

Emailing Parents and/or Guardians

PARS email facility allows you to send emails to either individual parents or groups of parents for various means for example attendance, behaviour, good news, detentions. You can either free text a message or choose from a bank of pre-defined messages created along with merge fields.

Configuring Emails

*Permissions Required to Access this Module

Access these permissions via:

PARS main menu > System management > Manage user permissions

The following permissions (under the contact management section) must be active:

- Manage and Review External Communications
- Manage standard SMS messages and Emails
- Report on contacts made

In addition, this permission must not be active:

- Prevent user from sending emails

*Configure Preferences

To use the email feature, your preferences may need to be configured. Go to:

PARS main menu > System management > Configure preferences

Scroll down to the email section. There are a number of settings that need to be configured before emails can be sent through PARS. At the bottom of the email section there is a "Send test email" link. Click this and try to send an email to yourself – if it does not work your network manager may need to update the settings shown on the next page.

▼ Email

SMTP Username	<input type="text" value="username"/>
SMTP server name or IP address	<input type="text" value="servername"/>
Reply address to use for emails sent from PARS	<input type="text" value="office@school.org"/>
Name to use for emails sent from PARS	<input type="text" value="TASC School"/>
Use authentication settings when sending emails	<input checked="" type="checkbox"/>
SMTP port	<input type="text" value="2535"/>
SMTP Password	<input type="password" value="....."/>
Default folder for loading of HTML emails	<input type="text"/>
Upload attachments to Assignment emails so they are available in Insight.	<input checked="" type="checkbox"/>
Include images when emailing reports	<input type="checkbox"/>
Only send images when emailing reports	<input type="checkbox"/>
Use SSL when sending emails	<input type="checkbox"/>
Disclaimer to appear on the bottom of all emails sent from PARS	<input type="text" value="Please ignore any mes"/>
Logs all attempts to send emails in connect	<input type="checkbox"/>
BCC external contact emails to this address	<input type="text"/>
Default style for sending text emails. This will convert all emails to HTML	<input type="text"/>

[Send test email](#)

The email settings required to send emails via PARS.

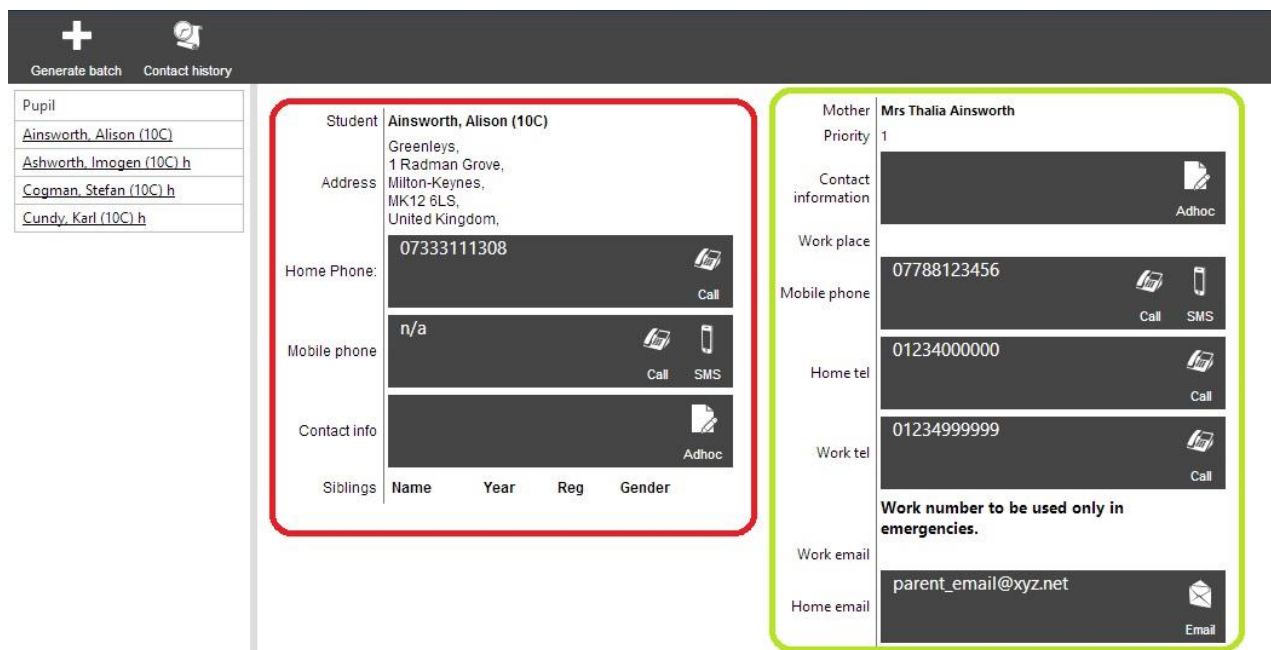
We cannot advise you as to what these settings should be – only your network manager will know.

