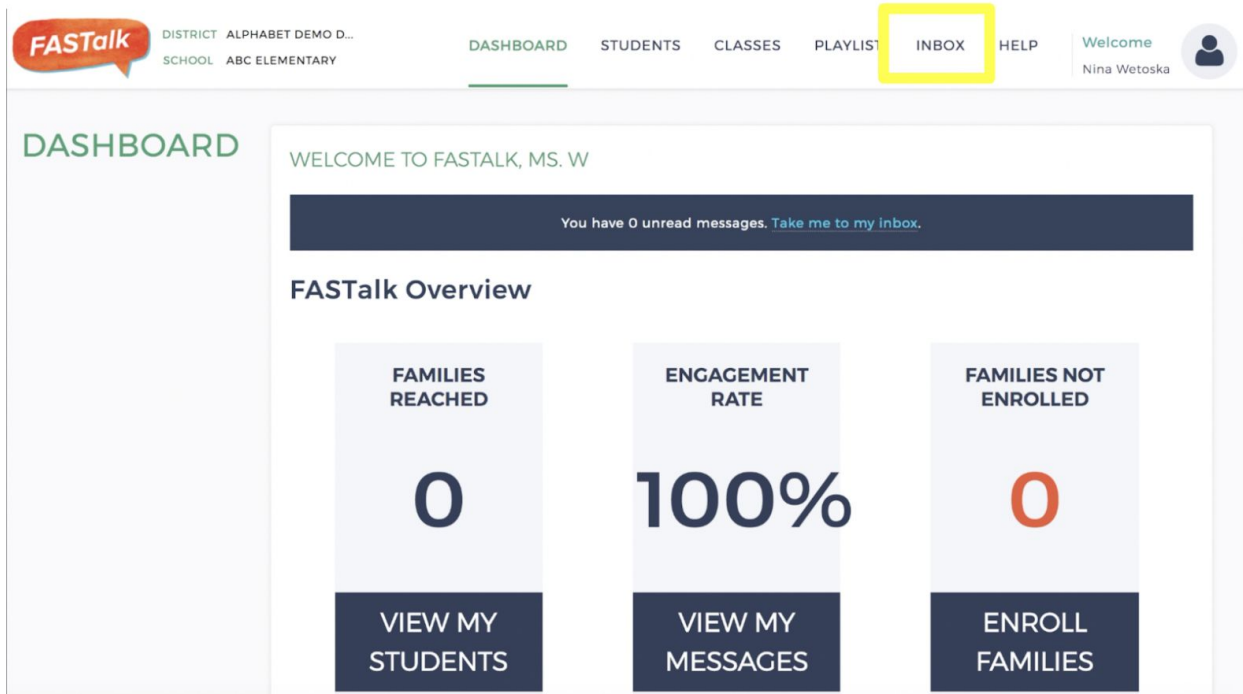




# How-To: Navigate the FASTalk 2-Way Chatbox

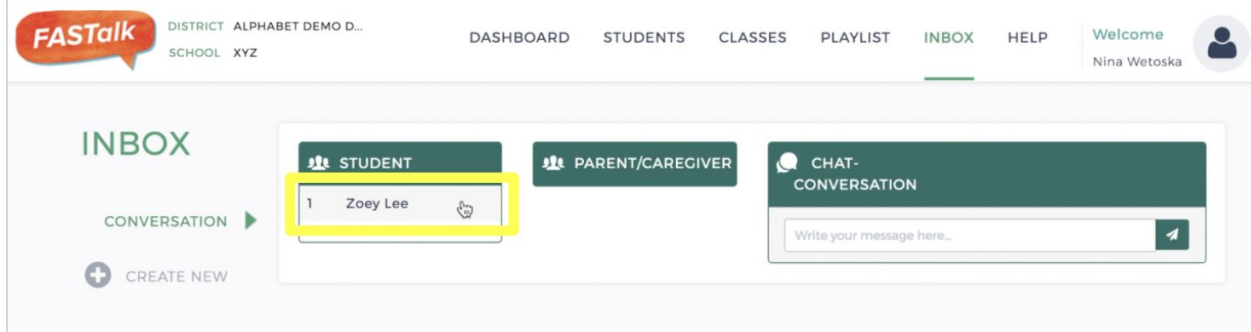
## Step 1:

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.

