

Communications Training Guide

How Can ePACT's Communication Tools Be Used?

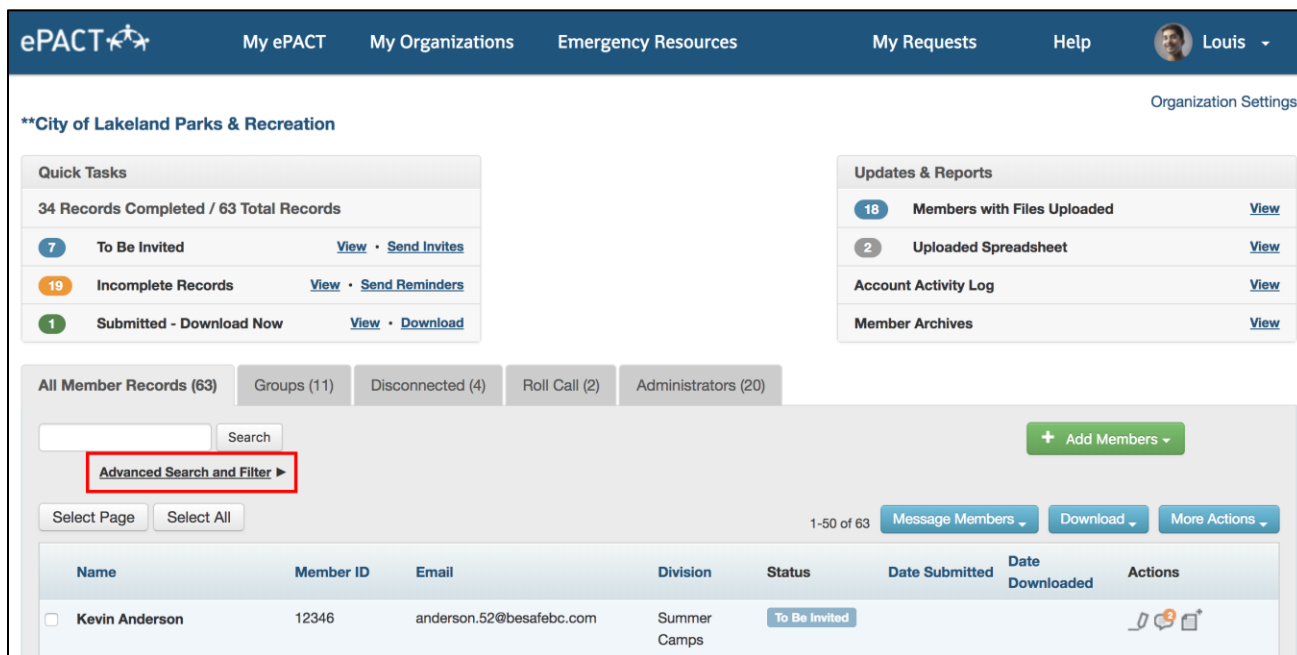
With ePACT's communication tools, you can ensure that everyone receives the important messages your organization sends as quickly as possible, whether it's a simple update or an emergency notification.

ePACT has built email, text, voice and roll call messaging so you can be confident that your members are receiving the messages that they need to. Here are just a few of the scenarios where you can use our communication tools:

- The bus is running late from a field trip, and you need to notify parents of the alternate pick-up time
- The center is closing because of inclement weather, and you need to contact parents and emergency contacts to have all participants picked up as quickly as possible
- The drop off location for tomorrow's camp has changed, and you need to ensure all parents received the notice (using our two-way roll call messaging)
- A camper has fallen ill, and you need to quickly share information with parents and emergency contacts to speed up assistance

Selecting Your Members - Advanced Search and Filter

The first step is selecting the members to send your message to. If you'd like to include everyone in your organization, simply click **Select All**. Otherwise, our advanced search and filter allows you to view members within specific groups or programs, or those with specific medical or dietary information (e.g. they have a food allergy). Click **Advanced Search and Filter** to open this feature.



