HOW-TO VIEW WHICH FAMILIES ARE RECEIVING MESSAGES WITH THE FASTalk MOBILE APP FOR TEACHERS



STEP 1

Open the FASTalk mobile app on your device. Enter your school email and FASTalk password. Tap the Sign In button to access your FASTalk account.

All Students	
Archie Smith	>
Lily Hodge	
Y Luca Perez	,
 Meg Elliett 	>
Taylor Lee	>
E 5	٠

STEP 2

Tap the Students icon along the bottom of the app to view your class roster. You can see which families are receiving your messages by looking for the Receiving messages check mark. Students whose caregivers aren't Receiving messages:

- have unsubscribed to stop receiving messages
- are missing a contact mobile number
- have a landline listed as a contact number

~	I Students ceiling messages	+	Ì
Archie Smith		, ,	
 Luca Perez 		,	
 Meg Elliott 		>	
Taylor Lee		>	
- B - B	tt. Students	٠	

STEP 3

To identify why a student's family isn't receiving messages, tap the name of a student who is missing the check mark.

WHY MIGHT A STUDENT'S FAMILY NOT BE RECEIVING MESSAGES?



UNSUBSCRIBED

If a caregiver has unsubscribed, you'll see that message and how you can reconnect with that family next to the Message field.

Stander Insfort and Insfort Insfort and Insfort Insfort Stander Insfort	<			Ed
τωμοία τωμοία τω Lea τω Lea </th <th>Student</th> <th></th> <th></th> <th>(</th>	Student			(
ματ Lee 2 example2 2 Hodge 2nd FASTak HSD 2 Reare 2 Ana 2 Lee 2 Konter 3 Konter 3 Konter 4 Konter 4 Konter 5 Konter 5 Konter 5 Konter 5 Konter 5 Konter 5 Konter 6 Konter 6 Konter 6 Konter	First	Taylor		
source 2 source Hodge 2nd FASTalk 150 Craus Hodge 2nd FASTalk 150 Craus Le Source English render CraStal 120 Source CraStal 120 Source CraStal 120 Source CraStal 120	Last	Lee		
view Hodge 2nd FASTalk ISD Cenzy	Grade	2		
Crearge Verifyer Verifyer Verifyer Verifyer Verifyer Verifyer Verifyer Verifyer Status Verifyer Verifyer	ID F	example2		
Caracyoner Frent Ana Lee Holmon Mother Leaguese English Toto (755) 747 9680 Wassagen Don's send	Class	Hodge 2nd FASTall	ISD	
First Ana Last Lee Mother English Concerner English Concerner Concerner Monary Don't send	Caregiver			
Latt Lee Motor Motor Lerone English Motor (775) 747 9087 Motoraye Don't send	First	Ana		
Nedation Mother English Mother (775) 747 9087 Messages Don't send	Last	Lee		
Language English Mobile (775) 747 9087 Messagee Don't send	Relation	Mother		
Meeter (775) 747 9087 Meetergee Don't send	Language	English		
Messages Don't send	Mobile	(775) 747 9087		
	Messages	Don't send		

DON'T SEND

If a caregiver has a phone number listed, but the field next to Messages reads 'Don't send,' the number provided is unable to receive SMS texts (landline). You can click the Edit button in the upper right-hand corner to update the number once you have an updated mobile number.

$(\square$	• — •	
<		Edit
Student		
First	Taylor	
Last	Lee	
Grade	2	
10.4	example2	
Cass	Hodge 2nd FASTalk ISD	
Caregiver		
Pot .	Ana	
Last	Lee	
Pelation	Mother	
Language	English	
Mobile		
Messages	Don't send	

DON'T SEND

If a caregiver doesn't have a phone number listed, they are missing a mobile number. You can add a mobile number by clicking the Edit button in the upper right-hand corner.

Have questions or need assistance? Email us at <u>support@fastalk.org</u> or submit a <u>Support Request.</u>