



Aeries Communications - Loop

October 28, 2016

- 1. Loop Overview**
- 2. Accessing the Loop Platform**
- 3. Attendance Notifications**
- 4. Configuration and Security**

Loop Overview

Loop is a **fully-integrated communication platform** within Aeries. Users do not need a separate login for this system. Loop supports 1-way and 2-way announcements and messaging between any type of user including parents, students, teachers, and school administrators. This includes traditional phone calls, text messages, e-mails, text-to-speech, as well as viewing messages online.

One unique feature of Loop is its **District Oversight** component. Districts can get a clear picture of all activity, and even view communications between individual users when it becomes necessary to audit a conversation.

Loop also supports **Translations**, and the ability to deliver messages in their desired language.

Notification options enable users to specify the types and format in which they would like to receive messages whether that be via phone call, text, or email.

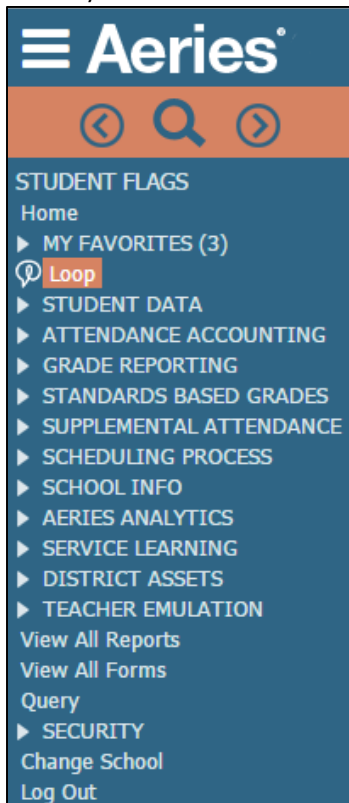
Accessing the Loop Platform

Accessing Loop is as easy as accessing Aeries.

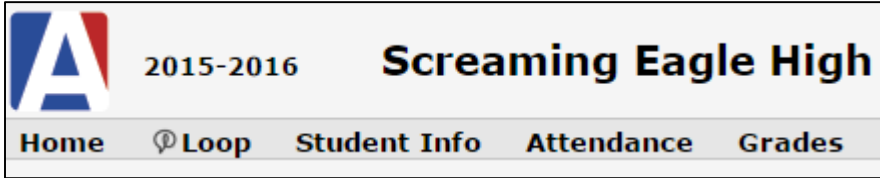
Users will simply login to Aeries, then click the **Loop** icon to access Loop. Loop can be accessed by both office users in the Admin Portal, teachers in the Teacher Portal, as well as parents and students in the Parent Portal.

Note: If users do not see the **Loop** icon, check to make sure the District has configured Loop properly. See configuration section in this document.

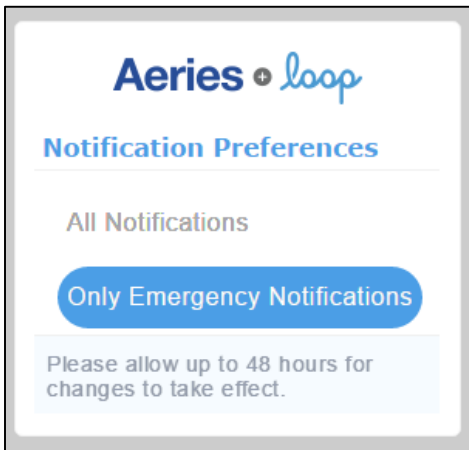
Admin/Teacher View:



