EMAILING FAMILIES

Families may be sent emails (in bulk or individually) through your software. You can also attach documents for any correspondence you may need to send.

The emails are then stored in the email log. This tip sheet will walk you through:

- **Creating an Email**
- **Email Logs**
    - → **Email Status**
    - → **Forward an Email**
- **Troubleshooting**

Summary

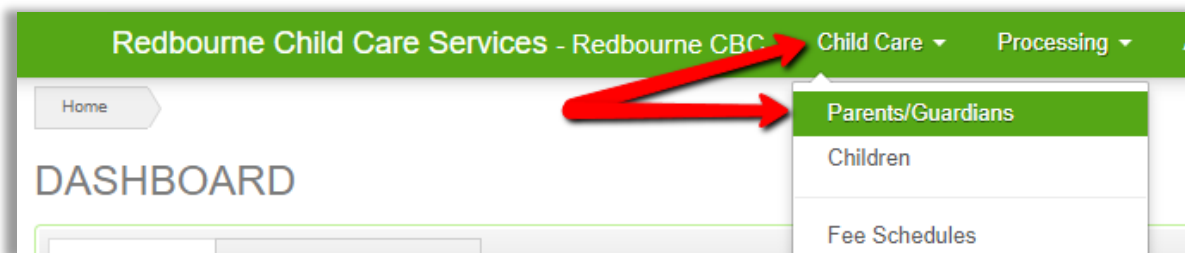Create an email:

1. Click on the Child Care menu
2. Select Parents/Guardians
3. Click Email Guardians
    a. Select Guardian (all or individual parents)
    b. Enter Subject
    c. Type message in Body
    d. Attach a document (if needed)
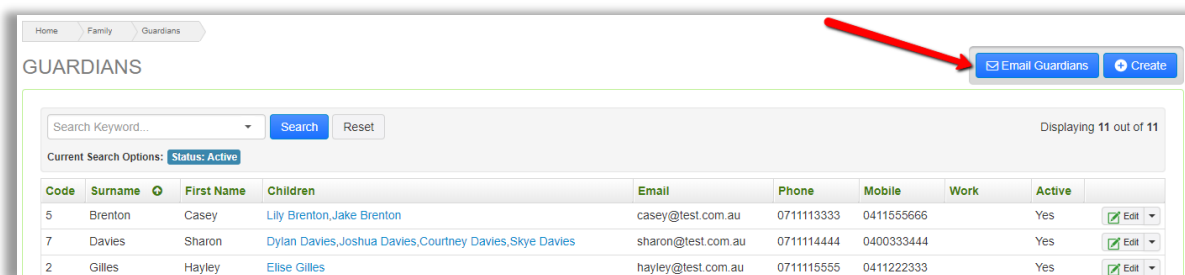   e. Click Send

EMAILING FAMILIES

Detailed

The emailing facility is located within the **Parent/Guardian** page of the **Child Care** menu:

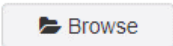To compose and send an email, click the **Email Guardians** button:

This will open a new window. The following detail will need to be provided:

Guardian: select one or more guardians from the dropdown menu. Click the **Select All** button to select all guardians.

