Intouch Notification Service®
User Guide
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1.0 Introduction

The Intouch Notification Service is a full-featured Internet browser-based notification system designed exclusively for schools. It is an easy-to-use graphical application incorporating all functions needed to create and deliver outbound notifications via phone, email and text from user-defined call lists. The service includes call monitoring tools as well as reports and delivery statistics.

1.1 Minimum Requirements

Web Browser

- Microsoft Internet Explorer version 8.0 or greater
- Google Chrome version 25.0 or greater
- Mozilla Firefox version 21.0 or greater
- Apple Safari version 6.0 or greater
2.0 Sign into your Intouch account

The Intouch Notification Service is accessed easily from your favorite web browser by visiting [https://www.intouchk12.com](https://www.intouchk12.com). Please refer to your User Profile which contains your Intouch user name and password. If you do not have your User Profile, you will need to contact your Intouch administrator.

- Enter your user name in the corresponding field
- Enter your password in the corresponding field
- Click Login
2.1 *Intouch Notification Service Dashboard*

The Intouch Notification Service Dashboard is your starting point for all functions needed to create recorded notifications, deliver messages to user-defined call lists, and analyze/monitor call statistics.
2.2 **MyAccount**

My Account stores password, email preferences, and more. To access your account settings, click on the menu option **My Account**.

![My Account Image](image)

**First and Last Name**: These fields can be modified and are used to display your name in the upper right area of the browser.

**Email Address**: The email address serves several functions with Intouch. It is used to notify you with Intouch analysis information and reports upon completion of a notification. It is also used to send email notifications to yourself when the “Include me” option has been selected (see section 3.2.2 Options for details).

**Phone Number**: The phone number is used to send phone notifications to your device when the “Include me” option has been selected. Edulink technical support may also use the phone number and email address information to contact you when technical assistance is needed.

**Time Zone**: This is the time zone used by Intouch to determine starting times for notifications.

**Observe DST**: Check this box if your time zone observes daylight savings time clock changing.
2.2.1 Change Password

Password protection is an important security measure and is important for ensuring the privacy of your notifications and data. A good password should be easy for you to remember but difficult for others to guess.

**Suggestions for creating your password:**
Choose a password with at least seven characters, preferably eight. Include both letters and numbers in your password. Use both uppercase and lowercase letters.

- Click on “Change password”
- Type your current password in the “Enter current password” field
- Type your desired password in the “Enter new password” field
- Retype your desired password in the “Enter new password again” field
- Click “Change”
2.2.2 Email Preferences

Email preferences are used to set user specific email options in Intouch. To open, click Email Preferences.

Send Email Replies to: This option sets the email address that should receive replies from email notification recipients.

- **My Email Address**: Uses the email address associated with your Intouch account.
- **This Email Address**: Uses an alternate email address which you enter in the box.
- **I do not wish to receive replies**: Uses the email address nobody@edulinksys.com as the sender of emails in Intouch notifications. Replies sent to this email address are not retrievable.

Notification Summary Email: These options are used to set the content of the email which contains the analysis information.

- **Include Statistics Table**: Check this option if you wish to receive a table of the analysis statistics in the body of the email.
- **Include Statistics Chart**: Check this option if you wish to receive a pie chart of the analysis statistics in the body of the email.
- **Include Call Analysis Report**: Check this option if you would like a file attachment containing the detailed analysis in .PDF format.
2.2.3 Call Preferences
Call Preferences provides an option for a user supplied caller ID phone number. This is the number that displays on any phone with caller ID capability when you send a phone notification. The Intouch administrator has already provided you with your school or school district number, so it is not necessary to enter a number in this field. However, if you wish to override the number, you may enter a 10-digit number. Valid characters in a telephone number besides numbers are dashes, spaces, and opening or closing parentheses.
3.0 Creating Notifications

Notifications can be created by either clicking the New Notifications button or by clicking the Notification List button and selecting the Add button. The New Notification option provides the ability to create notifications only. The Notification List option allows the creation of notifications as well as the editing of existing notifications, the deletion of notifications and more.

3.1 New Notification

The New Notification option provides the ability to create notifications only. Notifications created from the New Notification option can be changed and deleted from within the Notification List.

Click on the New Notifications button to reveal the options.

- **Quick**: An easy to use, three step guide through the notification creation process. Use this option for general announcements which use normal priority, such as upcoming events and school happenings. For emergency notifications, see the “Emergency” option below. For attendance notifications, please refer to “Notification List” - Section 3.2.
- **Emergency**: This option is identical in steps to the Quick option, but utilizes a higher priority to ensure rapid delivery of the notification.
- **Advanced**: This option mirrors that of the Quick option, but includes a fourth page of optional features. These options include receiving recorded responses, receiving emailed detailed analysis of the notification and more.
- **Single Message**: A simplified version of the Notification List (Section 3.2), the New Notification option provides for the creation of a notification in one simple screen.
3.1.1 Quick

This option is ideal for creating community outreach messages for school happenings and upcoming events.

Click on the **Quick** button to launch the wizard.
Recipients Page

Notification Title: The wizard will automatically provide a name for the notification based on the default calling group, the notification type and today's date.

To rename the notification, click in the box next to “Notification Title” and type in the desired notification name.

Select your call group(s): Click in the drop-down menu to select one or more Call Groups.

My Groups: These call groups have been created by the user and will appear first in the list. For detailed instructions on creating Intouch Call Groups, see Appendix C.

Shared Groups: These call groups have been assigned by the Intouch administrator and can include a call group for each grade level, for all students and for all staff. If the user account has access to more than one school, there will be groups for each school.

Note - If the user has not created any calling groups, and the Intouch administrator has not assigned Shared Groups, the wizard will provide an All Students group. The All Students group includes contacts for all active students from the user’s profile. (If the user has access to one school, then All Students would represent all active students from that school. If the user has access to more than one school, then all active students from all schools available to the user will be included.)
Include me: Checking the “Include me” box will deliver the notification to your phone and or email address depending on the delivery method chosen in your notification. Your phone and email address is stored in your user account which is accessible by clicking “My Account” from the home page.

Additional Recipients: Click on Additional Recipients to reveal fields for entering phone, email and text devices. Devices entered into these fields will receive the notification in addition to the recipients selected from the calling groups.

You may enter more than one device separated by a comma or semi-colon.

Note - If more than one language is created with the notification, both the “Extra Recipients” and “Include me” recipients will receive the primary message.