The screenshot shows the ePACT web application interface for the 'City of Lakeland Parks & Recreation' organization. The top navigation bar includes links for 'My ePACT', 'My Organizations', 'Emergency Resources', 'My Requests', 'Help', and a user profile for 'Louis'. The main dashboard area is divided into several sections:

- Quick Tasks:** Displays 34 Records Completed / 63 Total Records. It includes a list of tasks: 'To Be Invited' (7), 'Incomplete Records' (19), and 'Submitted - Download Now' (1). Each task has a 'View' and 'Send Invites' or 'Download' link.
- Updates & Reports:** Displays a list of updates and reports, including 'Members with Files Uploaded' (18), 'Uploaded Spreadsheet' (2), 'Account Activity Log', and 'Member Archives'. Each item has a 'View' link.
- Member Records:** A section with tabs for 'All Member Records (63)', 'Groups (11)', 'Disconnected (4)', 'Roll Call (2)', and 'Administrators (20)'. Below the tabs is a search bar and a red box highlighting the 'Advanced Search and Filter' button.
- Member List:** A table showing member details. The first row is for Kevin Anderson, with Member ID 12346, Email anderson.52@besafebc.com, Division Summer Camps, and Status To Be Invited. The table has columns for Name, Member ID, Email, Division, Status, Date Submitted, Date Downloaded, and Actions.

To search for members in a specific group, select the appropriate program under the “Group Names” section and click **Search**. If you would like to view members across multiple programs or camps, select the corresponding programs under the “Group Names” section (in the example below we used Museum Trip and Photo studio) and click **Search**.

For all search criteria, you can type in a keyword and the relevant search results will display below. The number of relevant participants for your search will be displayed beside the **Message Members** button.

Don’t forget to click **Clear All** after each search!

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis

Organization Settings

****City of Lakeland Parks & Recreation**

Quick Tasks

34 Records Completed / 63 Total Records

7

To Be Invited

View · Send Invites

19

Incomplete Records

View · Send Reminders

1

Submitted - Download Now

View · Download

Updates & Reports

18

Members with Files Uploaded

View

2

Uploaded Spreadsheet

View

Account Activity Log

View

Member Archives

View

All Member Records (63)Groups (11)Disconnected (4)Roll Call (2)Administrators (20)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Select AllClear

Select Status

Group Names :

Select AllClear

× Fun Trip × Museum Trip

Medical & Dietary :

Select AllClear

Select Condition

More Options

Date Filters

Other Options

Search

Clear All

Selected: 2

Select Page

Select All

1-50 of 63

Message Members


Download

More Actions

Name	Member ID	Email	Division	Status	Date Submitted	Date Downloaded	Actions
<input type="checkbox"/> Kevin Anderson	12346	anderson.52@besafebc.com	Summer Camps	To Be Invited			<div></div> <div></div> <div></div>

Please note: Selecting multiple parameters within **one** section will generate search results for “or” (e.g. search for participants who are in the Museum Trip OR Fun Trip groups). Selecting parameters across **multiple** sections will generate search results for “and” (e.g. the member has a food allergy AND is attending the Museum Trip or Fun Trip).

ePACT
My ePACT
My Organizations
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My Requests
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Louis ▾

[Organization Settings](#)

**City of Lakeland Parks & Recreation

Quick Tasks
 34 Records Completed / 63 Total Records

7
To Be Invited [View](#) • [Send Invites](#)

19
Incomplete Records [View](#) • [Send Reminders](#)

1
Submitted - Download Now [View](#) • [Download](#)

All Member Records (63)
Groups (11)
Disconnected (4)
Roll Call (2)
Administrators (20)

[+ Add Members ▾](#)

[Advanced Search and Filter ▾](#)

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Select Status

Group Names :

Medical & Dietary :

[More Options ▶](#)

Consents & Other Questions :

Select Question

Files :

Select Files

Division :

Select Division

[Date Filters ▶](#)
[Other Options ▶](#)

Selected: 3

1 - 50 of 63

Select All and Select Page

To select all the members on the first page, click **Select Page** under the Advanced Search and Filter button.

