

3sysACADEMIC

## Weixin / WeChat Messaging User Guide



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# Introduction

Welcome to the 3sysACADEMIC Weixin / WeChat Messaging User Guide.

## The Messaging Module

The **Messaging** module is designed to enable you to send a message to an individual or group of Weixin / WeChat users who have registered to receive updates from the school. This means that you can take advantage of the groups you already have recorded in your database, e.g. form groups, year groups or pupil or staff custom groups for specific projects.

# CHAPTER 1

## About the Messaging Module

The **Messaging** module is designed to enable you to send a message to an individual or group of Weixin / WeChat users who have registered to receive updates from the school. This means that you can take advantage of the groups you already have recorded in your database, e.g. form groups, year groups or pupil or staff custom groups for specific projects.

Using 3sysACADEMIC, Weixin / WeChat messages can be sent to individual or groups of pupils, contacts and staff.

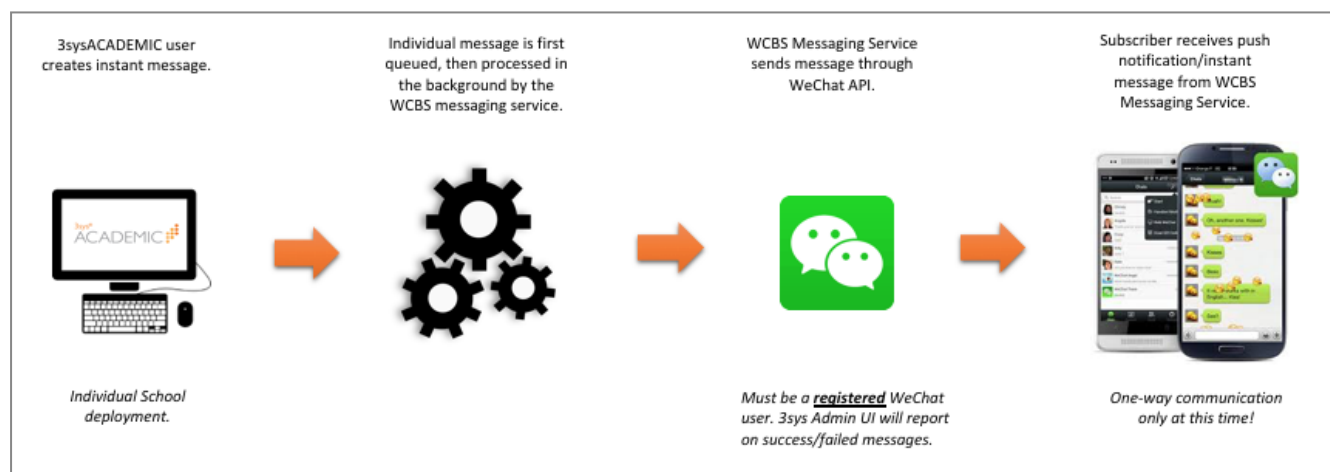
### About Weixin / WeChat

Weixin / WeChat is an instant messaging and social networking app originating in China and now with over 930 million active users around the world. It allows smartphone users to send messages and share news, photos, videos and web links in a similar way to Facebook and WhatsApp. Using Weixin / WeChat, schools can 'broadcast' or 'push' messages to subscribers directly from 3sysACADEMIC.

Weixin / WeChat are essentially different versions of the same core application. Weixin is only available to users registered with a Chinese telephone number, while WeChat is available to any international user. Schools can send messages to users of either version via the 3sysACADEMIC **Messaging** module.

### About the Messaging Process

When you send a message via the 3sysACADEMIC **Messaging** module, by clicking **Send**, your message is queued for dispatch. The progress of each message is shown on the **Messaging dashboard** tab. The following process occurs:



