



## Message Center Overview – Admins

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The message center allows two-way communication between families, staff, and admins.

### Before start

1. **Enable the use of Cellular Data:** BKConnect needs constant internet connection in order to function correctly. Please follow the steps below to enable use of data for BKConnect in Apple and Android products

[Apple products](#)

[Android product](#)

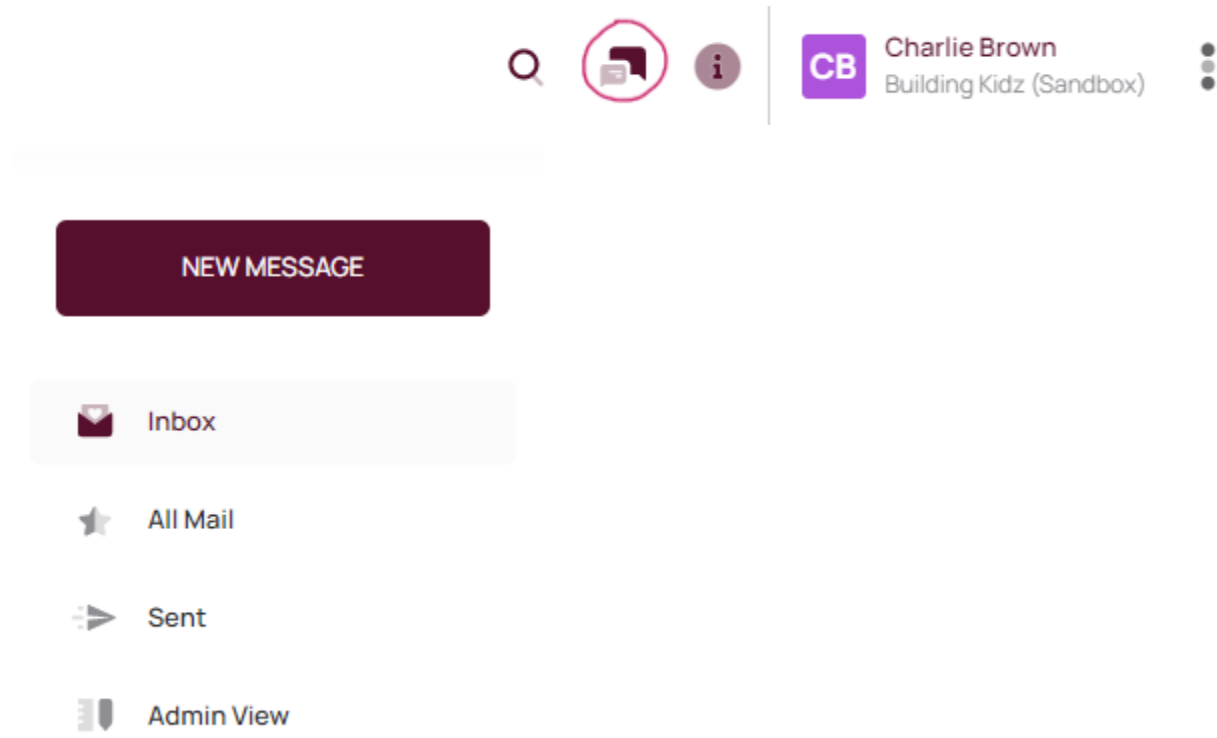
2. **Update your App:** Please make sure you have the most current version of the app installed on your device. For this app we recommend enabling auto update to ensure the app always has the most current version.

**Apple** 1.61.6

**Android** 1.61.6



Within the web browser, you can access the message center by clicking the chat bubble in the upper right corner.



Once you click into the message center you have a few viewing options:

- **Inbox** - Your inbox will show you all your received messages from families, staff, or admin.
- **All Mail** - All Mail will show you any received or sent messages.
- **Sent** - Your Sent mail is all messages you have sent to families, staff, or admin.
- **Admin View** - Admin view is visible to administrator user types only. If you are an administrator, this view will give you visibility into all messages going in and out of your center.

To compose a new message, select “New Message”. You will then choose the recipient and then compose the subject and message. You can send a message to an individual user by typing in their name, or you can send a message to a group of users.

- **All Staff** - If you choose “All Staff”, the message will be sent to all staff users in your site.



- **All Admins** - If you choose “All Admins”, the message will be sent to all admin users in your site.
- **Scheduled but not checked in** - This group option allows you to send a quick note to any families that have kiddos scheduled for the day but are not yet checked in.
- **By group** - You can send a message to a whole group, including staff and families.
- **By family** - If you need to send a message to all family users associated with a child’s account, you can type in the child’s name, and this will automatically include all family relationships.

