TalkingPoints for FAMILIES

Communication with your school, in your home's language, your way.

HOW DOES IT WORK?

School staff send a message to parents/guardians in English that is automatically translated into your home language and received as an SMS text message OR app message.

Parents/guardians reply to the message in their home language and the message is automatically translated back to English and sent back to the school staff.

OPTIONS TO RECEIVE MESSAGES

There are three easy options for using TalkingPoints. Pick **one** option for your family.

1. Receive and send **SMS text messages** on a mobile phone automatically **OR**
2. Download the **free mobile app** -TalkingPoints for Families for Android or iOS **OR**
3. Use TalkingPoints for Families on the **website** at https://families.talkingpts.org/.

SMS TEXT MESSAGES

- Parents/guardians will automatically be opted-in to receive SMS text message at the mobile phone number on file with the district.
- No extra app to check. Receive and reply to messages in the same place that you do with family and friends.

- Parents/guardians cannot send a message to a staff member that has never messaged them before. They can only reply to messages they receive from a staff member.
- Different phone number for each staff member.
- Uses mobile phone messaging plan.

MOBILE APP / WEBSITE

- Receive messages for multiple students and from multiple staff members all in one place.
- Send a message to any staff member or school admin, even if they have not sent you message before.
- Additional features including emoji reactions, speech-to-text, text-to-speech, education glossary, "Help Me Understand" human translation and translated video captions.

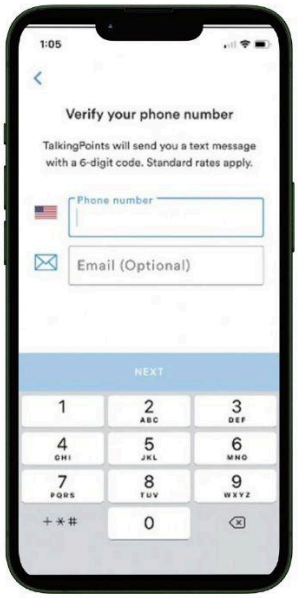
- Notifications must be enabled or messages may be missed
- Requires a smart phone with data plan.

TalkingPoints for FAMILIES

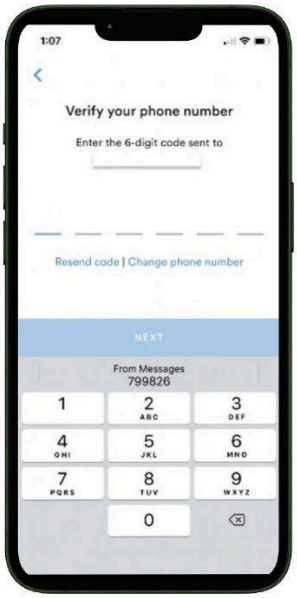
MOBILE APP USER GUIDE

LOG IN

Select language you would like to send and receive messages in.

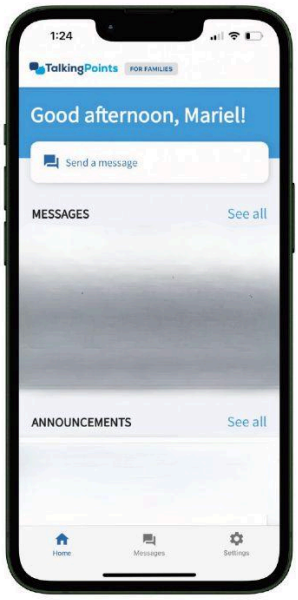


Type in the mobile phone number the school has on file for you. This is required.

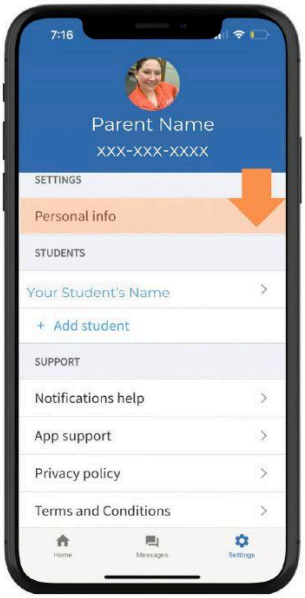


Check your text messages and enter the 5-digit TalkingPoints verification code.