Click Continue to schedule the notification.
The scheduling options for the notification include “Run Once”, “Run Now” and “Run Daily.”

**Run Once:** The Run Once option allows the notification to run at any future date and time.

![Scheduling the Notification](image)

**Start/End Time:** Indicates the time frame in which your notification will call out. Clicking the up and down arrows will alter the current time. The start time and end time should represent the window of time desired to deliver the message. It is recommended to allocate 2 hours of calling time for a non-emergency message and 1 hour for emergency messages.

**Start Date:** Click the down arrow under the Start Date to display the current calendar month.
Run Now: The Run Now option will deliver the notification immediately upon completion of the Notification Wizard.

Run For: Select the time (in hours and minutes) for the notification to run. The default is one hour from the current time. It is recommended that at least one hour be allocated to allow for retries. The notification will end when all recipients have been notified or the maximum number of attempts has been reached.
Run Daily: Choose Run daily if you would like to send the notification more than once.

The notification will deliver to recipients on each of the days within the selected dates. You may check or uncheck days of the week for the notification.

It is recommended to allocate 2 hours of calling time for a non-emergency message and 1 hour for emergency messages.

Click Continue to create messages for the notification.
Messages Page

The Messages Page allows you to create voice (telephone), email and text messages. The notification can include any one, or a combination of all three message types.

Click New Message to create your Message.

Voice Message

Primary Message: The primary message will deliver the message to all in the recipient list except any recipient whose home language preference is contained in any secondary voice message.

A typical notification will have a primary message and one or more secondary messages. Normally, the primary message is saved in English and is intended for all recipients other than families contained in the secondary messages.
**Type:** Choose either Text-to-speech or Voice Recording.

**Voice Recording:** Selecting this option allows you to record the message with your own voice.

a) Call the telephone number listed on your screen and enter the unique message code when prompted.
b) Press 1 if correct or 2 to re-enter your message code.
c) Press 1 at the tone to begin recording. Press # when finished.
d) Press 1 to review your message

e) Press 2 to confirm your message and save it in the system

f) Press 3 to erase your message

g) Press 4 to add or append to your messages

h) Press * to listen to the options again

**Text-to-speech:** Selecting this option will provide a high quality digitization of the text you have typed. Enter the desired text in the “Text” box.

**Fields:** Intouch includes message merging which can automatically insert unique information into the text-to-speech message. You may select the field from the Fields drop-down menu.

Here is an example of adding the first name of the student into the notification.
**Preview:** Click this option to hear a sample of the digitized message.

**Voice Font:** Select from available text-to-speech voices.
Email Message

Subject: Enter a brief email subject, such as “Change in Class Schedule”, “Back to School Night”, etc. The Subject may be the same as the Name of the notification.

Fields: Intouch includes message merging which can automatically insert unique information into the email message. You may select the field from the Fields drop-down menu.

Preview: Click this option to see a sample of the email message.

Body: This contains the content of the email. The body text of the email can contain rich text, such as bold and underlined words. The editor includes options for modifying text.
Icon | Definition
--- | ---
B | Make text bold
I | Make text italic
S | Make text strikethrough
U | Make text underlined
| Center-align text
| Justify text
| Left-align text
| Right-align text
| Indent text
| Outdent text
| Insert ordered (numbered) list
| Insert unordered (bullet) list
| Create a link from the selected text, by prompting the user for the URL
| Insert horizontal rule
| Make text an h1 header
| Make text an h2 header
| Make text an h3 header
| Increase font size
| Decrease font size
| View source code
| Remove all formatting

**Attachments:** Attachments are files that are sent along with the email message.

Note - There is a 10MB file size limit on attachments.

Click **Choose File** to select a file to attach to the email.
Text Message

Message: This contains the content of the text message.

Note – There is a character limit with a text message. A character counter displays the number of characters remaining for the text message.

Click Save Message when finished.
Additional Languages

After recording the primary message, additional messages can be recorded and associated with specific languages based on language codes stored in the student information system.

To create an additional message, click the **New Message** button.

Language: select a language from the drop-down menu which represents the language you wish to target in this notification. These languages correspond with the home language field found in your student information system. For this message, all other language fields will be ignored.
Translation: (text-to-speech) this feature will translate text in the “Text” box from English to another language. Click on the Select a language menu to choose the desired language for text translation.

Click Translate
**Preview:** Click this option to hear a sample of the digitized message.

Click **Save Message** when done.

Click **Continue** to review the notification.

**Review Notification Page**

The details of the notification will display.

**Enable this notification now?:** Selecting **Yes** will set the notification to run at its designated time. Selecting **No** will disable the notification from running.

Click **Save Notification** when finished.
3.1.2 Emergency

The Emergency Notification option is identical in steps to the Quick option but offers increased priority to deliver messages with the highest calling capacity available through the Intouch service.

Click on the Emergency button to launch the wizard.

See Quick for detailed setup instructions.
3.1.3 Advanced

The Advanced Notification option is similar to the Quick option but offers an additional page of options at the end of the setup process.

Click on the Advanced button to launch the wizard.

![Advanced Options Wizard]

**Type:** Choose the delivery type for the distribution of your notification (most commonly General or Emergency).

Complete the notification setup as described previously (see Section 3.1.1 - Quick). Once finished, an additional Options page will appear.

**Options Page**

![Options Page]

**One call per family:** Check this box if you wish to send only one call, email and/or text message for each unique telephone number and email address in the call list.

**Email analysis report:** Check this box if you want a call analysis report emailed to the creator of the notification.

**Deliver to answering machine:** Check this box if you want voice messages to be delivered to answering machines and voice mail boxes.

**Randomize call list:** This feature is currently not being used.

**Allow listener to respond:** Check this box if you wish to allow the recipient of the message to provide a voice response. When using this option, be sure to inform listeners that they will be able to provide a response at the end (e.g., “Please listen to this entire message. You will have the option of giving a brief...”)
response at the end."). When your message ends, listeners will hear another prerecorded message that says, “Please leave a brief message after you hear the beep” followed immediately by a beep.

**Caller ID:** Enter a 10-digit phone number if you want to override the default Caller ID for this notification. The Intouch administrator has already provided you with your school or school district number, so it is not necessary to enter a number in this field. However, if you wish to override the number, you may enter a 10-digit number. Valid characters in a telephone number besides numbers are dashes, spaces, and opening or closing parentheses.
3.1.4 Single Message

Click on the **Single Message** button if you would like to create an outbound message using the most popular features. Requiring only a few steps, this method offers text-to-speech and human voice recording options for single language delivery. For advanced features, such as multiple languages and absentee notifications, please use the **Notification Details** interface which is accessible through the **Notification List**.

