

Sending ParentLink Messages Using an External File

Exporting Ad Hoc Files from Campus

Ad hoc reports created in Campus may be used for sending messages in ParentLink. A student list containing the required fields i.e. home phone number, mobile phone number, and email address will be needed, depending on what delivery method(s) you plan to use.

Sample Ad Hoc Filters found in Campus

DEMO – Parent Email Address

DEMO – Parent Link Information

DEMO – Parent Link Information Incoming Students

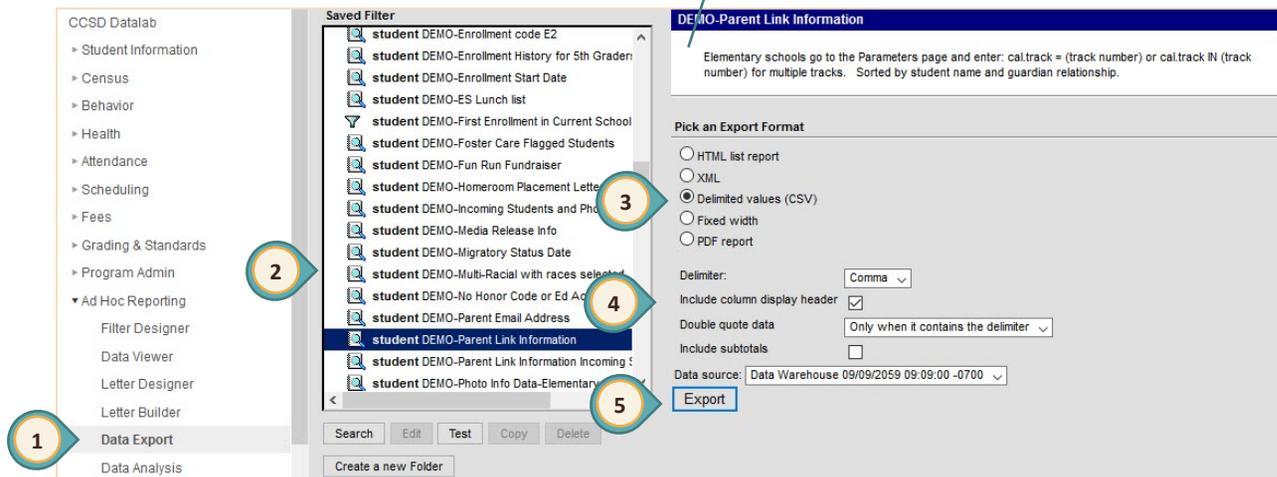
DEMO - Incoming Students and Phone Number

The filter should be exported using the Data Export tool in Campus.

1. Select **DATA EXPORT**.
2. Select the filter.
3. Click on **DELIMITED VALUES (CSV)**.
4. Uncheck *Include column display header*.
5. Click **EXPORT**.
6. Save the file name with **.txt** extension.
7. Save as type as *Tab delimited*.

You will need to **copy** any of these filters before you can make changes.
Note!

Review the long description section to find tips on running the selected filter. Field operators may need to be set before an accurate report can be run.