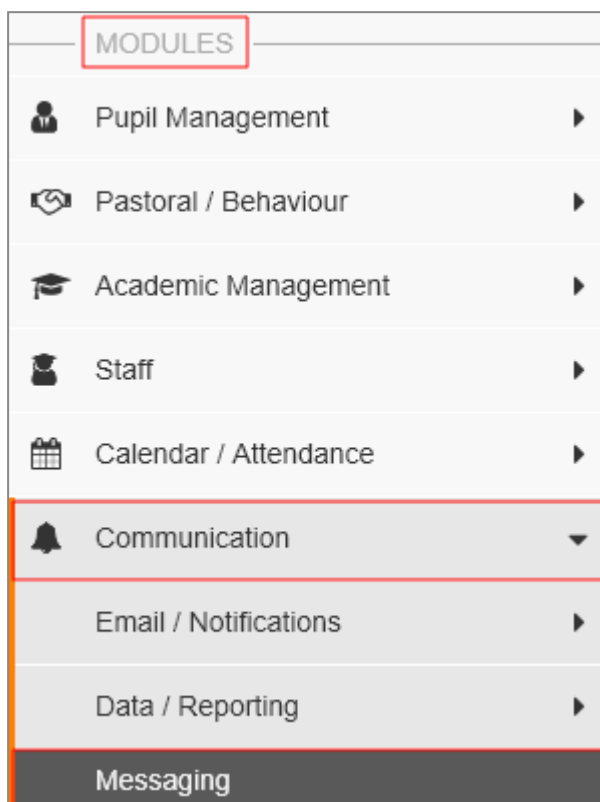
If you are sending a message to pupils, you can elect to copy the message to the people associated with them, for example parents / guardians. The associated contacts would also need to be registered to receive Weixin / WeChat from your school.

You can choose to send the message as both a Weixin / WeChat message and an email. You can also elect to send messages to staff as 3sysACADEMIC alerts too.

## Accessing and Using the Messaging Module

### HOW TO ACCESS THE MESSAGING MODULE

- » Go to [Communication > Messaging](#).



#### More details:

- » ["About Sending Messages" on page 10.](#)
- » ["About Managing Messages" on page 22.](#)

## Related Documents

The following Weixin / WeChat user guides are available to help different users.

- » *WCBS schoolPORTAL Weixin / WeChat Setup Administrator Guide* - Detailing how System Administrators link the school's Weixin / WeChat Enterprise Account with its WCBS software.
- » *3sysACADEMIC Weixin / WeChat Message Registration User Guide* - Explaining how staff can register to receive their school's Weixin / WeChat messages using 3sysACADEMIC.
- » *WCBS schoolPORTAL Weixin / WeChat Message Registration User Guide* - Covering how parents, contacts and pupils can register to receive your school's Weixin / WeChat messages using WCBS schoolPORTAL.

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# Sending Weixin / WeChat Messages

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# CHAPTER 2

## About Sending Messages

You can create and send messages via the **Manual messaging** tab.

The screenshot displays the 'Messaging' interface with the 'Manual messaging' tab selected. The interface includes a 'To' section with radio buttons for 'Pupil', 'Contact', and 'Staff'. A search bar is present with a 'Search' button and fields for 'Pupil Code' and 'Pupil Name', currently showing 'No pupils selected'. On the right, there is a section for 'Include pupil associations' with a dropdown menu for 'Relationships' containing 'Parent', 'Rank 1', 'Rank 2', and 'Rank 3'. Below this is a 'Subject' field with a character count of '0' and a 'Message' text area with a character count of '0'. At the bottom, the 'Message Type' section has a checked checkbox for 'Weixin/WeChat' and an unchecked checkbox for 'Email' with the text 'Would you also like to send this message as an Email'. 'Send' and 'Cancel' buttons are located at the bottom left.

When you send a message via the 3sysACADEMIC **Messaging** module, by clicking **Send**, your message is queued for dispatch.

## Sending Weixin / WeChat Messages

### HOW TO SEND Weixin / WeChat MESSAGES

1. Go to **Communication > Messaging**.

The **Messaging dashboard** tab appears.

**Messaging**

Messaging dashboard | Manual messaging

Filters

Message Type: All | Last Updated Start Date: | Last Updated End Date: |  
 Created Start Date: | Created End Date: | Has Error: All

Search Clear

**Messages**

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
<a href="#">View errors</a>   <a href="#">Rerun Failed</a>	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
<a href="#">View errors</a>   <a href="#">Rerun Failed</a>	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
<a href="#">View errors</a>   <a href="#">Rerun Failed</a>	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
<a href="#">View errors</a>   <a href="#">Rerun Failed</a>	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
<a href="#">View errors</a>   <a href="#">Rerun Failed</a>	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

Records Per Page: 5 | Showing 1 - 5 of 21 Records | Page 1 of 5

2. Click on the **Manual messaging** tab.

**Messaging**

Messaging dashboard | Manual messaging

To:  Pupil  Contact  Staff

Search

Pupil Code Pupil Name  
No pupils selected

Subject: 0

Message: 0

Message Type:  Weixin/WeChat  Would you also like to send this message as an Email

Send Cancel

Include pupil associations

Relationships

- Parent
- Rank 1
- Rank 2
- Rank 3

3. Select the recipient type (i.e. 'Pupil', 'Contact' or 'Staff').

ashboard | Manual messaging

To:  Pupil  Contact  Staff

Search

**Note:** If 'Staff' is selected, you also have the option to send your message as a 3sysACADEMIC alert. An additional **Message Type** check box appears.