Checking that your Data is Correct

SIMS vs PARS





The data in PARS is pulled directly from SIMS, so if there is a mistake in SIMS that mistake will also appear in PARS. It is important for the data in SIMS to be correct for PARS to work properly.







PARS will display contact information when you are using the external contact feature. The page will look like this (getting to and using this page is explained later in this guide):



The screenshot shows the PARS interface with a list of pupils on the left and detailed contact information for a selected student and their mother on the right.

Pupil	
Ainsworth, Alison (10C)	
Ashworth, Imogen (10C) h	
Cogman, Stefan (10C) h	
Cundy, Karl (10C) h	

Student	Ainsworth, Alison (10C)								
Address	Greenleys, 1 Radman Grove, Milton-Keynes, MK12 6LS, United Kingdom,								
Home Phone:	07333111308 								
Mobile phone	n/a  								
Contact info									
Siblings	<table border="1"> <thead> <tr> <th>Name</th> <th>Year</th> <th>Reg</th> <th>Gender</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Name	Year	Reg	Gender				
Name	Year	Reg	Gender						

Mother	Mrs Thalia Ainsworth
Priority	1
Contact information	
Work place	
Mobile phone	07788123456  
Home tel	01234000000 
Work tel	01234999999 
Work email	
Home email	parent_email@xyz.net 

Work number to be used only in emergencies.

PARS view

The section highlighted in red is a student's own personal details. This should show their own home address, phone numbers and email addresses.

The section in green shows the contacts for that student (parents, doctors, or carers for example)

3 Addresses

Current Home Address Details (Not validated) History

Address: Greenleys
1 Radman Grove
Milton-Keynes
MK12 6LS
United Kingdom

Note:

Start date: 01/09/2010 End date:

Enter additional address

Post Code: Country: United Kingdom Continue

House Number/Name: Advanced

Search Validation Service Search Existing Addresses

4 Telephones and Email Addresses

Telephones/Fax Numbers

Device	Location	Number	Main	Primary	Notes
Telephone	Home	0123400000	Yes	Yes	

Email Addresses

Address	Location	Main	Primary	Notes
alison.ainsworth@greenabbeyschool.net	Home	Yes	Yes	

5 Family/Home

Contacts

Priority	Name	Relationship	Court Order	In Touch	Telephone
1	Mrs Thalia Ainsworth	Mother		Yes	0123400000
2	Mr Neville Ainsworth	Father		Yes	

Parental Salutation: Mr and Mrs Ainsworth Parental Addressee: Mr and Mrs N Ainsworth

Mailing Point:

Family Links

Name	Date of Birth	Year	Reg	Gender	Date of Adm...	Date of Lea...

SIMS view

The data in PARS is taken from the student information screen in SIMS.

A student's own personal details are found in section 3 and 4 (red). These details should pertain to the student only. It should include where the student lives, which phone number to use to contact the student (not their parents, though their parents may use the same number) and the student's email address.

