

BrightChat Documentation for Families



BrightChat
BrightArrow Technologies, Inc.

Getting Set Up: Recipients

When you receive an email or text with an initial BrightChat message, there will be instructions appended to the end of the message. These instructions will include information about how to get started, along with a link to download the app.

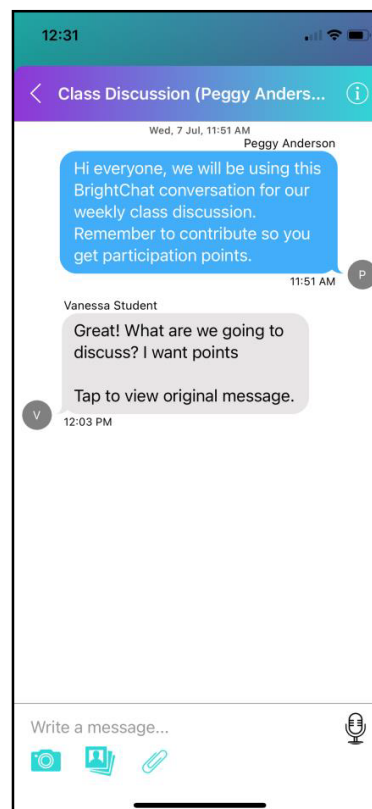
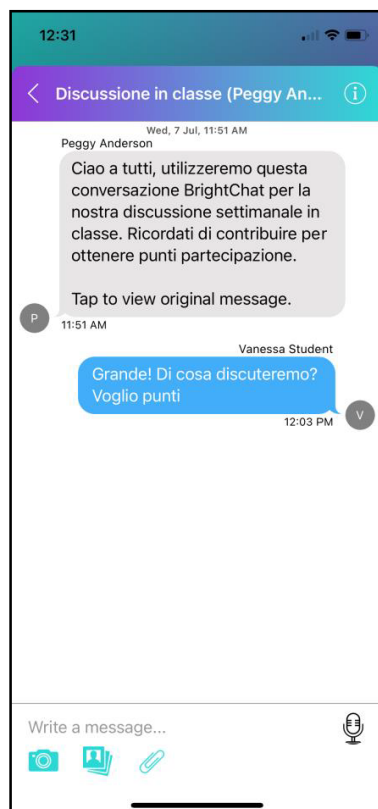
- Start by downloading the “BrightArrow Mobile 2.1” app in the Apple App Store or Google Play Store.
- Create your account by clicking on “Don’t have an account? Join Now” – this will bring you to the page shown in the screenshot below on the left (*again note that this feature is not for staff members who are initiating BrightChats, but it is instead for those who receive and respond to BrightChats*).
- Upon first login, you will be registered for BrightChat push notifications, as this is required for BrightChat. Note that you will still receive SMS texts.
- Within the Settings page, you may choose to receive Push Notifications *instead* of SMS Text Messages as your “Text Option.” You may change this at any time, and this is entirely separate from BrightChat push notifications (shown below on the right).

A screenshot of the "Join Now" screen in the BrightChat app. The background is a gradient from teal at the top to purple at the bottom. At the top is the BrightArrow logo. Below it, the text "Join Now" is centered. Underneath, a line of text says "Create an account to receive BrightArrow messages and to use BrightChat. To send messages, contact your organization." There are three input fields: "Full Name (Display Name)", "Phone Number", and "Create a Password (at least 8 characters with at least 1 digit)". Below the password field is a link for "BrightChat Privacy Policy". At the bottom, there is a checkbox labeled "I have read the privacy policy & I agree to its terms" and a large "Join" button.A screenshot of the "Settings" screen in the BrightChat app. The background is a gradient from teal at the top to purple at the bottom. At the top, the word "Settings" is centered. Below it, under the heading "Text Options", there are two radio buttons: "SMS or" (unselected) and "Push Notification" (selected). Below this, there are three buttons: "LOG OUT", "CHANGE PASSWORD", and "DO NOT DISTURB". At the bottom, there is a section for "BrightChat Language Preference" with a dropdown menu currently set to "Italian".

BrightChat Language Preference

You have the option to change your preferred language from English (which is the default).

- To do so, you should navigate to the Settings page (the gear icon) and select “Language Preferences” within BrightChat Settings. That will bring you to a list of language choices, where you can select a BrightChat language preference.
- In the example below, the user has chosen Italian for their BrightChat language. Once a language has been chosen, all new BrightChat messages from that point on will be translated into that language. We recommend that you choose your language as soon as you install the app and create your account.
- This is what a conversation looks like for a student who has their language set to Italian, and what it looks like for the teacher whose preferred language is English.





Joining a BrightChat Conversation

Your homepage will be the Messages page, which displays all messages (not just BrightChat initial messages) as shown below on the left. Receivers will see a BrightChat initial message as:

BrightChat: Example topic (Sender's name)

- Upon clicking on a BrightChat initial message, there will be two buttons: **Chat with Group** and **Chat Privately** (shown below in the middle).
- Clicking Chat With Group will add you to the group conversation and clicking Chat Privately will create a one-on-one conversation between you and the sender. Group responses will go to everyone who was invited to the BrightChat.
- Receivers may also respond to a non-BrightChat message. For example, if a sender sent a regular message via email and text, then the recipient will see a "Chat" button when viewing the message in the app (shown below on the right). This button acts the same as the Chat Privately option.

| Messages | |
|------------------|--|
| new | |
| No new messages. | |
| previous | |
| 09/28/2021 | Test again |
| 09/28/2021 | schedule test |
| 09/08/2021 | BrightChat: Wednesday via NewT3 (BrightChat) |
| 09/08/2021 | BrightChat: Wednesday Test (BrightChat) |
| 09/08/2021 | BrightChat: Post Labor Day (BrightChat) |
| 09/08/2021 | BrightChat: Labor Day (BrightChat) |
| 08/16/2021 | Admin, vanessa |
| 08/12/2021 | Admin, vanessa |
| 08/12/2021 | Admin, vanessa |

| BrightArrow | |
|---|--|
| Email Message | |
| 10/08/2021 02:03 PM | |
| vanessa Admin test (vanessa Admin) Hi | |
| CHAT WITH GROUP | |
| CHAT PRIVATELY | |

| BrightArrow | |
|--|--|
| Email Message | |
| 12/03/2020 08:50 AM | |
| Peggy Anderson Permission Slips Due on Monday! | |
| CHAT | |

BrightChat Features

- In a BrightChat, you can send photos, videos, audio messages, and documents like Microsoft Word or PDF files.
- It's important to note that once a message is sent, it cannot be edited or deleted. Your organization will have access to the *BrightChat Logs*, which contain full message history.
- You are only able to initiate conversations with your teachers/coaches, and there is no way for you to contact other parents or students directly. In other words, all communication will include a teacher, administrator, or staff member.
- To send an attachment using the app, use the icons circled in the bottom of the screenshot to the left.
- Use the information icon ("i" in a circle) in the top righthand corner to view information about the group, such as a list of the chat members. This page is shown in the screenshot below on the right.
- If you are viewing messages that have been translated, you can tap a chat bubble to view the original message.

