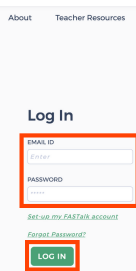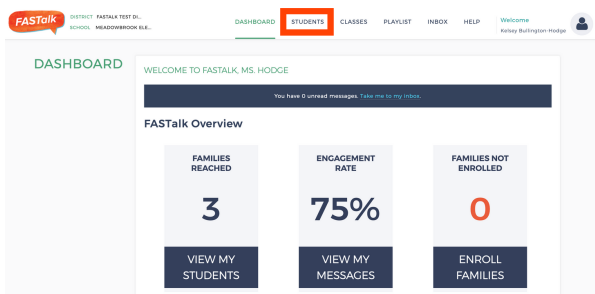# HOW-TO VIEW WHICH FAMILIES ARE RECEIVING MESSAGES ON WWW.FASTalk.ORG

STEP 1

Enter your school email and FASTalk password on www.fastalk.org.
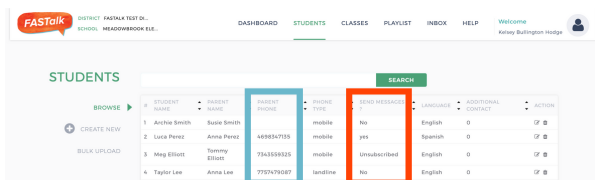
Then, click LOG IN to access your FASTalk teacher account.
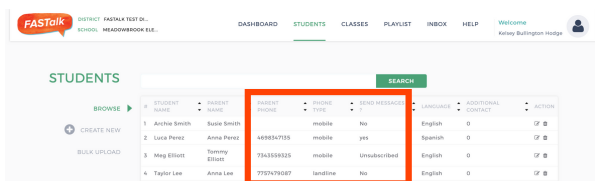

STEP 2

On your Dashboard, click STUDENTS to open your roster.

If your district shared roster information with the FASTalk team, your students and their details are pre-loaded with information from your school's student information system. You can make updates at any time.


STEP 3

Look at the SEND MESSAGES column to see which families FASTalk is sending messages to. Caregivers are not receiving FASTalk texts if the column reads 'No,' 'Unsubscribed,' or if the PARENT PHONE column in blank.
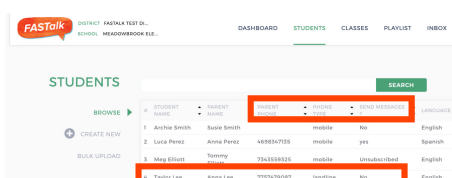

STEP 4

To identify why a student's family isn't receiving messages, take a look at the PHONE TYPE and PARENT PHONE columns.

## WHY MIGHT A STUDENT'S CAREGIVER NOT BE RECEIVING MESSAGES?
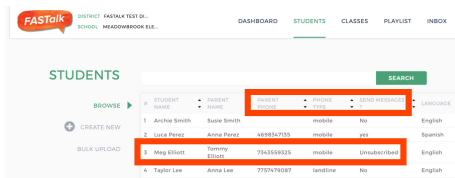
UNSUBSCRIBED

If the send messages column reads 'Unsubscribed,' that caregiver has replied 'stop.' Try reconnecting with the caregiver to understand why they unsubscribed.

LANDLINE

If the send messages column is set to 'No' and the phone type column reads 'landline', the caregiver is unable to receive SMS texts until the landline is replaced with a mobile number.
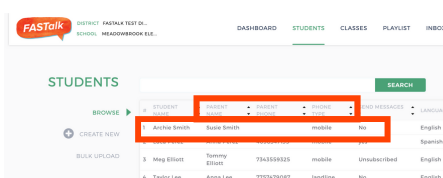
MISSING NUMBER

If the parent phone column is blank -- even if the send messages column reads 'yes' -- the caregiver is unable to receive messages until a mobile number is added to FASTalk.

You can update caregiver information to replace landlines and ensure every caregiver has a mobile number by following this how-to guide.