

How to View, Send or Reply to a Message

With CTLS Parent, you are able to view **posts** that are sent by the school, your child's grade level(s), classes, and groups you are associated with. You can also send a **message** to your child's teacher or a school staff member.

View Your Messages

1. Select "Messages" on the left (found on the homepage).



The screenshot shows the CTLS Parent interface. At the top, there is a red navigation bar with a home icon, a search bar labeled "Search Posts", and a language toggle for "ESPAÑOL". Below the navigation bar, the page is titled "Cobb Demo School". On the left side, there is a sidebar with a list of users: Lucas Sanchez (1st Grade) and Elizabeth Sanchez (8th Grade). Below the user list, there are three main sections: "COMMUNICATE", "EXPLORE", and "PARTICIPATE". Under "COMMUNICATE", there are two options: "Posts" and "Messages". The "Messages" option is highlighted with a red box. The main content area displays a post titled "Coffee with a Teacher" by the Demo Principal, posted 5 minutes ago on Wednesday, Jun 24 at 5:54 PM. The post text invites parents to a coffee session in the classroom. Below the post, there are options to "Appreciate", "Comment", and "Print". At the bottom of the post, it says "No Notifications • Staff and Parents".

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2. The left column will display your active conversations. Click on the message to display the entire conversation, which will appear on the right. You may delete the conversation by clicking the trash can icon. *(This will delete it from your view only.)*

The screenshot displays a messaging application interface. On the left, there is a sidebar with a header that says "Start a conversation or send a direct message to one or more" and a red "New Message" button. Below this, it shows "2 Total • 0 New" and a list of conversations. The top conversation is from "Demo Secretary" with a timestamp of "Mon 6/22, 6:28 pm" and a message that says "Please find attached the requested document". The bottom conversation is from "Joe Mitchell" with a timestamp of "Mon 6/22, 6:27 pm" and a message that says "Hi Mr. Mitchell, What time does practice start tomorrow for the 7th Grade team?". On the right, the detailed view of the message from "Joe Mitchell" is shown. It features a header with "Joe Mitchell" and a trash can icon. The message content is from "Maria Sanchez" (with initials "MS") dated "Mon 6/22, 6:27 pm" and says "Hi Mr. Mitchell, What time does practice start tomorrow for the 7th Grade team?". At the bottom of the right pane, there is a "Reply" input field, a camera icon, a link icon, and a red "Reply" button.

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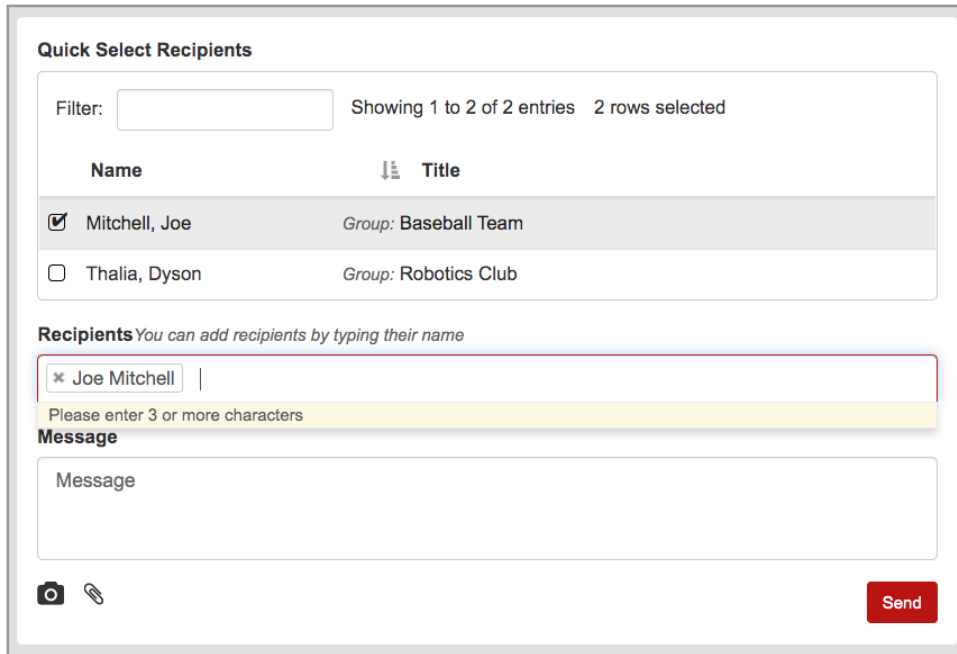
Send a Message

1. Open your messages (see instructions above) and **click "New Message"** to start a conversation.

The screenshot displays a messaging application interface. On the left, a sidebar contains a 'New Message' button with a speech bubble icon, highlighted with a red box. Below it, a summary shows '2 Total' and '0 New' messages. Two message entries are listed: one from 'Demo Secretary' at 6:28 pm with one reply, and one from 'Joe Mitchell' at 6:27 pm with one reply. The main area on the right shows a conversation with 'Joe Mitchell'. A message from 'Maria Sanchez' (MS) is visible, dated 'Mon 6/22, 6:27 pm', with the text: 'Hi Mr. Mitchell, What time does practice start tomorrow for the 7th Grade team?'. At the bottom, there is a 'Reply' input field, a camera icon, a paperclip icon, and a red 'Reply' button.

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2. Select your child's teacher from your Quick Select Recipients list to send to that teacher. You can also type in a staff name directly into the Recipient Box.



Quick Select Recipients

Filter: Showing 1 to 2 of 2 entries 2 rows selected



Name	Title
<input checked="" type="checkbox"/> Mitchell, Joe	Group: Baseball Team
<input type="checkbox"/> Thalia, Dyson	Group: Robotics Club

Recipients You can add recipients by typing their name

|

Please enter 3 or more characters

Message

3. If you select two or more individuals to send your message to, you will have the choice to send as a:

- **Private Message** (default): A separate conversation will be created for each participant, like BCC. Each participant will only see messages from you.
- **Group Message**: There will be one conversation for all participants, like CC. Each participant will see messages from everybody else.

4. Write your message in your native language. CTLS Parent will automatically translate your message into the preferred languages of your recipients!

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5. Add any photos or attachments via the camera and paperclip icons, which you can find below the message field. When you're done, click the "Send" button.

Recipients *You can add recipients by typing their name*

× Joe Mitchell × Demo Tailia



Private Message *A separate conversation will be created for each participant, like BCC. Each participant will only see messages from you.*

Group Message *There will be one conversation for all participants, like CC. Each participant will see messages from everybody else.*

Message

Hi,

What time does the showcase end tomorrow?

Send

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Reply to a Message

- 1. Click on the notification** and you will be directed to CTLS Parent to respond.
- 2. Here, you will see the conversation thread.** Type in your message, include any optional photos or files, and click “Reply”.

