

Checking and Setting a Student's Email Address

If you're wanting to send out communications to your students but cannot see the email version in the **Manage Communications** section, it is probably because the client's data sheet is set incorrectly.

You can resolve issues like this efficiently as the problem is usually to do with correspondence. If you go to the client's **CDS**, the first thing you want to check is **Correspondence** under **Client Information** from the left-hand menu.

The screenshot shows the 'Info Center - Correspondence Information' section. A red box highlights the following text: "When corresponding with Rufus Spencer, send communications to ...". Below this, there are two radio buttons: "Niki Spencer" (unselected) and "Rufus Spencer" (selected). Below the radio buttons are input fields for "Addressee" (Mrs Spencer), "Salutation" (Dear Mrs Spencer), and "Date Validated" (07-Jan-2022). A "Store" button is at the bottom.

As you can see, the problem with this client is that the correspondence information is incorrect. When corresponding with a child, you must send communications to their parent or guardian, this is because we do not hold any contact information for a child.

To resolve the issue, **untick** the child and **select** the parent or guardian to receive the communications regarding the student and then press **Store**.

Next, to ensure there are no more problems with emailing the client, you also want to check the **Contact** details under the parent or guardian's **CDS**.

The screenshot shows the 'Info Center - Contact Information' section. A red box highlights the 'Email' field, which contains 'support@morsolutions.co.uk'. Below this are 'Create Email' and 'Create SMS' buttons. The 'Permissions' section has three checked options: 'Contact me via Post', 'Contact me via Email', and 'Contact me via SMS'. A 'Store' button is at the bottom.

On the parent or guardian's CDS, you want to check they have valid contact information, specifically a valid email address in this instance. Underneath the contact information, there are contact permissions, please ensure the **Contact me via Email** has been selected. If you can see they have a valid email address and all the permissions are correct, you can re-create the communication and it should now appear in the **Manage Communications** page.