BECS 2-Way Chat – Quick Start Guide for Families

What Is 2-Way Chat?

The BECS 2-way chat feature in the BECS mobile app gives parents and guardians a simple, secure way to stay connected with teachers and school staff.

Think of it like a quick hallway conversation:

- Short and to the point
- Focused on your child's learning and school experience
- Used to share reminders, ask brief questions, or schedule a time to talk more

2-way chat is designed for:

- Real-time updates about class events, homework, and reminders
- Group announcements from teachers or coaches to parents of a class, club, or team
- It is not meant for long, in-depth, or highly private conversations. Those belong in email, phone calls, or meetings.

How to Use 2-Way Chat

You can use chat via the BECS Mobile App or in a web browser.

BECS Mobile App Instructions

1. Go to the Apple App Store or Google Play and download the BECS Mobile App.
    a. Search for "**Bromley East Charter**" **Look for the feather icon!**

2. From the app's Home screen, click the Gear icon in the upper-right corner of the screen and then select "Log In."

3. Log in to the app using using the following criteria:
    a. **Your username is your primary email address in Infinite Campus.**
    b. **To set a password for the first time, select Forgot password to have a reset password link sent to the email address associated with your account.** You'll be directed to a Login page where you can Create a new Password.

4. **After you login the Chats link will appear on the bottom of the app screen.**
    a. Tap the "Chats" icon at the bottom of the screen.
        i. *If you do not see the Chat icon on the bottom of the screen then follow steps 2-3 above to login again.*

5. **Set Notifications for the app to receive chat notifications.**
    a. Click the Gear icon (The Settings) in the upper-right corner of the app screen.
    b. Click Notifications
    c. Click Chat Notifications
    d. Toggle the Chat Notifications On
    e. Under Allow Notifications choose Always.
6. Select the class, group, or teacher you want to message.

BECS Web Browser Instructions for Chat

If you prefer a larger screen or don't want to use a smartphone:

- Open a web browser (like Chrome).
- Click the BECS Chat link to be redirected to the login webpage.
- Log in using the same information you use for the BECS app. (See step 3 above.)
- Open your class or message thread to begin chatting.

Group Chats v. Direct Messages

- Group Chats
    - For general updates that apply to the whole class, team, or group.
    - Example: field trip reminders, schedule changes, class announcements.
- Direct Messages (DMs)
    - For private questions between you and a staff member.
    - Example: asking a quick question about your child's assignment or requesting a meeting.

Please do not use group chats to discuss private concerns, behavior, or to share personal contact information.

When to Use Chat vs Email or Phone

Use 2-Way Chat for:	Use Email for:	Use Phone or In-Person Meetings for:
• Staying in the loop with class or school announcements • Quick reminders or clarifications • Friendly check-ins • Non-urgent, school-related questions that can be answered briefly	• Sensitive or private topics • Situations that need more detail and explanation • Important family updates	• Urgent issues or emergencies • Highly sensitive matters that deserve a full conversation

Communication Expectations & Boundaries

Response Time

Teachers and staff are with students most of the day. Reasonable expectations:

- Responses typically within 24–48 school hours
- Between approximately 7:30 a.m. and 4:00 p.m., Monday–Friday
- Not monitored on evenings, weekends, or holidays
- If something is urgent, call the school office instead of using chat.

Communicating with Kindness & Clarity

To keep chat safe and useful for everyone, we ask families to:

- Use polite, respectful language
- Keep messages focused on school-related topics
- Avoid sarcasm, threats, profanity, excessive emojis, or personal attacks
- Remember that written messages can be easily misunderstood—keep tone calm and clear

All messages in the BECS app are archived and monitored to protect students, families, and staff.

Privacy, Security, and Legal Considerations

To understand how your information is protected, see: Understand security and privacy in Finalsite Chat

Escalation: If Something Goes Wrong

Tech Issues:

- If you are having trouble accessing 2-Way Chat, or are experiencing some other concern, notify your teacher.
- The teacher will fill out a helpdesk ticket on your behalf and a technician will reach out to you.

Built-In Protections

- The system can block offensive language and warn the sender.
- All conversations are stored so administrators can review them if needed.

If You Receive an Inappropriate or Concerning Message

- Flag the message in the chat app (use the built-in flag/report option).
- Contact school administration by phone or email to report what happened.
    - Main office: (720) 685-3297
    - Contact: tech-team@bromleyeastcs.org
- Administration will:
    - Review the archived messages
    - Follow BECS policies and procedures to address the situation
    - Communicate with you about next steps

You are never expected to handle harassment, bullying, or threats on your own. Loop the school in quickly.