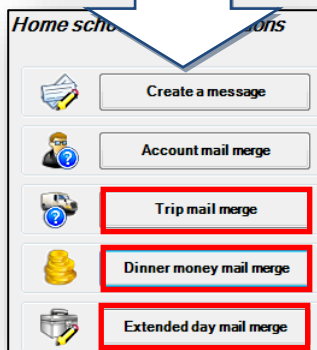
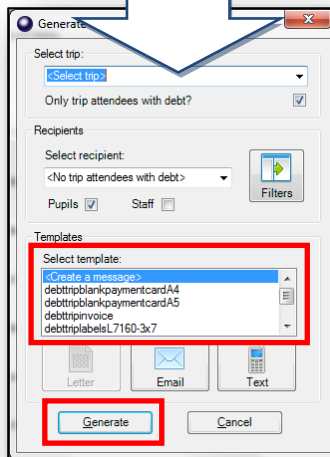


How do I text and email for dinners, extended day or trips?

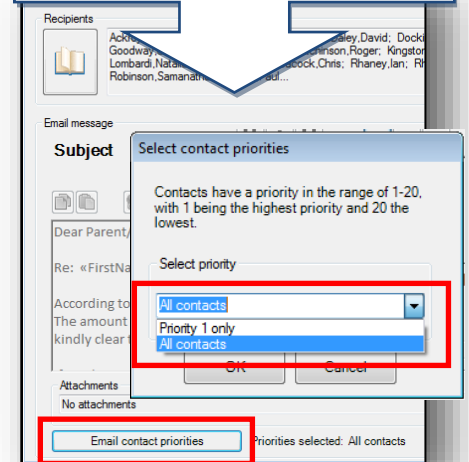
1. Select either **Trip mail merge / Dinner money mail merge / Extended day mail merge**



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

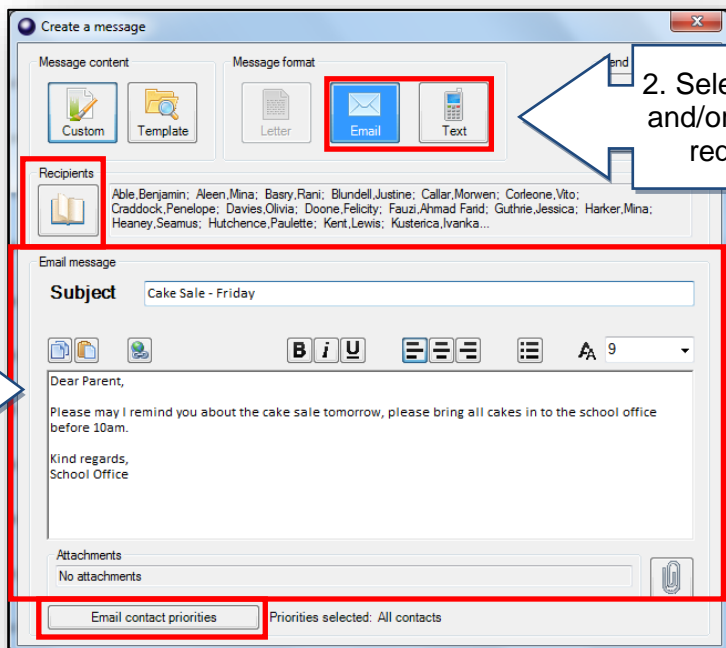


3. Select **Email contact priorities**. Ensure you **select the appropriate priority** and click **OK**



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.

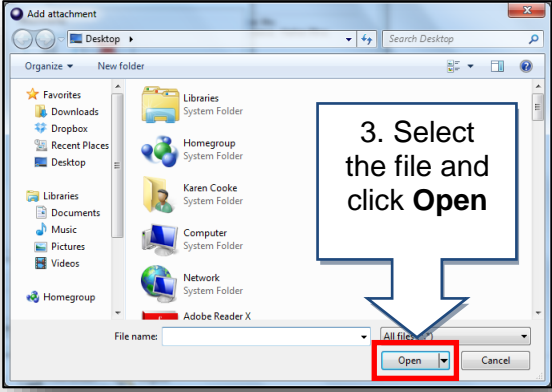
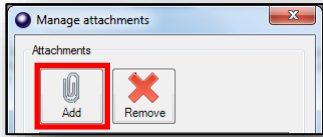
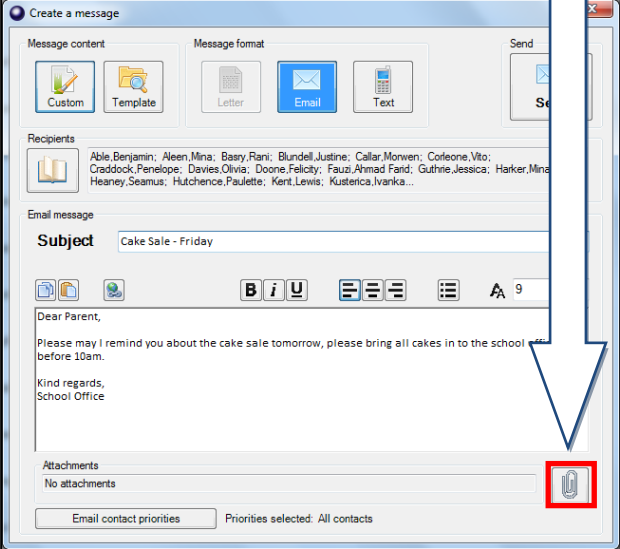
If copying & pasting email contents from a Word document, ensure that you **remove all Word formatting** by pasting the contents to a Notepad before pasting to a message window. You can apply basic formatting before clicking **Send**.