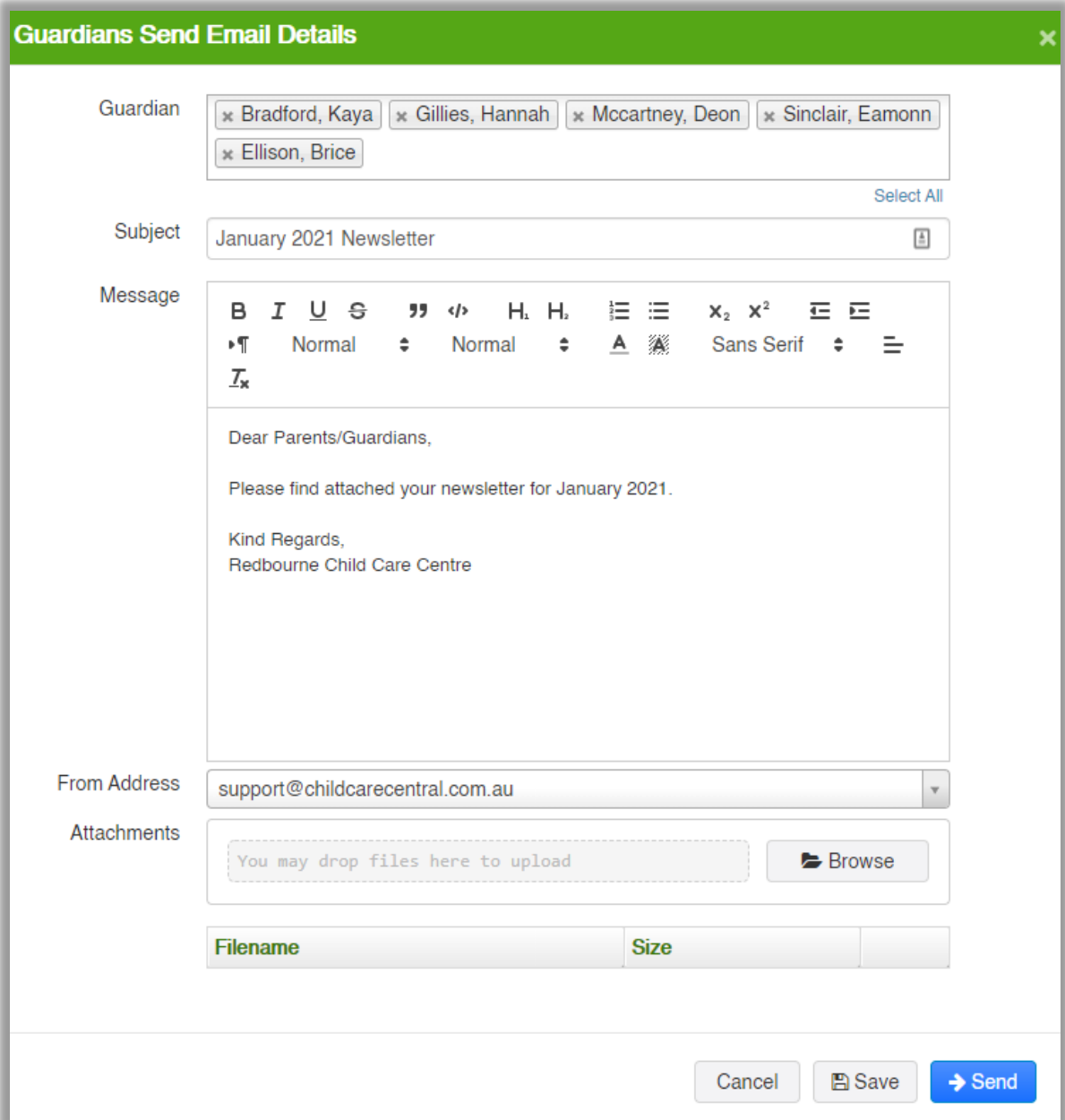**Subject:** provide your email subject.

Message: type your email message to be sent.

From Address: select the email address you wish to display as the sender (if not the primary email address)

Attachments: if applicable, click the **Browse** button and select a file to attach and send with your email.

Once all details have been entered, you have two options.

Detailed cont.

Guardians Send Email Details   ✕

Guardian | ✕ Bradford, Kaya | ✕ Gillies, Hannah | ✕ Mccartney, Deon | ✕ Sinclair, Eamonn |
           | ✕ Ellison, Brice |

Select All

Subject | January 2021 Newsletter |

Message

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▸¶   Normal ⬍   Normal ⬍   A 🖉   Sans Serif ⬍   ☰
Tₓ

Dear Parents/Guardians,

Please find attached your newsletter for January 2021.

