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CONVERSATIONS

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I. Introduction

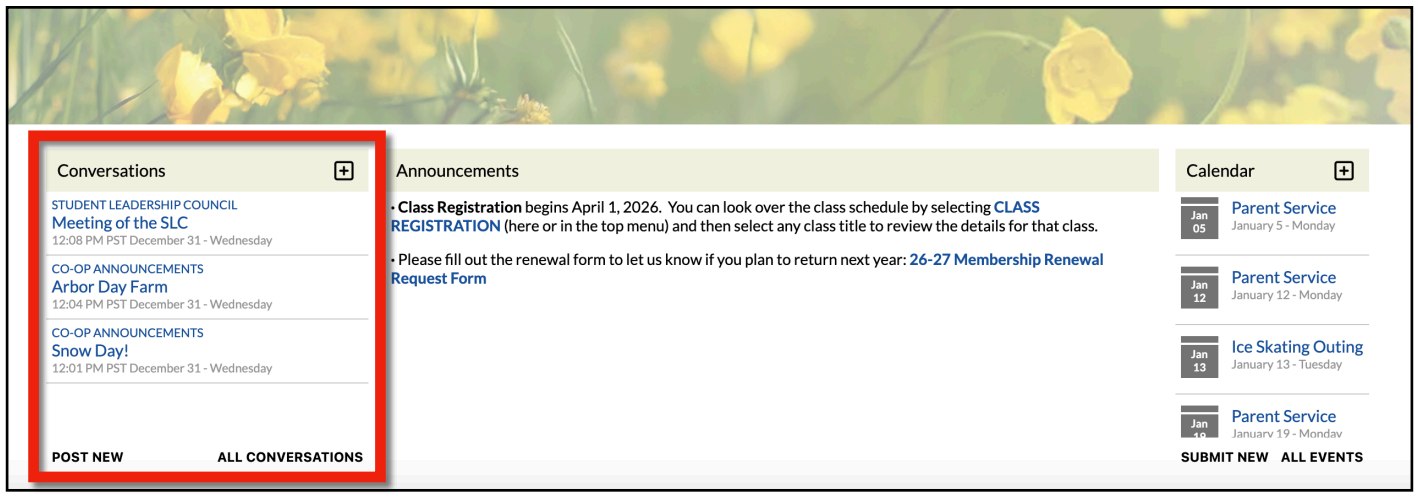
Conversations are used for group communication. You can post messages and respond to other's messages. Conversations can be conducted via email, the website, the app, or all three. Keep in mind that the person you're communicating with may be sending or receiving messages through any of those channels as well.