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.

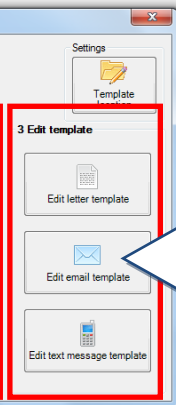
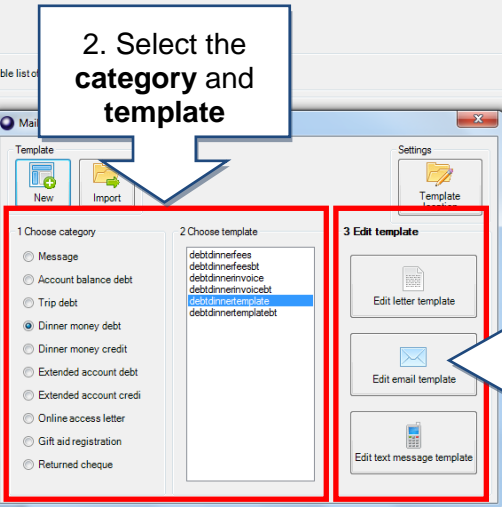
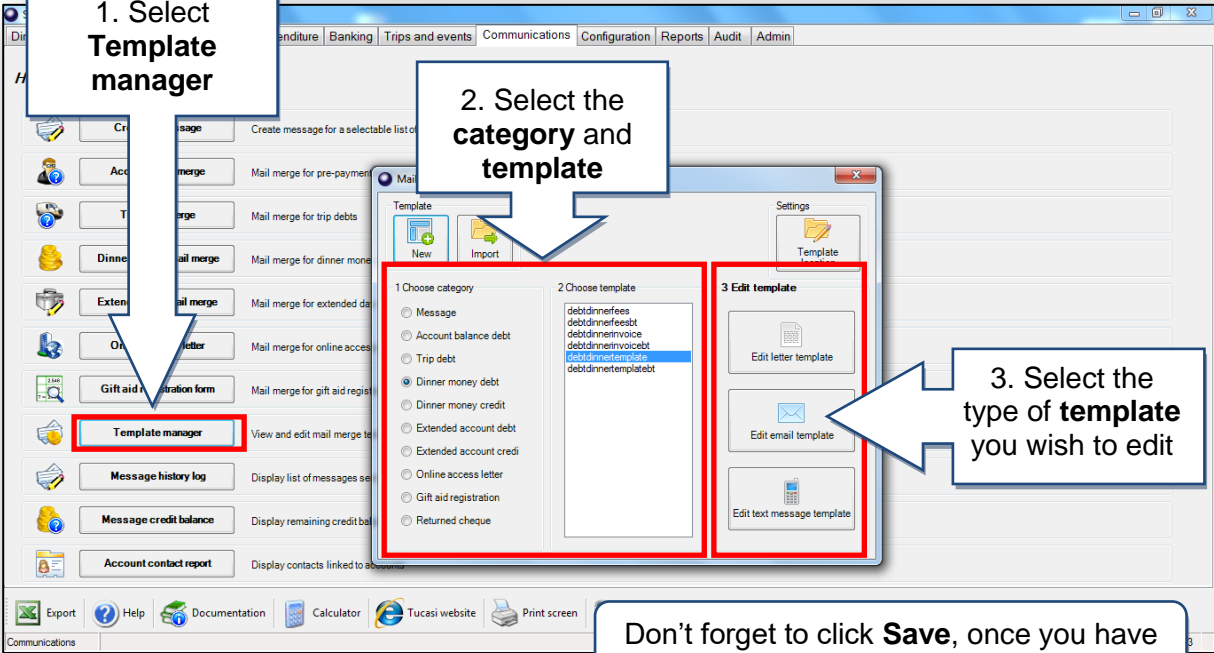
How do I edit the templates?

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 software interface with a sidebar on the left containing various menu items. The 'Message history log' item is highlighted with a red box. A large white arrow points from this item to a 'Message history' window. This window has a table with columns: Account, Type, Recipient name, Recipient, User, Date created, Status, Message, and Resend?. Below the table are search parameters (set to 'Today only') and buttons for 'Export to Excel' and 'Filter messages'. The 'Filter messages' button is highlighted with a red box. A white arrow points from the 'Filter messages' button to a message line in the table. Another white arrow points from a message line in the table to the right side of the window.