## Message Center

NEW MESSAGE



Inbox



All Mail



Sent



Admin View



Compose ↔ ✕

To:

Subject: **All Staff**  
group

Type message: **All Admins**  
group

**Scheduled But Not Present**  
group

**All 2's new families + staff**

**Send**

As an administrator, you may choose to send a message to:

- **All Staff:** Message will send to all users with a “Staff” user type
- **All Admins:** Message will send to all users with an “Admin” user type
- **Scheduled But Not Present:** Message will send to all family members of children that are scheduled to attend today, but have not yet been checked into the system
- **All (Group Name) families + staff:** Message will send to all family members and staff members associated to the group
- **Child’s Name:** Message will send to all family members associated with that child



Compose ↗ ✕

To:

Subject: **All Admins**  
group

Type message: **All of Theo's teachers**  
group  
**All of Ernesto's teachers**  
group  
**2's, New**

**Send**

As a parent, you may choose to send a message to:

- **All Admins:** Message will send to all users with an “Admin” user type at your location
- **“Child’s Name” Teachers:** Message will send to all staff members that have the same default group as your child if they are checked out. The message will also send to any teacher checked into the room your child is checked into at the time you send your message

In the example below, a message is being sent to Ernesto Acosta (child), which will send the message to any family user associated with Ernesto's account. In this case, it is Charlie and Sara.

Compose ↗ ✕

To: **Acosta, Ernesto** ✕

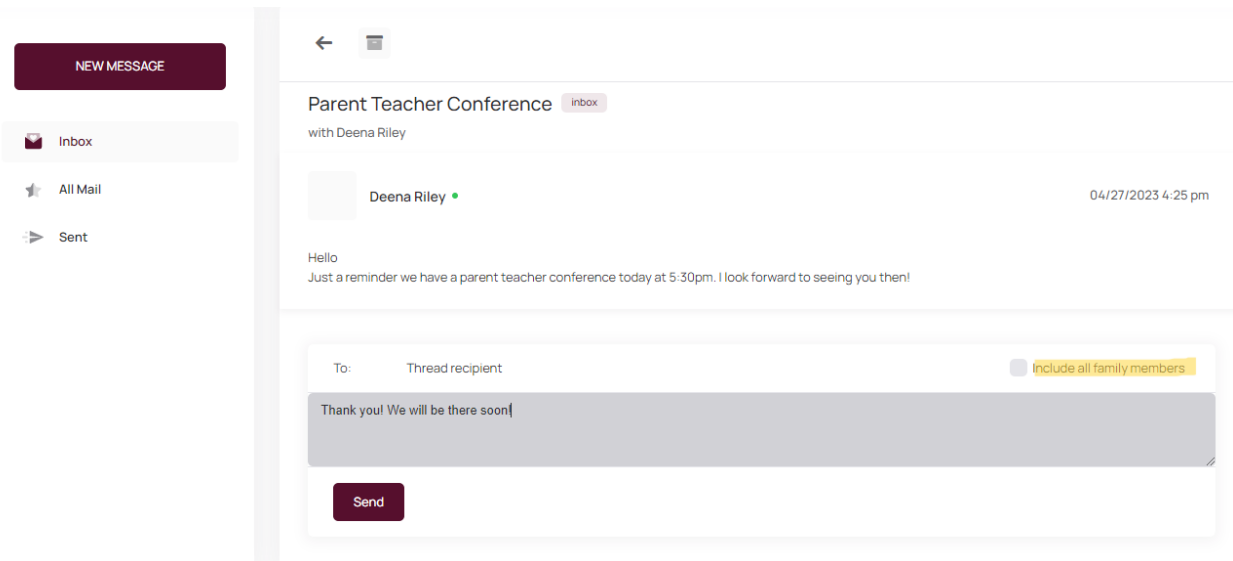
Parent Teacher Conference

Hello  
Just a reminder we have a parent teacher conference today at 5:30pm. I look forward to seeing you then!