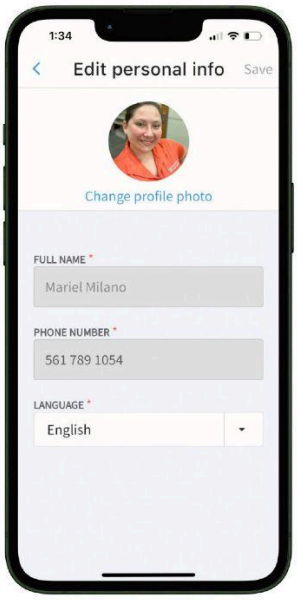
COMPLETE PROFILE



Tap the “Settings” gear.



Tap “Personal Info.”

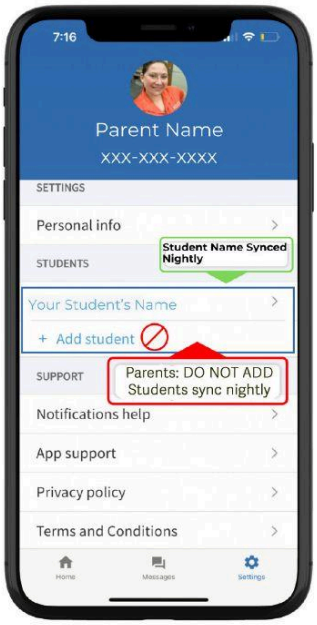


Tap “Add Profile Photo.”

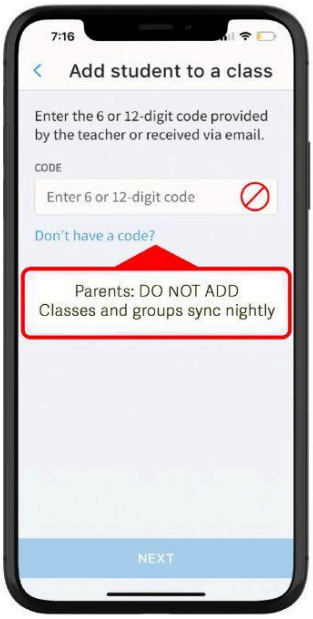
TalkingPoints for FAMILIES

MOBILE APP USER GUIDE

CHECK STUDENTS

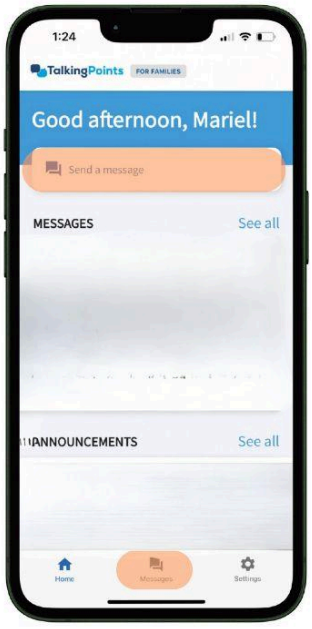


Tap the "Settings" gear and review student names. Click on student name to review schedule.