4. Click **Search** to find your specific recipients.

More details...

a. Click **Search**.

A **Search** dialog appears.

b. At the top of the dialog, enter your search criteria.

- » **To search for a pupil or staff group** - From the first drop list, select the group type you want, e.g. 'Form', 'Subject Set' or 'Pupil Custom Group', and from the second drop list, select the person's specific group, e.g. 'Form 10A', 'Lower Sixth', 'Ski Trip 2018' etc. Your selection in the first drop list alters the options available in the second drop list.

**Example:** If 'Form' is selected in the first drop list, a list of forms in the school appears in the second drop list.

The screenshot shows a search interface with a 'Form' dropdown menu. The dropdown is open, displaying a list of forms from 'Form 10A (10A)' to 'Upper Sixth (13)'. The 'Form 10A (10A)' option is highlighted in blue. Below the dropdown, there are two search results tables. The first table has columns for 'Name' and 'Code', and a 'Select' button. The second table has columns for 'Name', 'Pre', and 'Code', and a 'Pupils' button.

- » **To search for an individual's name** - Use the first drop list to select 'Pupil Name', 'Contact Name' or 'Staff Name' (as applicable), then type all or part of the individual's name into the second field.

**Example:** This user is searching for contacts by name using the key word 'Smith'.

The screenshot shows a search interface with a 'Contact Name' dropdown menu and a text input field containing 'Smith'. A 'Search' button is visible to the right of the input field. Below the search fields, there is a 'Title' field with a checkbox.

- » **To retrieve a full list of pupils / contacts / staff** - Use the first drop list to select 'Pupil Name', 'Contact Name' or 'Staff Name' (as applicable) and leave the second field empty to retrieve a complete list of relevant individuals.

c. Click **Search**.

A list of individuals appears beneath the drop lists.

**Search** [X]

Pupil Custom Group [v] Class Reps [v] Search [i] 5 results

<input type="checkbox"/>	Name	Preferred Name	Code	Form	Academic House
<input type="checkbox"/>	ADAMS, Lauren S	Lauren	ADA001	Form 11A	Hawthorn House
<input type="checkbox"/>	ALTON, Benjamin	Ben	ALT010	Form 1A	Fir House
<input type="checkbox"/>	BARRETT, Jane	Jane	BAR100	Form 2a	Green House

Select

Pupils

<input type="checkbox"/>	Name	Preferred Name	Code	Form	Academic House
--------------------------	------	----------------	------	------	----------------

Remove

OK Cancel

d. To select recipients, do ONE of the following:

- » To select ALL the individuals in the list, tick the check box in the header row.
- » To select individuals, tick the check box on the left-hand side of each name you require.

**Search** [X]

Pupil Custom Group [v] Class Reps [v] Search [i] 5 results

<input checked="" type="checkbox"/>	Name	Preferred Name	Code	Form	Academic House
<input checked="" type="checkbox"/>	ADAMS, Lauren S	Lauren	ADA001	Form 11A	Hawthorn House
<input type="checkbox"/>	ALTON, Benjamin	Ben	ALT010	Form 1A	Fir House
<input checked="" type="checkbox"/>	BARRETT, Jane	Jane	BAR100	Form 2a	Green House

Select

Pupils

<input type="checkbox"/>	Name	Preferred Name	Code	Form	Academic House
--------------------------	------	----------------	------	------	----------------

Remove

OK Cancel

- e. Click **Select**.

The selected names appear in the grid in the bottom half of the screen.