*Note - The Notification List section contains additional information about the options in this section.*
**Notification Name:** Enter a unique name describing the notification (e.g., Absentee, Band Practice, Photos-Senior, etc.).

**Type:** This option will appear if the current user has access to more than one message delivery type. For example, notifications that require emergency priority may appear as “Emergency” and notifications that do not require emergency priority may be shown as “General.”

**Owner:** (admin users only) If you would like to assign this notification to another Intouch user, you may select the user from the drop-down menu. The assigned user may then make changes to this notification.

**Choose a Call Source:** Select the type of list for your notification from the drop-down menu.

- **Group:** Click in the drop-down menu to select one or more Call Groups.
  
  **My Groups:** These call groups have been created by the user and will appear first in the list. For detailed instructions on creating Intouch Call Groups, see Appendix C.

  **Shared Groups:** These call groups have been assigned by the Intouch administrator and can include a call group for each grade level, for all students and for all staff. If the user account has access to more than one school, there will be such groups for each school.

  *Note - If the user has not created any calling groups, and the Intouch administrator has not assigned Shared Groups, the wizard will provide an All Students group. The All Students group includes all active students from the user’s profile. (If the user has access to one school, then All Students would represent all active students from that school. If the user has access to more than one school, then all active students from all schools available to the user will be included.)*

- **Query:** Select the Query option for more detailed selection of recipients, and then fill in the information in the Query Settings dialog.
  
  - Check (click) the Include All Active Students box if you wish to create a call list for the entire student body. This will inactivate all other selection criteria. This box is checked by default.

  - **And Section Number is equal...:** Enter one or more class section numbers separated by commas. You may also click the Select button to select classes from the class list. There you can select classes by checking (clicking) the checkboxes to the left of their names.
- **And Course ID is equal...:** Enter one or more course numbers separated by commas. You may also click the Select button to choose from the course list. There you can select courses by checking (clicking) the checkboxes to the left of their names.

- **And Student ID is equal...:** Enter one or more student numbers separated by commas. You may also click the Select button to display a student list. There you can select students by checking (clicking) the checkboxes to the left of their names.

For detailed instructions using Query, see Appendix B.

- **Device Contact Order:** The contact devices (telephone numbers, email addresses, SMS text devices) will appear in the default order for delivery. To use a different order, drag devices to and from the **Do Not Contact These** and the **Contact These** columns.

- **Input File:** Click the **Browse** button to search for the Import File that contains the telephone numbers and email addresses for the notification. After selecting the file, click the **Upload** button, which will attach your call list to the notification. You will receive a confirmation message after the file has uploaded successfully. (See section 3.2.3 Recipients for more information regarding importing files.)

- **Portal Text File:** Select this option if you would like to work with a database that is not part of the student information system (e.g. staff, food services).

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**Enter the content of your message:** Specify whether to deliver a Voice Message, Email Message or Text Message. You can select one, two or all three methods of delivery.

**Voice Message**

**Type:** Choose either Voice Recording, Text-to-speech or Upload Message.

- **Voice Recording:** Selecting this option allows you to record the message with your own voice.
  
  a) Call the telephone number listed on your screen and enter the unique message code when prompted.
  b) Press 1 if correct or 2 to re-enter your message code.
  c) Press 1 at the tone to begin recording. Press # when finished.
  d) Press 1 to review your message
  e) Press 2 to confirm your message and save it in the system
  f) Press 3 to erase your message
  g) Press 4 to add or append to your messages
  h) Press * to listen to the options again
**Text-to-speech:** Selecting this option will provide a high quality digitization of the text you have typed. Enter the desired text in the “Text:” box.

**Fields:** Intouch includes message merging which can automatically insert unique information into the text-to-speech message. You may select the field from the fields drop-down menu.

**Preview:** Click this option to hear a sample of the digitized message.

**Voice Font:** Select from available text-to-speech voices.

**Upload Message:** Selecting this option allows you to select a pre-recorded voice message.

*Note - The voice message must be WAV file format recorded at 11 kHz, 8-bit mono.*

**Choose Your File:** Click to navigate to the drive or volume, folder and filename of the voice message WAV file for your notification.

**Upload:** Click Upload to send your voice message WAV file to the Intouch Notification Service Server.

**Email Message**
- **Subject:** Enter a brief email subject, such as “Change in Class Schedule”, “Back to School Night”, etc. The Subject may be the same as the Name of the notification.

- **Body:** This contains the content of the email. The body text of the email can contain rich text, such as bold and underlined words. The editor contains options for modifying text.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Definition</th>
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<td>B</td>
<td>Make text bold</td>
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<td>Insert ordered (numbered) list</td>
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<td>Insert unordered (bullet) list</td>
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<td></td>
<td>Create a link from the selected text, by prompting the user for the URL</td>
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<td></td>
<td>Insert horizontal rule</td>
</tr>
<tr>
<td></td>
<td>Make text an h1 header</td>
</tr>
</tbody>
</table>
Text Message

- **Message**: This contains the content of the text message.

*Note - Text messages are limited to 160 characters in length.*

**When should this notification be sent?**: Specify the time and date of the notification.

- **Start Time**: Specifies the desired start time for the notification.
- **Stop Time**: Specifies the desired stop time for the notification.
- **Start Date**: Specifies the desired start date for the notification.

**Save**: Submits your notification.
3.2 Notification List

The Notification List contains a viewable list of all notifications available to the user. To access the Notification List, click on the Notification List button.

Each notification entry displays the state of the notification in the Status column. A “Disabled” status indicates the notification is currently inactive but has not yet expired; therefore, it can be manually enabled. An “Enabled” status indicates the notification has been activated, and it is waiting to run during its prescribed start and stop times and dates. A “Starting” status indicates the notification is currently enabled and being processed but has not started delivering messages. A “Running” status indicates that messages are being delivered. An “Expired” status indicates the notification stop time and date are older than the current time and date.

To enable or disable a notification, click the button in the Command column. To change or remove a notification, select a notification by clicking on a notification in the list and then click the corresponding button below.

