

Sending Messages to Families from ChildPlus – ChildPlus Instructions

These instructions show you how to send an email and/or text message to all the families in your classroom or on your caseload. These messages (known as LiveMessage) automatically save to the Communication Log. If you send an email message, you can include attachments.

Make sure the contact information for families is always up to date. The ChildPlus communication system will not notify you if an email or text message was not received due to an error or out of date contact information.

Preparing Your LiveMessage

1. Go to Reports Tab
2. Select Send Email/Text/Letter
3. Click LM00: Blank Email or Text Message to Parents

The screenshot shows the 'Reports' tab in the ChildPlus system. The left sidebar contains a list of report categories, with 'Send Email/Text/Letter' circled in purple. The main content area displays a table of reports under the heading 'LiveMessage - Send Email/Text/Letter'. The 'Category Filter' is set to '<ALL>'. The table lists three reports: LM00 (Blank Email or Text Message to Parents), LM21 (Closure Notice due to Staff Shortage), and LM22 (Closure Notice due to Staff Shortage-Spanish). The LM00 row is highlighted in green.

Number	Name
LM00	Blank Email or Text Message to Parents
LM21	Closure Notice due to Staff Shortage
LM22	Closure Notice due to Staff Shortage-Spanish

When you select the report, the tab opens so you can select who you want to send your message to.

1. Select Program/Term
2. Select Site (use Advanced Setup to select multiple sites)
Optional: Select Classroom if your site is AM/PM and you are sending the message to only the PM families, for example.
3. Select Enrolled
4. Click Box to Suppress Duplicate Records
5. Once you have made your selection, click Preview Email/Text Message.

Services To-Do List Entry Express Management Dashboard Reports Setup Enter Report #

Select a Report LM00 - Blank Email or Text Message to Parents

General Custom Filters (0) Individuals Export Preview Email/Text Message

Program/Term Head Start 2021 - 2022 Suppress Duplicate Records

Program Option <ALL>

Group < All Groups >

Group By Agency

Agency Olympic ESD 114

Site Bud Hawk/Jackson Park Head Start

Classroom < All Classrooms >

Advanced Setup Use Advanced Setup

Status All New Accepted Waitlisted Enrolled Dropped Drop/Wait Drop/Accept Completed Abandoned

Group None Site Classroom

Show Participants whose enrollment date is between that were enrolled at least one day between

Begin Date End Date

Sort Participants By: Abandoned Date

Additional Criteria (optional)

Status is is

When you select the report, this tab opens so you can select who you want to send your message to.

1. Select Program/Term
2. Select Site (use Advanced Setup to select multiple sites)
3. Select Enrolled
4. Click Box to Suppress Duplicate Records

Optional: Select Classroom if your site is AM/PM and you are sending the message to only the PM families, for example.

Once you have made your selection, click Preview Email/Text Message.

When the click Preview Email/Text Message, the Send Message box opens. Data enter as follows:

- Send Via: select what type of message you want to send.
- To: Primary Adult.
- Optional – Cc or Bcc: a copy of your email can be sent to someone else. For example, copy to the home visitor or teacher for shared families or copy to your supervisor if that is requested.
- Optional – Reply To: if you are sending an email that needs a reply, enter your email. Parents cannot reply to text messages.
- Subject: enter the subject of your message.
- Description: enter the description for Communication Log (your message will automatically save to the communication log for each family who receives the electronic message).
- Message Body: type your message.
- **Important:** Before sending your message, click View Individuals to verify who will receive or not receive the message. See more information below.
- Optional: send a test message. See more information below.

Send Message

The screenshot shows the 'Send Message' form with the following fields and callouts:

- Send Via:** A dropdown menu with 'Email and text' selected. A callout says: "Select what type of message you want to send." The menu options are: Email and text, Email only (Allows Attachments), and Text message only.
- To:** A dropdown menu with 'Primary Adult' selected. A callout says: "Click View Individuals to verify who will receive or not receive your message." The text '11 Individuals' and a 'View Individuals' link are visible.
- Cc:** An empty text field.
- Bcc:** An empty text field.
- Reply-To:*** An empty text field. A callout says: "For email messages, you can enter your email if you want to parent to reply." A note below says: "The Reply-To setting only applies to emails. Replies from text messages are not supported by ChildPlus."
- Subject:** An empty text field. A callout says: "Type the subject of your message."

This message will be logged in Family Services under the Communication Log event using the information below.

The screenshot shows the 'Message Body' section of the 'Send Message' form with the following fields and callouts:

- Description:** A text field with 'Use each family's case worker' entered. A callout says: "Enter the description for the Communication Log."
- Agency Worker:** A dropdown menu with 'Use each family's case worker' selected. A callout says: "Choose Select an Agency Worker to select your name as the agency worker identified in the Communication Log." The menu options are: Use each family's case worker and Select an agency worker.
- Total Time:** A text field with '0' and a unit of 'Hours'.
- Message Body:** A rich text editor with a toolbar (Calibri, 11, Bold, Italic, Underline, etc.) and a text area containing 'Type your message here.'. A callout says: "Type your message." Below the text area, a callout says: "You have the option to send a test message before you send the message." At the bottom left, a 'Send a Test Message' button is circled in purple. At the bottom right, a 'Send Message' button is highlighted in green. A callout says: "Click Send Message to send the message to the families who will receive it electronically. For families who will not receive the electronic message, you need to share the information a different way and document in Communication Log."

Messages regarding emergencies should not be sent via LiveMessage's texting feature. Only cell phones that have been opted in will receive text messages.

When you click View Individuals, a report opens that tells you if any individuals will not receive the message. For families who will not receive the message, you will need to contact them individually and document manually in Communication Log.

Message Recipients

11 Individuals

1 individuals will not receive this message electronically

[Copy these 1 individuals to clipboard](#)

[Print paper letters for these 1 individuals](#)

Participant Name	Adult Name	Adult Type	Cell Phone	Email Address	Reason
Individuals who will not receive this message electronically (1):					
		Primary Adult			No email address, no cell phone opted in
Individuals who will receive this message electronically (10):					

This parent will not receive your LiveMessage. You must provide the information some other way and document manually in Communication Log.

When you click Send a Test Message, the following box opens for you to send a preview email or a preview text message.

Send a Test Message

This allows you to send a preview message to yourself so you can verify the format and content of the message before sending.

Email Address

[Send Preview Email](#)

Cell Phone Number

[Send Preview Text Message](#)