Kind Regards,
Redbourne Child Care Centre

From Address | support@childcarecentral.com.au   ▼ |

Attachments | You may drop files here to upload | 📂 Browse |

Filename   **Size**

Cancel   💾 Save   ➜ Send
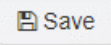
You may now either save your email as a draft or send immediately via the **Save** and **Send** buttons respectively.

If you have clicked the ➜ Send button, you will receive a confirmation message once your email has successfully been sent:
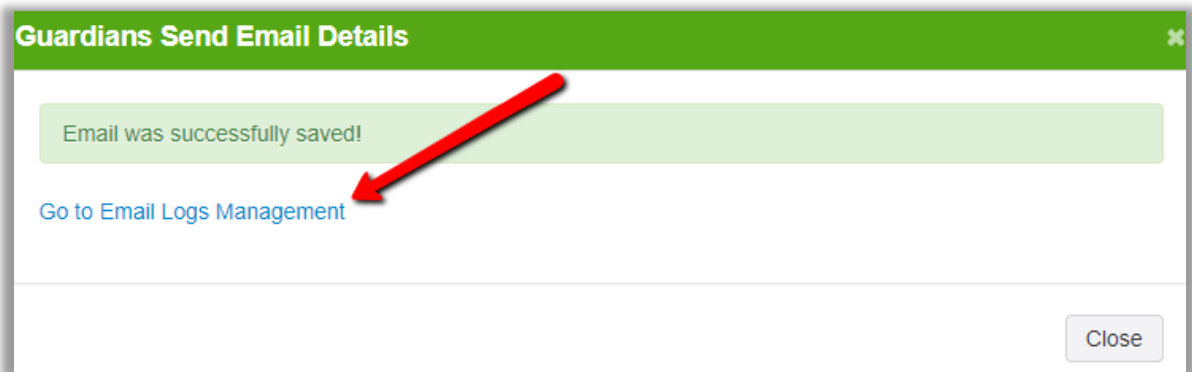
Detailed cont.

If you have instead opted to click the [Save] button, your email will be saved as a draft within **Email Logs**.
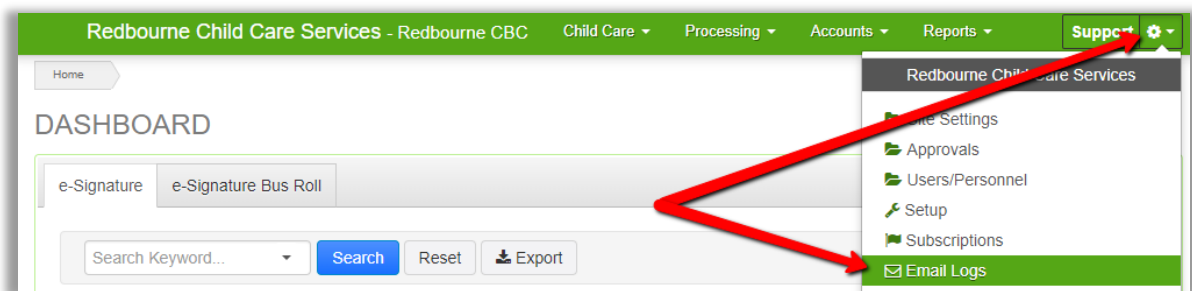
Email Logs

The **Email Logs** page may be accessed from two places:

Immediately after saving as a draft, click the **Go to Email Logs Management** link:
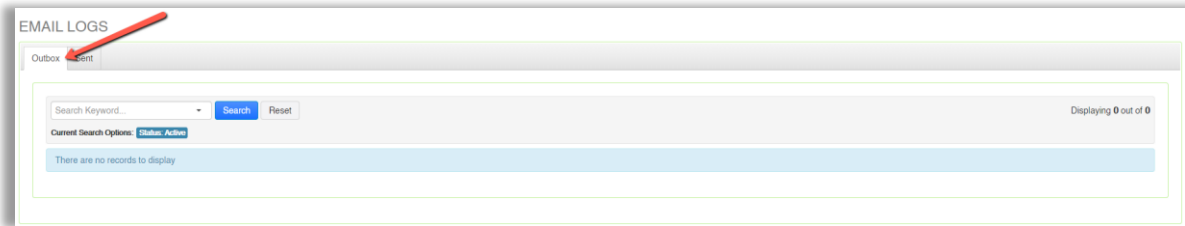