- **Active notifications only**: Click (check) this box if you want to hide disabled and expired notifications.
- **Filter by owner**: (Admin users only) Use this menu to select notifications created by individual user account.
- **Notifications per page**: Use this menu to increase or decrease the number of notifications that appear on the page. Options are 10, 20, 30, 40 and 50.
- **Refresh**: Retrieve the current list and statuses of your notifications from the Intouch Notification Service Server.
- **Add**: Retrieve the current list and statuses of your notifications from the Intouch Notification Service Server.
- **Change**: Create a new notification.
- **Change**: Modify an existing notification.
- **Duplicate:** Duplicate an existing notification while changing one or more items. The duplication feature is especially useful if you maintain notifications for several schools and wish to set up the same notification for each while changing only the school name.
- **Delete:** Erase an existing notification.
3.2.1 Creating a New Notification

From the Notification List screen, click the Add button.

**Name:** Enter a unique name describing the notification (e.g., Absentee, Band Practice, Photos-Senior, etc.).

**Owner:** (admin users only) If you would like to assign this notification to another Intouch user, you may select the user to be delegated from the drop-down menu. The assigned user may then make changes to this notification.

**Type:** This option will appear if the current user has access to more than one message delivery type. For example, notifications that require emergency priority may appear as “Emergency” and notifications that do not require emergency priority may be shown as “General.”

- **Options Tab:** Special options, such as notification type to be delivered.
- **Recipients Tab:** Allows you to choose the source of the call list.
- **Query Tab:** User-definable call list selection.
- **Attendance Tab:** Absentee notification options.
- **Schedule Tab:** Setting the days and times for the notification delivery.
- **Messages Tab:** Creating voice and email messages.
3.2.2 Options

The **Options** tab displays general information about the notification. The items within the Options screen may be changed by the user to affect the behavior of the notification.

- **Call List Type**: Select the type of call list to be used by the notification as follows:
  - **General**: For a notification that uses a call list that is created one time, and may be run for one or more days (e.g., PTO meeting reminder, fall registration, etc.).
  
  *Note - A General notification may be re-used by updating its call date(s) and supplying a new call list.*

  - **Daily**: For a notification which delivers more than once to a recipient list.

  - **Absentee**: For a notification that delivers daily absentee messages at the specified start time (usually at the end of each school day).

- **Status**: Displays the current status of the notification. The current status of a notification may be: (1) Disabled – inactivated; (2) Enabled – ready to run during its start/stop time and date windows; (3) Starting – enabled and processing notification; (4) Running – enabled and currently making telephone calls, or (5) Expired – the stop time and date has elapsed.
Delivery Options

- **One call per family**: Check this box if you wish to make only one call or email for each unique telephone number and email address in the call list.

- **Randomize call list**: Normally, Intouch dials telephone numbers in the order in which they appear in the call list (usually alphabetically by student). Check (click) this option if you wish to dial the numbers in a random order.

- **Leave message on answering machine**: Check (click) this box if you want voice messages to deliver to answering machines and voice mail boxes.

- **Allow recorded responses**: Check (click) this box if you wish to allow the recipient of the message to provide a voice response. Near the beginning of your notification message, you should inform listeners that they will be able to provide a response at the end (e.g., “Please listen to this entire message. You will have the option of giving a brief response at the end.”). When your message ends, listeners will hear another prerecorded message that says, “Please leave a brief message after you hear the beep” followed immediately by a beep.

- **Email Call Analysis Report**: Check (click) this box if you want a call analysis report emailed to the creator of the notification.

  *Note - The report requires a PDF reader.*

- **Include me in the notification**: Checking the box “Include me” will deliver the notification to your phone and or email address depending on the delivery method chosen in your notification. Your phone and email address is stored in your user account which is accessible by clicking “My Account” from the home page.

- **Caller ID**: Enter a 10-digit phone number if you want to override the default Caller ID for this notification.
3.2.3 Recipients

The Recipients tab provides options for the call list type for the notification.

Select one or more of the following options:

- **Use attendance**: Choose this option if you want to create an automated attendance notification. This option will reveal the Attendance tab.

- **Use student database**: Choose this option if you would like Intouch to create an ad-hoc query using the information from your student information system. Proceed to the “Query” tab to configure your query settings. This option will reveal the Query tab.

- **Use groups**: Select the Use groups option to work with existing groups. This option will reveal “Select your call groups.”

  Click on the drop-down menu arrow to pick one or more Groups. For detailed instructions on creating Intouch Call Groups, see Appendix C.

- **Use call list from text file**: Choose this option if you are importing your call list from a text file (i.e. .txt or .csv). Select the file using the Browse button. After a file has been selected, click the Upload button to move the file to the server.

  - **Mandatory data** in a call list consists only of a telephone number or email address:

    For telephone numbers, the first field must be either a 3-digit area code, or a 7-digit or 10-digit telephone number. Valid characters in a telephone number besides numbers are dashes, spaces, and opening or closing parentheses.

    If the first field is an area code only, the second field must be a 7-digit telephone number. Valid characters in a telephone number
besides numbers are dashes, spaces, and opening or closing parentheses.
For email addresses, include the complete username of the recipient followed by an @ sign and the domain name (e.g., bobsmith@aol.com)

- **Optional data** may be included after the telephone number or email address in the following order:

  Gender (e.g., F; M; B; G)
  Language Code (e.g., S; 5; 51; SPAN; Spanish)
  Name (e.g., Jim Smith; Smith Jim)
  ID# (e.g., any alpha/numeric number)
  Preferred Call Start Time (e.g., 1900; 11:00a; 05:00pm; 10:30 am; 08:30 p.m., blank)
  Preferred Call Stop Time (e.g., 1900; 11:00a; 05:00pm; 10:30 am; 08:30 p.m., blank)

  **Note** - If any optional data field is not included, but is followed by another field its position must be accounted for by inserting a comma. This may be done by outputting a “blank” in place of the field that is not used. For example: A call list that has only the Telephone Number, Name and ID# requires a blank Gender and Language Code (e.g., 5551212,,Jim Smith,1234.)
Use call list from portal text file: Select this option if you would like to work with a database that is not part of the student information system (e.g., staff, meal tracking).

- By default, all records in the selected Portal Text File will be used in your notification.
- If you would like to build a user defined call list, click on Change selections which will display the Intouch Notification Service Query.

The contact devices (telephone numbers, email addresses) will appear in the default order for delivery. To use a different order, click the Change contact order option and rearrange the devices to the desired order.

For detailed instructions using Query, see Appendix B.

