

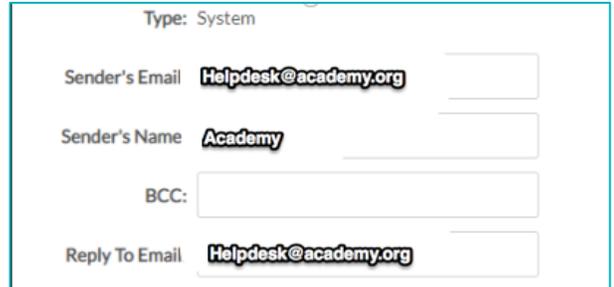
RADIUS

# Communication Template Requirements

# Quick Reference: Communication Templates Requirements

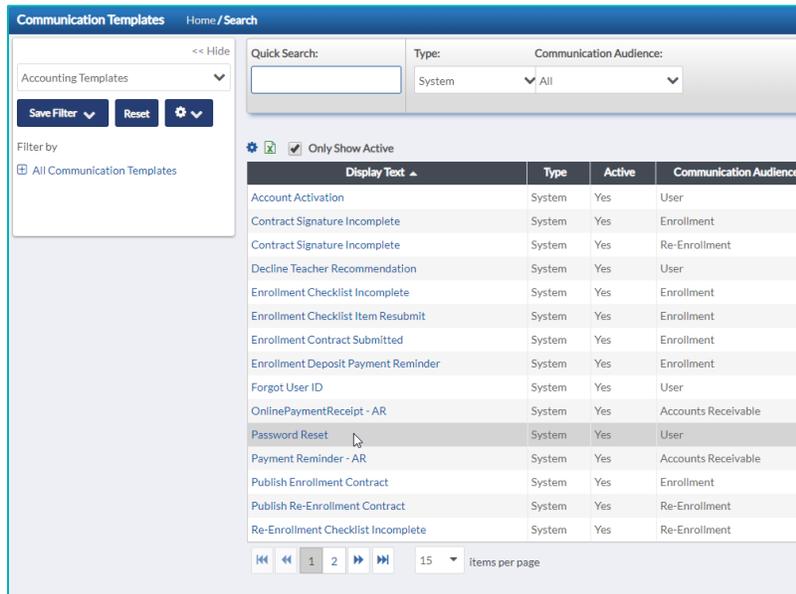
All templates must have the following fields completed to prevent your recipients from seeing the Sender name as “Postmaster”. The BCC is optional

- Sender’s Email (one email)
- Sender’s Name
- Reply to Email (one email)



A screenshot of a form for creating a communication template. The form is titled "Type: System". It contains four input fields: "Sender's Email" with the value "Helpdesk@academy.org", "Sender's Name" with the value "Academy", "BCC:" which is empty, and "Reply To Email" with the value "Helpdesk@academy.org".

Radius has a set of Communication Templates with the Type of **System**. These templates have specific links embedded that direct the user to a specific task. You may edit the content of the message but **do not** change the link format.



A screenshot of the "Communication Templates" interface. It shows a list of templates with columns for "Display Text", "Type", "Active", and "Communication Audience". The "Password Reset" template is highlighted. The interface includes a search bar, filter options, and a table with 15 items per page.

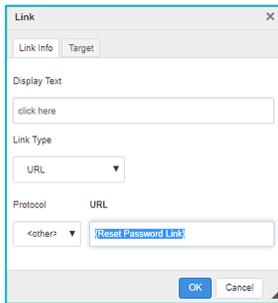
Display Text	Type	Active	Communication Audience
Account Activation	System	Yes	User
Contract Signature Incomplete	System	Yes	Enrollment
Contract Signature Incomplete	System	Yes	Re-Enrollment
Decline Teacher Recommendation	System	Yes	User
Enrollment Checklist Incomplete	System	Yes	Enrollment
Enrollment Checklist Item Resubmit	System	Yes	Enrollment
Enrollment Contract Submitted	System	Yes	Enrollment
Enrollment Deposit Payment Reminder	System	Yes	Enrollment
Forgot User ID	System	Yes	User
OnlinePaymentReceipt - AR	System	Yes	Accounts Receivable
Password Reset	System	Yes	User
Payment Reminder - AR	System	Yes	Accounts Receivable
Publish Enrollment Contract	System	Yes	Enrollment
Publish Re-Enrollment Contract	System	Yes	Re-Enrollment
Re-Enrollment Checklist Incomplete	System	Yes	Re-Enrollment

# URL links in Communication Templates

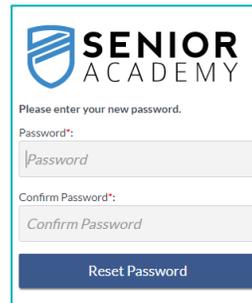
*System emails directed to Radius Users have unique URL links relative to the audience. Although school messaging may be the same for all audiences, when copying please take care not to overwrite the properly formatted links contained in system messages.*