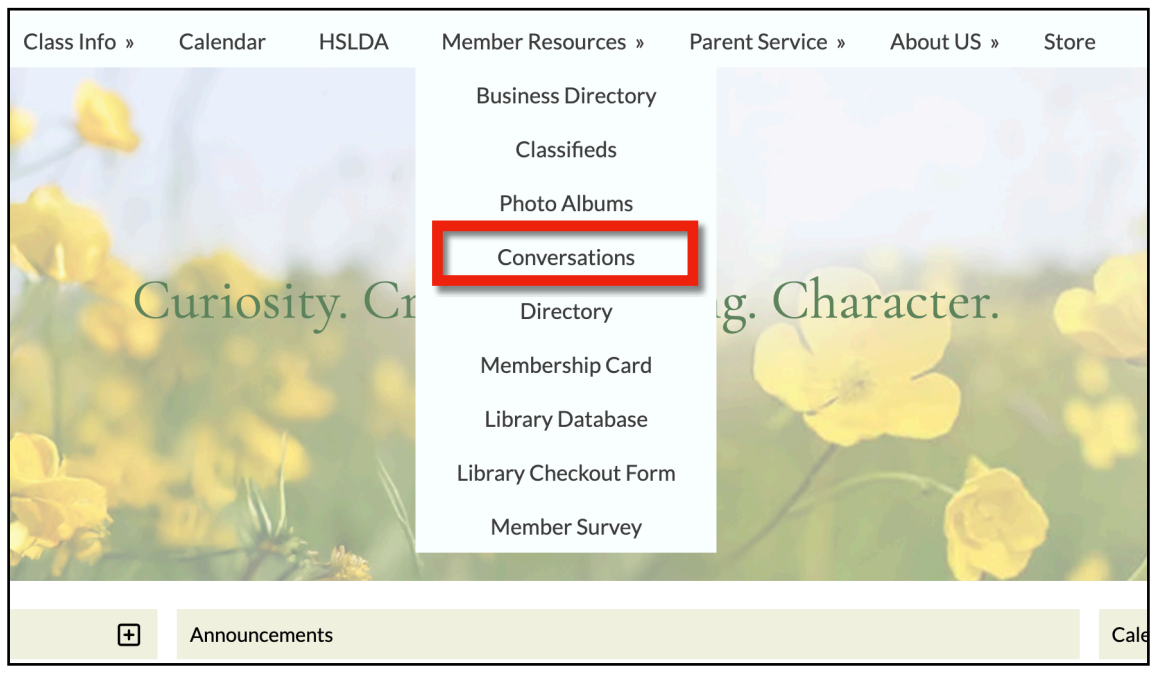
II. Types of Conversations

1. **General** - Created by the website admin for general member use
   A. Could be secure (limited to a certain subset of families)
   B. Could be moderated
2. **Side** - Created by individual members to communicate with each other
3. **Class** - Visible only to the instructor and the families who have a student in the class

III.Where to Find Conversations

Depending on how your group administrator set up your website, your Conversations tool might be accessed on the website home page or via the menu. It is one of the bottom menu choices in the app.