Section 5 in SIMS (green) must contain all external contacts for the student, such as parents/guardians, social workers or doctors.

Double clicking on a contact or adding a new one will open a window with their details. Section 2 has details about their relationship with the pupil. Notice the Priority and Parental Responsibility settings (below) – these are important in PARS.

Both of these settings are explained on the next page.

2 Relationship Details

Student: Contact Type:

Correspondence: Parental Responsibility: Priority:

Pupil Report: Court Order: Contact Priority Source:

Bill Payer: Copy Bills: E-mail Bills:

InTouch Communication:

Parental Responsibility

Parental responsibility should be ticked if that contact is responsible for looking after the student. More than one contact can have parental responsibility for a student (e.g. in split parent families)

Priority

The priority given to a contact is very important. Priority 1 is the highest value and should be given to the student's main guardians/carers. This is the person or people who are chiefly responsible to that student and who you would be most likely to contact regarding the student. Priority 2 should be given to the next most important contact(s) and so on.

3 Telephones and Email Addresses

Device	Location	Number	Main	Primary	Notes
Telephone	Home	01234000000	Yes	Yes	
Telephone	Mobile	07788123456			
Telephone	Work	01234999999			Work number to be use

Buttons: New, Open, Delete

Buttons: Set Primary, Set Main

Address	Location	Main	Primary	Notes	Use For...
parent_email@xyz.net	Home	Yes	Yes		False

Buttons: New, Open, Delete, Send

Buttons: Set Primary, Set Main

In section 3 you can see the contact's details. Each contact can only have one 'main' email address and one 'main' phone number. This is their preferred email address or phone number. If a contact has a phone/email, you should nominate one as 'main.' PARS will use the 'main' email/phone (unless told to do otherwise) to contact that person.

Sending Emails

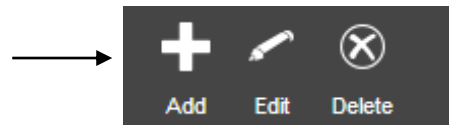
Configuring Your Message Bank (Optional)

If you are sending a common message to parents then you can create a message and store it in the message bank to make the process quicker in future.

To access this, go to:

PARS main menu > Contact management > Configure > Email message bank

Click 'Add a message' button from the top toolbar to create and store a message in your message bank.



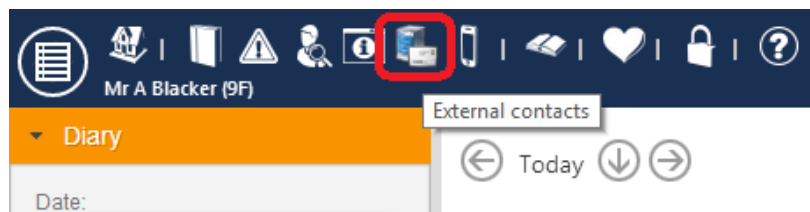
You can type your message into the box using free text, or choose mail merge fields by clicking "Insert" and then "Field".

Your message can also have different fonts, text sizes, colours, etc.

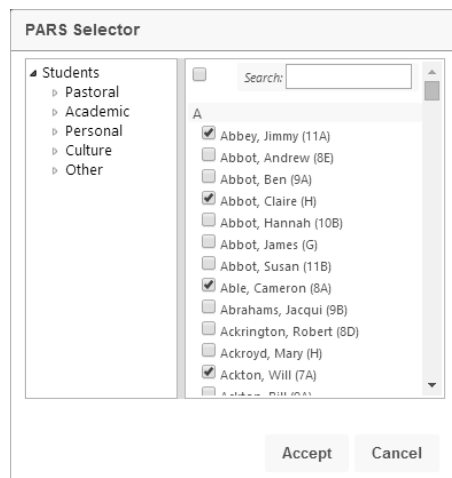
Sending an Email

Click on either the External contact icon from the top toolbar or go to:

