

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.

Select a person	CN: 537 - Lond Swim Term 2 Stage 2 Tue 12:00 PM A Sample Main Confirmed Allocated
Spencer Family - 596	CN: 529 - Lond Swim Term 1 Stage 1 Tue 10:00 AM A Sample Main Confirmed Allocated
Mrs Niki Spencer - Mother	CN: 533 - Lond Swim Term 1 Stage 1 Tue 12:00 PM A Sample Main Confirmed Allocated
Master Rufus Spencer - Child	CN: 609 - Lond Swim Term 1 Stage 1 Wed 04:00 PM Willow Cassidy Stud Confirmed Allocated
Add Student Add Guardian Switch Student Inherit Student	Info Center - Correspondence Information
Menu - Rufus Spencer - 595	When corresponding with Rufus Spencer, send communications to
Family Information	Niki Spencer V Rufus Spencer
Client Information	
General	
Address	Addressee Mrs Spencer
Course	Salutation Dear Mrs Spencer
History	Date Validated 07-Jan-2022 e.g. 16-Feb-2011
Lessons	
Add	Store
1 manuale	

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**.

Spencer Family - 596 Mrs Niki Spencer - Mother	Info Center - Contact Information	
Master Rufus Spencer - Child	Home Not Applicable	N/A
Add Student Add Guardian	Mobile 0777777777	N/A
Switch Student Inherit Student	Email support@morsolutions.co.uk	N/A
	Work Not Applicable	N/A
Menu - Niki Spencer - 597		
Family Information	Create Email	
General		
Address	Create SMS	
Correspondence		
Course	Permissions	
History	Contact me via Post	
Lessons		
Add	Contact me via Email	
	Contact me via SMS 🗹	
Financials	Use MORReports PDFs	
Payment Method		
Top Up Account		
Invoice Schedules	Store	
Payments		
Credits	Advanced	
Notes		



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.