If you would like to select all of the members in your search parameter (more than 50 members), be sure to click **Select All**.

The screenshot displays the ePACT web application interface for the City of Lakeland Parks & Recreation. The top navigation bar includes links for My ePACT, My Organizations, Emergency Resources, My Requests, Help, and a user profile for Louis. The main content area is titled "**City of Lakeland Parks & Recreation" and features several sections:

- Quick Tasks:** A list of tasks with counts and links. The first task, "Submitted - Download Now" (1), is highlighted with a green circle.
- Updates & Reports:** A list of reports with counts and links. The first report, "Members with Files Uploaded" (18), is highlighted with a blue circle.
- All Member Records (63):** A section with tabs for Groups (11), Disconnected (4), Roll Call (2), and Administrators (20). Below the tabs is a search bar and a "Search" button.
- Advanced Search and Filter:** A section with a "Select Page" button and a "Select All" button, both highlighted with red boxes.
- Buttons:** A "Message Members" button, a "Download" button, and a "More Actions" button.

The bottom of the page shows a table header with columns: Name, Member ID, Email, Division, Status, Date Submitted, Date Downloaded, and Actions.

Message Members

You can message members for different situations:

- **Invite, Reminder & Reconfirm:** These three messages are used to collect and update emergency information - so you won't need to use these options for notifications
- **General:** Send a general email, text or voice message to families and/or emergency contacts.
- **Emergency:** Send an urgent email, text or voice message to families and/or emergency contacts.
- **Roll Call:** Send a text message to families (for those who are verified to receive text messages) and request a response.

To send a message, select the participants you would like to communicate with (e.g. all those in a specific program, or all participants), and select **Message Members → General or Emergency**.

ePACT

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelp

Louis

Organization Settings

****City of Lakeland Parks & Recreation**

Quick Tasks

34 Records Completed / 63 Total Records

7

To Be Invited

View · Send Invites

19

Incomplete Records

View · Send Reminders

1

Submitted - Download Now

View · Download

Updates & Reports

18

Members with Files Uploaded

View

2

Uploaded Spreadsheet

View

Account Activity Log

View

Member Archives

View

All Member Records (63)Groups (11)Disconnected (4)Roll Call (2)Administrators (20)










Search

+ Add Members

Advanced Search and Filter

Unselect All1-50 of 63

Message MembersDownloadMore Actions

Name	Member ID	Email	Division	Status		Actions
Kevin Anderson	12346	anderson.52@besafebc.com	Summer Camps	To Be Invited		  
Charles Billings-Lonsley	12347	lonsleymom@besafebc.com	Summer Camps	Outstanding		  
Heather Brantmeyer	12348	brantmeyer11@besafebc.com	Summer Camps	Downloaded	Jul 3, 2018Jul 3, 2018	  

Next, select who you would like to send the message to and click the green **Review Message** button:

- **Include legal guardians:** To communicate through ePACT, legal guardians will always be selected as a default.
- **Include emergency contacts:** Select this option if you need to communicate with the emergency contacts that your members have identified as people who can pick up participants, and will support them if they are impacted by a crisis.

My ePACTMy OrganizationsEmergency ResourcesMy RequestsHelpLouis ▾

Send a Message

Who should receive this message?