**Recipients**

Form

Search Results

<input type="checkbox"/>	Name	Form	Form Year	Academic House	Boarding House
<input checked="" type="checkbox"/>	ADAMS, Sarah J	Form 7A	Year 7	Mars House	
<input checked="" type="checkbox"/>	BROWN, James	Form 7A	Year 7	Mars House	
<input type="checkbox"/>	DAVIDSON, Nicola M	Form 7A	Year 7	Medina House	
<input checked="" type="checkbox"/>	GERRARD, Amy	Form 7A	Year 7	FalconHouse	
<input type="checkbox"/>	GREEN, Michael L	Form 7A	Year 7	FalconHouse	Green house
<input checked="" type="checkbox"/>	GREYHOUND, Tom	Form 7A	Year 7	Medina House	
<input type="checkbox"/>	JEFFERY, Kate	Form 7A	Year 7	Medina House	Red house
<input type="checkbox"/>	KNOLE, Anna	Form 7A	Year 7	Medina House	Elm House
<input type="checkbox"/>	KOUNELLIS, Stephen	Form 7A	Year 7	Mars House	

**Selected Recipients**

<input type="checkbox"/>	Name	Type	Additional Info
<input type="checkbox"/>	ADAMS, Sarah J	Pupil	Form 7A Form Year 7 Academic House Mars House Boarding House
<input type="checkbox"/>	BROWN, James	Pupil	Form 7A Form Year 7 Academic House Mars House Boarding House
<input type="checkbox"/>	GERRARD, Amy	Pupil	Form 7A Form Year 7 Academic House FalconHouse Boarding House

- f. (Optional) To remove any individuals, tick the check box next to their name and click **Remove**.

**Search**

Pupil Custom Group   5 results


<input type="checkbox"/>	Name	Preferred Name	Code	Form	Academic House
<input type="checkbox"/>	ALTON, Benjamin	Ben	ALT010	Form 1A	Fir House

**Pupils**

<input type="checkbox"/>	Name	Preferred Name	Code	Form	Academic House
<input type="checkbox"/>	ADAMS, Lauren S	Lauren	ADA001	Form 11A	Hawthorn House
<input type="checkbox"/>	BARRETT, Jane	Jane	BAR100	Form 2a	Green House
<input checked="" type="checkbox"/>	MINIT, Arthur	Arthur	MIN300	Form 8A	

- g. Click **OK**.

You are returned to the previous screen with the selected recipient(s) added.

5. If  appears next to any names, there is no telephone number or email address recorded for the individual or their account is disabled. Hover your cursor over the icon to confirm what the error is and do ONE of the following:
  - » Click **Search** and use the dialog to remove the contact from the selected grid. Proceed with sending the message to the other recipients.
  - » Proceed and send your message to the remaining recipients, then review the errors via the **Module dashboard** tab. Take steps to add / correct the contact information, then rerun the message via the **Module dashboard** tab.
  - » Leave the messaging process completely and add / amend the relevant contact information immediately. However, you will need to start the procedure anew once this has been done.
6. (Optional) If you are messaging a pupil(s) and would like to include their associated contacts as recipients, do ONE of the following:
  - » To select ALL the pupil associates, tick the **Include pupil associations** check box.
  - » To select specific pupil associates, tick the relevant **Relationships** check box for each relationship type that you want to include.

<input checked="" type="checkbox"/>	<b>Include pupil associations</b>
<input type="checkbox"/>	Relationships
<input checked="" type="checkbox"/>	Parent
<input checked="" type="checkbox"/>	Rank 1
<input checked="" type="checkbox"/>	Rank 2
<input checked="" type="checkbox"/>	Rank 3



**Note:** Contacts associated with pupils are 'ranked' by the school. The school defines what each rank means and therefore which contact types fall into each rank. For example, parents and guardians may be 'Rank 1', secondary contacts such as grandparents or aunts and uncles could be 'Rank 2' and siblings could be 'Rank 3'. If you are unsure how your school is using the ranking system, speak with your Line Manager.



The selected associate names appear in a **Contacts** grid beneath the **Pupils** grid.

Messaging dashboard Manual messaging

To  Pupil  Contact  Staff

Pupil Code	Pupil Name
BAT002	BATEMAN, Christopher
DYE003	DYER, Annabel
KER001	KERR, Rebecca
MIT001	MITCHELL, Emily J
MIT003	MITCHELL, Polly

Include pupil associations

Relationships

- Parent
- Rank 1
- Rank 2

To	Contact title	Contact name	Related to	Relation type	Rank
Mr		DYER, Robert	DYER, Annabel	father	Parent
Mr		KERR, W	KERR, Rebecca	father	Parent
Mr		MITCHELL, Derek L	MITCHELL, Emily J	father	Parent
Mrs		MITCHELL, M	MITCHELL, Polly	mother	Parent
Mrs		STEADMAN, Emma	STEADMAN, Joanna	mother	Parent

Subject

- Complete the **Subject** field, as required.