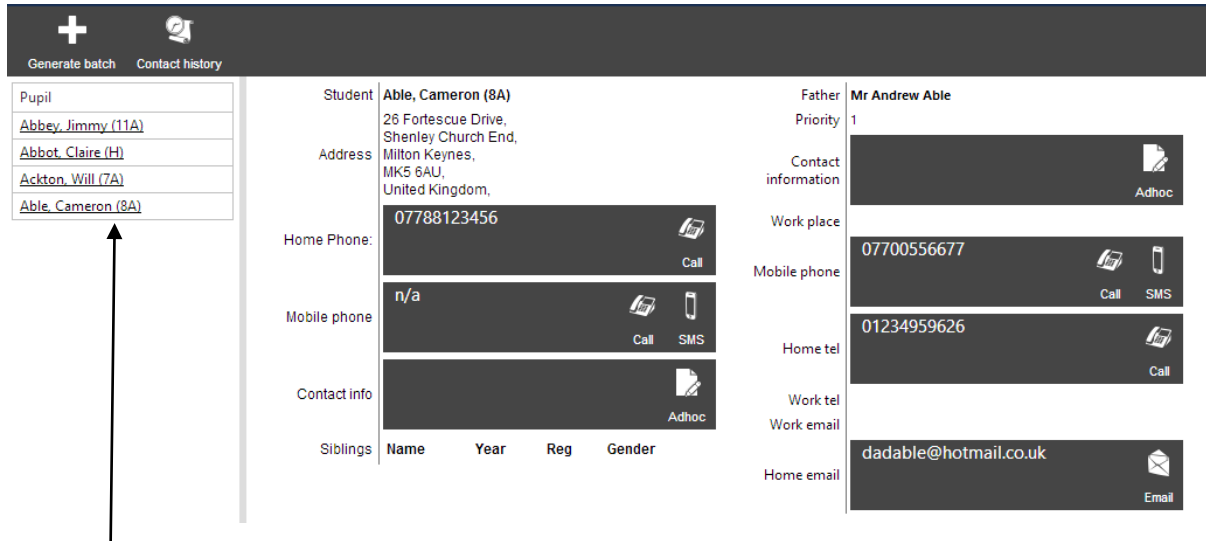
PARS main menu > Contact management > External contacts



Choose which pupil(s) whose parents/guardians require communication from the list and accept. You can add an individual pupil, random pupils or groups – academic, SIMS groups or your own user defined groups.



On external contact page, PARS will show all parental contacts mirrored from SIMS. The priority of each contact will be displayed along with all contact details. If the data is incorrect in SIMS, or possibly entered into an incorrect field (see page 2 & 3), it will be incorrect here also.




Generate batch Contact history



Pupil


- Abbey, Jimmy (11A)
- Abbot, Claire (H)
- Ackton, Will (7A)
- Able, Cameron (8A)**

Student **Able, Cameron (8A)**
26 Fortescue Drive,
Shenley Church End,
Milton Keynes,
MK5 6AU,
United Kingdom,

Address

Home Phone: 07788123456  Call


Mobile phone n/a  Call  SMS

Contact info  Adhoc



Siblings


Name	Year	Reg	Gender
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Father **Mr Andrew Able**
Priority 1

Contact information  Adhoc


Work place

Mobile phone 07700556677  Call  SMS

Home tel 01234959626  Call

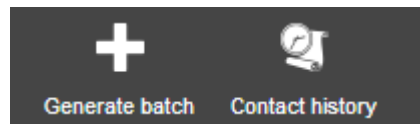
Work tel

Work email

Home email dadable@hotmail.co.uk  Email

Click a student's name to see their contact data.

Click "Generate batch" from the top toolbar



You will now be presented with options for choosing who to send the email to. These options are found in the Email section, and at the bottom of the window.

Email

- Add student's own email address
- Add highest priority contact with mail address
- Add all contacts with email addresses
- Do not send any emails

- When emailing, only use addresses set as "Main"
- Parental responsibility only
- Priority 1 only

- Fall back to SMS when no email address is found

Add student's own email address

This will send an email directly to the student if they have their own email address.

