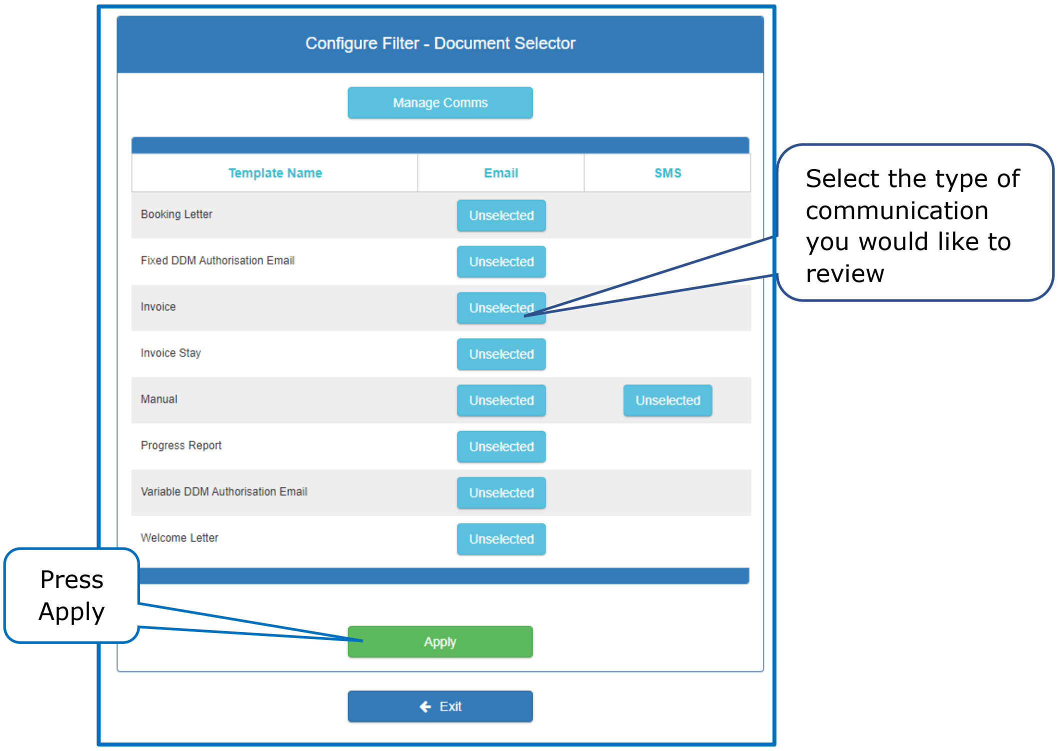
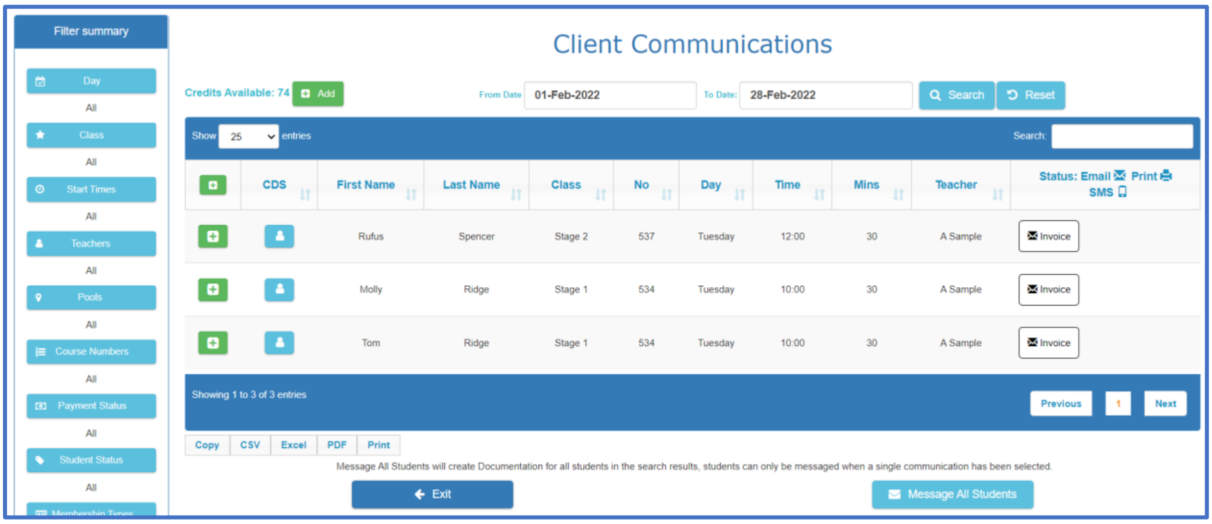
Reviewing and Creating Communication

This document is designed to help you check your communications will be sent successfully to client’s and if there is an issue, how to resolve it.