The screenshot shows the FASTalk interface with the 'INBOX' section active. The 'PARENT/CAREGIVER' list is highlighted with a yellow box, showing two entries: '1 David' with a checked checkbox and '2 Hannah Lee' with a checked checkbox. The 'CHAT-CONVERSATION' box is empty, displaying 'No Conversation' and a text input field with the placeholder 'Write your message here...'. The top navigation bar includes 'DASHBOARD', 'STUDENTS', 'CLASSES', 'PLAYLIST', 'INBOX', and 'HELP'. The user profile 'Welcome Nina Wetoska' is visible in the top right corner.

### 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.

The screenshot shows the FASTalk interface with the 'INBOX' section active. The 'PARENT/CAREGIVER' list is highlighted with a yellow box, showing two entries: '1 David' with a checked checkbox and '2 Hannah Lee' with an unchecked checkbox. The 'CHAT-CONVERSATION' box is empty, displaying 'No Conversation' and a text input field with the placeholder 'Write your message here...'. The top navigation bar includes 'DASHBOARD', 'STUDENTS', 'CLASSES', 'PLAYLIST', 'INBOX', and 'HELP'. The user profile 'Welcome Nina Wetoska' is visible in the top right corner.

### Step 5:

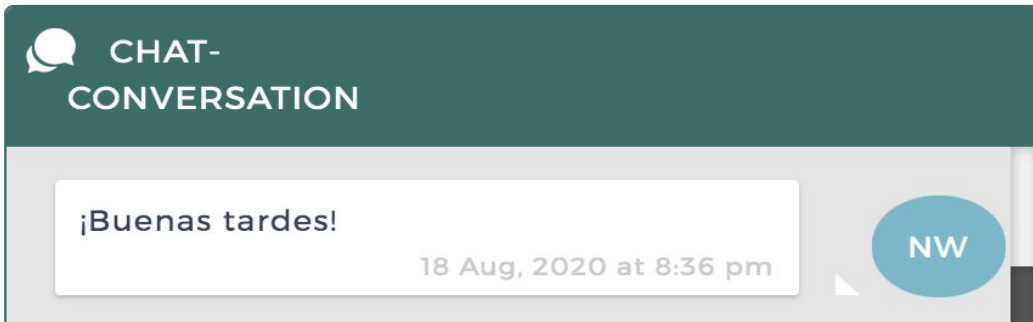
Type out your message in the **“CHAT-CONVERSATION”** box.

The screenshot shows the FASTalk interface with the 'INBOX' section active. The 'PARENT/CAREGIVER' list is highlighted with a yellow box, showing two entries: '1 David' with a checked checkbox and '2 Hannah Lee' with an unchecked checkbox. The 'CHAT-CONVERSATION' box contains the text 'Good afternoon' in the input field. The top navigation bar includes 'DASHBOARD', 'STUDENTS', 'CLASSES', 'PLAYLIST', 'INBOX', and 'HELP'. The user profile 'Welcome Nina Wetoska' is visible in the top right corner.

