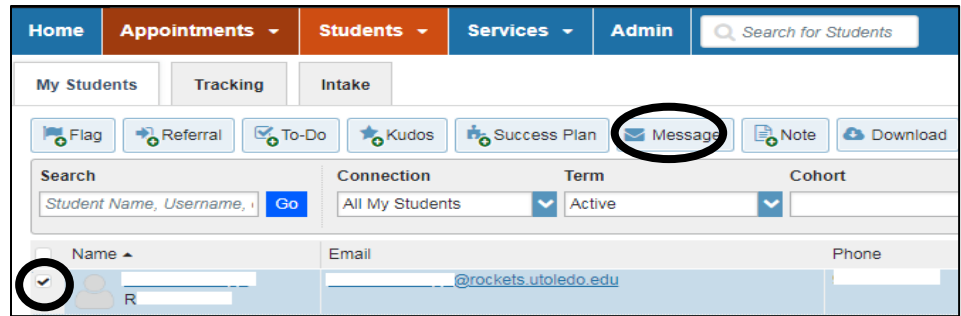


# MESSAGING: ADD DOCUMENTATION

## STEP #1 – SELECT AN INDIVIDUAL STUDENT & CLICK MESSAGE ICON

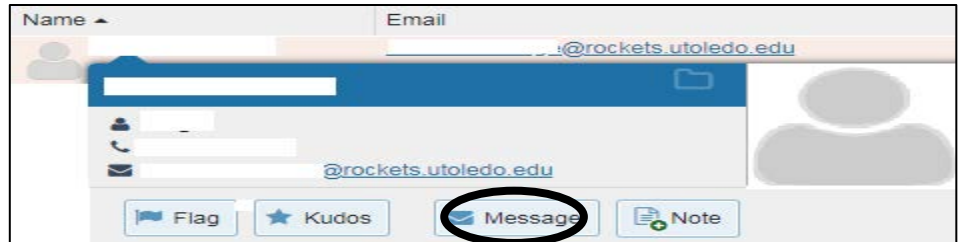
### OPTION #1: MY STUDENTS TAB

1. Select the box next to the student's name.
2. Click the "Message" Icon.



### OPTION #2: STUDENT FOLDER PREVIEW WINDOW

1. Hover over the student's name.
2. Click the "Message" Icon.



### OPTION #3: STUDENT FOLDER

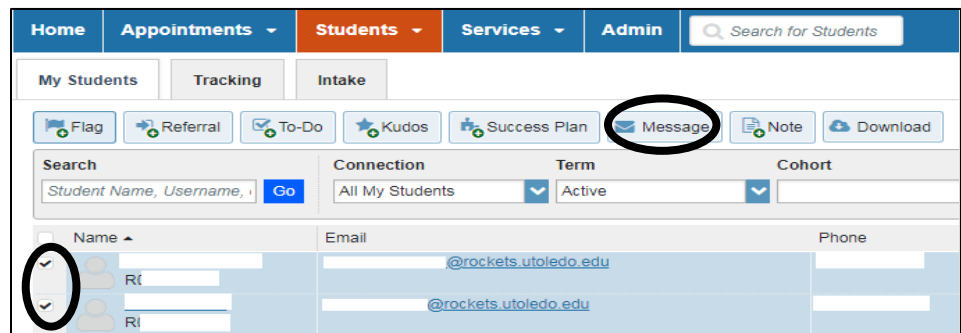
1. Click the "Message" Icon.



## STEP #1 – SELECT MULTIPLE STUDENTS & CLICK MESSAGE ICON

### MY STUDENTS TAB

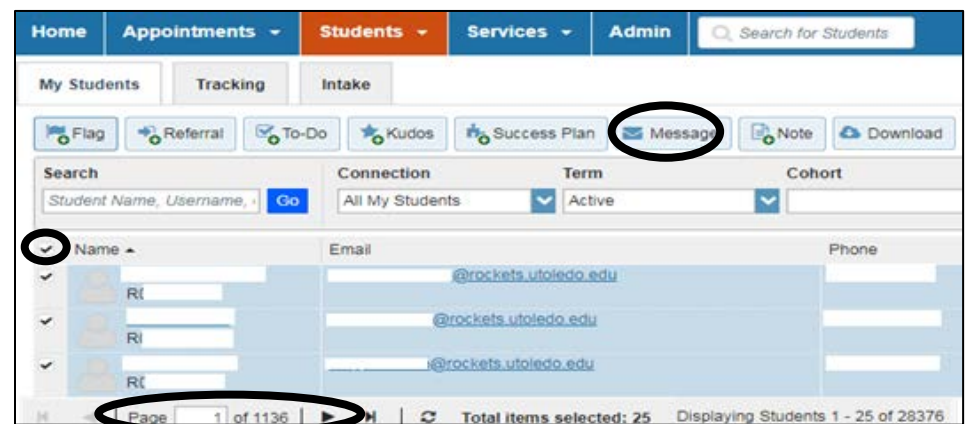
1. Select the box next to all of the student's names.
2. Click the "Message" Icon.



