

Welcome to TalkingPoints!

Parent Training

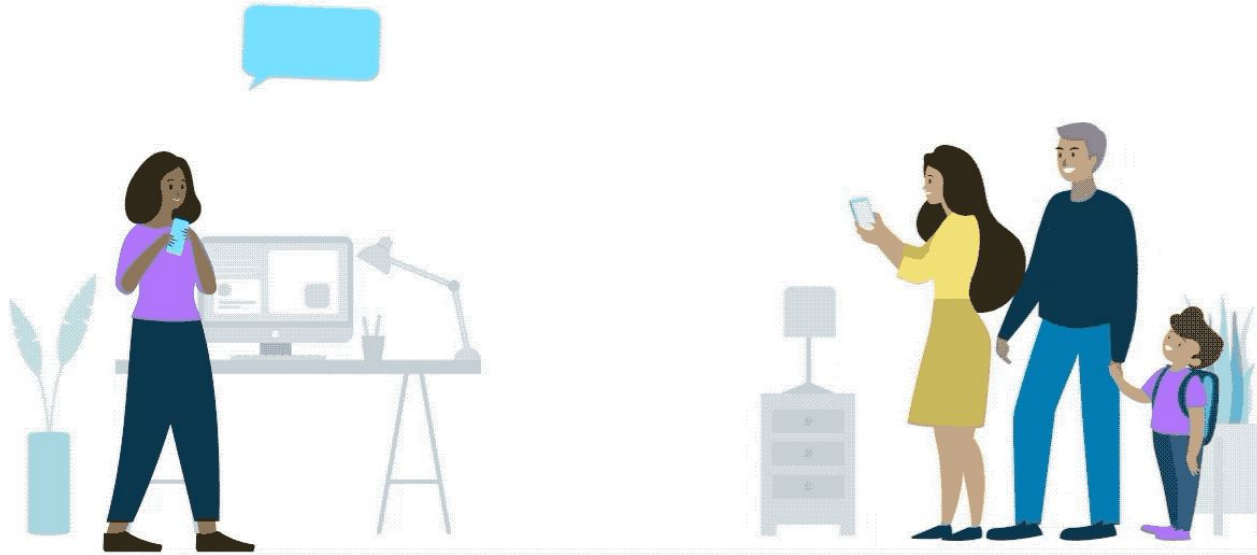
Meaningfully connecting teachers and
families for student success



UPPER DARBY
SCHOOL DISTRICT

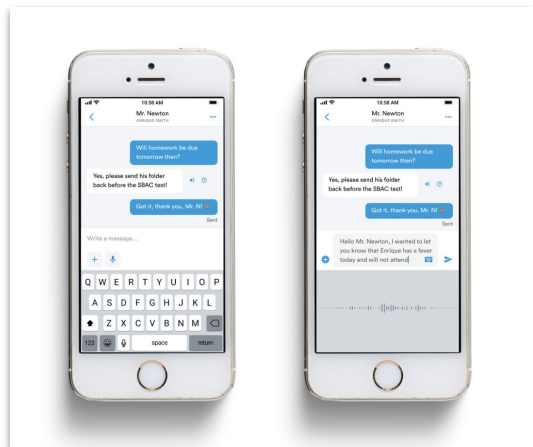


How TalkingPoints works

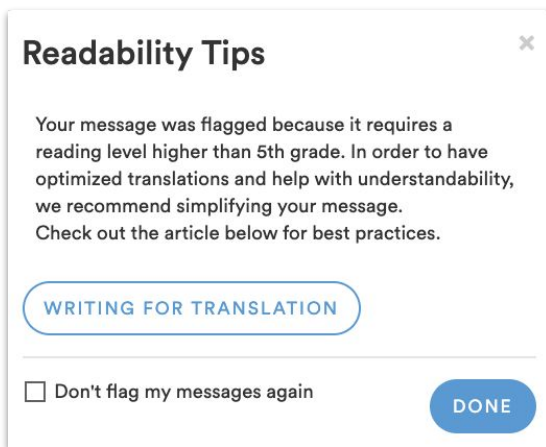


TalkingPoints is a free, easy and safe way for families to communicate in their home languages with their child's teachers. We will be using this platform to communicate with you about your child's education and progress.