☒ Include legal guardians

☐ Include emergency contacts

Review Message

Back

Create your message using these steps:

- Use the top box to compose your email message. Please note that if the email box for an emergency message is left blank, it will populate with the text that was included in the SMS or Voice message.
- The following boxes are for SMS and Voice messages. You can copy and paste the same message across all three types by highlighting your message - Right clicking "Copy" then paste it in the other boxes, or use a different message for each communication medium (within given character limits). If you do not see a box for text messaging or voice messaging, your organization has chosen not to use that feature.
- Click the green **Preview Message** button at the bottom of the page.

ePACT★My ePACTMy OrganizationsMy Requests

Family AppHelpZul

Review Message

1 records have been selected

A note about replies

As the sender of this message, you will receive any replies from your members.
We provide some prepared responses to any general questions your members might have about ePACT.
If any members ask for technical help, please forward their message to us at help@epactnetwork.com.

Email

Language: English (US)

Sent by

Message from {organizationName}

Subject

Message from {organizationName}

Email Message

Heading 2 **B** **I** **U**

There has been a flood at the Rec Centre. Please have your child picked up.

SMS Message

Some of your members may not be subscribed to receive text messages.

There has been a flood at the Rec Centre. Please have your child picked up.

Voice message

There has been a flood at the Rec Centre. Please have your child picked up.

Preview Message


Cancel


What is ePACTPrivacySecurityEnd-User Terms of UseOrganizational Terms of Use

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Review your message on the next page. Your email message contains a preview of the entire email, and the text in your SMS and Voice messages displays underneath. Please note, anything in brackets will auto-fill with your organization's name.

If you are happy with your message, click the green **Send Message** button. If you would like to make edits to the content, click **Back**.

ePACT


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Preview Message

View general message and make edits before sending.

Subject:Message from {organizationName}

Email Message:





Message from {organizationName}

There has been a flood at the Rec Centre. Please have your child picked up.

Thank you,

{organizationName}

1325 Bloomfield Blvd
Lakeland, FL
USA, 33565






Have questions or feedback?

Visit our [Help Center](#) for all the answers to your ePACT questions, including articles, videos, and live chat with our Customer Success Team.

Contact us seven days a week at help@epactnetwork.com

Call 1-855-773-7228 Monday – Friday from 9am – 5pm PST

ePACT Network Ltd
267 West Esplanade, Unit 105, North Vancouver, BC, V7M 1A5
www.epactnetwork.com • info@epactnetwork.com • 1-855-773-7228



[Contact Us](#) [Terms of Use](#) [Privacy Policy](#) [Security](#)

SMS Message:There has been a flood at the Rec Centre. Please have your child picked up.


Voice message:There has been a flood at the Rec Centre. Please have your child picked up.


Send Message

Back

Once you click **Send Message**, this page will confirm that your message is being sent to the appropriate communication carriers.

Please note: A copy of a general or emergency message will automatically be CC'd to the administrator sending the message. ePACT does not keep copies of general and emergency messages. Please refer to your internal policies to keep track of when and to whom messages are sent to.

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Louis ▾

Nice Work! Your messages are being sent.


Back to Member Dashboard

Roll Call Messaging

Roll Call Messaging allows you to send a text message to families (for those who are verified to receive text messages) and request a response. To send a roll call message, open your advanced search and filter to set your search parameters, and check off the box for **Verified for Texts**. From there, click **Search** and then **Select Page** or **Select All**.

*Please note that in an emergency, you will still want to send a voice and email message to those members who are not verified to receive text messages (including those in Invited or Outstanding status).

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**City of Lakeland Parks & Recreation

Quick Tasks

34 Records Completed / 63 Total Records

7 To Be Invited
[View](#) • [Send Invites](#)

19 Incomplete Records
[View](#) • [Send Reminders](#)

1 Submitted - Download Now
[View](#) • [Download](#)

Updates & Reports

18 Members with Files Uploaded
[View](#)

2 Uploaded Spreadsheet
[View](#)

Account Activity Log
[View](#)

Member Archives
[View](#)

All Member Records (63)
Groups (11)
Disconnected (4)
Roll Call (2)
Administrators (20)

+ Add Members ▾

[Advanced Search and Filter ▾](#)

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Group Names :

Medical & Dietary :

Select Status

Select Group Name

Select Condition

[More Options ▶](#)

[Date Filters ▶](#)

[Other Options ▶](#)

☐ Has Comments
☐ Flagged Conditions

☒ Verified for Texts

☐ Not Verified for Texts

Selected: 1

Select Page

1-9 of 9

Name	Member ID	Email	Division	Status	Date Submitted	Date Downloaded	Actions
------	-----------	-------	----------	--------	----------------	-----------------	---------

Once you've selected the members who are verified to receive text messages, click **Message Members** → **Roll Call**.

