

## Logging a Phone Call

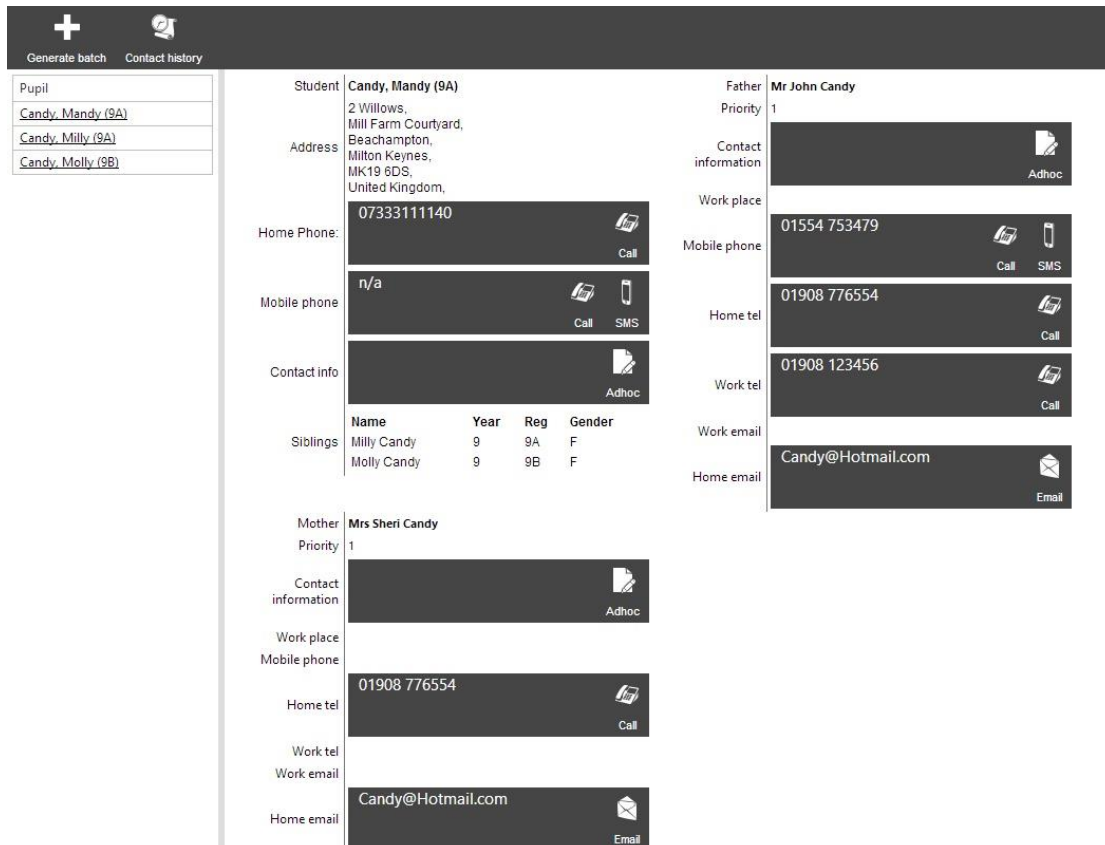
PARS has a Contact Management section which allows various forms of communication including email, letters, text/SMS and phone call logging.

All forms of communication that go through PARS are stored in a contact history for each pupil, so you can easily find the details of any communication between the school and parents.

To contact a parent, you should first find their contact details. To do this, go to:

**PARS main menu > Contact management > External contact**

Select the pupils whose parents you will be contacting. You will come to the External Contact page.









The screenshot shows the PARS External Contact page. On the left, there is a 'Pupil' list with links for Candy, Mandy (9A), Candy, Milly (9A), and Candy, Molly (9B). The main content area displays contact details for Candy, Mandy (9A). Under 'Student', it lists the address: 2 Willows, Mill Farm Courtyard, Beachampton, Milton Keynes, MK19 6DS, United Kingdom. Below this are fields for Home Phone (07333111140), Mobile phone (n/a), and Contact info (Adhoc). A 'Siblings' table is also present:

Name	Year	Reg	Gender
Milly Candy	9	9A	F
Molly Candy	9	9B	F

Below the siblings table are fields for Mother (Mrs Sheri Candy, Priority 1), Contact information (Adhoc), Work place, Mobile phone, Home tel (01908 776554), Work tel, Work email, and Home email (Candy@Hotmail.com, Email). On the right side, there are fields for Father (Mr John Candy, Priority 1), Contact information (Adhoc), Work place, Mobile phone (01554 753479, Call, SMS), Home tel (01908 776554, Call), Work tel (01908 123456, Call), Work email, and Home email (Candy@Hotmail.com, Email).

The names of each pupil will be shown on the left of the page. In the middle, you will be able to see contact details for the pupil and all of their home contacts.

You can change which pupil and contacts you see by clicking on a different pupil's name on the left of the page.

Father	<b>Mr John Candy</b>
Priority	1
Contact information	 Adhoc
Work place	
Mobile phone	01554 753479   Call SMS
Home tel	01908 776554  Call
Work tel	01908 123456  Call
Work email	
Home email	Candy@Hotmail.com  Email

You will be able to see the contact details for each parent. You can use this phone number to contact the parents. Once you have made your phone call, click the “Call” button next to the telephone number that you used.

A window will then open where you can enter the details of your phone call.

**Enter the call details** ✕

Timed at:  (leave blank to use current time)  Private

Contact type:

Spoke to Dad about the repeated lack of PE kit. Dad says he prepares the kit but leaves home before Mandy so can't ensure she brings it to school.  
He will speak to her tonight. Will call back tomorrow.

You can enter the details using free text, and also record the contact type, such as “Call made”, “Engaged”, etc.

To view the communications made between your school and parents, click the “Contact history” button on the top toolbar. This will open a report showing all of the communications.

	From	To	Date	Type	Contact details
✕	A. Blacker	John Candy	02/06/2014 16:53:00	Home phone call	01908776554
Call made: Spoke to Dad about the repeated lack of PE kit. Dad says he prepares the kit but leaves home before Mandy so can't ensure she brings it to school. He will speak to her tonight. Will call back tomorrow.					
✕	A. Blacker	Mandy Candy	02/06/2014 16:48:36	Email home	mandy.candy@greenabbeysschool.net
Hi Mandy,					
Dance club is cancelled this week, please make alternative arrangements to get home or contact reception if you are not able to do so.					
✕	A. Blacker	Mandy Candy	02/06/2014 16:47:59	Email home	mandy.candy@greenabbeysschool.net
Hi Mandy,					
Dance club is cancelled this week, please make alternative arrangements to get home or contact reception if you are not able to do so.					