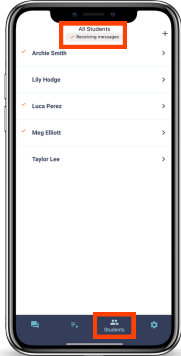


# HOW-TO VIEW WHICH FAMILIES ARE RECEIVING MESSAGES WITH THE **FASTalk** MOBILE APP FOR TEACHERS



## STEP 1

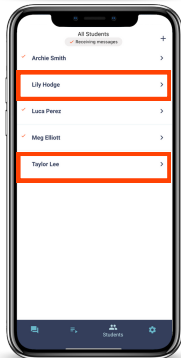
Open the FASTalk mobile app on your device. Enter your school email and FASTalk password. Tap the Sign In button to access your FASTalk account.



## 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:

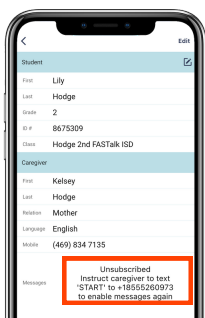
- have unsubscribed to stop receiving messages
- are missing a contact mobile number
- have a landline listed as a contact number



## STEP 3

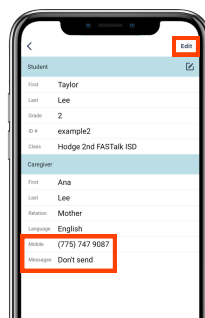
To identify why a student's family isn't receiving messages, tap the name of a student who is missing the check mark.

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



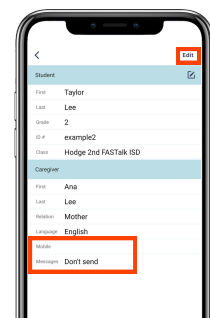
### UNSUBSCRIBED

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



### 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.



### 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 [support@fastalk.org](mailto:support@fastalk.org) or submit a [Support Request](#).