6 File name: ParentLink excel.txt

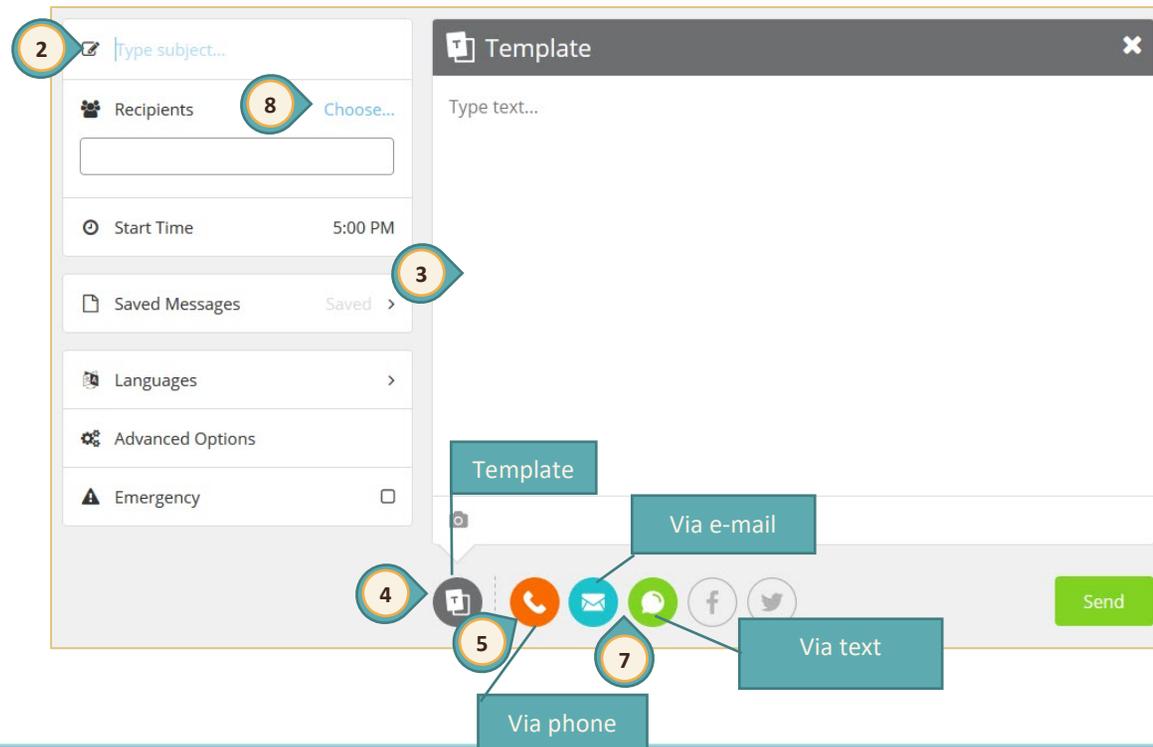
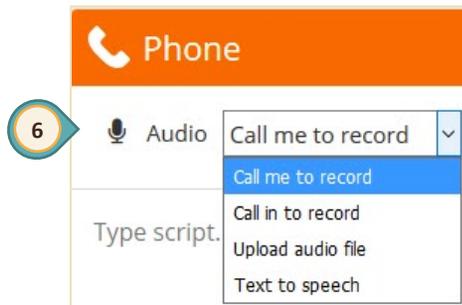
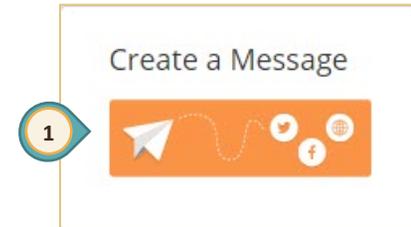
7 Save as type: Text (Tab delimited) (*.txt)

Creating and Sending Your Custom Message

Create the message

Log in to ParentLink at ccsd.parentlink.net using your ParentLink School Administrator Account.

1. Click on **CREATE A MESSAGE**.
2. Type title of message.
3. Type your message. *(It is recommended that sound recordings have text entered in order to have a script displayed for reference).*
4. Choose your delivery method(s).
5. Click on the phone icon to enable phone delivery.
6. Click “Call me to record” or select the Audio drop-down and select “Call in to record” to record your message. After recording your message, press #1 to save it. **Wait until the automated operator says goodbye to disconnect!**
7. Click the envelope or bubble icons to enable email or SMS text. *(Make sure your file has the contact information for each delivery mode selected).*
8. Select **CHOOSE** to add recipients.



Uploading Phone Numbers and Email Addresses

ParentLink will accept any Tab delimited text files. Ensure the filename ends with **.txt** before continuing.

All school administrators and Building Communicators have access to send ParentLink messages using information imported from Infinite Campus and the HCM System.

On occasion it may be necessary to manually upload contact information into the system from a spreadsheet or list.

This may be for various reasons including:

- ❖ Staff communication-such as cell phone and personal email addresses
- ❖ Contacting incoming students/parents prior to new year roll
- ❖ Departments that may need to contact students/parents for a specific program or service
- ❖ Contacting with external recipients such as prospective students who are not enrolled or community members

The steps to upload a worksheet are written for Microsoft Excel. If you are starting with a GoogleSheet:

- Under **File > Download**, select **Microsoft Excel (.xlsx)**.
- Once you have a Microsoft Excel **(.xlsx)** file, Open the file and do **File > Save As**, selecting **.txt (tab delimited)** from the dropdown.
- You may close your Excel worksheet at this point.

The format of the spreadsheet and the resulting **.txt** file is as follows:

Uploaded Recipients Formatting

Create a list of addresses in a text file. Use one address per line.

Seperate fields with <TAB> (tab delimited).

The first row can define the fields found in the file.

After uploading, you can assign header rows. If you have custom merge tags, the first row in the column can be selected as the header row name and custom merge tag name (custom merge tag headers may contain only alphanumeric characters and underscores: A-Z, a-z, 0-9, _).

