



SchoolMessenger®

Disabling Repeating Broadcasts Guide

Contents

Introduction..... 3

Disable (or Enable) Repeating Broadcasts Entirely..... 3

Disable (or Enable) Repeating Broadcasts Individually 4

Changing the Intro Message 5

 Recording the New Message 5


 Replacing the Old Message 8

Introduction

Repeating Broadcasts are broadcasts that are scheduled to send on certain days and at certain times. These often include attendance and food service-related broadcasts that go out at regular intervals. During periods that your contacts will not need to receive them (such as summer vacation in the case of school districts), you may wish to stop the Repeating Broadcasts from going out.

While many are triggered when a specific import is updated with required data (such as with attendance-related broadcasts), there are some that simply send out automatically without an import-related trigger, so it is always best practice to disable them if they are not needed.

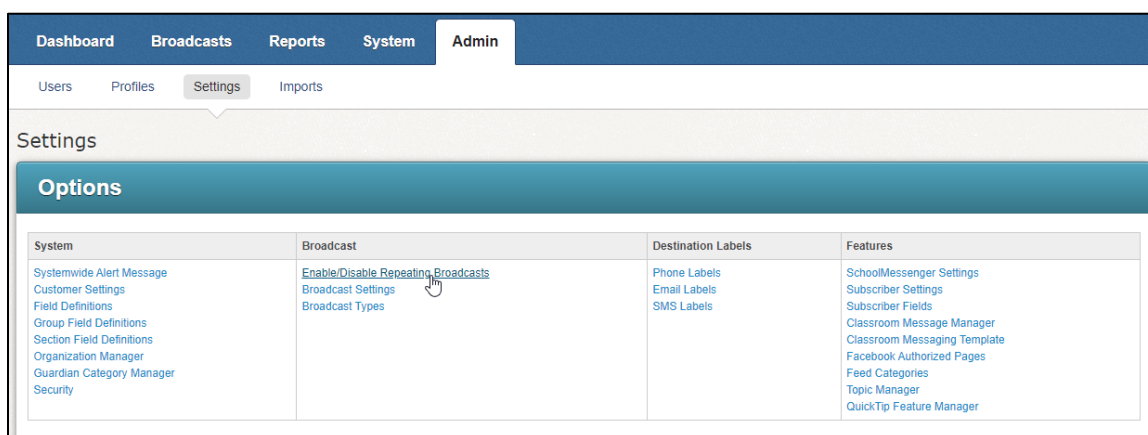
You can disable Repeating Broadcasts entirely, or you can disable individual Repeating Broadcasts while leaving others running.

 **Note:** Typically, only System Administrator and other top-level Users have access to the parts of the program needed to make the following changes. If you do not have access, you may need to consult your System Administrator for help.

Disable (or Enable) Repeating Broadcasts Entirely

You can disable all Repeating Broadcasts at once, and later re-enable them if desired.

To do so, click **Admin -> Settings -> Enable/Disable Repeating Broadcasts**






Click to place a checkmark in the **Disable Repeating Broadcasts** checkbox to disable them, which will prevent the system from performing any of its scheduled Repeating Broadcasts.

If instead you are here to enable Repeating Broadcasts, then un-checking this box will allow the Repeating Broadcasts to resume at their next scheduled time.

Enable/Disable Repeating Broadcasts

Settings


Disable Repeating Broadcasts  ☒

 Save  Cancel

After making your change, click **Save**.

Disable (or Enable) Repeating Broadcasts Individually

You may have a situation where you need to disable a single Repeating Broadcast but leave others running as scheduled. If you do, do not follow the previous steps to disable Repeating Broadcasts entirely – follow the following steps to disable them individually instead.

 **Note:** Like the option to disable Repeating Broadcasts entirely, typically only System Administrator and other top-level Users have access to the parts of the program needed to make the following changes. If you do not have access, you may need to consult your System Administrator for help.

Repeating Broadcasts are stored under individual User Accounts. First, you must determine under which User Account the Repeating Broadcast exists. Go to the **System** tab, then to the **Repeating Broadcasts** sub-tab.

Look at the listed **Repeating Broadcasts** and make note of the User Account your target broadcast is under.

Dashboard

Broadcasts

Reports

System

Admin

Active Broadcasts

Completed Broadcasts

Repeating Broadcasts

Contacts

Blocked Lists

Monitors

Repeating Broadcasts

Repeating Broadcasts

Showing 1-68 of 68 records on 1 pages.

Page 1

Submitted by	Broadcast Name	Type	Next Scheduled Run	Last Run	Actions
att0001	test	Notification	Feb 18, 2017 1:50 am	Feb 17, 2017 1:50 am	<div><div>Login as this user</div><div>Run Now</div><div>Delete</div></div>

On this same screen, click the **Login as this user** button to log in as the User that contains the Repeating Broadcast.

Navigate to the **Broadcasts** tab and then click the **Broadcasts** sub-tab.