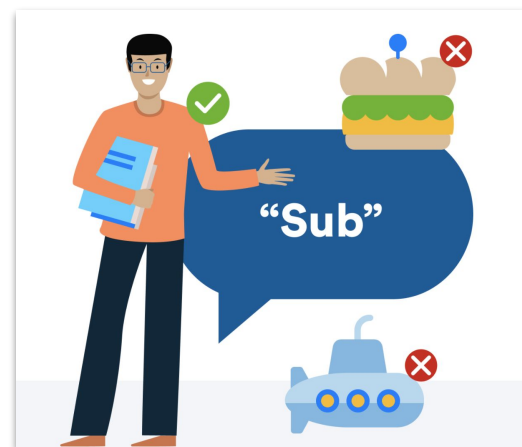
TalkingPoints' features improved access + understanding



**Text-to-Speech and
Speech-to-Text**



Readability Flags



Education Glossaries

How to get the TalkingPoints App



TalkingPoints for Families [TalkingPoints for Families] mobile app

Dear Families,

Welcome to my class! I will use the two-way messaging app TalkingPoints to communicate with you about your child. I recommend you download the **free TalkingPoints for Families mobile app**. You can also opt in to **text messages** (standard text message fees apply) or you can **sign up online at families.talkingpts.org/welcome**. To get started, please follow the instructions below.

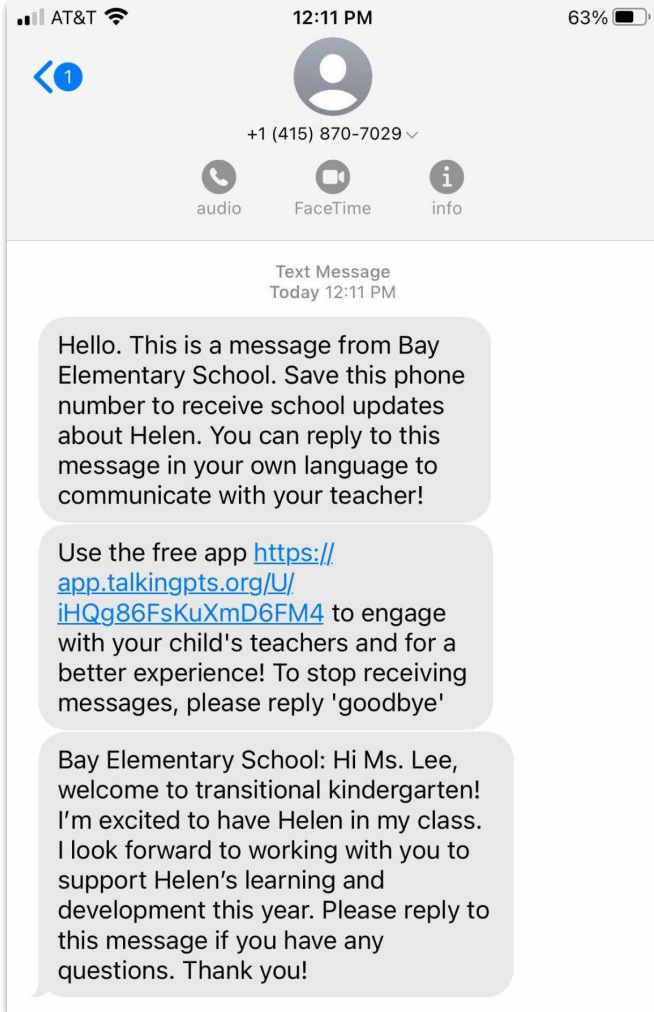


Use the QR codes or the icons in your phone to visit the App Store or Google Play on your phone and download the **TalkingPoints for Families** app.

iOs



Android



Getting Started with the App

Log In

Step 1: Select the language you want to send and receive messages in.

Step 2: Type in your cell phone number.

Step 3: Check your text messages for a 5-digit verification code from TalkingPoints. Enter the verification code to continue.

The image displays three sequential screenshots of the TalkingPoints app interface, illustrating the initial setup steps.

Screen 1: Welcome family members!
The screen features the TalkingPoints logo and "FOR FAMILIES" tag. It includes an illustration of a man and a woman with a child, with speech bubbles indicating a conversation. Below the illustration, it says "Please select your language. TalkingPoints will auto-translate all your messages." A dropdown menu shows "English" selected. A blue "NEXT" button is at the bottom.

