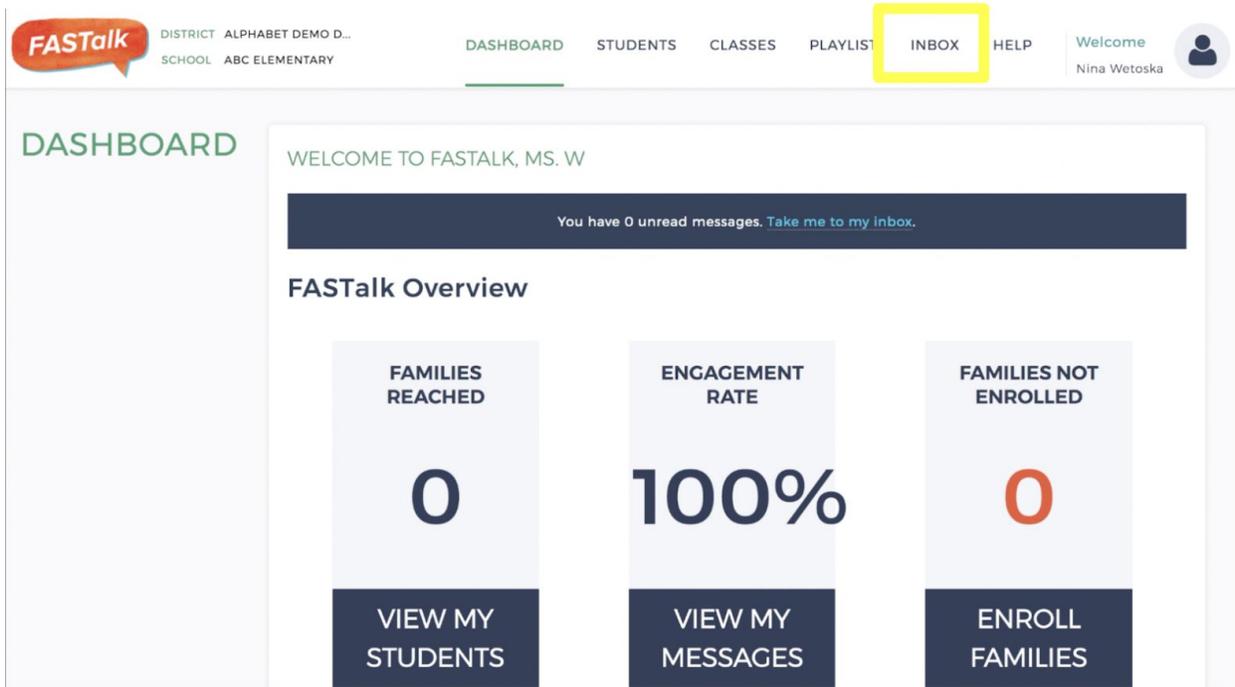




# How-To: Navigate the FASTalk 2-Way Chatbox

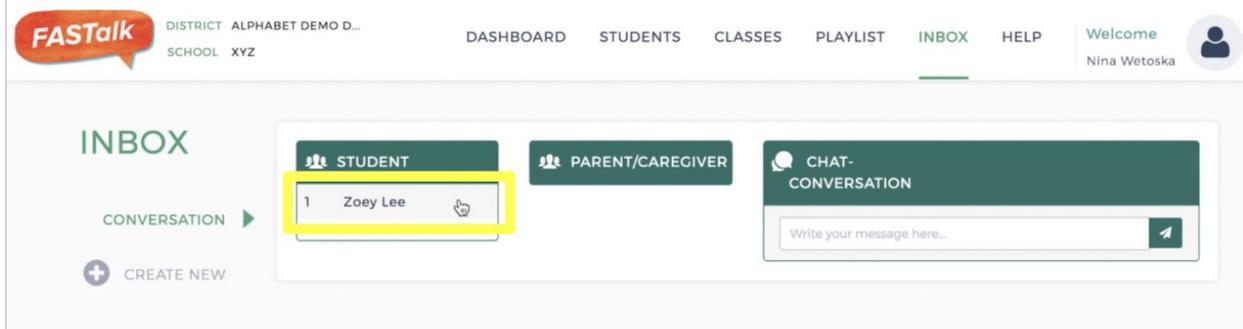
## Step 1:

