Messages

The Messages function allows parents/guardians to communicate with staff members about a specific student. Parents/guardians can access the Messages inbox for a student in two ways: from the My Students list on the Portal homepage and from the icon toolbar when viewing the student’s information.

On the Portal homepage, the Messages icon will display as an Inbox icon, when there are no new messages about that student, or as a New Message icon. Click the Messages icon to access the Messages Inbox for the specified student.

On the student information pages, the Messages icon will display in the icon bar at top right, and may be followed by a red numeral to indicate the number of new messages (when applicable). Click the Messages icon to view a summary of recent messages for that student, with most recent messages listed first. The New Thread icon will display on each unread message. Click a message to open both the Messages Inbox and that message, or click All Messages to open the Messages Inbox.
Messages Inbox
The Messages Inbox displays all messages related to the selected student, from the most recent to the oldest. The New Thread icon will display on each unread message. Click the Favorite icon to bookmark a message thread. Type a search term in the Search Messages field and click the Search icon to filter the list of messages. Click a message to view the message thread details and/or reply to the message.

The existing Message window is divided into two areas: the message thread details at top and the reply field below, with the Editor toolbar at the top of the reply field. Type your response in the reply field and click Reply to send the response to all participants in the conversation.

If the message was generated from the Classic Teacher Interface (instead of the Teacher Connect Interface), clicking Reply will open an Information window, stating that “Reply is not available for this message. Please compose a new message to respond.” Click OK, then Cancel the reply.

Tip: Click your browser’s Back button to exit the Messages Inbox and return to the previous page (Portal homepage or student information page).

Note: Click a column header to Sort Ascending by that column, click the header again to Sort Descending.

Note: The Editor toolbar allows users to customize the text appearance, insert a link, and/or create lists.

Note: The Classic Teacher Interface has limited messaging capability that does not include message threads.

Tip: Copy the text of your reply before clicking Cancel, and then paste it into the new message window.
New Message

From the Messages Inbox, click Compose to create a new message.

In the Compose window, type your student’s name in the To field to display a list of all of their teachers, then click a name to select the recipient. Repeat the process to select additional recipients to create a group message.

Enter a Subject and the message body. The Editor Toolbar allows users to customize the text, insert a link, or create lists. When finished, click Send.