The subject header has a character limit of 100 characters, including spaces. You CANNOT enter more than this number of characters into this field. To help users adhere to this limit, the **Manual messaging** tab includes a character counter next to the **Subject** field.

Subject  14

Message  26

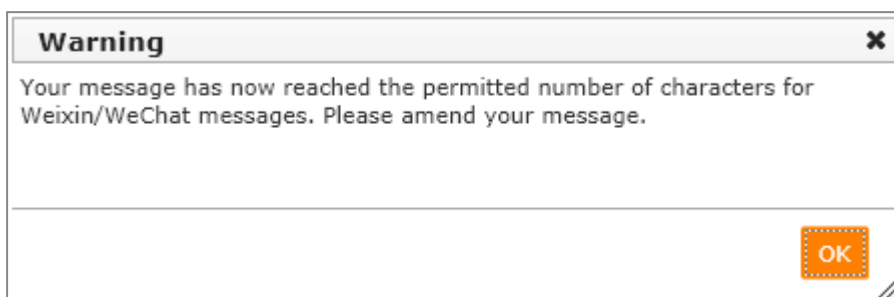
- Complete the **Message** field, as required.

Messages sent via Weixin / WeChat have character limits of up to 600 characters, including spaces. To help users adhere to these limits, the **Manual messaging** tab includes a character counter next to the **Message** field.

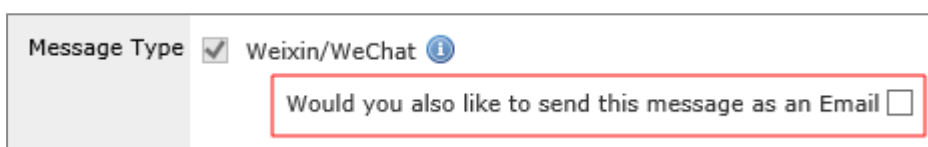
Subject  14

Message  26

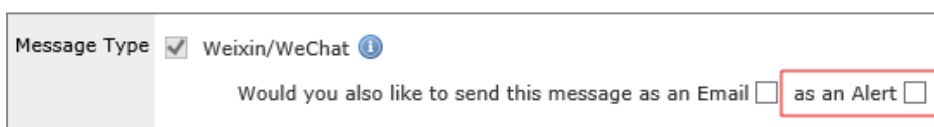
If you try to enter more than 600 characters in the **Message** field, either by typing them in or cutting and pasting text from elsewhere, a warning appears. Read the warning and click **OK** to return to the **Manual messaging** tab so that you can reduce your text.



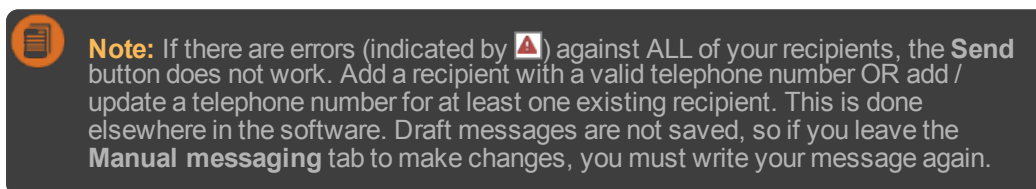
9. (Optional) If you would like to send the message via Weixin / WeChat AND by email, tick the **Would you also like to send this message as an Email** check box.



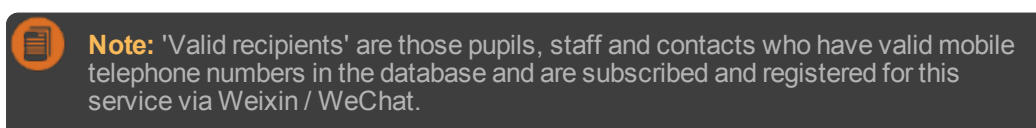
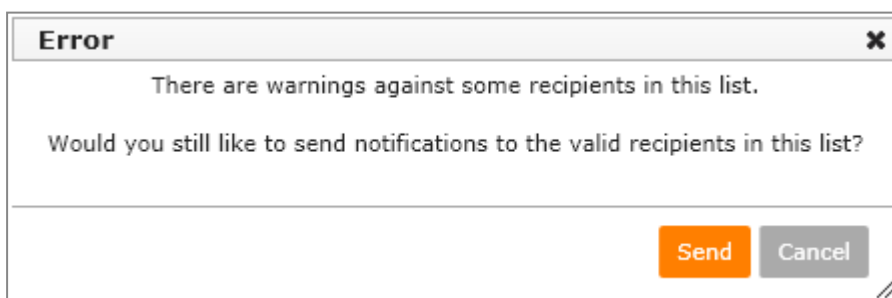
10. (Optional) If you are contacting staff and would also like to send your message as a 3sysACADEMIC alert, tick the **as an Alert** check box.