Add highest priority contact with an email address

This will send a message to whichever contact has the highest priority out of those with email addresses. Use 'main address only' to send to the preferred email, and 'parental responsibility only' to exclude contacts without parental responsibility set in SIMS

Add all contacts with an email address

This will send a message to each contact, as long as they have an email address. Use 'parental responsibility only' to exclude contacts without parental responsibility set in SIMS.

Do not add contacts with an email address

This will stop emails being sent – it is used when sending SMS messages or mail merges.

Options

- Do not add contacts who have a court order
- Only contact once where contactee has multiple children in batch

Only contact once where contactee has multiple children in batch

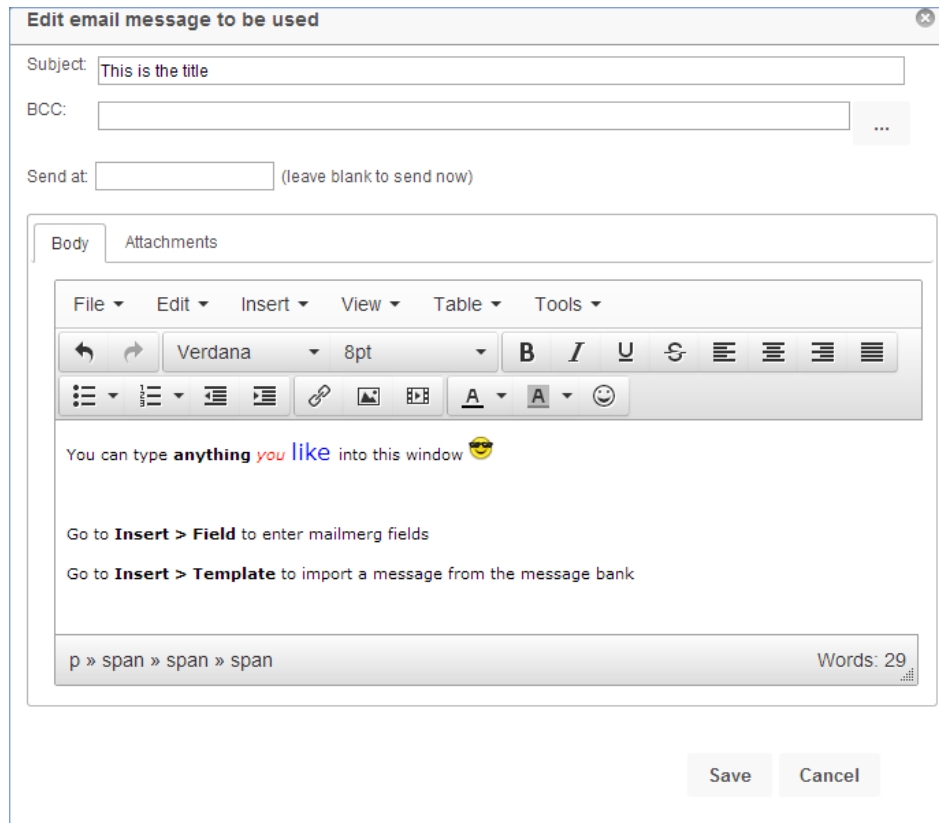
This will ensure a contactee doesn't receive multiple emails. The message will only be send regarding one of their children – this is not appropriate if you are sending student-specific messages, such as absentee messages.

Do not add contacts who have a court order

This will stop messages being sent to contacts who have a court order set in SIMS. (see page 3)

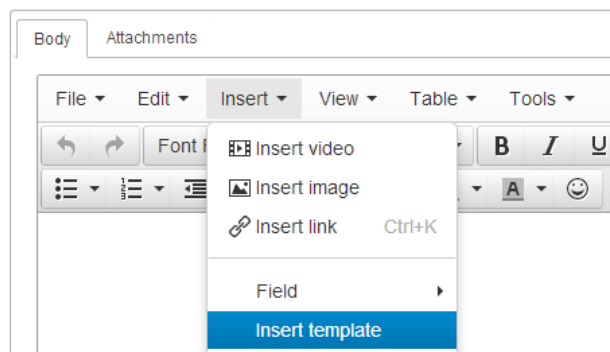
Once you have selected your message settings, click the "Edit email" button from the top toolbar.