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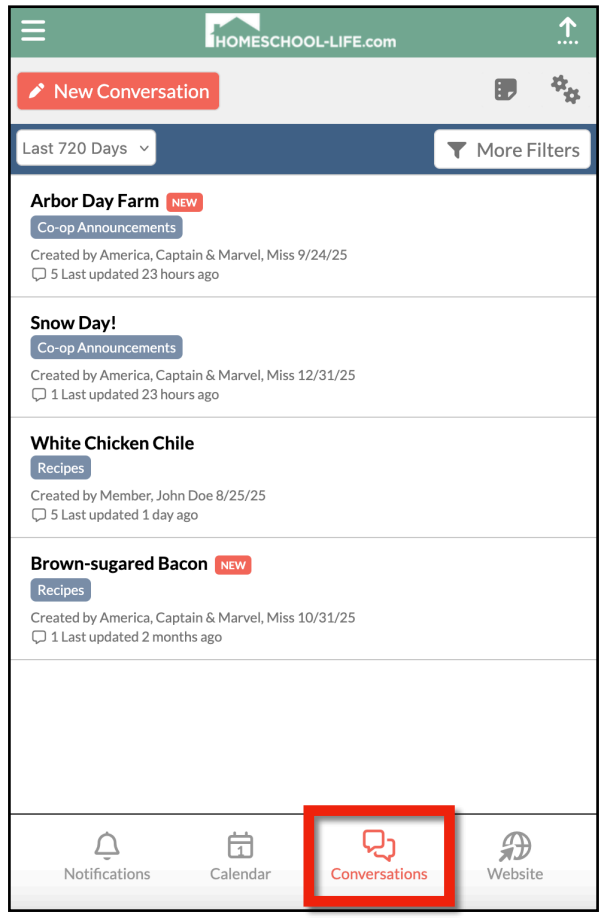
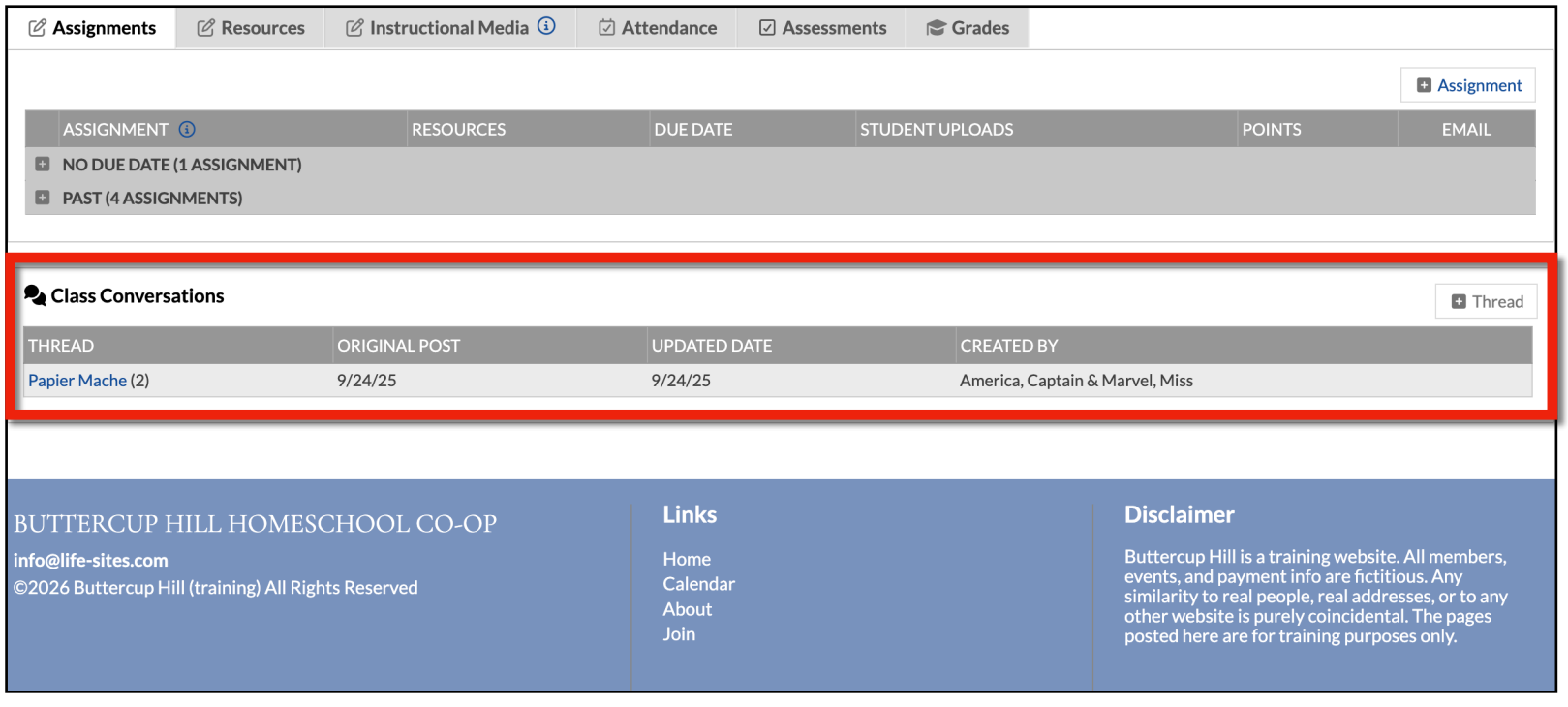


The classroom dashboard is a likely place to find the secure Class Conversations. In addition, Class Conversations are available at the bottom of the Class Home page. If you do not see Class Conversations at the bottom of your Class Home Page, you can request that your website administrator enable Conversations for your class.



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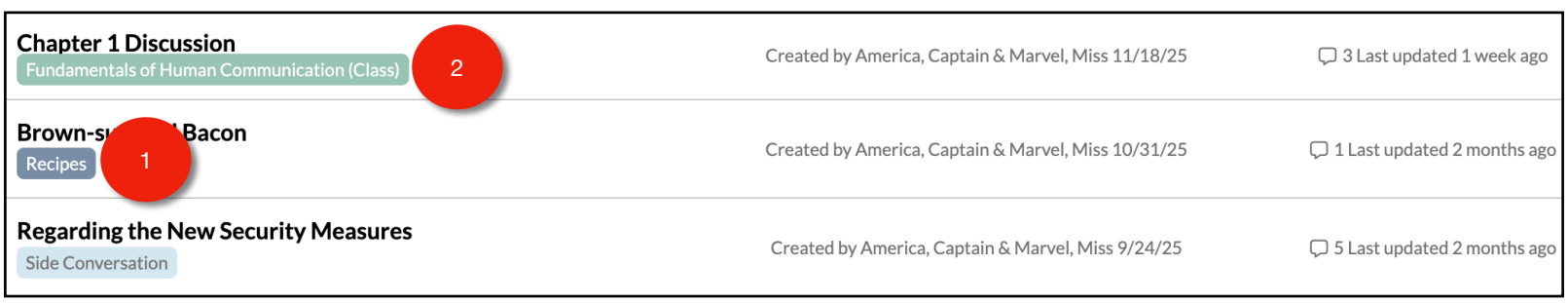
IV. Categories