Additional Recipients: Devices entered into these fields will receive the notification in addition to the recipients selected from the calling groups. You may enter more than one device separated by a comma or a semi-colon. If more than one language is created with the notification, recipients added will receive the primary message.
3.2.4 Query

The **Query** tab displays the call list selection options for the notification. The items within the Query screen may be changed by the user to affect the call list selection for the notification. The Query tab is available if you select “Use student database” from the Call List tab.

- Check (click) the **Include all active students** box if you wish to create a call list for the entire student body. This will inactivate all other selection criteria. This box is checked by default.

- **And Section Number is equal...**: Enter one or more class section numbers separated by commas. You may also click the Select button to select classes from the Class List.

- **And Course ID is equal...**: Enter one or more course numbers separated by commas. You may also click the Select button to select courses from the Course List.

- **And Student ID is equal...**: Enter one or more student numbers separated by commas. You may also click the Select button to display a Student List where you can select students by checking (clicking) the checkboxes to the left of their names.

For detailed instructions using Query, see Appendix B.

- **Device Contact Order**: The contact devices (telephone numbers, email addresses, SMS text devices) will appear in the default order for delivery. To use a different order, drag devices to and from the **Do Not Contact These** and the **Contact These** columns.
3.2.5 Attendance

The Attendance screen is available if you select the Absentee call list type. This screen allows you to define the selection criteria for your absentee notification.

- **Attendance Type**: Select (click) the drop-down menu. This will reveal the absence types that are available for your consideration. You may select more than one absence type.

- **Minimum number of periods**: Select the number of periods needed to qualify for the absentee call list (1 is the default).
• **Exclude the following periods:** Type in the periods, separated by commas that should be excluded when compiling the absentee call list (e.g., 1, 2, 3).

• **Exclude the following grade levels:** Enter one or more grade levels to be excluded from absentee calling separated by commas (e.g., 10, 11).

• **Attendance Date:** Choose from the following options:
  
  • **Use current date in attendance query:** Select this option to process daily absentees using the current day’s absences. This will call Monday’s absences on Monday and Tuesday’s on Tuesday, etc.
  
  • **Use previous date in attendance query:** Select this option to process daily absentees using the previous days’ absences. This will call Monday’s absences on Tuesday and Tuesday’s absences on Wednesday, etc.
  
  • **Use a specific date in attendance query:** Select this option to process a onetime absentee notification for absences that occurred on a specific school day. Use the drop-down menu arrow to pick a specific date.

• **Message Type:** The Message Type uses the word “Absent” or “Tardy” in the absence details included with the absentee notification. An example is “The student in question, David, was absent on Monday, March first, during periods one through six.”

• **Device Contact Order:** The contact devices (telephone numbers, email addresses, SMS text devices) will appear in the default order for delivery. To use a different order, drag devices to and from the **Do Not Contact These** and the **Contact These** columns.
3.2.6 Schedule

The Schedule tab allows you to set the window(s) of time for a notification. The scheduling options include “Run Once”, “Run Now” and “Run Daily.”

Run Once: This allows the notification to run at any future date and time.

- **Start/End Time:** Indicates the time frame of your notification. Clicking the up and down arrows will alter the current time. The start time and end time should represent the window of time desired to deliver the message. It is recommended to allocate 2 hours of calling time for a non-emergency message and 1 hour for emergency messages.

- **Start Date:** Click the down arrow under the Start Date to display the current calendar month.

Run Now: The Run Now option will deliver the notification immediately upon completion of the Notification Wizard.

- **Run For:** Select the time (in hours and minutes) for the notification to run. The default is one hour from the current time. It is recommended that at least one hour be allocated to allow for retries. The notification will end when all recipients have been notified or the maximum number of attempts has been reached.
Run Daily: Choose Run daily if you would like to send the notification more than once.

The notification will deliver to recipients on each of the days within the selected dates. You may check or uncheck days of the week for the notification.

It is recommended to allocate 2 hours of calling time for a non-emergency message and 1 hour for emergency messages.

- **Start/End Time**: Indicates the time your notification will run. Clicking the up arrow will display the current time. Click the up arrow again to advance one minute at a time. By highlighting the hour, clicking the up arrow will advance the hour.

- **Start/End Date**: Indicates the date range your notification will run. Click the down arrow under the Start Date or Stop Date to display the current calendar month.

  Click on any day of the month to select the date for the notification to start in the Start Date and to stop in the Stop Date.

  To select the current day, click “Today.”

  To select a different month or year, click the drop-down menu and select the appropriate value.

  For Absentee notifications, the start date should be the first date to run the notification (normally the first day of school) and the end date should be the last date to run the absentee notification (normally the last day of school).

  For both Absentee and Daily notifications, you may select/deselect days of the week.
3.2.7 Messages

The Message screen allows you to create the calling and emailing messages for your notification.

Click the **Add** button if you wish to add a new message to the notification. This will display a new screen for creating your message.

- **Language**: Type in the language that will be used for the message (English will appear automatically for the first message).

- The **Language Code** for the first voice message (in English) must be blank. For additional messages in other languages, enter the appropriate language codes.

  *Note - Language codes for voice messages in any language other than English must correspond to the language codes used in the student database/call list. Any call list language codes that do not match specific voice message language codes will default to English.*
Voice Message

Example of Voice Message using Text-to-speech

You have the option to record using text-to-speech, call in by telephone using Record message or upload a saved recorded message.

Text-to-speech: Selecting this option enables the digitizing of typed in text using high quality text-to-speech technology for the outbound message. Type in the desired text in the text box.

Fields: Intouch includes message merging which can automatically insert unique information into the text-to-speech message. You may select the merge field from the fields drop-down menu.

Here is an example of adding the first name of the student to the notification.

Translate: This feature will translate text from English to another language. Click on the Select a language menu to choose the desired language for text translation.
**Voice Font**: Select from the available text-to-speech voices.

*Note* - If the language selected has an installed voice font, it will appear beside the Voice Font field. If no voice font appears, then the translated text will require voice recording using the **Record message** method.

**Voice Recording**: Selecting this option enables the recording of your voice over a telephone to be used with the outbound notification.

i) Call the telephone number listed on your screen and enter the unique message code when prompted.

j) Press 1 if correct or 2 to re-enter your message code.

k) Press 1 at the tone to begin recording. Press # when finished.

l) Press 1 to review your message

m) Press 2 to confirm your message and save it in the system

n) Press 3 to erase your message

o) Press 4 to add or append to your messages

p) Press * to listen to the options again

**Upload message**: Selecting this option allows you to select a pre-recorded voice message.

*Note* - The voice message must be a WAV file format recorded at telephone quality or 11 kHz, 8-bit mono.
Email Message

Subject: Enter a brief email subject, such as “Change in Class Schedule”, “Back to School Night”, etc. The Subject may be the same as the Name of the notification.