## STEP #1 – SELECT ALL STUDENTS & CLICK MESSAGE ICON

### MY STUDENTS TAB

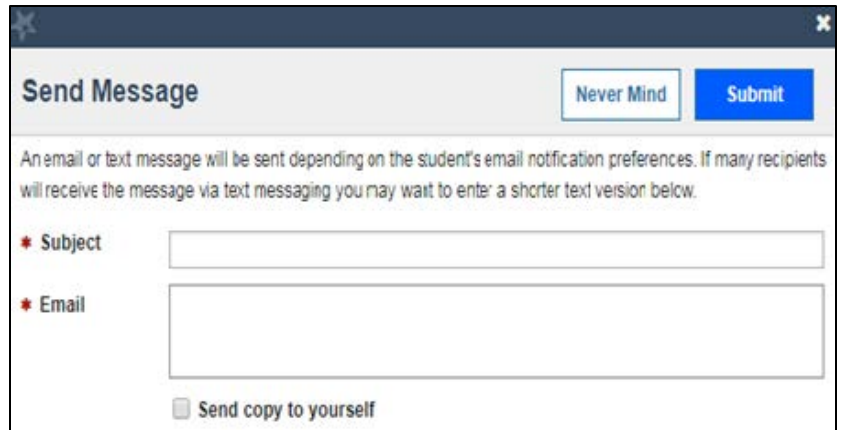
1. Select the box next to NAME on all pages to select all students.
2. Click the "Message" Icon.



## STEP #2 – CREATE THE MESSAGE

*Messages sent using Starfish appear to have come from the sender's personal UTOLEDO email account. When the student replies to the message, their email will go back to the sender's personal email account. Emails sent through Starfish have a read receipt function to determine if the student read the email.*

- 1. ADD SUBJECT** – This will be the subject of the email message sent to the Student's Rockets Email. This Subject is displayed when viewing messages on the Student Folder.
- 2. ADD EMAIL DETAILS** – This will be the body of the email sent to the student. Therefore, direct the narrative toward the student.
- 3. ADD GREETING** – If sending to an individual student, personalize the message and put the student's name. (EX: Hello John,) If sending to multiple students, do not personalize and put a generic greeting, not the student's name.
- 4. ADD SALUTATION/ SIGNATURE** – Although the email will appear to have come from your UTOLEDO email account, it is still important to input your name & title, so the student is aware of the sender.
- 5. OPTIONAL** – checkmark the box if you want to send a copy of the message to yourself.



### SENDING A MESSAGE TO MULTIPLE STUDENTS:

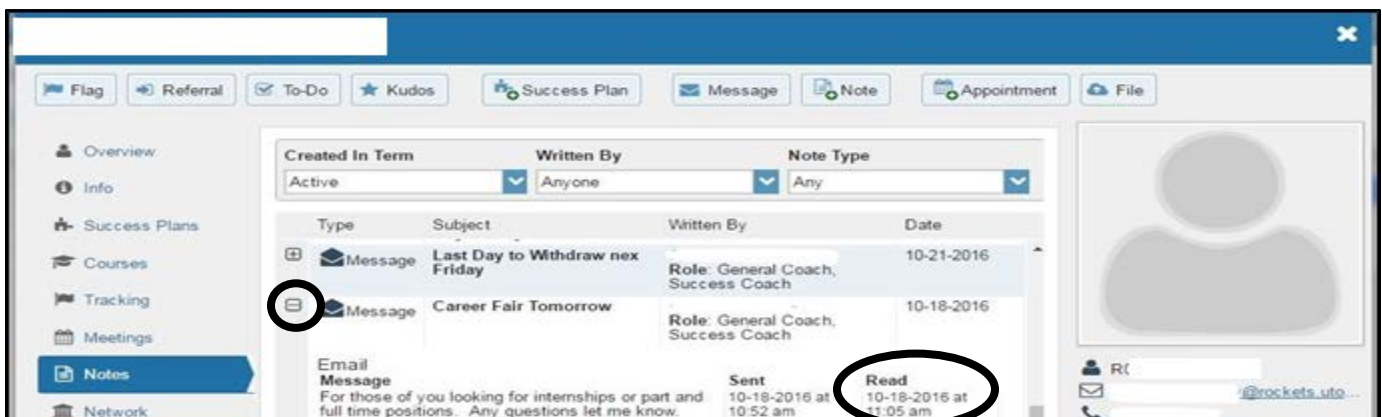
- **NEVER** send a mass message to all students in the "All My Students" or "General" role because this will pull in students not in your caseload. You must filter down to your specific student caseload prior to sending the message.
- The message will be Blind Carbon Copy, so other students are unaware of recipients.
- **DO NOT** personalize the message with any student information if sending to multiple students.

## STEP #3 – CLICK SUBMIT TO SEND THE MESSAGE

# MESSAGING: VIEW & READ RECEIPTS

### STUDENT FOLDER – NOTES TAB

Click on the Plus Sign next to the Message Icon in order to expand the Message and view the details. **READ RECEIPTS:** If the message icon is an open envelope, the message was read by the student. Expand the details to see the timestamp.



**MESSAGES ARE ONLY VIEWABLE BY THE USER WHO SENT THE MESSAGE**