Screen 2: Update your phone nu...
This screen prompts the user to enter their phone number. It includes a text input field with a US flag icon, a checkbox for "I'm 13 years old or older.", and a disclaimer about the Terms of Service and Privacy Policy. A blue "NEXT" button is at the bottom.

Screen 3: Verification code screen
This screen prompts the user to check their text messages for a 5-digit verification code. It shows a status bar at the top with the code "12418". Below the prompt, there are links for "Resend code" and "Change phone number". At the bottom, there is a numeric keypad with a "NEXT" button.

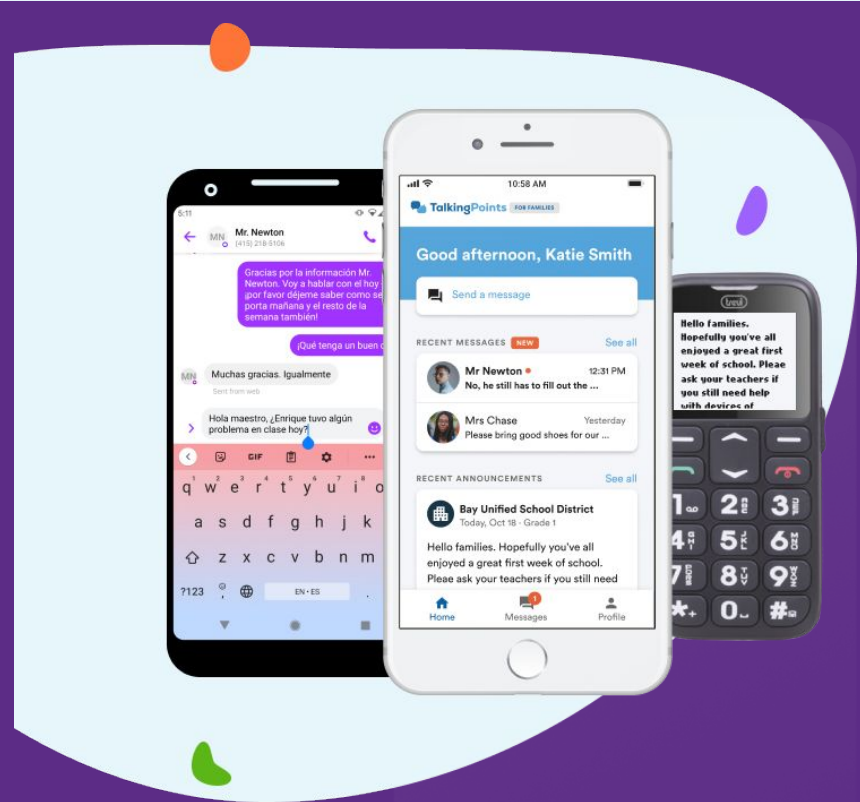
How to Send a Message

Step 1: Tap the 'Send a message' button on the home page or the compose icon in the top right of the 'Messages' tab.

Step 2: Select who you would like to contact. Teachers, admins, and other school staff are organized by the student's name. You might need to scroll down for additional staff.

Step 3: Write your message, and tap the send button. You will receive a notification via the app whenever you get a new message.

You can also tap the '+' button to the left of the message to attach a photo or video to your message.



Q: What is the class code?

A class code is not available for family contacts who are rostered through the school and/or district via Clever, ClassLink, or TalkingPoints Connector. Classes will appear automatically in the app after 2 days of first logging in. If subscribed through text, families receive the texts automatically.

If families are asking you for a class code, it may be for one of the following reasons:

1. The family account has just been created. Please allow 2 days for the classes to complete importing.
2. The family mobile phone numbers are not up-to-date. Reach out to a school admin to check the mobile number they have syncing to TalkingPoints.

Q: What if I don't see my student's classes?

If any of the student's classes do not appear, families must contact the school to confirm that the correct phone number is rostered to the student. The school admin can make sure the student's contact information is correct in the school information system (SIS), and showing correctly in Clever or ClassLink.

Q: What if my name or student's information is incorrect?

If the student's information is incorrect or missing, families must contact the school to report the error and provide the correct name, school, and phone number. The admin can make the necessary adjustments in the SIS. After 2 days, the data will reflect the updated information.

Contact Information

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