Fields: Intouch includes message merging which can automatically insert unique information into the email message. You may select the merge field from the fields drop-down menu.

Here is an example of adding the first name of the student to the notification.

Preview: Click this option to see a sample of the email message.
**Body:** This contains the content of the email. The body text of the email can contain rich text, such as bold and underlined words. The editor contains options for modifying text.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Make text bold</td>
</tr>
<tr>
<td>I</td>
<td>Make text italic</td>
</tr>
<tr>
<td>S</td>
<td>Make text strikethrough</td>
</tr>
<tr>
<td>U</td>
<td>Make text underlined</td>
</tr>
<tr>
<td>C</td>
<td>Center-align text</td>
</tr>
<tr>
<td>J</td>
<td>Justify text</td>
</tr>
<tr>
<td>L</td>
<td>Left-align text</td>
</tr>
<tr>
<td>R</td>
<td>Right-align text</td>
</tr>
<tr>
<td>I</td>
<td>Indent text</td>
</tr>
<tr>
<td>O</td>
<td>Outdent text</td>
</tr>
<tr>
<td>O</td>
<td>Insert ordered (numbered) list</td>
</tr>
<tr>
<td>U</td>
<td>Insert unordered (bullet) list</td>
</tr>
<tr>
<td>🌐</td>
<td>Create a link from the selected text, by prompting the user for the URL</td>
</tr>
<tr>
<td>🔀</td>
<td>Insert horizontal rule</td>
</tr>
<tr>
<td>H1</td>
<td>Make text an h1 header</td>
</tr>
<tr>
<td>H2</td>
<td>Make text an h2 header</td>
</tr>
<tr>
<td>H3</td>
<td>Make text an h3 header</td>
</tr>
<tr>
<td>🔹</td>
<td>Increase font size</td>
</tr>
<tr>
<td>🔼</td>
<td>Decrease font size</td>
</tr>
<tr>
<td>🔍</td>
<td>View source code</td>
</tr>
<tr>
<td>✗</td>
<td>Remove all formatting</td>
</tr>
</tbody>
</table>

**Attachments:** Attachments are files that are sent along with the email message.

*Note - There is a 10MB file size limit on attachments.*

Click **Choose File** to select a file to attach to the email.
Text Message Tab

Text: This contains the content of the text message.

Note – There is a character limit with the text message. A character counter displays the number of characters remaining for the text message.
4.0 Reports

Intouch reporting options include notification verification, notification analysis, individual student analysis, recipient responses and teacher message history.

To access the Reports, click on the icon Reports.
4.1 Verification

This report lists all students on the current call list for a selected notification. It is especially useful for verifying the validity of import files.

To run the report, click on Verification from the Reports menu.

The Reports interface will display.

- **User:** (Admin users only) Select the user for filtering notifications.

- **Notification:** Use the Notification Name drop-down menu to select a notification.

- **Output Type:** Select the file format for the report.
  - **Report Viewer:** Display the report in our viewer page.
  - **MS Excel:** Output to an Excel file.
  - **HTML (3.2):** Output to an HTML 3.2 compliant file.
  - **HTML (4.0):** Output to an HTML 4.0 compliant file.
  - **Portable Document Format (PDF):** Output to a PDF file compatible with Adobe Acrobat
  - **Rich Text:** Output to an RTF file.
  - **MS Word:** Output to a DOC file.
4.2 Analysis

This report shows the call results for each of the telephone numbers and email addresses in the call list.

To run the report, click on Analysis from the Reports menu.

The Reports interface will display.

- **User**: (Admin users only) Select the user for filtering notifications.
- **Notification**: Select the notification to be printed.
- **Show Dates**: You can filter the notification run time dates to display from the last 30 days, the last 60 days, from the past year (July 1 through June 30) or all dates. This can be useful with recurring notifications, such as daily attendance, weekly negative lunch balances, etc.
- **Date**: Select one date for the analysis report.

- **Results**: You can choose whether to report:
  - **Final Result**: This will report the final contact result for each telephone recipient.
  - **All Results**: Selecting the All Results option will include each call attempt made to each phone number.

- **Sort by**: You can choose whether to sort the report by:
  - **Result**: Sorting by result will report alphabetical lists into separate categories of Not Delivered, Hung Up and Delivered.
  - **Recipient**: Sort by recipient will report an alphabetical recipient list including the contact results.

- **Output**: Select the file format for the report
  - **Report Viewer**: Display the report in our viewer page
  - **MS Excel**: Output to an Excel file
  - **HTML (3.2)**: Output to an HTML 3.2 compliant file
  - **HTML (4.0)**: Output to an HTML 4.0 compliant file
  - **Portable Document Format (PDF)**: Output to a PDF file compatible with Adobe Acrobat
  - **Rich Text**: Output to an RTF file
  - **MS Word**: Output to a DOC file
4.3 Individual Call History

This report provides a detailed call history showing each time one or more selected students were called for a selected notification.

To run the report, click on Individual Call History from the Reports menu.

Use the Notification Name drop-down menu to select only one notification.
**Beginning Date/Ending Date:** If the selected notification has previously run, the first and last dates will be displayed in the Beginning Date and Ending Date respectively; otherwise, the dates will be blank, indicating there is nothing to report. If the beginning and ending dates are the same, this indicates the notification was run only once. If the beginning and ending dates are different, this indicates the notification was run more than once, and if desired, you may use the Beginning Date and Ending Date drop-down menus to select a different date range.

To help narrow the search for students, you may optionally enter information in the **First Name(s)**, **Last Name(s)**, **Phone(s)** and **Student ID(s)** fields.

Clicking on the **Select Recipients** button will display a list of student names. Information entered in the First Name(s), Last Name(s), Phone(s) and Student Id(s) fields will be used to narrow the list of students. Otherwise, all students will display.

To select students, click (check) the box next to the student names for the report. Clicking (checking) the box in the upper left corner (next to ID) will select all students. Clicking it again will deselect all students.

To remove a selected student, click (uncheck) on a selected student. You can also remove a student by highlighting them in the box titled **Recipients listed here will be in your report** and clicking the **Remove Selected** button.
Click **Generate Report** to create a viewable and printable report.