To send out an individual message to one or more caregivers of a student, go into your FASTalk account, click on the **INBOX** tab,



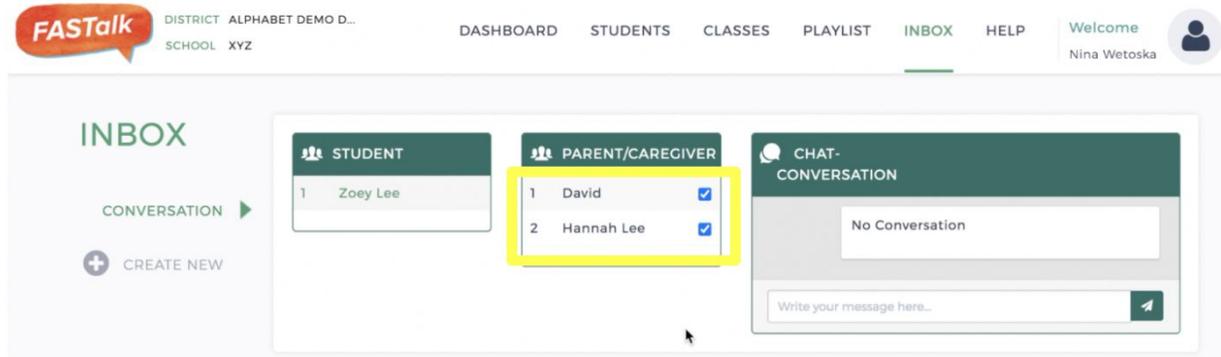
## Step 2:

Click on the student who you are sending the messages about by clicking on their name under **STUDENT**.



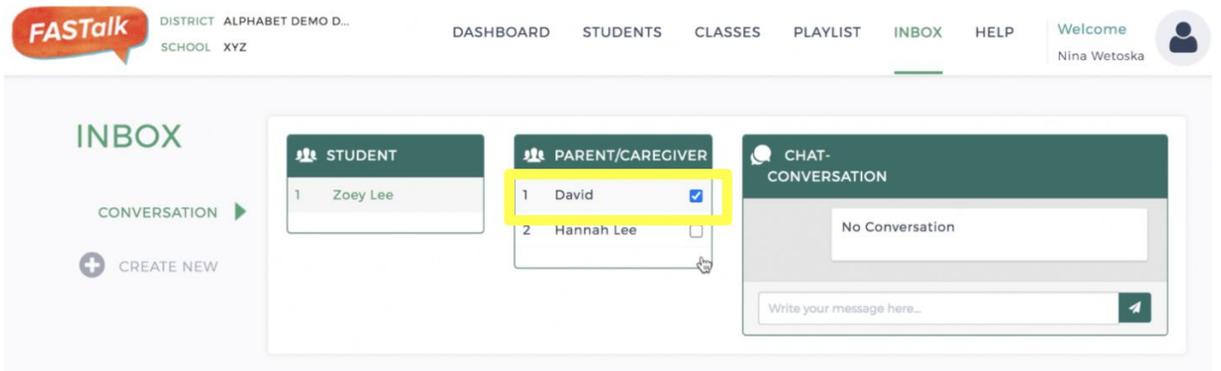
### Step 3:

Next, select the caregivers that you wish to send a message to. You can select the checkboxes next to the caregivers' names you wish to send the message to under the **"PARENT/CAREGIVER"** box.