The broadcast will be listed under **My Repeating Broadcasts**.

My Repeating Broadcasts ?

Add New Repeating Broadcast

Broadcast Name	Description	Type	Next Scheduled Run	Last Run	Actions
test		Notification	March 13th, 2017 09:00 am	- Never -	<div><div><div></div><div>Edit</div></div><div><div></div><div>Copy</div></div><div><div></div><div>Run Now</div></div><div><div></div><div>Delete</div></div></div>

Click **Edit** under the **Actions** column for the broadcast.

Find the Repeat section in the screen that loads, and un-check the days that the Repeating Broadcast is scheduled to run. Click **Save** at the bottom when finished. This will disable this individual Repeating Broadcast until you manually edit the broadcast again and re-check the days of the week.

To re-enable a Repeating Broadcast that was disabled this way, simply follow the steps again, but this time, place a check in all of the boxes for the days of the week that you would like it to run, and click **Save** when finished.

Changing the Intro Message

In order to change the intro message, you must first record a replacement message. Then, you must select it in the settings.

Recording the New Message

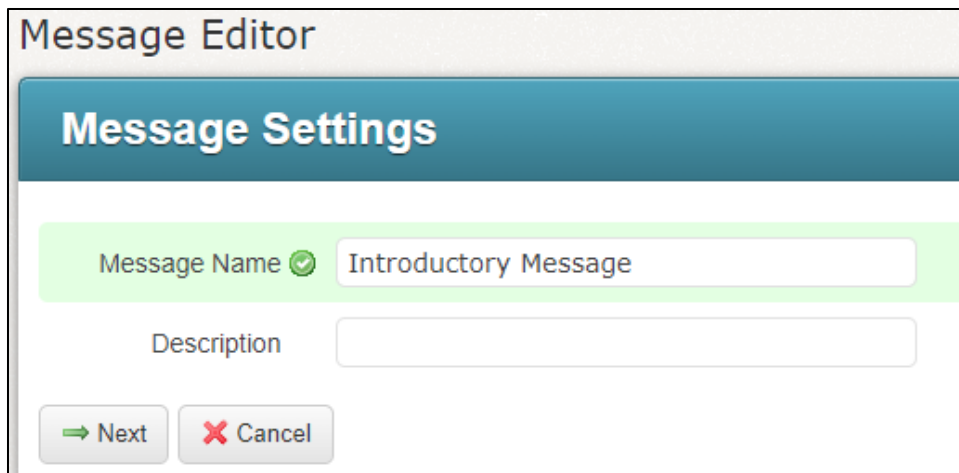
These intro messages will play before all phone messages. The best intro messages contain a brief greeting and instructs the user to press **1** to hear the message. You should also let recipients know that they can press **pound (#)** to place the call on hold.

Navigate to the **Broadcasts** tab, then click the **Messages** sub-tab.

Dashboard	Broadcasts	Reports	System	Admin	
Lists	Messages	Broadcasts	Templates	Posts	Classroom

Click **Add New Message**.

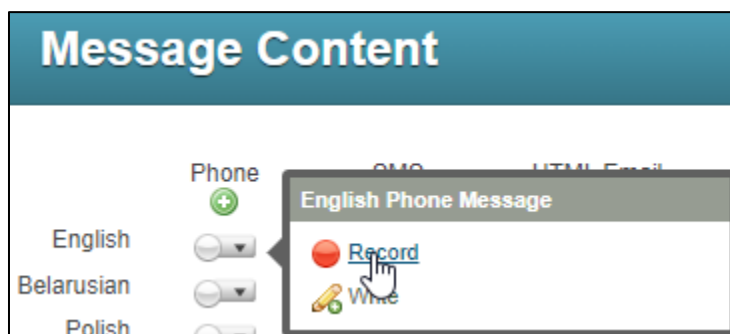
Fill out a **Message Name** for your message. You can also add a **Description** of the message if you wish.



The screenshot shows the 'Message Editor' window with a 'Message Settings' tab. The 'Message Name' field is set to 'Introductory Message' and has a green checkmark icon. The 'Description' field is empty. At the bottom, there are 'Next' and 'Cancel' buttons.

Click **Next**.

In the **Message Content** section, click the grey box next to the **English** option under **Phone**.

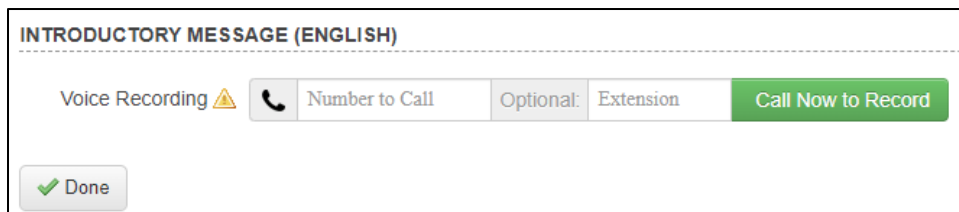


The screenshot shows the 'Message Content' section. Under the 'Phone' heading, there is a list of languages: English, Belarusian, and Polish. Each language has a grey box next to it. A tooltip is visible over the 'English' language box, showing the 'Record' button (a red circle with a white dot) and the 'Write' button (a pencil icon).

