Sending a Message

Messages can be sent from the web or mobile versions of the app.

On the Web
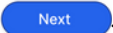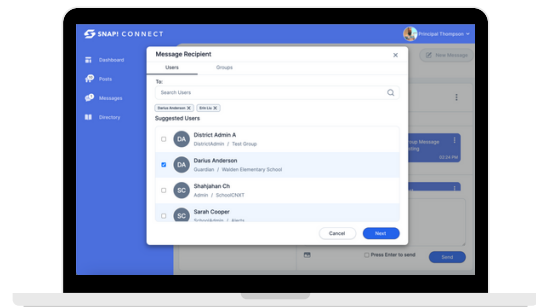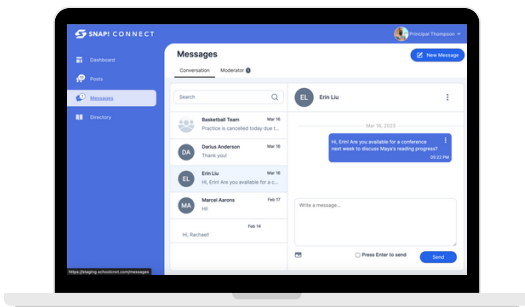
Step One

Select Messages from the left-hand navigation menu bar or click **Write Message** from the dashboard.
You can either respond to a message or start a new conversation.

- A. To respond to a message, click the thread you want on the left. Then, type your message and/or add a picture and click Send.
- B. To start a new conversation, click **New Message**

Step Two

- Select whether you would like to add individual users or entire groups to the conversation. Click the name(s) of the users or groups you would like to add to the conversation. You may also use the search bar in the window.
- As users are selected, they will show under the search bar. When you are done, click **Next**.

Step Three

Type your message and/or add a picture by clicking 🖼.
Click **Send**.

Things to Note

Snap! Connect discourages sending messages to large groups. It will behave like group texting and all recipients will see all responses.

Additional settings can be accessed by clicking on the gear icon. These include:

- *Add User to Blocked List: This will disallow the user from messaging you.*
- *Review Blocked List: This will allow you to see who you have blocked.*
- *Remove: This will remove this conversation from your list of message threads. It will not remove the messages from the other participant(s) in the conversation*
- *Turn on Do Not Disturb: This will prevent you from receiving push notifications for this conversation for 24 hrs. The other user will not know that you have selected this and will not be prevented from sending messages.*
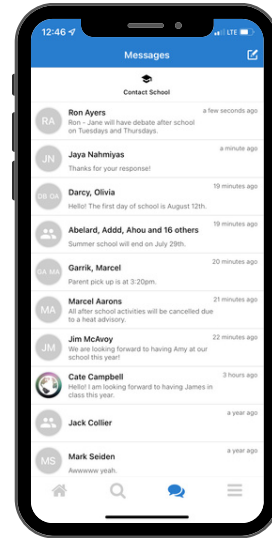- *View Profile: This will take you to the user's profile.*

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On the Mobile App

Option One

If you know the name of the person you want to message, tap 💬 to access your messages.

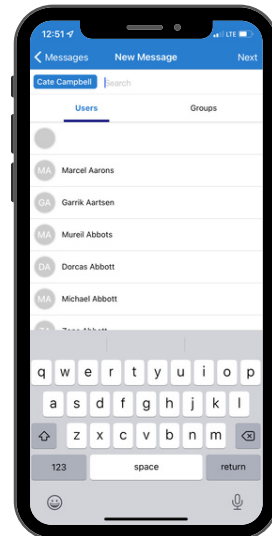Then, you can either respond to a message or start a new conversation.
- To respond to a message, tap on the conversation to which you'd like to respond. Type your message and/or attach a picture and tap Send.

Option Two

Tap ✏️ to start a new message.
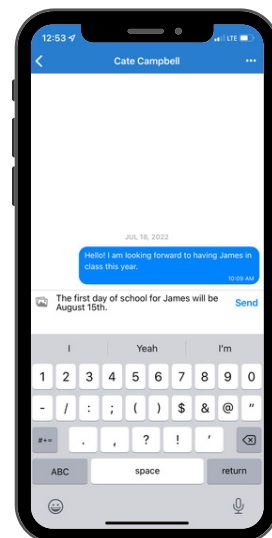
Tap the name(s) of the user(s) you'd like to message.

Option Three

To search for users by name, access the directory by clicking the 🔍 then click Search in the top right corner. Type the name of the person you'd like to message.
Once you have found the person you want to message, tap their name and then tap 💬 to begin a conversation.

You can select multiple users to begin a group conversation. To remove someone, tap their name twice.

Type or dictate your message and/or attach an image by attaching one from your library or taking a new photo. Tap Send.
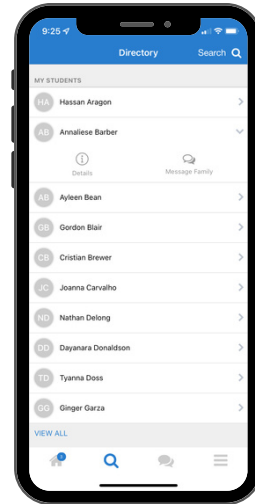
Note: Tap the three dots icon in the top right-hand corner of a conversation to access additional settings, such as turning on Do Not Disturb, which will pause push notifications for 24 hours

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Teachers, follow the steps below for another way to message your students' guardians:

1. Tap 🔍 .
2. If you have class groups imported from your SIS, the first section will be My Students. Tap the name of a student.
3. Tap 💬 to message a student's family.
4. The students' guardians will appear. Tap the names of the guardian(s) you want to message.
5. Tap Next.
6. Type your message and tap Send.

Note: If you know the guardian's name, you can also go directly to the My Students' Guardians section of the Directory.

Parents, follow the steps below for another way to message your child's teachers:

1. Tap 🔍. You will see your child's name at the top. If you have multiple children, you can toggle between them by tapping their names.
2. The next section will be My Child's Teachers. Tap the name of the teacher you want to message.
3. Tap 💬.
4. Type your message and tap Send.

Note: All messages can be translated and read aloud.

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