Phone, SMS or Email is required.

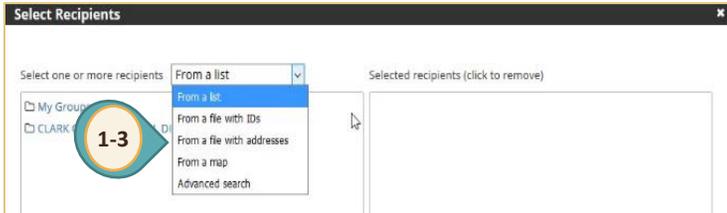
Example:

Phone Number	SMS Number	Email Address	First Name	Last Name	Language
8015554611	8015554611	dons@bogus.domain.com	Don	Stover	S
8015558412	8015558414	brucej@bogus.domain.com	Bruce	Jenkins	E
8015552468	8015558176	johns@bogus.domain.com	John	Strowistski	E
8015554133	8015551597	hector@bogus.domain.com	Hector	Scout	E

Selecting Recipients

You may want to send a test message to one person to ensure you have done everything correctly.

To upload the file exported from your spreadsheet with staff phone numbers/emails (not in the system):



1. Click **SEND A MESSAGE**
2. Click **RECIPIENTS > CHOOSE...**
3. Click "**FROM A LIST**" and select "**FROM A FILE WITH ADDRESSES**".

4. Click **UPLOAD** to *browse* for the file. Select the desired **.txt (tab delimited)** file.
5. Use the dropdown(s) above each column to select appropriate field column header.
Select **IGNORE FIELD** for any fields in your spreadsheet that are not needed.
(Make sure your file has the contact information for each delivery mode selected).

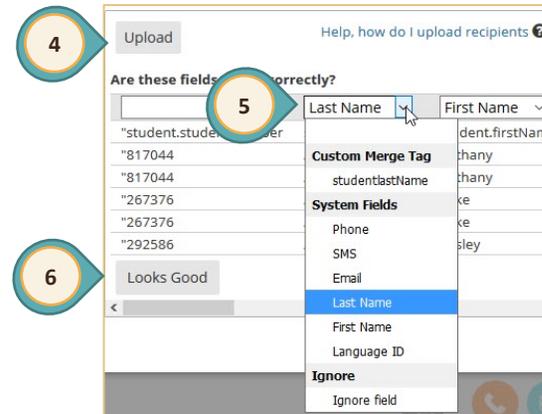
6. When it looks good, click "**LOOKS GOOD**" and the addresses will move to the right pane.

7. Click **DONE**.



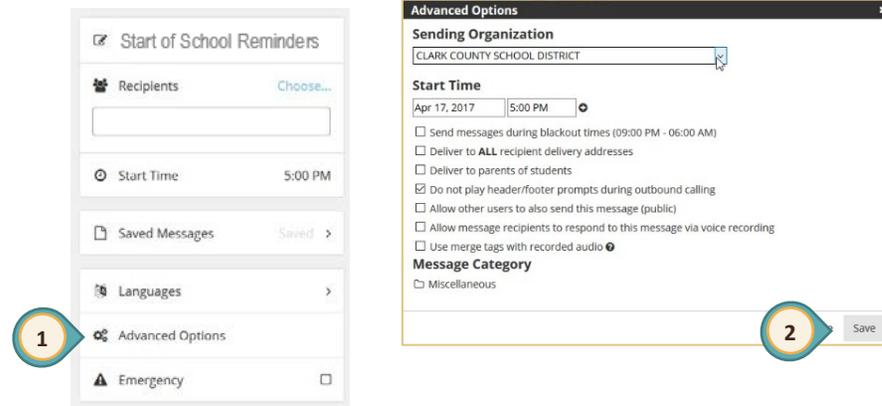
*If you wish to save it as a Group to reuse in the future, click **CREATE GROUP**.*

After your message has been delivered, visit **Reports > Message Tracking** to view delivery statistics (Page 6).

