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Connect

Report

Success

Record

**Communicating With Busy Students Through Emails and Text Messages**

**Overview**

The proper set up of your Trac System settings to connect to your institution mail server to process emails and text alerts will provide you with all the instruments necessary to reach today’s learners. Appointment Confirmations, Reminders, Cancellations, Missed emails, and more can be configured within your Trac System and individual profiles. The Text Alerts module integrates text alert communications into the Trac System and allows students to ‘opt in’ to receive text alerts of upcoming appointments.

**Emails and Messages**

* **Configuring System, User and Center Email Preferences** 
  + System Preference
* Adding you Mail Server Address- Go to the Trac Navigation -> Tracman Icon -> Utilities and Prefs -> System Prefs Tab -> Mail Setting -> edit the “Mail Server Address” and “Mail Server Email Address”-> Save.
  + User Preference
    - * As a user, make sure you have your email address entered. Go to the Trac Navigation -> Search Glass -> Center Profile -> click on your Profile -> Group Access Tab -> click on your group -> User List Tab -> click on your account -> add or edit your email address -> save.
  + Center Preference
    - * To add your Center Email Address. Go to the Trac Navigation -> Search Glass -> Center Profile -> click on you Profile -> Prefs Tab -> Scheduling Tab -> Center Email Address -> add or edit your center email address -> save.
* **Setting up Appointment Emails**
  + To edit the text of the Appointment Confirmations, Reminders, Cancellations, Missed emails, Go to the Trac Navigation -> Search Glass -> Center Profile -> click on you Profile -> Prefs Tab -> Emails -> edit the emails you want sent out and the text.

\*Use email codes to personalize your email - <http://wiki.go-redrock.com/wiki/Prefs:_Emails> \*



* **Sending Mass Email Messages**
  + Go to the Trac Navigation -> Search Glass -> Students -> Search for the student you want to send the email -> List Options -> Send HTML Note -> select the Message type and enter the text of the email -> click “Send Message”.

**Text Alerts Module**

* **Requirements for Text Alerts**
  + Trac 4.0 Web and Engine updates
  + Current Maintenance Agreement with Redrock Support
  + Trac Server must have ability to make outbound http/https connection to msgtrac.com
  + Trac Server must have ability to receive incoming http/https connection from 63.224.138.155
* **Setting up Text Alert message for appointments**
  + To edit the text of the Appointment Confirmations, Reminders, Cancellations, Missed messages, Go to the Trac Navigation -> Search Glass -> Center Profile -> click on you Profile -> Prefs Tab -> Emails -> edit the emails you want sent out and the text.

\*Use email codes to personalize your email - <http://wiki.go-redrock.com/wiki/Prefs:_Emails> \*

* **“Opting In” as a student**
  + Students can “opt in” to receiving text alerts from their main menu by sending a text to the address generated. Also, they can select what text alerts they want and click on “Save Setting.”
* **“Opting In” as an administrator**
  + Administrators can also assist students looking to opt in to text alerts by generating the activation code on the student profile.
* **Sending Text Messages to Student**
  + Go to the Trac Navigation -> Search Glass -> Students -> Search for the student you want to send the email -> List Options -> Send HTML Note -> select the Message type as SMS Text and enter the text to the right-> click “Send Message”.