Click **Record**.

 **Note:** You can use Text-to-Speech by clicking **Write** instead if needed, but recording a message is generally recommended.



Use the **Call Me To Record** interface to record the message. (If you have chosen to use **Text-to-Speech**, type your message here and make sure to preview it first). Refer to online help if you need assistance.




The screenshot shows the 'Call Me To Record' interface. It has a title 'INTRODUCTORY MESSAGE (ENGLISH)'. Below the title, there is a 'Voice Recording' label with a warning icon, a phone icon, a 'Number to Call' field, an 'Optional' label, an 'Extension' field, and a 'Call Now to Record' button. At the bottom, there is a 'Done' button with a green checkmark.

After the recording, click the **Done** button.

You will be taken back to the main Message Editor. Repeat this process for any other languages you wish to record a new introductory message for.

 **Note:** Keep in mind if using Text-to-Speech that not all languages have compatible Text-to-Speech accents. Also, do not use the  icon to use the Automatically Translate from English to Other Languages function, as the Message Intro must contain separately recorded or written messages, so each must be done one at a time.

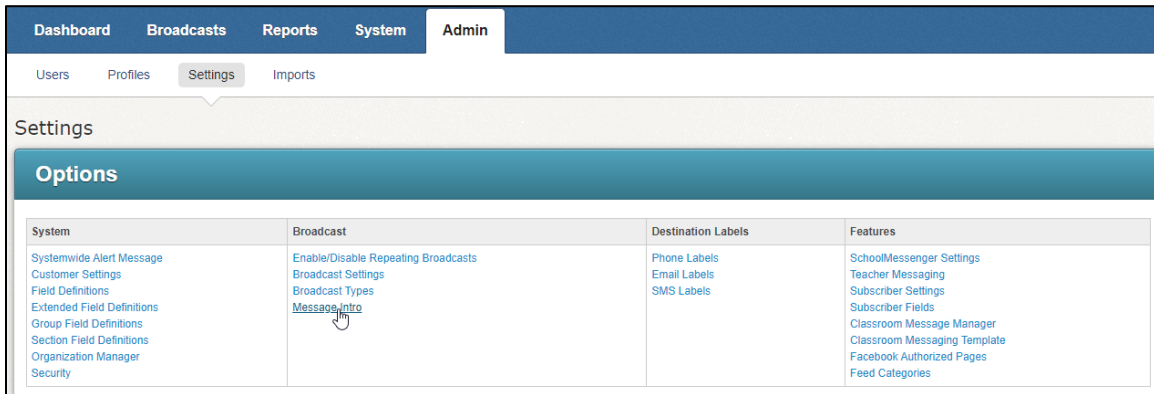
 **Warning:** If you need to have a separate intro message for general broadcasts and emergency broadcasts, repeat you can record a separate emergency Message Intro.

Replacing the Old Message

Now that you have recorded a new intro message, you can replace the old one.

Navigate to the **Admin** tab, then click the **Settings** sub-tab.

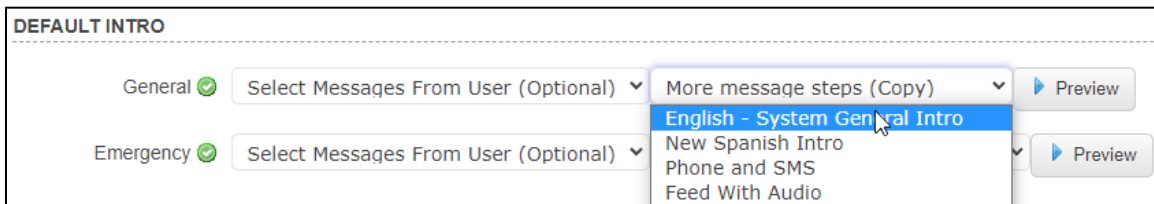
Click the **Message Intro** link.



You will now be in the **Intro Settings** section. The first set of drop-downs is for the **Default Intro**, which is for the English language message.

There are a set of two drop-downs for the **General** and **Emergency** Intro types. The rightmost drop-down allows you to select a message from the general database, if applicable. The leftmost drop-down allows you to select a user. If this is done, then the rightmost drop-down will now contain their saved messages. You can select your own account that you used to create the intro messages if necessary to see them here.

Use the drop-down menus to select the appropriate message.



If you had recorded a separate general and emergency intro message, be sure to select the messages accordingly.

If you had recorded separate messages for other languages, or if you have other languages in one message, select the appropriate messages in the Language Intros for each intro.

Make sure to click the **Preview** button to preview on each one to make sure they are correct before continuing.

Click the **Done** button at the bottom to finish.