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Updates & Reports

18

Members with Files Uploaded

View

2

Uploaded Spreadsheet

View

Account Activity Log

View

Member Archives

View

All Member Records (63)Groups (11)Disconnected (4)Roll Call (2)Administrators (20)

+ Add Members

Advanced Search and Filter

Note: New/revised records submitted by your members may take up to one hour to appear in your account.

Search :

Status :

Select AllClear

Group Names :

Select AllClear

Medical & Dietary :

Select AllClear

Select StatusSelect Group NameSelect Condition

More Options

Date Filters

Other Options

☐ Has Comments

☐ Flagged Conditions

☒ Verified for Texts

☐ Not Verified for Texts

Search

Clear All

Selected: 1

Deselect Page

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Message Members

Download

More Actions

Name	Member ID	Email	Division	Status	Actions
<input checked="" type="checkbox"/> Heather Brantmeyer	12348	brantmeyer11@besafebc.com	Summer Camps	Downloaded	<div>Downloaded</div> <div><div></div><div></div><div></div><div></div></div>
<input checked="" type="checkbox"/> Lexi Brantmeyer	12350	brantmeyer11@besafebc.com	Summer Camps	Submitted	<div>Submitted</div> <div><div></div><div></div><div></div><div></div></div>

Invite

Reminder

Reconfirm

General

Emergency

Roll Call

The next page is where you will compose your message. In Step 1, enter the message that you'd like to send.

In Step 2, you can select your response options:

- Text 1 to confirm receipt: This option allows your members to respond with "1" so you know that they received and read the message you sent.
- Text back with reply: This option allows your members to respond with any text. For example, you may ask them to respond with their approximate arrival time.
- Provide custom response options: This option allows your members to respond with "1" or "2" according to the preset messages you've assigned. For example, you may ask them to "Text 1 for I can pick up" or "Text 2 for I need a ride scheduled".

Step 3 will display a preview of your message, and will show you the length of your message to ensure you stay within the character limits.

Once you are happy with your message, you can click **Send Now** or **Send Later**. Use the **Send Later** option if you'd like to save this message as a template for future use.

ePACT


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 Louis

Write Message

1. Enter your message

SMS Message

The camp bus is running 30min late. Please pick up at 4:30PM

2. Select response options :*

☐ "Text 1 to confirm receipt."

☐ "Text back with reply."

☒ Provide custom response options.

Text 1 for : *

I can pick up

Text 2 for : *

I need a ride scheduled

3. Preview Message:

City of Lakeland The camp bus is running 30min late. Please pick up at 4:30PM Text 1 for I can pick up. Text 2 for I need a ride scheduled.


Max Characters: 140 Characters Count: 139

Send Now

Send Later

Cancel

To track the responses of your roll call message, go to the Roll Call tab and click the message for which you'd like to view the details.