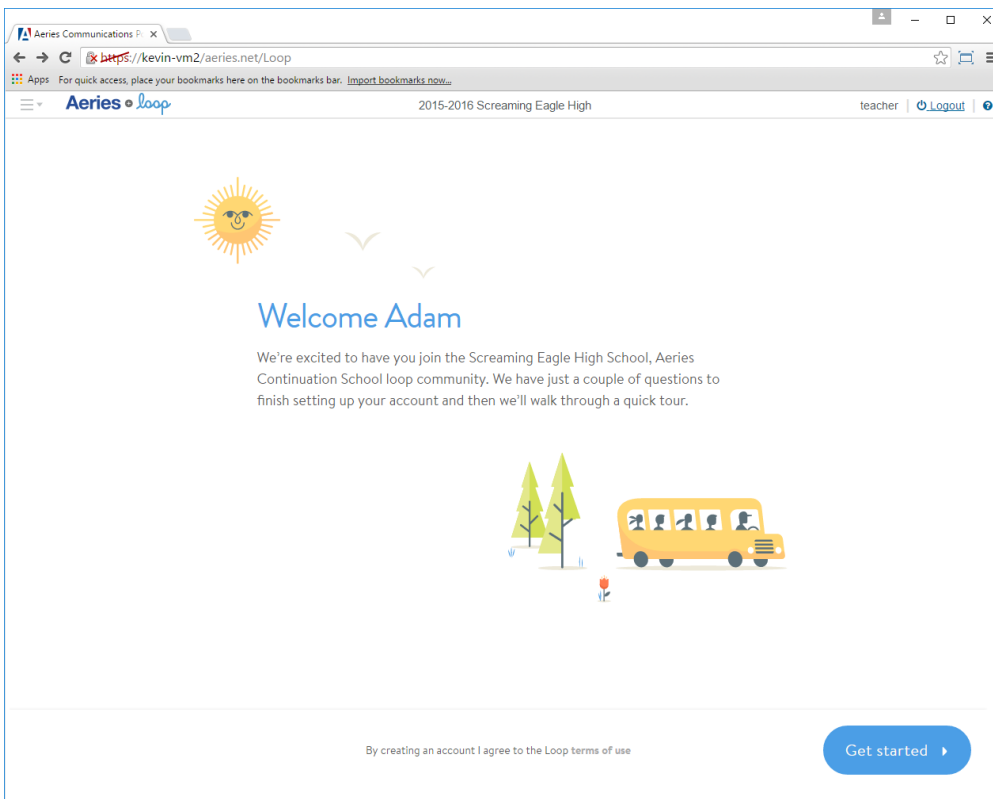
Parent or Student Portal View:



Parents can also set their **notification preferences** via the parent portal. After logging in, they simply click on **All Notifications** or **Only Emergency Notifications** in the Aeries+Loop widget.



The first time a user clicks on the Loop icon, they will be presented with an **onboarding process** which will ask them for some basic information such as their name, and then walks them through the platform. This process is similar for all users including parents and students.



Attendance Notifications

Once a District has Loop enabled and configured, the District can choose to send attendance notifications to parents with a variety of options. This can be configured differently for each school, and can accommodate daily or period absence codes. Configuration for **Attendance Notifications** can be accessed under **Loop Communications** under the **School Info** node in the navigation.

An unlimited number of message "templates" can be created here for various purposes. Most Districts will have a single message for Period Absences for example with multiple schools associated with it, however each school could have a separate template if schools need to have different options.

It is important to note that Absence codes must be defined at the District Level and must contain codes used at all schools. It is recommended that all schools in your District have standardized absence codes. These can be updated on the **Update Absence Code** screen.

The following types of messages, and configuration options can be configured:

- **All Day Absence** – notification of an all-day absence for today.
- **Count of All Day Absences** – notification of total count of absences this school year. A minimum number of absences can be specified.
- **All Day Absences On Previous Days** – this message type can be used for example to notify parents that their student has uncleared daily absences.
- **Period Absence** – notifications of period absences for today. Additional settings for this message type include:
 - **Number of absences** – Message will not be triggered until the student reaches this minimum number for the day.
 - **Minutes after start of period** - Can be configured to start sending messages x amount of minutes after start of period. This can be set to give teachers time to enter their attendance before these messages start to send.
 - **Repeat Type** – Notifications can be sent as **No Repeat**, **Every Period**, or at the **End of Day** once they meet the minimum number of absences specified.
- **Count of Period Absences** – includes a total count of period absences this school year.
- **Period Absences On Previous Days** – this message type can be used for example to notify parents that their student has uncleared period absences.

