

Updating Cafeteria Balance Messages

Select Messages>Automated Messages and select “Add” at the bottom of the screen. In the “Message Type” drop down box, select “Cafeteria Balance Message” and then “Parent” from the “Recipient Role” box.

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|----------------|---|
| School | Colorado Springs School District 11 |
| Message type | Cafeteria Balance Message |
| Recipient role | Parent |
| Language | English <small>← Change to record/edit in another language.</small> |
| Optional data | None |
| Text | <div><p>B / <i>I</i> / <u>U</u> 11pt A A </p><p>[DATE] Dear [RECIPIENT_NAME], [STUDENT_FNAME] has [CAFETERIA_BALANCE_SUMMARY][CAFETERIA_PAID_THROUGH]. Please send a payment[PAYMENT_SUMMARY]. If you have any questions about this cafeteria message, please contact [CONTACT_INFO]. Thank you. Sincerely, [SENDER_SIG] [SENDER_NAME] [SCHOOL_NAME] [CAFETERIA_BALANCE_TABLE]</p></div> |
| Text (SMS) | <small>Messages over 140 characters (merge tags count as 20) will not be sent.</small> [STUDENT_FNAME_POS] Cafeteria Balance. [CAFETERIA_MEAL_TYPE][CAFETERIA_CREDIT][CAFETERIA_BALANCE] 141/140 |
| Audio | Call Blackboard <input type="checkbox"/> Use merge tags with recorded audio <ol style="list-style-type: none">1. Call 855-256-0402.2. Enter 34788 on your telephone keypad.3. Record your message. Press # to finish recording and press 1 to save the message. (maximum 150 seconds) |
| Footer Audio | Use Default Audio Use the default Blackboard footer: "If you have any questions about this message, please contact the school..." |
| Preview | <input type="button" value="Save"/> <input type="button" value="Cancel"/> |

The [REPLY_PHONE] merge tag will need to be replaced with the phone number parents need to call in the “Text” area. If you want to change to Audio, you will need to click “Use merge tags with recorded audio” and you can then cut and paste the message from the Text box into the Audio box and follow the directions to update the audio phone message.

You will also want to update the Spanish messages and recordings. Just click on the “Language” drop down box and follow the above steps to change the messages.

Once done with all changes, click “Save” and this will be your new cafeteria balance message for the school.