The first student (alphabetically) will appear and will list the call analysis for that student on the given notification.

Use the forward and back buttons to cycle through the records.

Click on the Adobe PDF button to create a printable document.
4.4 Responses

If the option “Allow listener to respond” from the Notification Wizard was selected or “Allow recorded responses” was selected from the Notification Details interface, then you may listen to the responses provided by the recipients of the calls.

To listen to responses, click on the Responses option from the Reports menu.

Use the Notification Name drop-down menu to select only one notification.

**Beginning Date/Ending Date:** If the selected notification has ever been run, the first and last dates will be displayed in the Beginning Date and Ending Date respectively; otherwise, the dates will be blank, indicating there is nothing to report. If the beginning and ending dates are the same, this indicates the notification was run only once. If the beginning and ending dates are different, this indicates the notification was run more than once, and if desired, you may use the Beginning Date and Ending Date drop-down menus to select a different date range.
Click the **Play** icon under the Response column to listen to an individual response. The message will play out of your computer speakers.

Click the **Download** icon if you would like to save a message to your computer as an audio file.
4.5 Teacher Message History

This report displays the message delivery history for one or more students and the contact results for messages sent from the Teacher Messaging system.

To run the report, click on the **Teacher Message History** option from the **Reports** menu.

- **Select Teachers...**: Click the drop-down menu to reveal a list of teachers. You can select individual teachers or use the **Check all** to select all classes.

- **Select Classes...**: Click the drop-down menu to reveal a list of classes. You can select individual classes or use the **Check all** to select all classes.

- **Select Students...**: Click the drop-down menu to reveal a list of students. You can select individual students or use the Check all to select all students.

- **Filter by date**: Check this option if you want to select a specific range of dates when the notifications ran. If the box is left unchecked, the report will run for the entire history of the notifications.

- **Show messages from other teachers**: This will show any messages sent by any teacher at the school site for the selected students.
Appendix A–Intouch Query

The Intouch Query may be used to build user-defined call lists from the information in your student data or Intouch Portal Text Files.

Starting the Intouch Notification Service Query display from the Quick Create screen

For student data:
- Select Query from the Call List selector.
- Click the Select button next to the desired option.

For portal text files:
- Select Portal Text File from the Call List selector.
- Click on the selector Select file… and select the desired Portal Text File.
- Click Change selections…

Starting the Intouch Notification Service Query display from the tabbed interface screen

For student data:
- From the Options tab, select General from the Call List Type: selector.
- From the Call List tab, select Use Student Database.
- From the Query tab, deselect Include All Active Students.
- Click the Select button next to the desired option.

For portal text files:
- From the Options tab, select General from the Call List Type: selector.
- From the Call List tab, select Use call list from portal text file.
- Click on the selector Select file… and select the desired Portal Text File.
- Click Change selections…

Using the Intouch Notification Service Query
The Intouch Notification Service Query will display the first 15 records of your database. By default, none of the records are selected. You may select or check records that display on the screen.

You may also select other pages by clicking on the desired page numbers that appear below the bottom record. The first 10 pages will appear and clicking the ellipse … will produce the next 10 pages.

- The Select All button will select every record in the database.
- The Unselect All button will remove the check marks from all selected records.
- The Invert Selection button will reverse the current selection. For example, if all Boys are the current selection, Invert Selection will change the selection to all Girls.
You may filter records by selecting filter criteria from the options that appear at the top of the Intouch Notification Service Query display.

- The **Filter where** selector displays a list of fields from the selected database. The list of fields varies depending on which database is used. Typical fields in the Student database include grade, gender and home language.

- The selector to the right of **Filter where** may be used to help narrow the filter from a wide variety of query operators. The selector to its right is used to type in your selections.

**Query Filter Operators**

- **Equals**: The query will treat the value from the filter text box as a single value. The rows returned will include any row with the specified value – all rows with other values are excluded. The value in the filter field does not have to be enclosed in quotes.

  Example:
  1. To select all 8th graders:

     Filter column: Grade
     Filter operator: Equals
     Filter value: 08

- **Does not equal**: Same rules apply here that apply to Equals but inversely, so that only rows with non-matching values are returned.

- **Is one of**: Includes, “Is one of” is intended to be used when searching for multiple values instead of a single value. The values in the text box must be separated by commas.

  Examples:
  1. Assuming the student data contains the following language codes:
     
     ENG – English
     SPN – Spanish

     To find all students who speak English or Spanish:

     Filter column: HomeLanguage
     Filter operator: Is one of
     Filter value: ENG,SPN
- **Is not one of**: Inverse of **Is one of**. Similar to **Does not equal**, but used for multiple values.

- **Is greater than**: This will return rows with a value greater than the given filter value.

  Examples:
  1. To find all students whose last names are greater than 'B':

      Filter column: LastName
      Filter operator: Is greater than
      Filter value: B

- **Is greater than or equal to**: Similar to **Is greater than**, this option will return rows with a value equal to the value specified and greater.

  Example:
  1. To find all students whose last names start with Sm and whose last names are greater than Sm:

      Filter column: LastName
      Filter operator: Is greater than or equal to
      Filter value: “Sm”

- **Is less than**: Opposite of “Is greater than”. Same rules apply here that apply to “Is greater than” but inversely. This will return rows with a value less than the given filter value.

- **Is less than or equal to**: Similar to **Is less than**, this option will return rows with a value equal to the value specified and less.

- **Starts with**: This will return rows with a value that start with the value specified.

  Examples:
  1. Assume the course table in the student data contains courses named ‘Algebra 1’, ‘Algebra 2’, and ‘Algebra 3’. To get all 3 course in one query:

      Filter column: CourseName
Filter operator: Starts with
Filter value: Algebra

- **Contains**: This will return rows with a value that is contained anywhere with the value specified.

Examples:
1. Assume the same courses as in the example above, but also assume there is a course named ‘Pre-Algebra’. Using Starts with as above, we would not get ‘Pre-Algebra’. To get all 4 courses in one query:

   Filter column: CourseName
   Filter operator: Contains
   Filter value: Algebra

- **Ends with**: This will return rows with a value that end with the value specified.

- **Does not start with**: This will return rows with a value that does not begin with the value specified. This is the opposite of Starts with.

- **Does not contain**: This will return rows with a value that is not contained anywhere with the value specified. This is the opposite of Contains.