Traditionally schools have attendance notifications call the parent in the evening for period attendance activity for the current day. If you wish to notify parents every period, Period Absences can be configured to notify the parent after a certain number of **minutes after the start of the period**.

Important variable "mail-merged" information such as Student Name, Date the student was absent, or periods the student was absent can be included within the message. Click the blue information button next to the Notification Message for examples of variable fields that can be included.

Fields currently available to be included in the messages are:

[GradeDescription] – "Fourth Grade", "Fifth Grade", etc

[StudentName] – "FirstName LastName"

[StudentID] – STU.ID

[SchoolName] – LOC.NM

[SchoolPhone] – LOC.AC-LOC.TL

[AttDate] – The date of the attendance occurrence

[AttCount] – The count of attendance code hits from the defined rules

[AttPeriods] – "period 2", "periods 1 and 2", "periods 1, 2, 3, 4, 5 and 6"

NOTIFICATION MESSAGE ⓘ

Hello, this is [SchoolName]. Your child, [StudentName], has been marked absent today, [AttDate], from [AttPeriods]. Please contact the school at [SchoolPhone] to resolve this absence.

Configure Attendance Notifications

New Notification

Period Absence Notifications

Truancy Notifications

System Enabled: **Yes**

[Disable All Attendance Notifications](#)

TITLE
Truancy Notifications

TYPE
Period Absences On Previous Days

NOTIFICATION MESSAGE ⓘ
Hello, this is [SchoolName]. Your child, [StudentName], still has [AttCount] unverified period absences. After 14 days, these absences will become truanancies. Please contact the school at [SchoolPhone] to resolve these absences.

START TIME
6:00 PM

DAYS OF THE WEEK

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

DISABLED?
False

COMMENT

ATTENDANCE CODES

SCHOOLS
994 - Screaming Eagle High

Once all message templates have been created, click **Enable Attendance Notification System** to turn on all notifications that have been created.

Message templates can be disabled at any point after they are created. In addition, specific schools can also be disabled not to send messages.

Configuration and Security

Loop can easily be configured from the **School Options** page at the District level. Check the box to enable Loop Integration, and enter the **Consumer ID**, **Secret Key**, and **SSO Key** provided to you by Aeries Support.

Enable  Loop Integration: <input checked="" type="checkbox"/>
Consumer ID: ABCDEFGHIJKLMNOPQRSTUVWXYZ12345678901234
Secret Key: XYZ12345678901234567890ABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890
SSO Key: 1234ABCDEFGHIJKLMNOPQRSTUVWXYZ12345678901234

API Security will also need to be enabled. In **API Security**, a new record will need to be added for Loop with permission to the following security areas to allow for current and future use:

- Student Data
- Student Programs
- Supplemental Data
- Contacts
- Class Schedules/History
- Attendance (Absence Code Table, Attendance, Attendance History, Bell Schedule, Calendar, Enrollment History)
- Fees and Fines
- Student Pictures
- Scheduling (Teacher Data, Staff Data, Master Schedule, Course Data)

Please provide your district's parent portal URL as well as the API Certificate code to Aeries Support.

Product Information		
ID	Product Name	Status
3	LOOP	Active
Comment		
LOOP Communications Certificate		
<input type="button" value="Add"/> <input type="button" value="Change"/> <input type="button" value="Delete"/>		
<input checked="" type="checkbox"/> Display Certificate Details?		
Table/Program Area	Read	Update
Student Data		
Student Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Student Programs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Supplemental Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
District Supplemental Data	<input type="checkbox"/>	<input type="checkbox"/>
Contacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Class Schedules/History	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Attendance		
Absence Code Table	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Attendance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Attendance History	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bell Schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Calendar	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enrollment History	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Counseling		
Assertive Discipline	<input type="checkbox"/>	<input type="checkbox"/>
Other		
Fees and Fines	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Student Pictures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gradebook		
Gradebook Data	<input type="checkbox"/>	<input type="checkbox"/>
Gradebook Scores	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling		
Teacher Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Staff Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Master Schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Course Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

In addition to API Security, any user, including parents and students, who should have access to the Loop interface must be assigned **Read** access to the **Loop Access** security area either directly or via a group. This can allow Loop access for some groups of users and not others. During implementation a District may wish to turn Loop on for just some schools as they roll out the product.