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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 Inbox - ni...ementlab.org 10:43 PM   
FASTalk Inbox - New message  
To: nina@fastalk.org,  
Reply-To: portal@familyengagementlab.org



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

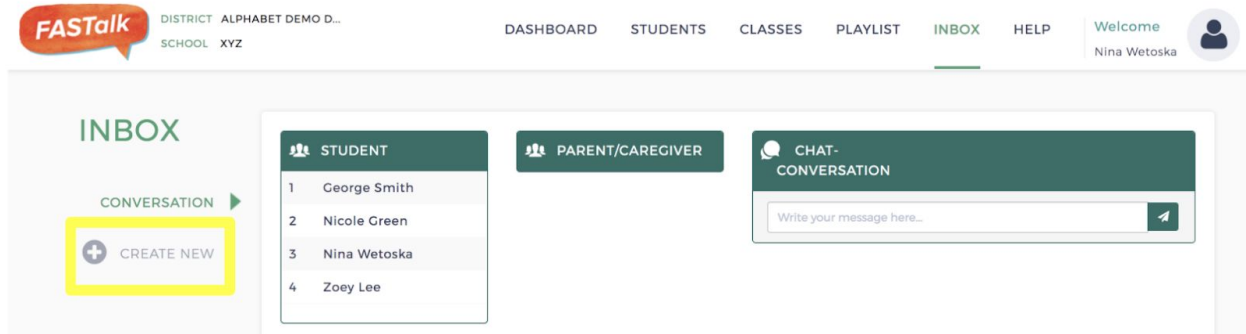
To access your account logon with your email at [fastalk.org](https://fastalk.org)

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

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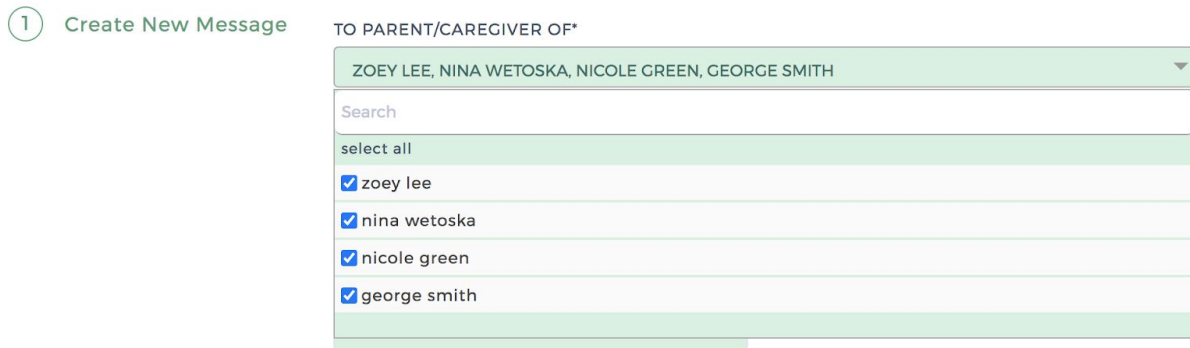
**Step 8:**

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.



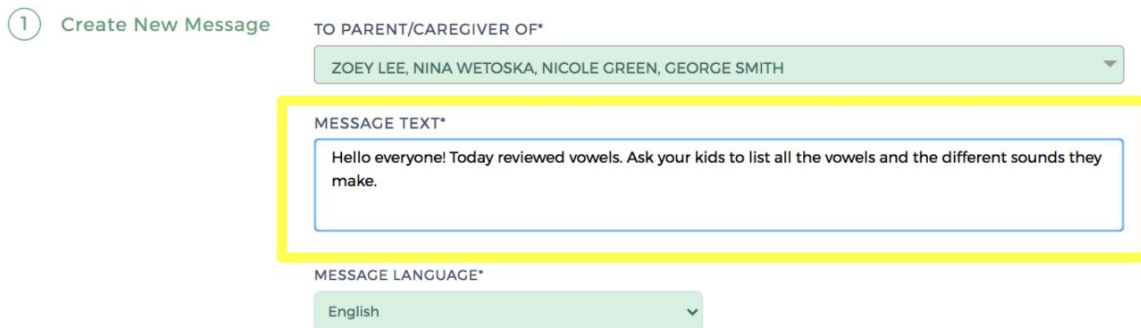
**Step 9:**

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).