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. It contains a 'Balance' section with a red box around the text 'Text message balance: 100'. Below this is a button with a mobile phone icon and the text 'How to top-up?'. At the bottom of the dialog is an 'OK' button. A white arrow points from the 'Message credit balance' menu item in the sidebar to the dialog box. Another white arrow points from the 'Text message balance' text to the dialog box.

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

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

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"/>	Ardame, 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

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.

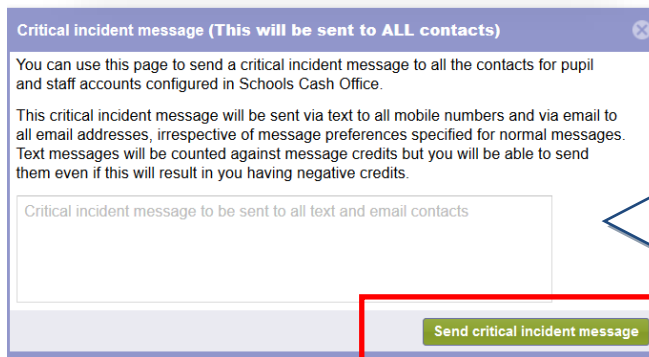
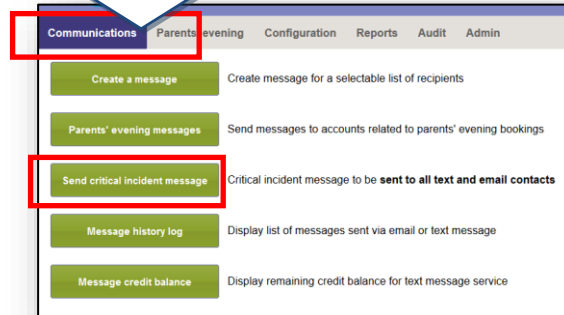
Text messages will not be sent if you have insufficient credits.

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

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

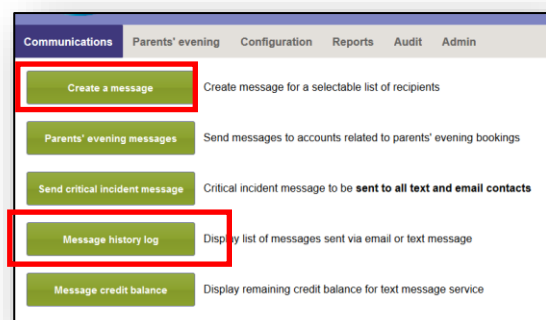


3. Enter your message into the message box and click **Send urgent message**

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**

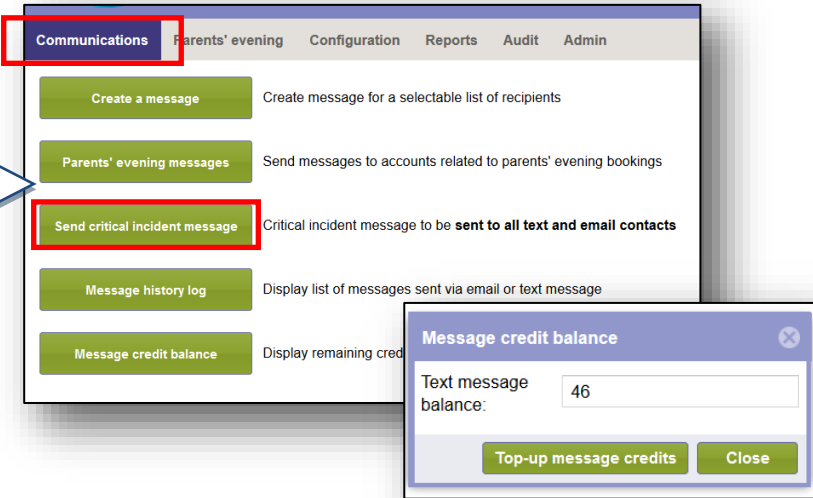


Account	Type	Recipient	User	Date created	Status	Message preview	Resend?
	Email	bsl@tucasi.com		07/10/2014 14:44	SENT	Emergency Mess	<input type="checkbox"/>
	Fmail	af@tucasi.com		07/10/2014 14:44	SENT	Emergency Mess	<input type="checkbox"/>
Drummond, Van	Email	sam.drummond		23/01/2015 12:48	SENT	Performance rebe	<input type="checkbox"/>
Ackroyd, Marc	Email	susan@tucasi.com		23/01/2015 12:48	SENT	Performance rebe	<input type="checkbox"/>
Ackroyd, Mary	Email	af@tucasi.com		23/01/2015 12:48	SENT	Performance rebe	<input type="checkbox"/>
Jones, Jim	Email	adlee.jones@tucasi.com		23/01/2015 12:48	SENT	Performance rebe	<input type="checkbox"/>
Ackroyd, Mary	Fmail	susan@tucasi.com		23/01/2015 12:48	SENT	Performance rebe	<input type="checkbox"/>
Ackroyd, Marc	Email	af@tucasi.com		23/01/2015 12:48	SENT	Performance rebe	<input type="checkbox"/>

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
Telephone: 0844 800 4017