To check which students you have sent a particular communication to, you will need to go to **Client Communication** on the **Main Menu** and then **Review Communication**.

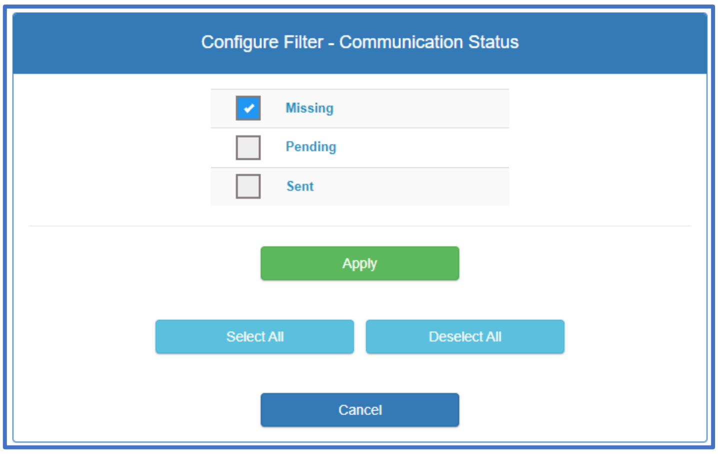




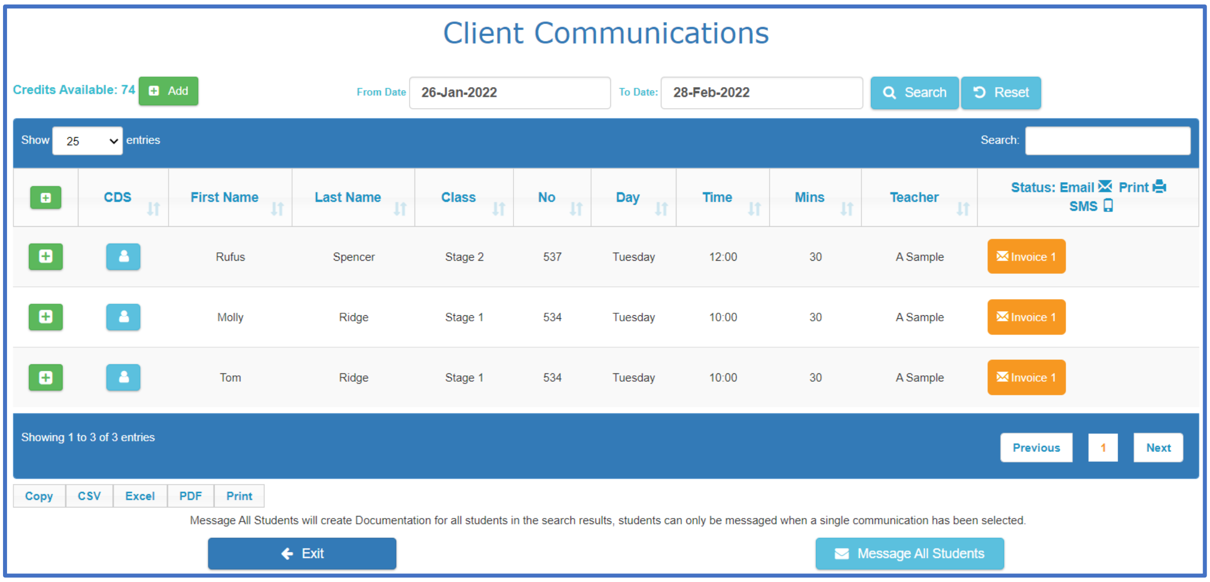
The **Client Communications** page is split into four elements. Firstly, you have a line for each student who has been booked in. There is a date filter at the top to show which period you are currently working within, the right-hand column you have the document indicator and on the left-hand side of the page, there are the filters relevant to the page.

To ensure that you are seeing the relevant information, check that the '***from***' and '***to***' dates correspond to the time you want to review the documents from – this is usually the current date.

The document status displays white boxes with the communication type if there has been no communication generated for the student at that time. You can use the filters on the left of the page to refine the search criteria - for example, the **Communication Status** can be set to **Missing**, **Pending** or **Sent**. Setting this to **Missing** and then pressing **Apply**, would bring up all students who have not been sent a communication and you can then use the **Message All Students** button to generate the missing communications.



Once the communications have been generated, the white boxes will turn orange and inform you of how many documents have been generated. You will need to send your communications via **Client Communication** and **Manage Communication**.



If there are still white boxes that failed to turn orange when the document was generated, this indicates a problem. You will need to go to the student's **CDS** and check their **correspondence** information and their parent or guardians' **contact** information.

Once the communications have been sent via the **Manage Communications** page and have left the system, the boxes will turn green.