

## **Communication**

## **Group Leader Perspective**

### Definitions:

- Messages: Used for a group. CCB keeps a record and sends an email copy of the message. This is an easy way to communicate, and you can reply.
- Twext: Combination of tweet and a text. If your group has a twitter account connected, when you send a twext it would both tweet and send a text to any member with their mobile number and carrier in the system. Twext is one way communication (no one can reply) and no record will be saved. Website only.
- Mail Merge: A more robust emailing option. There are many options available for choosing recipients, email formatting, and converting to printed letters. Website only.
- Text: You can text a single person beginning with the system. No record will be saved, as it converts to your phone's texting system. App or website through mobile phone only. (For mobile browsers, click ellipses by phone for an option to call or send text.)
- Quick Email: Similar to messages but a record will not be saved. A quick email can be sent to almost any grouping through a people search, not just an individual or a group.

### **From the website:**

#### Twext/Text:

1. In your group, go to Group Actions in the top right corner.
2. Click Send a Twext.
3. In the pop-up box you will see a red dot if the twitter connection is not set up. It will also tell you how many text messages will be sent, based on your qualifying participants. Add your message in 140 characters or less. Hit Send Now.

#### Messages:

1. In your group, go to the messages tab.
2. Click New Message.
3. Choose who you would like to send the message to: all participants, group leaders, or specific group members.
4. In Reply To:, you can choose to allow responses to go to whomever the message was sent (all leaders, all participants), or you could allow responses to only go to yourself, or you can turn off responses. If you choose all participants or the leaders, you can also check the box "Don't store this message." if you wish. If you check the box "Pin this message to the top of the list." it would be easily reviewable for group members in the system.

#### Mail Merge:

1. Go to the Communication tab on the left.
2. Click New Mail Merge.

3. In Mail Merge Name put your Group Name. The subject and message body will be your content just like a regular email. When you are satisfied, you can send a test email to yourself if you wish, by clicking on the right hand side. The mail merge history is deleted every month.
4. Click Step 2, Choose recipients.
5. Here you will have the option to send from a group (type in your group name), individually by name (a single person or multiples), from a position (disregard this feature), registered for an event, or Helping with a need (someone who has “taken” one of the items needed).
  - a. If you choose Registered for an event, type the name of the event. Now you will have the option to specify what status of registration you would like to address. For example, you could email all those who say they will attend, or you could email all those who are undecided or have not responded to re invite them. There are many options with this feature.
  - b. Under recipient choices, you also have the option to invite the selected members, or you could choose to only email the adults (primary contact/spouse) in the case that it is a child’s event.
6. Add recipients now. Review your list.
7. Click Step 3, Send.
8. On the right hand side of Email version, toggle the “no” to say “yes.” Click Send.

**From the LEAD. app:**

Messages:

1. In your group, go to the messages tab.
2. Click New Message.
3. To:, select all participants or leaders only. Enter your message and hit Send. Everyone with an email listed will receive the message.

Text (Send Group Text):

1. In your group, click Send Group Text.
2. Enter your message and hit Send. Everyone with a mobile phone listed and carrier will receive the text message.

Text (Individual):

1. In your group, click Members.
2. Click on the person you would like to text.
3. At their profile, click on the speech balloon icon. (If the icon is not in white, their privacy settings are not enabled for you to do this or they have no mobile phone on file).
4. This has now converted to your phone’s texting system. Send your message.

OR

1. At the bottom menu click People.
2. Type in the name of the person you would like to text and click their profile.

3. At their profile, click on the speech balloon icon. (If the icon is not in white, their privacy settings are not enabled for you to do this or they have no mobile phone on file).
4. This has now converted to your phone's texting system. Send your message.

Tips:

- Messages: When you send a message to a group through the lead app, there is no way to opt out of reply all.
- All mail merge replies will go to the person who is named as sending the email.
- You cannot send a quick email (messages are comparable) nor a mail merge through the app.