



## Keep in Touch with Your Students via Email & Text

### Overview

Students are busy. How can we effectively communicate? Your Trac System keeps students informed of upcoming appointments, events and important information.

Our Text Alerts module opens up another very powerful communication tool, allowing a student to receive alerts on their personal phone. We will analyze details of configuring preferences and options for your email and text alerts. We also have options to send instructors Trac System email – adding more avenues of communication. In this session, you will learn how to take advantage of these messaging features and customize them to your needs.

### Emails and Messages

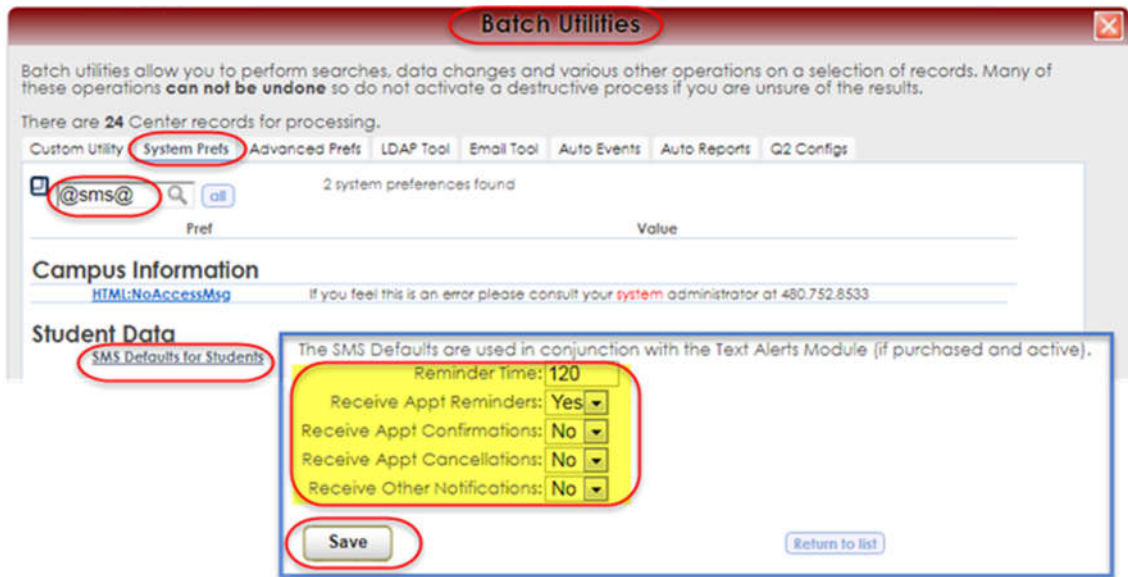
- **Configuring System, User and Center Email Preferences**
  - System Preference
    - Adding you Mail Server Address- Go to the Trac Navigation -> Tracman Icon -> Utilities and Prefs -> System Prefs Tab -> Mail Setting -> edit the “Mail Server Address” and “Mail Server Email Address”-> Save.
  - User 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”.
  
- **Text Messaging Newsletter**

<https://helpdesk.go-redrock.com/index.php?/News/NewsItem/View/29/text-alerts-sending-text-messages-through-your-trac-system>
  
- **Defaults for Text Alerts**
  - There is a way to set default settings for the students that enroll in text alerts. This only works before they sign-up. If you have students that have already signed-up for text alerts, they will need to log into TutorTrac to change the SMS Text settings (or an admin can do it through the ‘Log in as User’ Advanced Utility).

- Here is how to set the SMS Text defaults, goto (see screenshot):  
Trac Navigation > TracMan icon > Utilities and Prefs... > System Prefs tab > (search for '@sms@') > (click 'SMS Defaults for Students') > (enter in desired default settings) > Save button



#### Group Permissions

- Allow a group to create the text alert activation code, goto:  
Trac Navigation > search glass icon > Center Profiles > (click your profile name) > Group Access tab > (click the name of your group) > Admin/Modules tab > checkmark 'Allow User to Generate Activation Code for student'