Loop Communications			
Loop Access	<input checked="" type="checkbox"/>		<input type="text"/> <input type="button" value="Calendar"/>
Allow Posting to General District-Level Loop Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="button" value="Calendar"/>
Allow Posting to General School-Level Loop Groups	<input type="checkbox"/>		<input type="text"/> <input type="button" value="Calendar"/>
Allow Posting to Staff-Specific District-Level Loop Groups	<input type="checkbox"/>		<input type="text"/> <input type="button" value="Calendar"/>
Allow Posting to Staff-Specific School-Level Loop Groups	<input type="checkbox"/>		<input type="text"/> <input type="button" value="Calendar"/>

The additional four security areas allow the following:

- Allow Posting to General District-Level Loop Groups
- Allow Posting to General School-Level Loop Groups
- Allow Posting to Staff-Specific District-Level Loop Groups
- Allow Posting to Staff-Specific School-Level Loop Groups

Insert permission to the above mentioned groups provide those specific message posting instructions. **Admin** permission to **Allow Posting to General District-Level Loop Groups** may also be granted to allow management and creation of groups within Loop.

For effective use of the Loop platform, the following fields should be maintained accurately within Aeries. It is recommended that Districts review and correct this data:

Contact Records:

- **CON.FN** – Contact First Name
- **CON.LN** – Contact Last Name
- **CON.NM** – Contact Full Name (ex. John Smith) – cannot be blank or Dad, Mom, Neighbor, etc.
- **CON.RL** – Contact Relationship
- **CON.EM** – Contact Email
- **CON.CP** – Contact Mobile/Cell Phone for Text or Voice
- **CON.TL** – Contact Telephone for Voice
- **CON.AP** – Allow to Portal? – Blank and Y (Yes) will upload to LOOP. N (NO) will not upload
- **CON.NP** – Notification Preference for General/Emergency or Emergency Only Notifications
- **CON.CD** – If a restricted code is set, review the Notification Preference and Allow to Portal?
- **CON.RF** – If RED flagged, review the Notification Preference and Allow to Portal?

Student Records:

- **STU.TL** – Primary Student Telephone for Voice and to Identify Contacts
- **STU.EM** – Student Email
- **STU.MPH** – Student Cell Phone
- **STU.NP** – Student Notification Preference for general/emergency or emergency Only messages

Staff Records:

- **STF.LN** – Staff Last Name
- **STF.FN** – Staff First Name
- **STF.ID** – Staff ID – for ALL employees, not just teachers
- **STF.CP** – Staff Cell Phone. This is the only staff telephone number used with loop. Staff Telephone Field (STF.TL) is not used.
- **STF.EM** – Staff Email Address
- **STF.NP** – Notification Preference for General/Emergency or Emergency Only Notifications
- **STF.PSC** – Primary school staff member will a member of

Note: To determine the Staff email address used with Loop, we first look for a matching Security Account record (UGN) with the Staff ID. If a record is found and that record has an email address populated, we use that. Only if a record isn't found or the UGN.EM field is blank do we fail over to using the STF.EM field.

Aeries Staff and Teacher Accounts:

- **UGN.LN** – Staff Last Name
- **UGN.FN** – Staff First Name
- **UGN.EM** – Staff Email
- **UGN.SID** – Staff ID

Populating these fields along with Loop Access permissions will allow users to see the LOOP icon and log into with single sign on (SSO) into Loop.