text message balance**

The screenshot shows a 'Current message balance' dialog box. The 'Balance' section contains a red-bordered box with the text 'Text message balance: 100'. Below this is a button labeled 'How to top-up?' and an 'OK' button. A callout box points to the 'Text message balance' with the instruction '2. Here you can view your Text message balance'. A separate callout box points to the 'Message credit balance' option in the sidebar with the instruction '1. Select Message credit balance'.

Select **How to top-up?** to request more text credits.

# How can I send a message to selected recipients from home?

1. Using the Internet browser, log into the school's administration account at [www.scopay.com/UserWebapp](http://www.scopay.com/UserWebapp)

Username:   
Password:   
Login Cancel

2. Click on the **Communications** tab and then **Create a message**

Communications Parents' evening Configuration Reports Audit Admin

- Create a message Create message for a selectable list of recipients
- Parents' evening messages Send messages to accounts related to parents' evening bookings
- Send critical incident message Critical incident message to be sent to all text and email contacts
- Message history log Display list of messages sent via email or text message
- Message credit balance Display remaining credit balance for text message service

Create a message

recipients

Select accounts

3. Click **Select account**

Select accounts

Subject: Helvetica

	Last name	Class	Year	Cohort	Gender	Trips
<input checked="" type="checkbox"/>	Able, Benjamin					
<input type="checkbox"/>	Ackroyd Smith, Bob					
<input checked="" type="checkbox"/>	Ackroyd, Marc					
<input type="checkbox"/>	Ackroyd, Mary					
<input checked="" type="checkbox"/>	Ackton, Stan					
<input checked="" type="checkbox"/>	Adams, James					

4. Pick your pupils via any of the available tabs. Tick to select the pupil(s)

Select accounts

5. Click **Select accounts**

6. Deselect **Email message** or **Text message**, whichever is applicable

7. For **Emails**, enter a **Subject** and the message text  
  
For **Texts**, enter your message into the message box.  
  
You can also select the **Contact priority** for both types of messages

The screenshot shows a 'Create a message' dialog box. At the top, it lists recipients: 'Able, Benjamin; Ackroyd, Marc; Ackton, Stan; Adams, James'. Below this is a 'Select accounts' button. Two radio buttons are visible: 'Email message' (checked) and 'Text message' (unchecked). The 'Email message' option is highlighted with a red box. Below the radio buttons is a 'Subject:' field with the placeholder 'Enter email subject here'. A rich text editor follows, containing the text: 'Dear Parent', 'After School Club will be finishing early today, at 4pm rather than 4.30pm.', 'Kind regards', and 'School Office'. Below the text editor is an 'Attachments:' field with 'No attachments' and a paperclip icon. A 'Contact priority:' dropdown menu is set to 'Priority 1 and higher'. At the bottom right, a 'Send message' button is highlighted with a red box. A large blue arrow points from the instructions on the left towards the 'Send message' button.

8. Click **Send message** and then click **Send** in the message confirmation window.

A warning message will be displayed if your text message exceeds 150 characters. Messages of more than 150 characters may be charged as two texts.

Text messages will not be sent if you have insufficient credits.

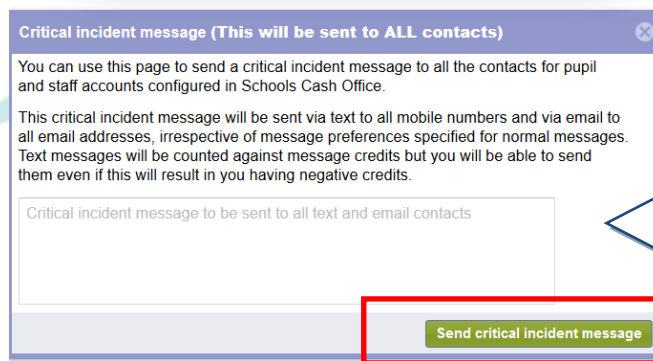
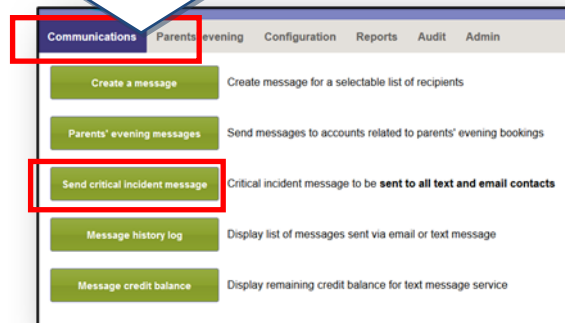
TIP: you can check your text credit balance by selecting '**Message credit balance**' on the **Communications** tab.

