



# Arbor Tips for September - Communications

To manage permitted senders you'll need the **Communications: Setup School Communications** permission and to give others permissions you'll need the **Permissions: Administer** permission.

## Make sure the right people can send communications

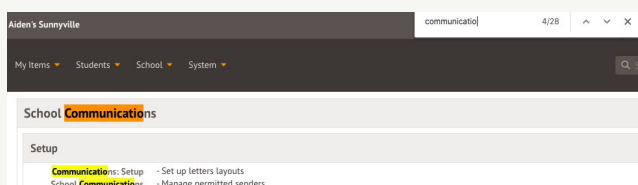
To send different communications, as themselves, the school or others, staff will need to be a **Permitted Sender** of the communication type they want to send in **Communications > Setup > Permitted Senders Setup**.

Staff	Business Roles	As Themselves	Can Send Emails As School	As Others	Can Send SMS	Can Send Letters	Can Send In-App ...
<input checked="" type="checkbox"/>	Enable sending emails on behalf of themselves	✓	✗	✗	✓	✓	✓
<input checked="" type="checkbox"/>	Disable sending emails on behalf of themselves	✓	✗	✗	✓	✓	✓
<input checked="" type="checkbox"/>	Enable sending emails on behalf of school	✓	✗	✗	✓	✓	✓
<input checked="" type="checkbox"/>	Disable sending emails on behalf of school	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Enable sending SMS	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Disable sending SMS	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Enable sending letters	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Disable sending letters	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Enable sending in-app messages	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Disable sending in-app messages	✓	✗	✗	✓	✓	✓
<input type="checkbox"/>	Butler Mike Teacher	✓	✗	✗	✓	✓	✓

They will also need to have the right permissions.

- Send to students on a club or trip - **Extracurricular: Send Communications**
- Send to students and guardians from **Communications > New Mail Merge - Communications: Administer**
- Send from the lesson dashboard or other pages where sending is possible - **Send and administer school communications: Administer**
- View all school communications and see replies to SMS and In-app messages - **View school Communications: View**
- Complete any other communication setup - **Send and administer school communications: Administer**

**Top Tip:** Not sure which permission is needed? Go to **School > Users & Security > Permissions** and press your cmd/ctrl +F keys to search the page!



## Ready to send out communications?

1. Make sure you've completed the New School Year setup process to be able to choose the group in the **To** field for classes, registration forms, year groups, houses or custom groups.
2. Check you've topped up enough SMS credits in **SMS billing**.
3. Set up templates you want to use frequently including headers and footers for letters, for staff to use by clicking **Load Template**.
4. Ask staff to log in and upload their personal written signature they can use as a merge field from **My items > My account**.
5. Check contract names on staff profiles to ensure the right job title appears in your searches and in communication signatures.

## Will the right people get the message?

1. Make sure guardians and staff members have an email address. You can update emails from **Data > Data Quality Dashboard > Contact details** or use our Bulk import email addresses feature. Make sure their main email address is marked as the **default**.
2. Add a phone number so you can send SMSs.
3. Make sure the right guardians are **Primary Guardians** - they'll receive comms such as attendance follow-ups and detention emails.
4. Have guardians download the Arbor App and enable push notifications, or log in to Parent Portal to be able to receive in-app messages.
5. Make sure the guardians are linked to all their children to be able to switch between them on the Parent Portal or Arbor App