



QuickTip

SchoolMessenger

100 Enterprise Way, Suite A-300
Scotts Valley, CA 95066
888-527-5225
www.schoolmessenger.com



Contents

Introduction	3
Sending Tips	3
Web Tip Form.....	3
The Mobile QuickTip App.....	3
Receiving and Viewing Tips	3
Topic Manager	4
Designating Topic Recipients	4
FAQ's	4

Introduction

Quick Tip provides a simple tip line allowing students and members of the community to communicate with your district or school about pressing issues in a truly anonymous way.

Tips are sent using a form available online at your system's Quick Tip URL. When sending a tip, tip submitters will select the relevant school or organization, the topic which best describes their tip, and then enter the tip message. If they have an image related to the tip, they have the option of attaching it to their message. If tip submitters want to include contact information, there are also fields to allow them to do so. Once tips are submitted, authorized users may log into the system to view the latest tips.

Quick Tip is comprised of a **Tip Form**, **Tips**, **Topic Manager**, and security profile settings called **Quick Tip Controls**.

Sending Tips

Tips can be sent either through an online **Tip Form** or through our QuickTip **mobile app**. Your school may want to provide a link to the form and the app in the stores on your school website.

Web Tip Form

Your Quick Tip URL will look like this: <https://asp.schoolmessenger.com/yourcustomerid/quicktip/>

 **Note:** *If someone enters the address manually into their browser bar, they must enter the **https**.*

***Screenshot of the Tip Form page in Appendix A, at the end of this guide.**

The Mobile QuickTip App

Students and guardians can submit tips through a simple, free mobile app available through iTunes and Google Play stores. Users only need know your **Location Code** to start sending tips.

Receiving and Viewing Tips

Tips are sent to users who have "**Topic Recipient**" designated in their Access Profile, and who are associated with the school selected in the Tip Form.

If **District** is chosen in the Tip Form, only users with **no school selected** will receive the tip.

 **Note:** *"No school" checked in a user's account means that the user has access to **all** of the schools.*

Recipients will receive an email notification of the tip.

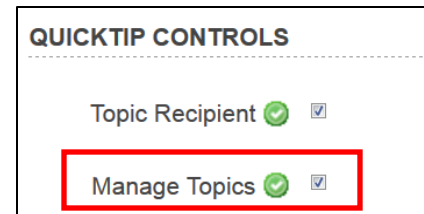
Recipients can log into their SchoolMessenger Communicate account to review the tips: **Broadcasts → Tips**

Tips can be filtered by School, Topic, or Date

Topic Manager

After Quick Tip has been enabled on your account, you can populate and manager the list of Topics that appear on the tip submittal form. To edit, add or delete Topics, you will log into SchoolMessenger and follow these steps:

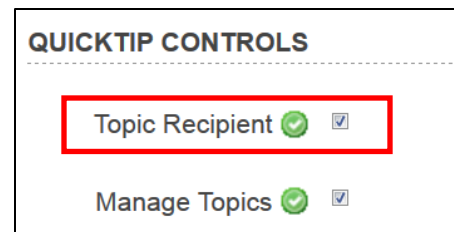
1. Go to **Admin → Settings → Topic Manager**
2. From here you can Add, Edit, or Delete Topics
3. If you don't see the **Topic Manager** option, your assigned security profile must have access
4. To set your Access Profile, go to **Admin → Profiles → Edit**
5. Make sure **Manage Topics** is checked



Designating Topic Recipients

Tip Recipients (also known as Topic Recipients) are designated by Access Profile. Any user with an Access Profile that has Topic Recipient checked will receive tips.

1. Go to **Admin → Profiles → Edit**
2. Choose Topic Recipient
3. If you want someone who doesn't have the ability to send Broadcasts inside of SchoolMessenger to be able to receive tips, you can create a new access profile for them called Tip Recipient. Within that profile you can check only the following permissions:
 - **Login Options → Log in via web**
 - **Quick Tip Controls → Topic Recipient**
 - **List Options → Create & Edit Lists**



FAQ's

What file formats are supported for the tip image attachment?

Currently .png, .gif and .jpg files are supported.

How can I delete a previously submitted tip?

The tips submitted are an important permanent record of activity and deleting tips is not allowed.