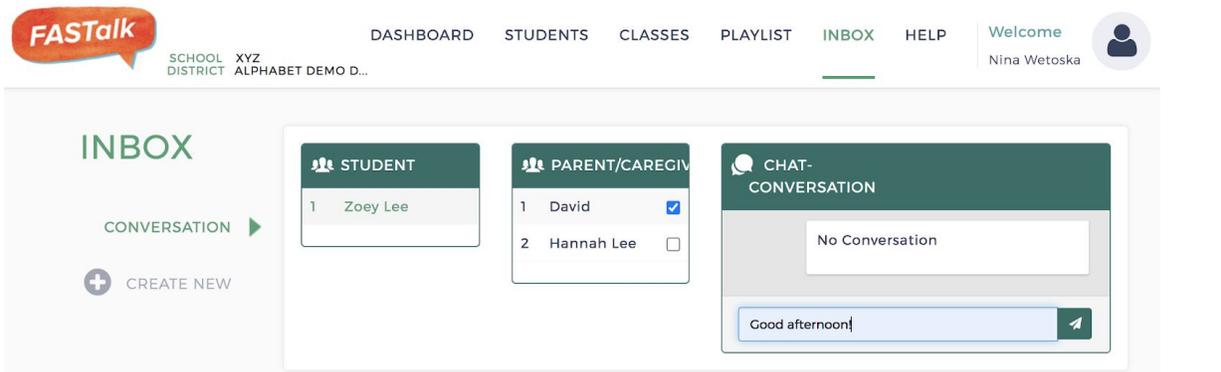
### Step 4:

If you want to send a message to only one parent, only check the box next to the name you wish to send the message to.



### Step 5:

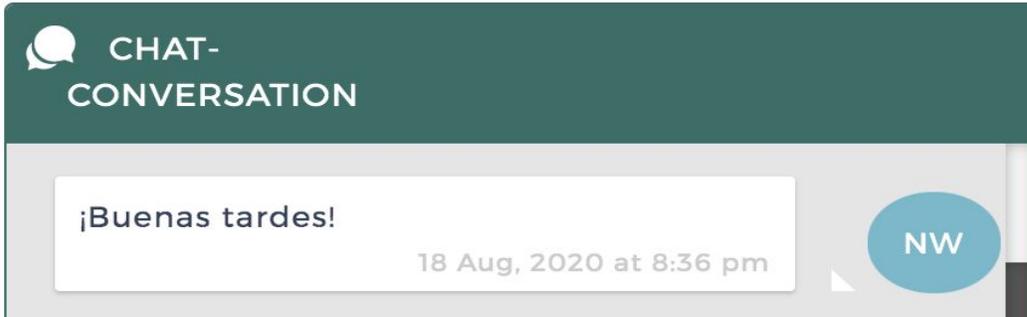
Type out your message in the **"CHAT-CONVERSATION"** box.



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**Step 6:**

If the parent/caregiver’s language setting is a language other than English, the message will be automatically translated into the parent’s home language and will appear in the “**CHAT-CONVERSATION**” box in the language after you sent it



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**Step 7:**

If the parent responds in their home language, you will receive an email that shows both the original message and the translated message in English.

FASTalk Report  
FASTalk Inbox - New message  
To: nina@fastalk.org,  
Reply-To: portal@familyengagementlab.org

Inbox - ni...ementlab.org 10:43 PM



Dear Nina Wetoska,

You have a new message in FASTalk:

STUDENT # NAME	PARENT/CAREGIVER NAME	PARENT/CAREGIVER NUMBER	ORIGINAL MESSAGE	MESSAGE	ATTACHMENT (IMAGE)	DATE AND TIME
Poll Wetoska	Poll	+18477677372	Muy bien. Ben la encanta la lección.	Very good. Ben loves the lesson.		2020-08-18 20:43:50

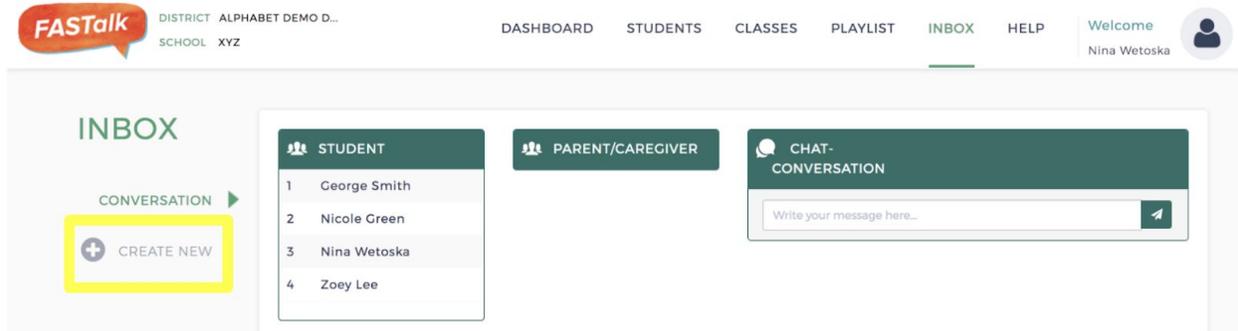
To access your account logon with your email at [fastalk.org](https://fastalk.org)

To respond, return back to your **INBOX**, and follow steps 1-5.