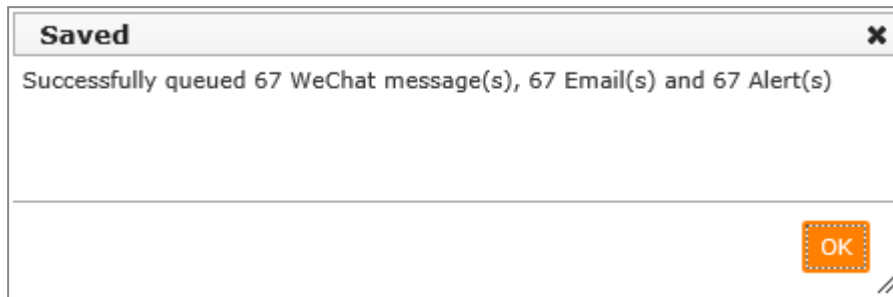
11. Click **Send**.



12. The **Messaging** module checks whether any recipients have ⚠ against their name due to invalid contact information or their account being disabled. Click **Send** in the popup that appears.



- Once the message is queued, a popup appears detailing how many messages were dispatched successfully using each of the selected methods. Read the message and click **OK**.



You are returned to the **Manual messaging** tab.



**Note:** When you send a message via the **Manual messaging** tab, it is queued for dispatch. It is not sent immediately, so you will need to check the **Messaging dashboard** tab after a few minutes. The time it takes for messages to be sent depends on a variety of factors, such as your network speed, the number of messages being sent at the time and the number of recipients.

- Go to the **Messaging dashboard** tab to review the status and progress of your message(s).

**More details:** See "[About Managing Messages](#)" on page 22.

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# Managing Weixin / WeChat Messages

This chapter discusses the following:

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Reviewing the Cause of Failed Messages .....	26
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# CHAPTER 3

## About Managing Messages

The central point from which you manage and monitor message failures is the **Messaging dashboard** tab. When you create a message on the **Manual messaging** tab, your message is queued for dispatch. It is not sent immediately, so you will need to check the **Messaging dashboard** after a few minutes to see if the message has been sent successfully to all recipients or if it could not be delivered for some reason. The time it takes for messages to be sent depends on a variety of factors, such as your network speed, the number of messages being sent at the time and the number of recipients.



**Note:** It is recommended that the **Messaging dashboard** tab is monitored carefully so that message failures can be successfully managed and dealt with promptly.

**Messaging**

Messaging dashboard Manual messaging

---

**Filters**

Message Type: All Last Updated Start Date: Last Updated End Date: Created Start Date: Created End Date: Has Error: All

Search Clear

---

**Messages**

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors   Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors   Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors   Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

Records Per Page 5 Showing 1 - 5 of 21 Records Page 1 of 5

The **Messaging dashboard** tab shows a summary of messages dispatched. Depending upon your permission settings, you will either see your own messages or all users' messages.

By default, the **Messaging dashboard** tab shows all message types sent (i.e. Weixin / WeChat messages, emails and alerts) and all messages with or without errors. The data is presented in chronological order with the most recently sent / rerun message at the top of the grid.

Each row shows the status / progress of one message type dispatched, detailed in the **Message type** column. For example, if you send one message by Weixin / WeChat and by email, two rows are added to the **Messaging dashboard** grid, one for Weixin / WeChat correspondence and one for the emails. The **Messages** column shows how many messages have been sent (i.e. how many recipients there are). The adjacent columns show the number of those messages with each status:

Column	Status
<b>Not started</b>	This is the number of messages that have been sent from the <b>Manual messaging</b> tab and are now queued for dispatch.
<b>Processing</b>	These messages are being sent.
<b>Complete</b>	These messages have been sent successfully.
<b>Failed</b>	These messages could not be received for some reason. More details about why the failure occurred can be accessed via the <b>Actions</b> column.