## How can I send a critical incident message from home?

1. Using the Internet browser, log into the school's administration account at [www.scopay.com/UserWebapp](http://www.scopay.com/UserWebapp)

The screenshot shows a 'Login' dialog box with two input fields: 'Username:' and 'Password:'. Below the fields are two buttons: 'Login' and 'Cancel'.

2. Click on the **Communications** tab and then **Send critical incident message**

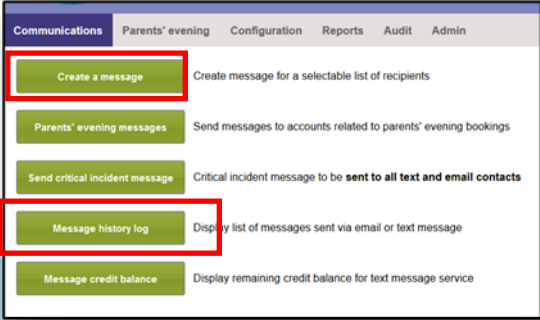


3. Enter your message into the message box and click **Send urgent message**

This message will be sent via SMS (text) and E-mail to all contacts in SCO irrespective of message preference or priority. SMS messages will be sent even if you have insufficient credits.

## How can I check and/or resend messages?

1. Click on the **Communications** tab and then **Message history log**



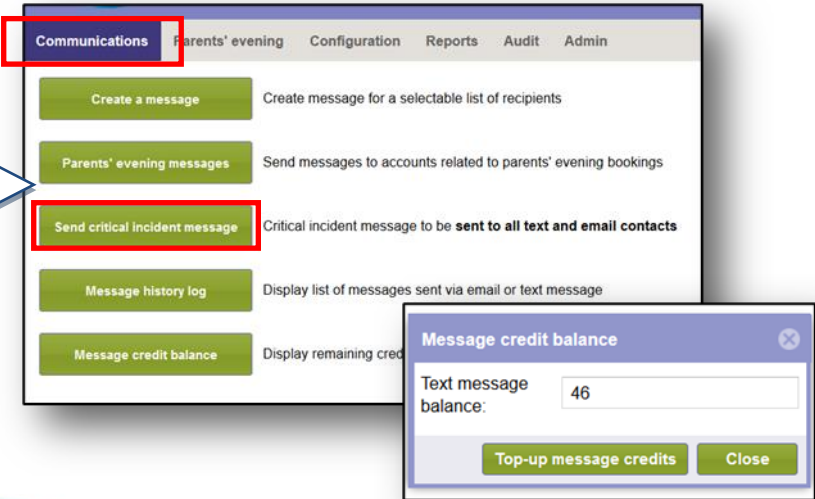
The screenshot shows a table titled 'Message history log' with columns: Account, Type, Recipient, User, Date created, Status, Message preview, and Resend?. The 'Resend?' column is highlighted with a red box. The table contains several rows of message data.

Account	Type	Recipient	User	Date created	Status	Message preview	Resend?
	Email	bb@kcasl.com		07/10/2014 14:44	SENT	Emergency Mess.	
	Email	ab@kcasl.com		07/10/2014 14:44	SENT	Emergency Mess.	
Drummond, Van	Email	sam.drummond...		23/01/2015 12:48	SENT	Performance rsh.	
Ackroyd, Marc	Email	susan@kcasl.com		23/01/2015 12:48	SENT	Performance rsh.	
Ackroyd, Mary	Email	ab@kcasl.com		23/01/2015 12:48	SENT	Performance rsh.	
Jones, Jim	Email	adwle.jones@i...		23/01/2015 12:48	SENT	Performance rsh.	
Ackroyd, Mary	Email	susan@kcasl.com		23/01/2015 12:48	SENT	Performance rsh.	
Ackroyd, Marc	Email	ab@kcasl.com		23/01/2015 12:48	SENT	Performance rsh.	

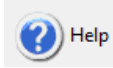
2. Select the **record you want to resend** and then tick the **Resend** box.

# How can I check the Text message credit balance?

1. Click on the **Communications** tab and then **Message credit balance**



## Support

If you have any queries please click the  in SCO to access the online Help Centre or contact our Customer Support team.

Email: [support@tucasi.com](mailto:support@tucasi.com)  
Telephone: 02380 016 564