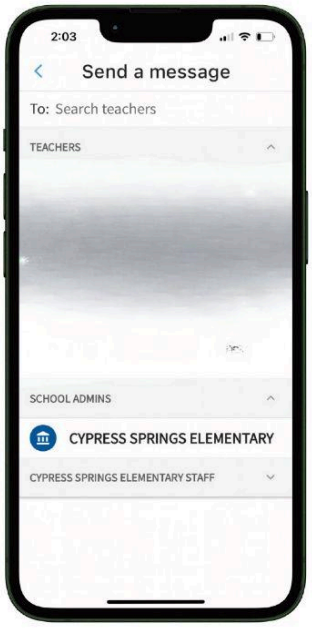


DO NOT click add student or attempt to add code. All student names sync nightly

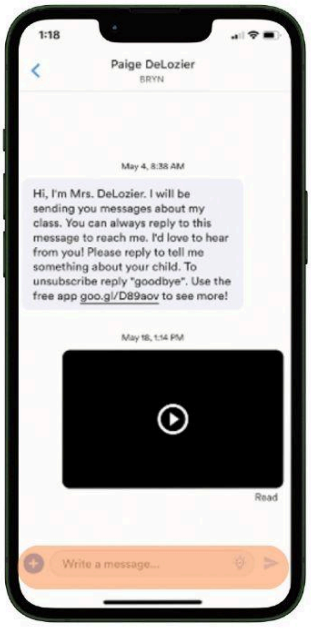
SEND MESSAGES



Tap "Send a Message" or Message Tab.



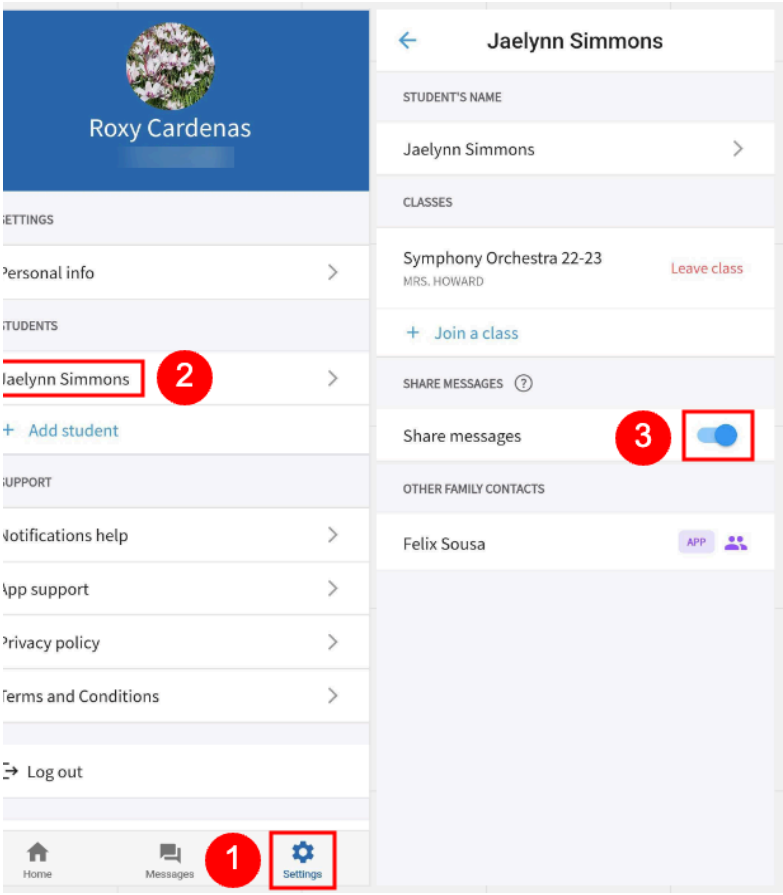
Select the staff member you want to contact.



Write message, click + to add items, if needed, and click send button.

Shared Messaging

Families who use the TalkingPoints app can turn on ‘Share messages’ to change their conversation with a teacher into a group message. When you and other family contacts share messages, you see the same messages from the teacher, as well as all responses from each other. Please note that while shared messaging is turned on, you cannot send a private message to the teacher through TalkingPoints - messages go to everyone who is sharing messages for the student. You can turn off shared messaging at any time.

In the TalkingPoints for Families App

Step 1: Tap the 'Settings' tab.
Step 2: Select the student you want to share messages for.
Step 3: Tap the 'Share messages' toggle.
A *dark* purple icon appears next to other family contacts who are using the app and have shared messaging turned on. When you turn on shared messaging, you will begin to share messages with any other contacts who have the dark purple icon next to their name.