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 **Louis** ▾

Organization Settings

****City of Lakeland Parks & Recreation**

All Member Records (63)

Groups (11)

Disconnected (4)

Roll Call (1)



Administrators (20)

Filter By :

All ▾

Search

1-1 of 1

Roll Call	Sent by	Last Sent	Number of Members	Number of Responses	Type	Actions
<div>The camp bus is running 30 min late.Please pick up at 4:30pm Text 1 for I can pick up. Text 2 for I need a ride scheduled.</div>	Michelle Salazar	1/4/18 12:28 PM	6	2	Multiple Responses	 

1-1 of 1

You can see the number of messages sent and the number of people who replied at the top of the page. To view the response for individual members, you can refer to the "Status" column.

ePACT

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Organization Settings

****City of Lakeland Parks & Recreation » Roll Call Responses**

6 Recipient(s) / 6 Member(s) Originally Selected

2

Members Replied

View

0

Members Unsent

View

Roll Call: The camp bus is running 30 min late.Please pick up at 4:30pm Text 1 for I can pick up. Text 2 for I need a ride scheduled.

Roll Call Members (6)

back to all Roll Calls

Filter By : All

Search

Select All

1-6 of 6

Re-send MessageSend New Roll Call

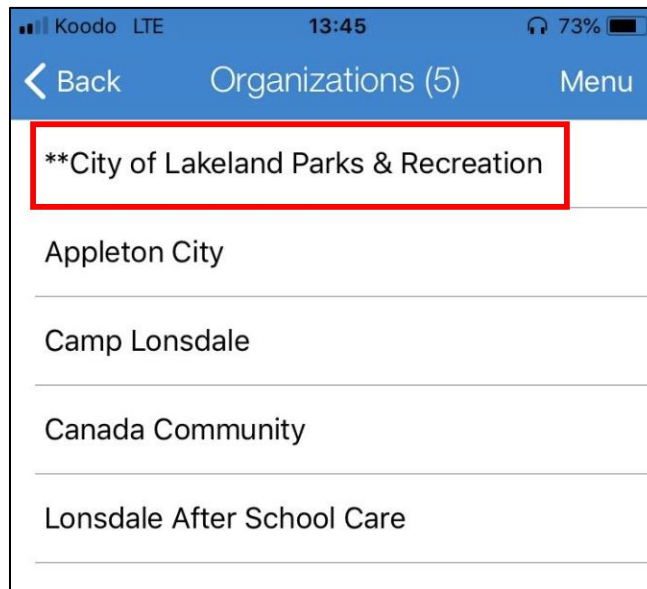
Name	Verified for Texts	Mobile Number	Last Sent	Status
<input type="checkbox"/> Billie Dawson	Yes	(813) 222-2222	10/18/2019 10:00 AM	<div>Sent</div>
<input type="checkbox"/> Donald Dawson	Yes	(813) 222-2222	10/18/2019 10:00 AM	<div>Sent</div>
<input type="checkbox"/> Heather Brantmeyer	Yes	(813) 777-3456	10/18/2019 10:00 AM	<div>Responded "1"</div>
<input type="checkbox"/> Lexi Brantmeyer	Yes	(813) 777-3456	10/18/2019 10:00 AM	<div>Responded "1"</div>
<input type="checkbox"/> Satomi Endo	Yes	(813) 222-2222	10/18/2019 10:00 AM	<div>Sent</div>
<input type="checkbox"/> Takashi Endo	Yes	(813) 222-2222	10/18/2019 10:00 AM	<div>Sent</div>

1-6 of 6

Messaging in the ePACT Admin App

When you have access to the internet via wi-fi or data on your mobile device, you can send a general or emergency message to your members in the Admin App.

If you'd like to send a message to all members in your organization, select the organization on the "Organizations" page after logging in.