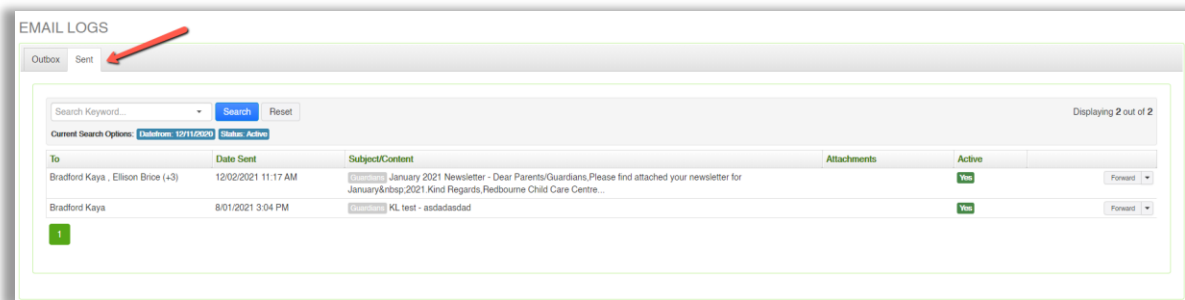OR, manually open the **Email Logs** page via the **Settings** menu:

Draft email messages will display in the **Outbox** tab:
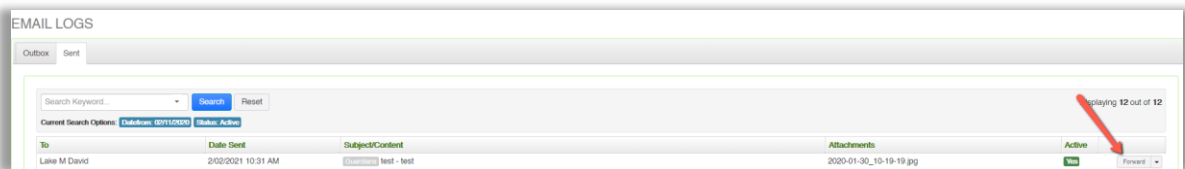
Detailed cont.