**Messaging**

Messaging dashboard | Manual messaging

▼ Filters

Message Type: All | Last Updated Start Date: | Last Updated End Date: |  
 Created Start Date: | Created End Date: | Has Error: All

Search Clear

**Messages**

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors   Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors   Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors   Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

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If there are 'Failed' messages, the **View errors** option in the **Actions** column becomes enabled for this row. Clicking on **View errors** shows details of why the failed messages could not be sent. Having reviewed this information, you can take action to enable them to be sent successfully, where possible. For example, if a mobile telephone number or email address is incorrect, you can check the details and update them in the user's record, if appropriate. If the issue relates to users not registering for the service, for example, they must be asked to do so.

**Messaging**

Messaging dashboard | Manual messaging

▼ Filters

Message Type: All | Last Updated Start Date: | Last Updated End Date: |  
 Created Start Date: | Created End Date: | Has Error: All

Search Clear

**Messages**

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors   Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors   Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors   Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

Records Per Page 5 | Showing 1 - 5 of 21 Records | Page 1 of 5

Once each failure's cause has been addressed, you can rerun the failed messages via the **Messaging dashboard** tab by clicking **Rerun Failed** or **Rerun All** in the **Actions** column next to the relevant message.

The screenshot shows the 'Messaging' dashboard with the 'Manual messaging' tab selected. Below the filters, a table lists messages with columns for Actions, Subject, Messages, Not started, Processing, Complete, Failed, Created date, Last update, and Message type. The 'Rerun Failed' action is highlighted in red for several rows.

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors   Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors   Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors   Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

## Finding Messages via the Dashboard Tab

### HOW TO FIND MESSAGES VIA THE DASHBOARD TAB



1. Go to **Modules > Communication > Messaging**.

The **Messaging dashboard** tab appears.


This screenshot is identical to the one above, but with a red box highlighting the 'Messaging dashboard' tab in the top navigation bar.



2. In the **Filters** section at the top of the screen, enter your search criteria in one or more of the fields. You can search by:





Field	Action
<b>Message Type</b>	Use this drop list to show all messages or filter them by type, i.e. 'Alert', 'Email' or 'Weixin / WeChat'.
<b>Last Updated Start Date / End Date</b>	To filter messages by a date range based on when they were last updated (e.g. rerun), type a date into these fields using a DD/MM/YYYY format OR click  and select a date using the <b>Calendar</b> popup.
<b>Created Start Date / End Date</b>	To filter messages by a date range based on when they were created, type a date into these fields using a DD/MM/YYYY format OR click  and select a date using the <b>Calendar</b> popup.
<b>Has Error</b>	Use this drop list to select 'All', 'Yes' or 'No'.



**Note:** If you cannot see this section in the software, it may be minimised. Click  next to the relevant heading to expand it.

3. Click **Search**.

The results appear in the **Messages** grid.

4. (Optional) Use the **Page** icons beneath the grid to navigate between pages of results.
- » Click  or  or on the numbers underneath the grid on the left-hand side to move between pages.
  - » Click  to go to the first page or  to go to the last page.
  - » Use the **Records Per Page** drop list to see more records on each page.

Records Per Page  

- » Click in the **Page** field and type the number of the page you want.

Page  of 1

## Reviewing the Cause of Failed Messages

### HOW TO REVIEW THE CAUSE OF FAILED MESSAGES

1. Go to **Modules > Communication > Messaging**.

The **Messaging dashboard** tab appears. Any queued messages which have failed to send have a figure in the **Failed** column in the grid. This figure represents the number of recipients who have NOT received the message.

The screenshot shows the 'Messaging' dashboard with a 'Manual messaging' tab. Below the filters, there is a table of messages. The 'Failed' column is highlighted in red in the original image.


Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors   Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors   Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors   Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert



**Note:** Each row represents a message sent via a particular medium, i.e. Weixin / WeChat, email or alert. This is the "message type" and detailed in the **Message type** column.

2. (Optional) To filter the list so that the grid only shows messages which have failed, in the **Filters** section, select 'Yes' using the **Has Error** drop list.



**Note:** If you cannot see this section in the software, it may be minimised. Click  next to the relevant heading to expand it.

3. (Optional) Use the other options in the **Filters** section to find the specific message(s) that you want.



**Note:** If you are unsure how to filter messages, see steps 2 to 4 of "[Finding Messages via the Dashboard Tab](#)" on page 24.