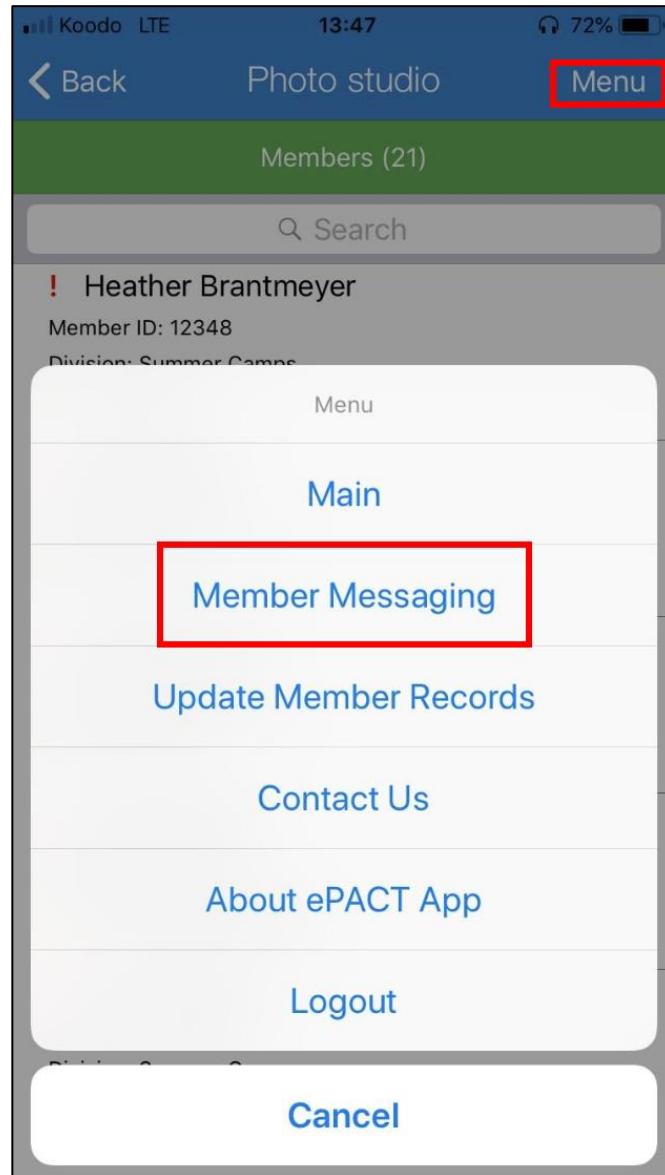


If you'd like to send the message to a specific program or group, click on the organization in the "Organizations" page and then click on the "Groups" tab. From there, click on the group to whom you'd like to send a message.

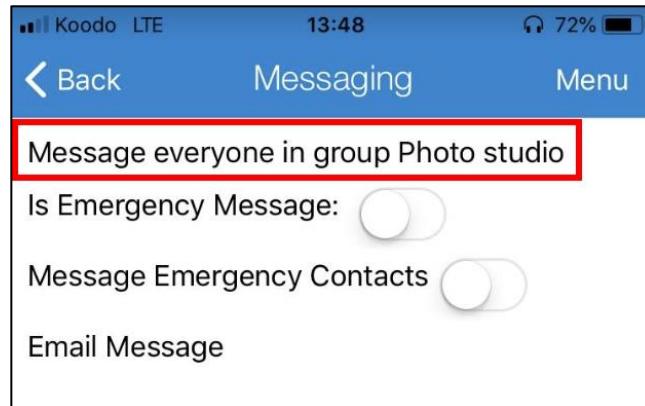
**Please note that messages in the app can be sent to all members in the organization or all members in a group. You cannot select specific members to whom you'd like to send a message.*



Once you have opened the organization or the group that needs to be sent a notification, click on “Menu” → “Member Messaging”.



The top of this screen will confirm to whom the message will be sent.



If the message is an Emergency Message, toggle the “Is Emergency Message” section **on**. If the message is a General Message, do not toggle this section.

If you would like to message Emergency Contacts, you can toggle the respective button on.



Now you can compose the email, SMS and voice messages that you'd like to send.

Once you have reviewed your messages, click "Send Message" at the bottom of the screen.

Koodo LTE 13:49 72%

< Back Messaging Menu

Message everyone in group Photo studio

Is Emergency Message: ☒

Message Emergency Contacts ☒

Email Message

Evacuation Notice

SMS Message

Evacuation notice

Characters Available: 125

Voice Message

Evacuation notice

Send Message