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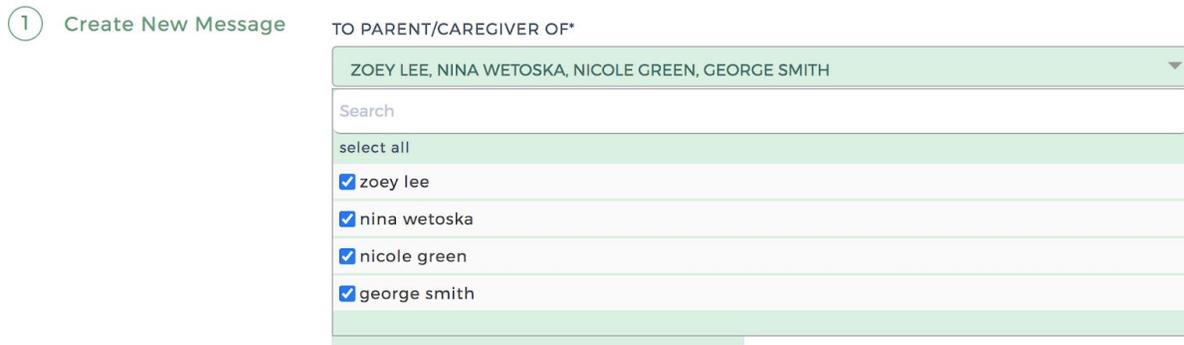
**Step 8:**

To send a message to multiple students or to the entire class, click the **CREATE NEW** button on the left hand side of the page.



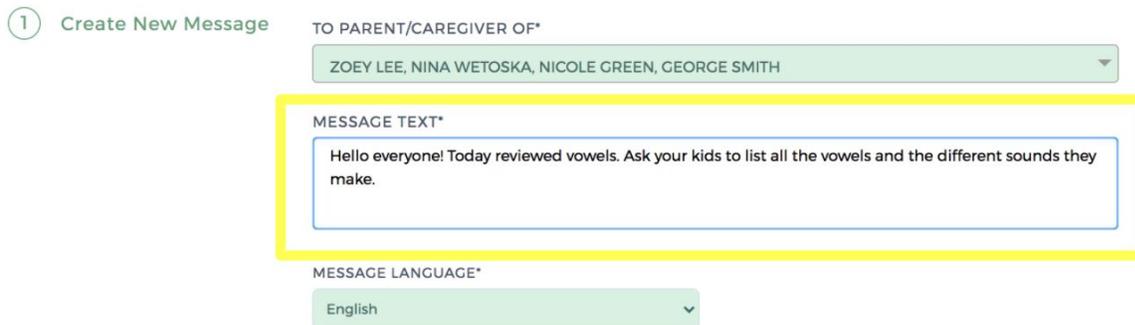
**Step 9:**

Next, mark the check boxes under **TO PARENT/CAREGIVER OF** corresponding with who you want to send the message to.



**Step 10:**

Enter the desired content in the **MESSAGE TEXT** box.



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**Step 11:**

Select the language you drafted your message in the **MESSAGE LANGUAGE** dropdown menu (i.e. If you wrote your message in English, select 'English').

① Create New Message

TO PARENT/CAREGIVER OF\*

ZOEY LEE, NINA WETOSKA, NICOLE GREEN, GEORGE SMITH

MESSAGE TEXT\*

Hello everyone! Today reviewed vowels. Ask your kids to list all the vowels and the different sounds they make.

MESSAGE LANGUAGE\*

English

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**Step 12:**

To send the new group message to the parents/caregivers, click the **CREATE** button on the bottom of the page and the message will be sent instantaneously and delivered in each parent/caregiver's preferred language.



If the parent responds back to you, the message will only be visible to you, not the entire class.

**Questions?**

If you need any support or assistance navigating the FASTalk 2-way chatbox, please contact [support@fastalk.org](mailto:support@fastalk.org).