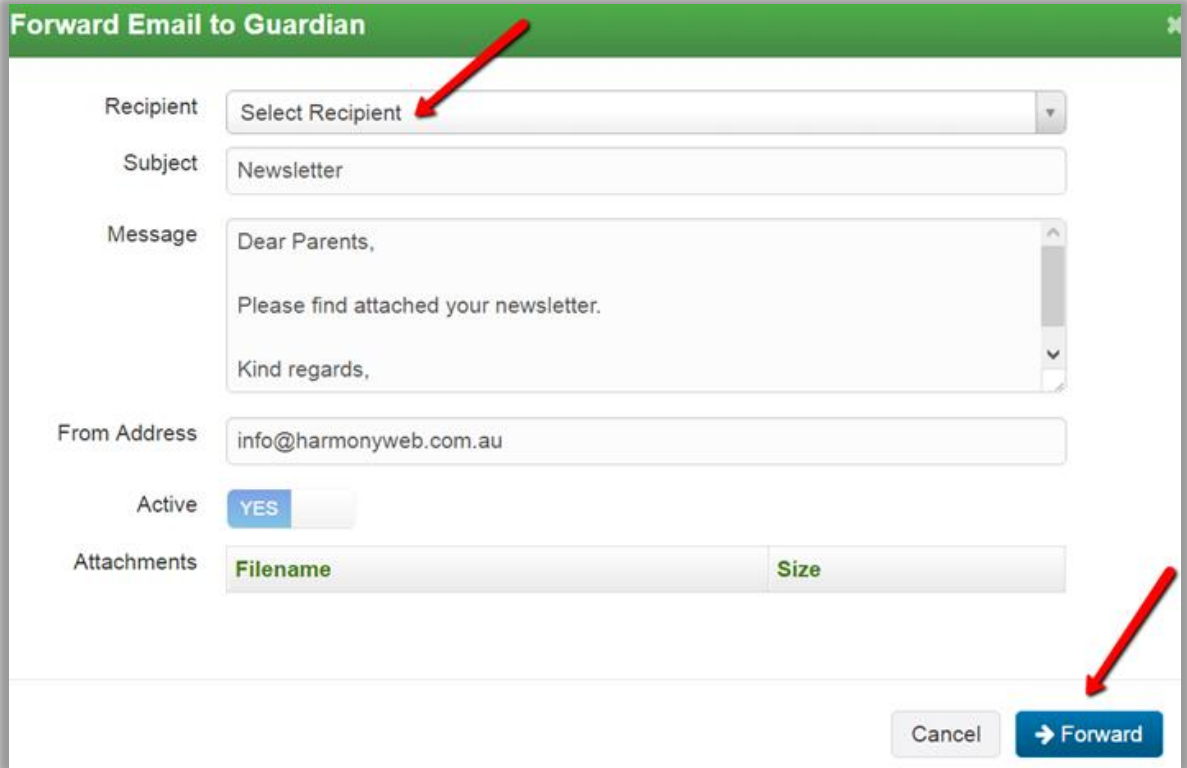Sent emails may be viewed in the **Sent** tab:

Forward an Email

While in the email log click on the forward button:

The following window will open and this will allow you to resend the email to a new recipient:

Detailed cont.

The message will then be forwarded to the new recipient:

Detailed cont.

Email Status

You may view the status of the sent emails by clicking the arrow and selecting
Status:

This will display the sent status for each recipient:

If an email fails to send, ensure that the email address within the Parent/Guardian
is valid.

EMAILING FAMILIES

Troubleshooting

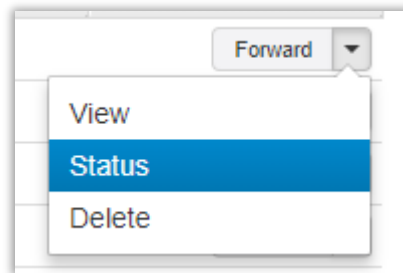**Issue:** I don't want to send it from my primary email address. Can I add another email to send from?

Resolution: Yes, you can set up an additional email.

1. Click on the settings cog
2. Select site settings
3. Click on Additional Emails
4. Click on +Create Additional Emails
5. Type in new email address
6. Click Get Verification Code
7. Obtain the verification code from the email address entered
8. Enter the new verification code then Click Save

Issue: My parents are receiving emails from noreply@redbourne.com when I'm sending it from my email, why?

Why? As your email account details are not linked in the software, therefore we send the email on your behalf.

Issue: My parents aren't getting my emails

Resolution: In this case we would suggest a couple of things:

1. Check the parents email address to make sure it's entered correctly
2. Ask the parent to check their junk/spam folder
3. Ask the parent to add noreply@redbourne.com as a 'contact' in their address book. This should ensure the email isn't marked as spam/junk.

If all of the above have been done, contact the support team for further assistance.

Issue: I'm having troubles uploading a document

Resolution: There can be a couple of reasons for this:

1. **Permissions** - If you have been set up with limited access you will need to check that you have permission to sites (view or edit) and guardians (edit).

Troubleshooting cont.

To check the permission assigned to a role please see the tip sheet called *Service Setup*

2. **Size** – The maximum size for all documents you are attaching is 8mb