## EXAMPLE: Communication Template - Password Reset

- Protocol = <other>
- URL = {Reset Password Link}

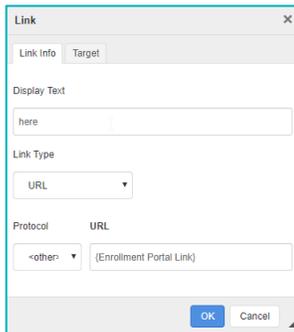


Parent View:

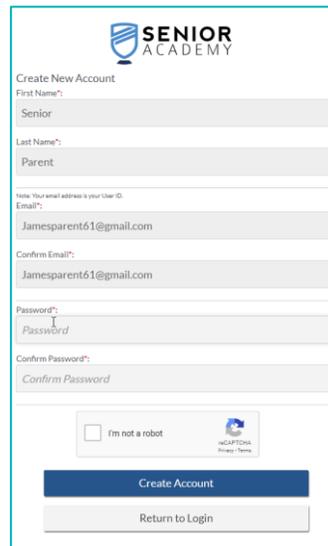


## EXAMPLE: Communication Template - Publish Enrollment Contract

- Protocol = <other>
- URL: {Enrollment Portal Link}



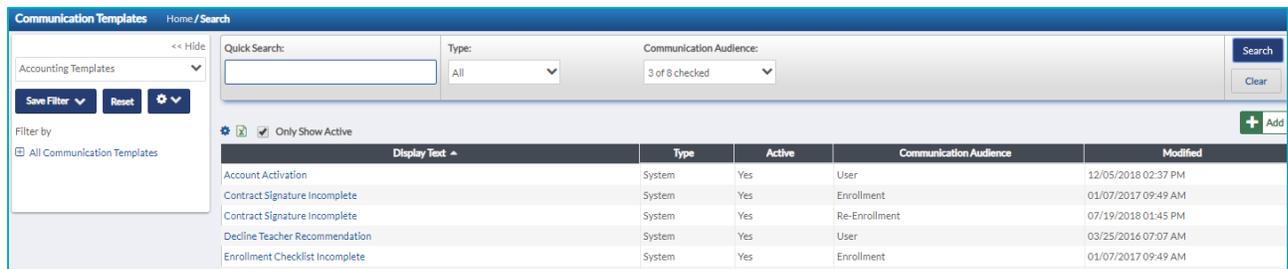
Parent View:



## Add a Communication Template

Communication templates will be visible to the appropriate audiences based on the Audience

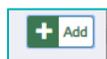
- Enrollment
- Re-Enrollment
- Users



The screenshot shows the 'Communication Templates' interface. At the top, there is a search bar with 'Quick Search', 'Type' (set to 'All'), and 'Communication Audience' (set to '3 of 8 checked'). Below the search bar are buttons for 'Save Filter', 'Reset', and a filter icon. A 'Filter by' section shows 'All Communication Templates'. A table lists the templates with columns for 'Display Text', 'Type', 'Active', 'Communication Audience', and 'Modified'. An '+ Add' button is visible in the top right corner of the table area.

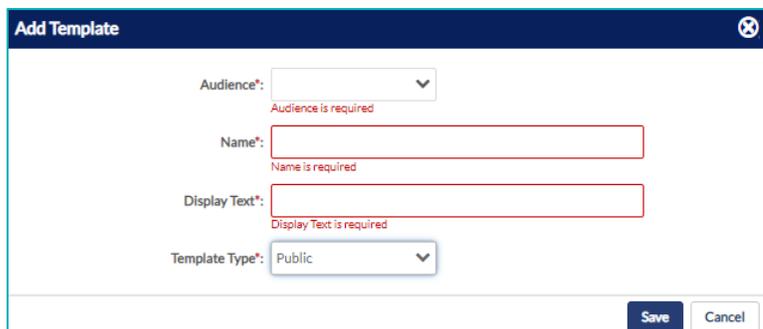
Display Text	Type	Active	Communication Audience	Modified
Account Activation	System	Yes	User	12/05/2018 02:37 PM
Contract Signature Incomplete	System	Yes	Enrollment	01/07/2017 09:49 AM
Contract Signature Incomplete	System	Yes	Re-Enrollment	07/19/2018 01:45 PM
Decline Teacher Recommendation	System	Yes	User	03/25/2016 07:07 AM
Enrollment Checklist Incomplete	System	Yes	Enrollment	01/07/2017 09:49 AM

Schools may create their own templates taking care to assign the proper Communication Audience.



To add a new template select the Add button. There is not an option to copy a template.

- Select the audience
- Enter a Name for the template
- Enter Display Text (Radius user will see this name in relative drop down menu)
- Template Type is set to Public



The 'Add Template' form has the following fields:

- Audience\*:** A dropdown menu with a red error message 'Audience is required' below it.
- Name\*:** A text input field with a red error message 'Name is required' below it.
- Display Text\*:** A text input field with a red error message 'Display Text is required' below it.
- Template Type\*:** A dropdown menu with 'Public' selected.

At the bottom right of the form are 'Save' and 'Cancel' buttons.