You will now see a window where you can type your email or use a pre-defined message from the message bank.

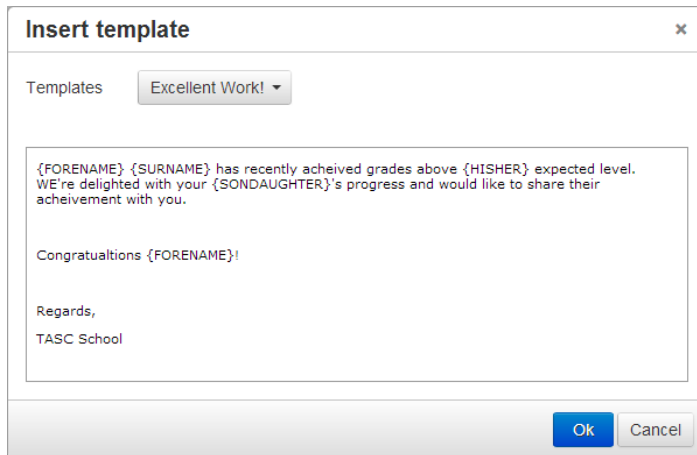


Using a Pre-Defined Message

To use a pre-defined message from the message bank, click the Insert button from the top toolbar, then “Insert template” as shown below.



A window will appear where you can choose from your list of pre-defined messages. Click on the “Templates” dropdown to select the message that you want to use then click “OK”.



Insert template [X]

Templates: Excellent Work! ▾

{FORENAME} {SURNAME} has recently achieved grades above {HISHER} expected level. We're delighted with your {SONDAUGHTER}'s progress and would like to share their achievement with you.

Congratulations {FORENAME}!

