



Quick Tip Guide

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Introduction

Quick Tip provides a simple tip line allowing students and members of the community to communicate with your district or school about pressing issues in a truly anonymous way.

Tips are sent using a form available online at your system's Quick Tip URL. When sending a tip, tip submitters will select the relevant school or organization, the topic which best describes their tip, and then enter the tip message. If they have an image related to the tip, they have the option of attaching it to their message. If tip submitters want to include contact information, there are also fields to allow them to do so. Once tips are submitted, authorized users may log into the system to view the latest tips.

Quick Tip is comprised of a **Tip Form**, **Tips**, **Topic Manager**, and security profile settings called **Quick Tip Controls**.

The Tip Form

Tips are entered through an online Tip Form. Your district may want to provide a link to this form from your website.

Your Quick Tip URL will look like this: <https://asp.schoolmessenger.com/yourcustomerid/quicktip/>

 **Note:** *If someone enters the address manually into their browser bar, they must enter the **https**.*

Receiving and Viewing Tips

Tips are sent to users who have **Topic Recipient** designated in their Access Profile, and who are associated with the school selected in the Tip Form.

If District is chosen in the Tip Form, only users with no school selected will receive the tip. Remember, no school checked in the user account means the user has access to all of the schools.

Recipients will receive an email notification of the tip.

Recipients can log into SchoolMessenger to review the tips: **Broadcasts -> Tips**.

Tips can be filtered by **School**, **Topic**, or **Date**.

Topic Manager

After Quick Tip has been enabled on your account, you can populate and manager the list of Topics that appear on the tip submittal form. To edit, add or delete Topics, you will log into SchoolMessenger and follow these steps:

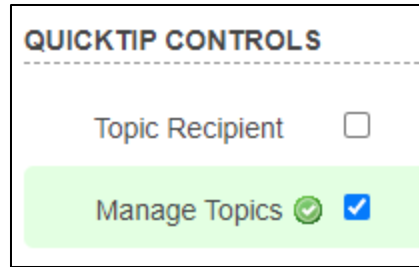
Go to **Admin -> Settings -> Topic Manager**.

From here you can Add, Edit, or Delete Topics.

If you don't see the **Topic Manager** option, your assigned security profile must have access.

To set your Access Profile, go to **Admin -> Profiles -> Edit**.

Make sure **Manage Topics** is checked.

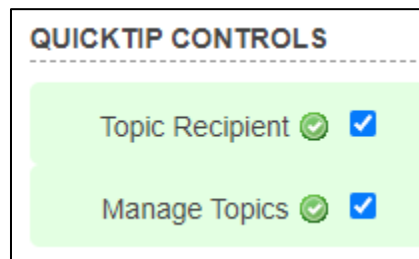


Designating Topic Recipients

Tip Recipients (also known as Topic Recipients) are designated by Access Profile. Any user with an Access Profile that has Topic Recipient checked will receive tips.

Go to **Admin -> Profiles -> Edit**.

Choose **Topic Recipient**.



If you want someone who doesn't have the ability to send Broadcasts inside of SchoolMessenger to be able to receive tips, you can create a new access profile for them called Tip Recipient. Within that profile you can check only the following permissions:

- **Login Options -> Log in via web**
- **Quick Tip Controls -> Topic Recipient**
- **List Options -> Create & Edit Lists**

Restricting Tip Recipients to Their Own Building(s)

By default, users who are marked as **Topic Recipients** will receive tips submitted for their associated building(s) only.

Go to **Admin -> Users -> Edit**.

Go to **Data View -> School** and select the appropriate school(s) for the user.

Only users with **no school restrictions** selected in their user account will receive tips with **District** selected as the school in the Tip Submission Form.

FAQs

What file formats are supported for the tip image attachment?

Currently .png, .gif and .jpg files are supported.

Can a student submit tips through a mobile device?

Yes. With the Quick Tip module for CMA, districts with CMA can embed a version of the submittal form inside their app. For districts that do not have CMA, a generic app called “Quick Tip” is available in the app stores.

How can I delete a previously submitted tip?

This is not currently supported.

Questions?

If you have any questions regarding the above, please contact support.

SchoolMessenger Solutions Support

Phone: 800-920-3897

Email: support@schoolmessenger.com

Appendix: The Quick Tip Form

SchoolMessenger Quick Tip

Springfield ISD

SchoolMessenger Quick Tip allows you to submit an anonymous tip to school and district officials. Please select the appropriate School and Topic when submitting your tip.

IF THIS IS AN EMERGENCY, PLEASE CALL 911.

School *

Topic *

Message *

Do you have a related image?
If so, you can attach it to your tip to help provide additional information.

No file chosen

Contact Information (Optional)
You have the option to leave your personal contact information. If provided, you may be contacted for more information if necessary.

First

Last

Email

Phone