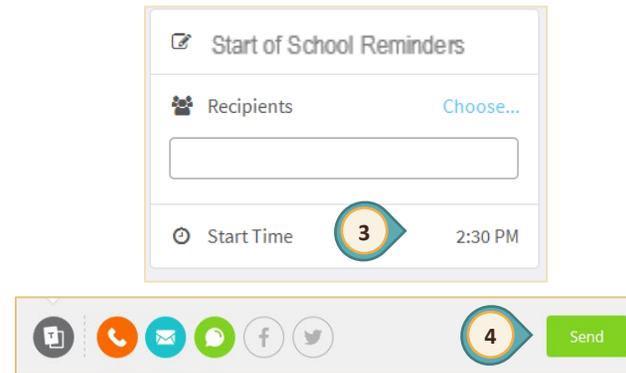


Delivery Options

- After selecting the desired recipients, click **Advanced Options**. For most messages, only **Start Time** and **Date** should be changed (if applicable).
 - Set your preferred delivery time (Messages will not deliver before 6 AM and after 9 PM).
 - Uncheck; if desired, **“Do not play header/footer prompts during outbound calling”**. This provides the recipient with the name and contact information of the school/department that sent the message.
 - Select a category for your message.
- Click **SAVE** to save your delivery options.
- Ensure the correct delivery time is displayed.
- Click the **SEND** button when you are ready to send your message.



Tip! Bundle delivery of your messages so parents only receive 1 call!
Set your message delivery times to 10:30 a.m. or 5:30 p.m.

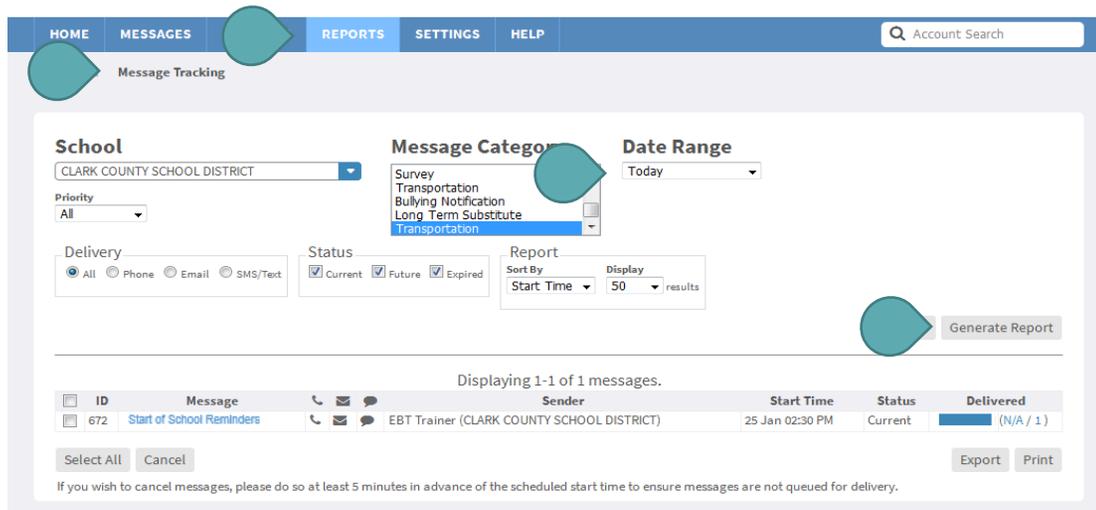


Track Sent Messages



IMPORTANT:
Be sure to check the status of your message delivery.

Click on **REPORTS**, **MESSAGE TRACKING**, the date range that your message was delivered, and **GENERATE REPORT** to view your message status.



The screenshot shows the Message Tracking interface. The navigation bar includes HOME, MESSAGES, REPORTS, SETTINGS, and HELP. The REPORTS tab is selected. Below the navigation bar, there are filters for School (CLARK COUNTY SCHOOL DISTRICT), Message Category (Transportation), and Date Range (Today). There are also sections for Delivery (All, Phone, Email, SMS/Text), Status (Current, Future, Expired), and Report (Sort By, Display 50 results). A Generate Report button is located on the right. Below the filters, a table displays one message:

ID	Message	Sender	Start Time	Status	Delivered
672	Start of School Reminders	EBT Trainer (CLARK COUNTY SCHOOL DISTRICT)	25 Jan 02:30 PM	Current	(NA / 1)

Buttons for Select All, Cancel, Export, and Print are also visible.

Sending ParentLink Messages Using an External File

Need Help?

If you have any questions or issues you may:

- Submit a [ParentLink Questions \(TISS\)](#) form.
 - **CTRL + CLICK** the link above or
 - Open a browser and go to <https://support.ccsd.net>
 - Select **FORMS**
 - Enter “ParentLink Questions (TISS)” in the search (It should be the only result after the 4th letter is typed in.)
 - Click on the *result*, fill in the fields, then click **SEND**.
You will receive a notification from Service Desk within a few minutes.
If you do not see the notification, check your spam and email filters.
- or
- Mail 0068-sdm-parentlinktiss@nv.ccsd.net
- or
- Call the User Support Help Desk at 702-799-3300.