- In the **Actions** column, click **View errors** next to the message that you want to know about.

**Messaging**

Messaging dashboard Manual messaging

▼ Filters


Message Type: All Last Updated Start Date: Last Updated End Date: Created Start Date: Created End Date: Has Error: All

Search Clear

**Messages**

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

Records Per Page 5 Showing 1 - 5 of 21 Records Page 1 of 5

 **Note:** The **View errors** option is only enabled if individual messages failed for some reason. If none of the messages failed, there are no errors to view and the option is greyed out.

Text detailing why messages failed to reach each of the relevant recipients appears in red.

**Messages**

Actions	Subject	Messages	Not started	Processing	Complete	Failed	Last update	Message type
Hide errors Rerun Failed	Reminder - Room Change	7	0	0	0	7	17/07/2017 11:35:28	Email

BATEMAN, Christopher

Error Sending Email: Failure sending mail. The remote name could not be resolved: 'mail01' [SmtpHost:mail01] [SmtpUser:] [SmtpPort:25] [UseSsl:False] [From:admin@camelot.sch.uk] [To:doesnotexist@wcbs.co.uk] [Cc:] [Bcc:]

DYER, Annabel

Error Sending Email: Failure sending mail. The remote name could not be resolved: 'mail01' [SmtpHost:mail01] [SmtpUser:] [SmtpPort:25] [UseSsl:False] [From:admin@camelot.sch.uk] [To:doesnotexist@wcbs.co.uk] [Cc:] [Bcc:]

KERR, Rebecca

Error Sending Email: Failure sending mail. The remote name could not be resolved: 'mail01' [SmtpHost:mail01] [SmtpUser:] [SmtpPort:25] [UseSsl:False] [From:admin@camelot.sch.uk] [To:doesnotexist@wcbs.co.uk] [Cc:] [Bcc:]

- When you have finished reviewing the information, click **Hide errors** in the **Actions** column to return to the **Messaging dashboard** tab.
- (Optional) Take action to resolve the error(s) and rerun the message(s).

## Rerunning Messages

### HOW TO RERUN MESSAGES



**Note:** Failed messages should only be rerun once the errors that prevented them from being sent successfully have been addressed, e.g. contact information added or corrected in your database.

1. Find the message(s) that you would like to rerun.



**Note:** If you are unsure how to find a message, see "[Finding Messages via the Dashboard Tab](#)" on page 24.

2. To rerun messages, do ONE of the following:

- » To resend the failed messages only, in the **Actions** column, click **Rerun Failed**.



**Note:** The **Rerun Failed** option is only enabled if messages failed for some reason when last sent. If none of the messages failed, the **Rerun Failed** option is greyed out.

- » To resend ALL of the messages, i.e. including those sent successfully, in the **Actions** column, click **Rerun All**.



**Note:** If you cannot see this option, click  or  to expand the list.

The progress of recently sent messages is shown in the **Not started**, **Processing**, **Complete** and **Failed** columns.

Messaging									
Messaging dashboard Manual messaging									
Filters									
Message Type: All		Last Updated Start Date:		Last Updated End Date:		Created Start Date:		Created End Date:	
Has Error: All									
Search		Clear							
Messages									
Actions	Subject	Messages	Not started	Processing	Complete	Failed	Created date	Last update	Message type
View errors   Rerun Failed	Room Change	7	7	0	0	0	19/12/2017 11:47:12	19/12/2017 11:47:12	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	204	118	0	3	19/12/2017 11:45:53	19/12/2017 11:47:15	Weixin/WeChat
View errors   Rerun Failed	School Closure	325	205	119	0	1	19/12/2017 11:45:53	19/12/2017 11:47:14	Email
View errors   Rerun Failed	Keys Found	67	0	0	0	67	19/12/2017 11:22:41	19/12/2017 11:28:04	Weixin/WeChat
View errors   Rerun Failed	Keys Found	67	0	0	23	44	19/12/2017 11:22:41	19/12/2017 11:28:04	Alert

3. Click to refresh the screen to see the latest progress / status of messages until the number in the **Complete** column matches that in the **Messages** column, indicating that the rerun has successfully finished.



**Note:** If any messages have not sent, a figure appears in the Failed column. Review the errors (see "[Reviewing the Cause of Failed Messages](#)" on page 26), remedy any issues and repeat steps 1 to 3.

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