

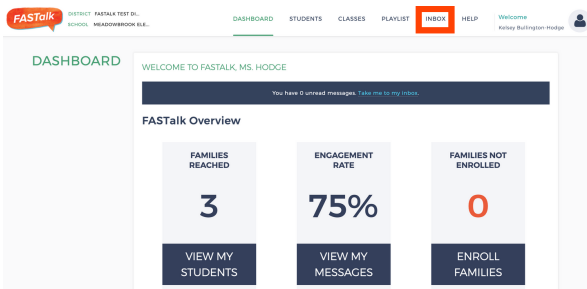
# HOW-TO SEND A MESSAGE TO ONE STUDENT'S CAREGIVER(S) ON WWW.FASTALK.ORG



## STEP 1

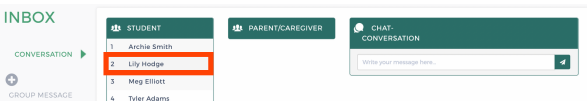
Enter your school email and FASTalk password on [www.fastalk.org](http://www.fastalk.org).

Then, click LOG IN to access your FASTalk teacher account.



## STEP 2

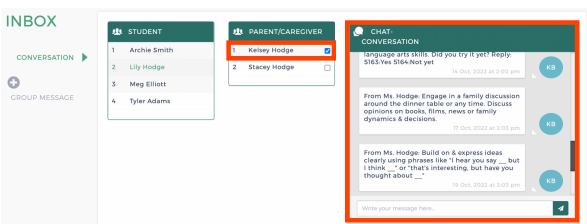
On your Dashboard, click INBOX to access your conversations.



## STEP 3

Your entire class roster will display under STUDENT.

Click on the name of the student whose caregiver(s) you want to message.

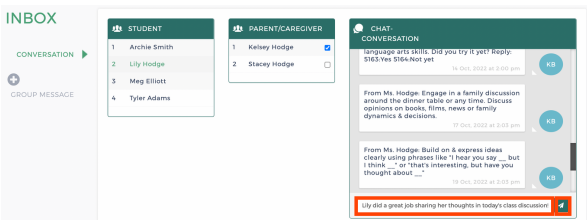


## STEP 4

All of the caregivers for that student will appear under PARENT/CAREGIVER.

Click on the name of the caregiver(s) you want to message. A blue checkmark will appear and your conversation history will display under CHAT-CONVERSATION.

*To message more than one caregiver at a time, simply click on the additional names and follow the directions below.*



## STEP 5

Type your note in the CHAT-CONVERSATION box that says 'Write your message here.'

Click the paper airplane or hit ENTER to send your message.

*If you send a message to multiple caregivers, know that each caregiver will receive that message in an individual SMS text so that any response(s) is visible solely to you.*

Have questions or need assistance?  
Email us at [support@fastalk.org](mailto:support@fastalk.org) or submit a [Support Request](#).

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## TRANSLATION IN 2-WAY COMMUNICATION

FASTalk sends texts to families in their home language as set under LANGUAGE in a student's details. If a caregiver is receiving messages in a language other than English, all of the messages you send will be automatically translated into the caregiver's home language.

The screenshot displays the FASTalk interface. On the left is an 'INBOX' section with a 'CONVERSATION' list and a 'GROUP MESSAGE' button. The main area is divided into three panels: 'STUDENT' (listing Archie Smith, Lily Hodge, Meg Elliott, Tyler Adams), 'PARENT/CAREGIVER' (listing Kelsey Hodge and Stacey Hodge, with Stacey checked), and 'CHAT-CONVERSATION'. The chat shows two outgoing messages in Spanish: '¡Lily tiene más confianza que nunca para compartir respuestas en clase!' and '¡Gracias por su apoyo en casa!'. A response from 'SH' is shown in English: '¡Gracias! Thank you!'. A text input field at the bottom says 'Write your message here...'.

When a caregiver responds in their home language, the CHAT-CONVERSATION will show the original message as well as the English translation.

**You can update a caregiver's language anytime by editing parent/caregiver information to ensure that families are receiving messages in their home language!**

## NOTIFICATION OF PARENT MESSAGE

When a parent messages you, you'll receive an email notification. To respond, repeat steps 1-5 or open the FASTalk mobile app on your smartphone!

The screenshot shows an email notification from FASTalk. It features the FASTalk logo at the top, followed by the salutation 'Dear Kelsey Bullington-Hodge,' and the message 'You have a new message in FASTalk:'. Below this is a table with the following data:

#	STUDENT NAME	PARENT/CAREGIVER NAME	PARENT/CAREGIVER NUMBER	ORIGINAL MESSAGE	MESSAGE	ATTACHMENT (IMAGE)	DATE AND TIME
	Lily Hodge	Stacey	+18175218875	¡Gracias!	Thank you!		2022-10-28 14:08:28

At the bottom left of the notification area, there are three dots indicating more options.

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