- **Does not end with**: This will return rows with a value that does not end with the value specified. This is the opposite of Ends with.
Appendix B – Intouch Calling Groups

Intouch Calling Groups may be used to build user-defined call lists from the information stored in your student management system, food service and staff databases. You can combine these database sources into a single, selectable list or group.

To access Intouch Call Groups, click on the **Groups** option from the **Recipients** menu.

The Calling Groups interface will display.

- **My Groups**: These call groups have been created by the user and will appear first in the list.
- **Shared Groups**: These call groups have been assigned by the Intouch administrator and can include a call group for each grade level, for all students and for all staff. If the user account has access to more than one school, there will be such groups for each school.
Creating a New Calling Group
To create a new Calling Group, click the Add button.

Display Name: Enter a unique name describing the call group (e.g., Male Students, Varsity Football Team, etc.).

Description: (optional) A more verbose description of the calling group meant to allow administrators to differentiate between similar or vaguely named calling groups.

Use Default Device(s): When selected, this option will use the default devices as configured by the Intouch administrator.

Use Custom Device(s): When selected, the Select Device(s) button will be available and you must manually configure your devices.

Select Devices: Allows you to configure the devices to be used when contacting recipients. The following buttons work for all devices (email, phone and text).
>: Moves the selected device from the Excluded list to the Included list.

<: Moves the selected device from the Included list to the Excluded list.

>>: Moves all devices from the Excluded list to the Included list.

<<: Moves all devices from the Included list to the Excluded list.

UP: Moves the selected device in the Included list up one place in the device order.

DN: Moves the selected device in the Included list down one place in the device order.

Close: Closes the Selection Dialog and commits any changes.
The Student(s) button will automatically display for any new Calling Group. You can also build your Calling Group to include Staff, by checking the box to the left of Staff.

The currently enrolled students will display to the left of the Student(s) button. If you save the Calling Group now, the group will contain all active students available to your account. If you have access to more than one school, the number listed will include all students among the schools available to your user account.

To customize the Calling Group, click the Student(s) button.

The number next to Students Selected shows the total number of students in the Calling Group. With no filters, this will be all currently enrolled students.
To refine your list, Click Add new filter...

Table: Click drop-down menu to reveal a list of tables.

<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>School</td>
<td>The School table contains all schools accessible to the current user. This can range from a single school to all schools in a school district. Each school will be qualified by a unique identifier or schoolkey (e.g., 001, 002, etc.)</td>
</tr>
<tr>
<td>Student</td>
<td>The Student table contains student demographic information including first and last name, grade, gender, home language, etc.</td>
</tr>
<tr>
<td>StudentClassSchedule</td>
<td>(optional) The StudentClassSchedule table contains course and class titles and descriptions</td>
</tr>
<tr>
<td>StudentAttendance</td>
<td>(optional) The StudentAttendance table contains period and daily attendance information including absence dates and absence reason codes</td>
</tr>
<tr>
<td>StudentGroup</td>
<td></td>
</tr>
<tr>
<td>StudentFee</td>
<td>(optional) The StudentFee table contains information from the food services database including fee balances and fee codes.</td>
</tr>
</tbody>
</table>

Column: Click drop-down menu to reveal a list of fields related to Table (varies with each table).

Operator: Click drop-down menu to reveal a list of query operators.

<table>
<thead>
<tr>
<th>Operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equals</td>
<td>The query will treat the value from the filter text box as a single value. The rows returned will include any row with the specified value – all rows with other values are excluded. The value in the filter field does not have to be enclosed in quotes.</td>
</tr>
<tr>
<td>Does not equal</td>
<td>Opposite of Equals. Same rules apply here that apply to Equals but inversely, so that only rows with non-matching values are returned.</td>
</tr>
<tr>
<td>Is one of</td>
<td>Similar to Equals, “Is one of” is intended to be used when searching for multiple values instead of a single value. The values in the text box must be separated by commas.</td>
</tr>
<tr>
<td>Is not one of</td>
<td>Same as Is one of, but inverse logic. Similar to Does not equal, but used for multiple values. The values in the text box must be separated by commas.</td>
</tr>
<tr>
<td>Is greater than</td>
<td>This will return rows with a value greater than the given filter value.</td>
</tr>
<tr>
<td>Is greater than or equal to</td>
<td>Similar to Is greater than, this option will return rows with a value equal to the value specified and greater.</td>
</tr>
<tr>
<td>Is less than</td>
<td>Opposite of “Is greater than”. Same rules apply here that apply to “Is greater than” but inversely. This will return rows with a value less than the given filter value.</td>
</tr>
<tr>
<td>Is less than or equal to</td>
<td>Similar to Is less than, this option will return rows with a value equal to the value specified and less.</td>
</tr>
<tr>
<td>Contains</td>
<td>This will return rows with a value that is contained anywhere with the value specified.</td>
</tr>
</tbody>
</table>
Does not contain  This will return rows with a value that is not contained anywhere with the value specified. This is the opposite of Contains.

Starts with  This will return rows with a value that start with the value specified.

Does not start with  This will return rows with a value that does not begin with the value specified. This is the opposite of Starts with.

Ends with  This will return rows with a value that end with the value specified.

Does not end with  This will return rows with a value that does not end with the value specified. This is the opposite of Ends with.

**Value(s):** Enter value for filter using the rules from the operator.

- ![Remove](image)  Click to remove filter.
- ![Edit](image)  Click to edit existing filter
- ![Save](image)  Click to save filter

To further refine your list, Click **Add new filter...**

**Close:** Closes the Selection Dialog and commits any changes.

**Recipient Selection Grid:** Displays a list of the currently selected recipients. The bottom row of the grid shows page numbers allowing you to look through all of the recipients. The ellipses character (“…”) can be clicked to jump to the next set of pages if the number of pages exceeds 10.

**Recipients selected:** Displays the number of recipients currently displayed compared to the total number in the database (e.g. “200 of 800”).
Modifying an Existing Intouch Call Group
To modify an existing call group, you must first select (click) on a call group, which will highlight the group. Then click **Edit**.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detention List</td>
<td></td>
</tr>
<tr>
<td>Honor Roll</td>
<td></td>
</tr>
<tr>
<td>Negative Lunch Balance</td>
<td></td>
</tr>
<tr>
<td>School Admins</td>
<td></td>
</tr>
<tr>
<td>Teachers</td>
<td></td>
</tr>
</tbody>
</table>

Deleting an Existing Intouch Call Group
To remove an existing call group, you must first select (click) on a call group, which will highlight the group. Then click **Delete**.