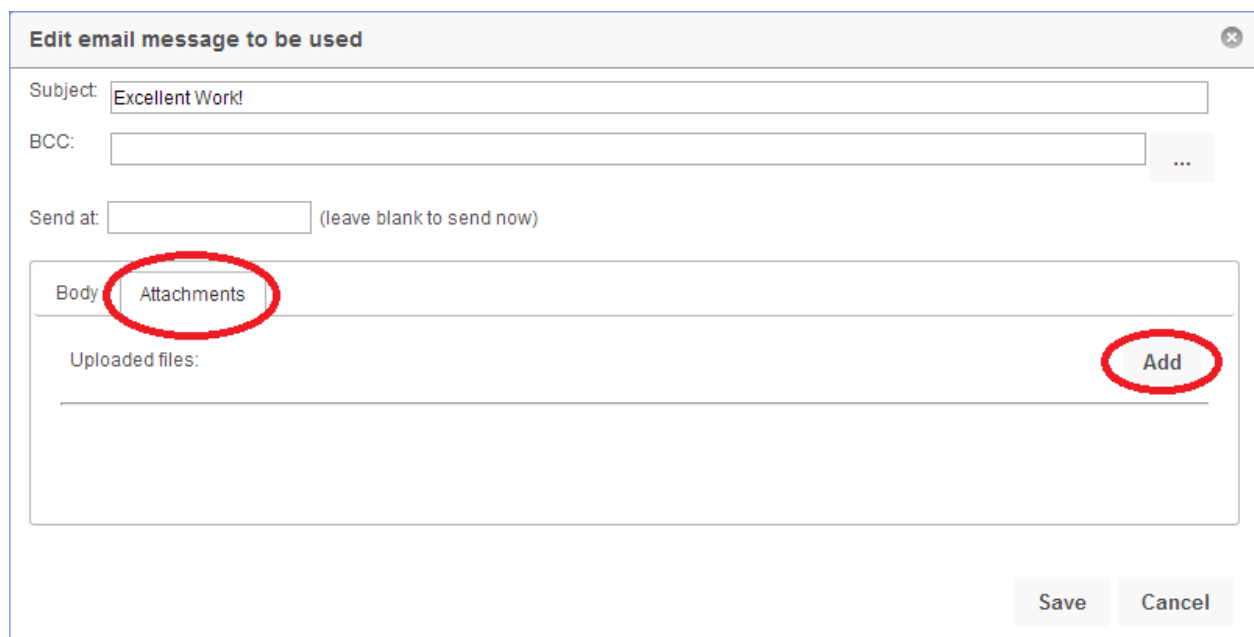
Regards,
TASC School

Ok Cancel

The predefined message will now appear in the email box. You can make any amendments to the pre-defined message now, if you wish.

Attachments

You can also attach documents to your email. You can do this by clicking the “Attachments” button in the message composer.



Edit email message to be used [X]

Subject:

BCC: ...

Send at: (leave blank to send now)

Body: Attachments

Uploaded files: Add

Save Cancel

Click the “Add” button to browse the files on your computer. Once you have selected the files, they will appear underneath “Uploaded files”. Each attachment has a cross next to it, which you can use to remove the attachment from the email.



When you are happy with the contents of your message and the recipients, click on ‘Generate’ button at the top right of the page.

PARS will now send your message to the chosen recipients.

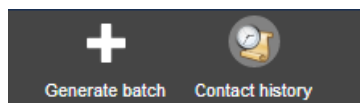
Viewing Contact History

There are reports within PARS to allow you to view a history of any correspondence between the school and any external party.


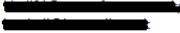




These reports can be accessed via:

PARS main menu > External contact > Contact reports.

Alternatively, you can click on the “Contact history” button at the top of the external contact page.



If you have the correct permissions, you will see buttons to edit and delete items from the contact history (pencil to edit, cross to delete).



	From	To	Date	Type	Contact details
	A. Blacker	Louise Abbey	02/06/2014 12:56:16	Email home	
<p>Hi Mr and Mrs Abbey</p> <p>We have not yet received your consent form. Please sign it and hand it in to reception if you wish for Grenetta to go to the school trip.</p> <p>Regards, Green Abbey School</p>					
	 A. Blacker	Louise Abbey	25/01/2014 10:32:31	Other	
mom called wants to arrange meet with HOY					
	 A. Blacker	Steven Abbey	03/09/2013 12:04:02	Other	
Dad called to check if son in today					

Other Contact Reports

For a full list of the contact reports available, go to Main Menu > External Contact > Contact Reports.

- Contact reports

External contacts *These reports detail the letters, Emails and SMS messages made to parents and other contacts.*

-  [Contact history](#)
-  [Contact history one student per page](#)
-  [Contact history one group per page](#)
-  [Contact history by staff member](#)
-  [Contact summary](#)
-  [Ad-hoc contacts_count by staff member](#)
-  [Ad-hoc contacts_count by pupil](#)

SMS reports *These reports help you to keep track of the SMS messages sent and received by school.*

-  [SMS history_looking up all replies](#)
-  [SMS history_looking up today's replies only](#)
-  [SMS history by selected dates_looking up replies](#)
-  [SMS history_without retrieving replies](#)
-  [SMS usage summary](#)

Emergency Alerts *View details of notices sent via the Emergency Alerts button*

-  [Emergency Alerts](#)

Email Addresses *View lists of email addresses.*

-  [Staff Email Addresses](#)
-  [Contact Email Addresses](#)
-  [Contact Email Addresses - One group per page](#)
-  [Student Email Addresses](#)

Contact phone numbers *These reports provide information on pupil contact phone numbers.*

-  [Contact phone numbers list](#)
-  [Contacts and medical information](#)

Using these reports, you can view staff, student, and contact email addresses, as well as a variety of other information.