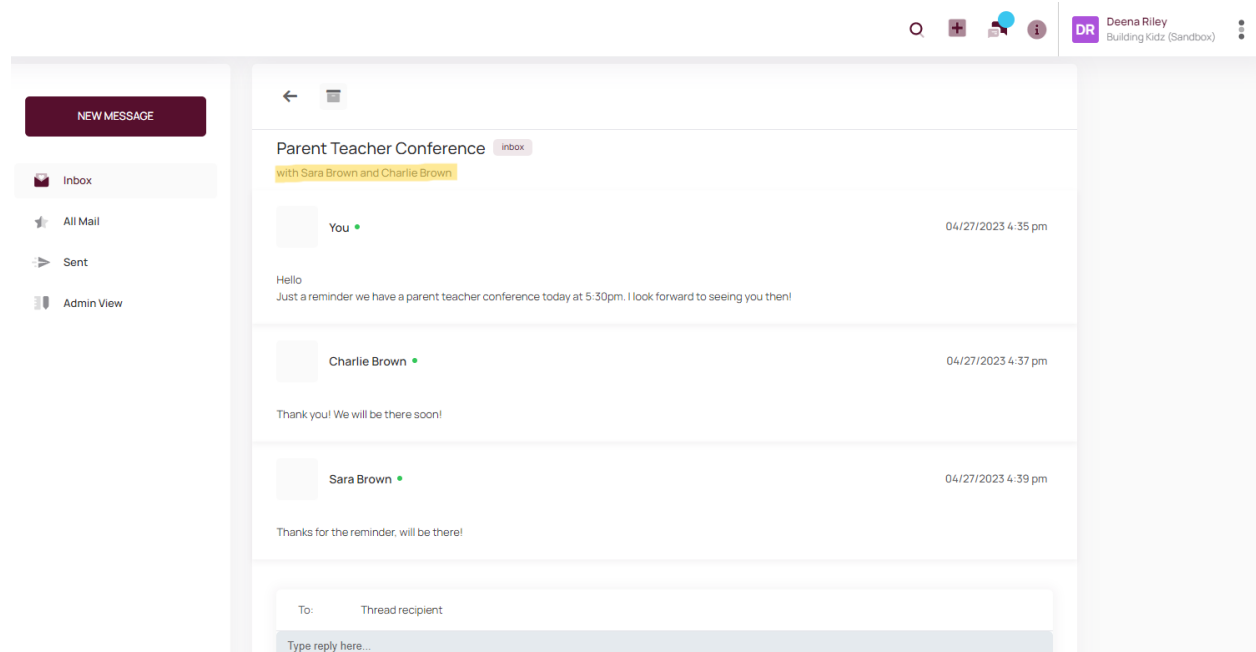
**Send**



When a family member receives the message, the family users will have the option to “Include All Family Members” when they respond. By selecting this option, the system will create a threaded response allowing both family members to see the entire thread. If a parent does not select this option, the message only be visible to the sender and individual family member.



By selecting the “Include All Family Members” check box, new thread recipients have been added. You can always check to see who is included in a thread by checking the line beneath the message subject. In this case, you can now see Casey and Sophia are on my thread.



Note: The logged in user’s name will not appear in the “Recipients” section. If the message is in your inbox, you are part of the thread.



### Important Notes:

- Once a user is added to a thread, they cannot be removed from the thread. If you'd like to remove users from the thread, simply create a new message with the appropriate thread recipients.
- If a parent messages all admins, all admins will be included on the thread moving forward.
- When parents send a message to staff/admins, they will not have the ability to include family members on the original creation of the thread. However, once a staff member responds, parents can choose to include additional parents on the thread thereafter.
  - Note: This is an intentional process to ease the transition into group messages. BK Connect intends to allow parents to add family members to threads upon creation down the road. This is purely to help staff and admins adjust to this new process temporarily.

If there is a family user that should not be included on family messages, you or the user can configure this from their relationships tab on their profile. If the “Don't copy me when messaging other family members” toggle is turned on, that user will not receive any messages that are sent to a child or any threaded responses.

Directory Charlie Brown Building Kidz (Sandbox)

**Charlie Brown**

CB Family

Associated Family

Profile Relationships Billing Transactions

**Ernesto Acosta**

Type Family

Description Parent

Primary Caregiver

Daily Summary Emails

Don't copy me when messaging other family members

Real-time Preferences

Comment	Email <input type="checkbox"/>	Push <input checked="" type="checkbox"/>
Food	Email <input type="checkbox"/>	Push <input checked="" type="checkbox"/>
Sleep	Email <input type="checkbox"/>	Push <input checked="" type="checkbox"/>
Potty	Email <input type="checkbox"/>	Push <input checked="" type="checkbox"/>
Activity	Email <input type="checkbox"/>	Push <input checked="" type="checkbox"/>