1. **Categories in General Conversations** - Added and customized by your site administrator. Some categories might be set up by your admin to include every member of your group, and some categories might be set up to be limited to certain families. An example of this might be a Graduation category which is configured to only include families with a senior. If you can see the category, then your admin included you as a recipient. If you have the notifications turned on, you will receive notifications for posts in that category.

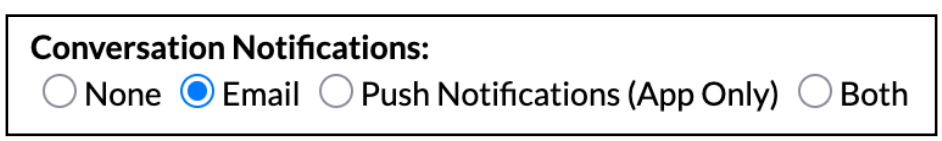
2. **Categories in Class Conversations** - Simply the names of the classes.



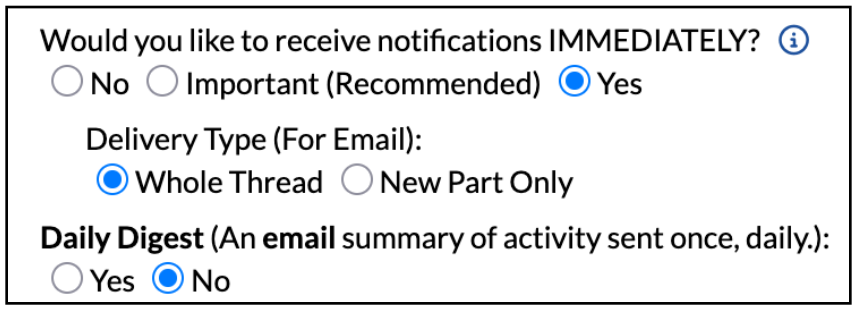
V. Delivery Preferences

1. Navigate to your family profile to edit the delivery preferences.

2. First select whether you want to receive notifications at all. You can choose Email, App, or Both



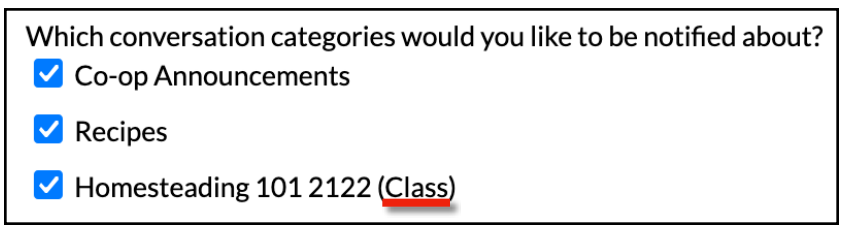
3. Then choose whether to receive immediate delivery or a daily digest. You can choose both, if you want.



4. “Important” means: if a top-level (reply to all) post is added to the thread, everyone participating in the thread will receive notification. If a second-tier or third-tier post is added to the thread, only the authors of the direct parent and grandparent posts will receive notification. (No notification for sibling or uncle posts.) For example, Anne posts a new thread, and Bill and Cathy reply to Anne, and Diane replies to Bill. Only Anne and Bill (and not Cathy) will be notified of Diane's post.

5. Please note that if you’ve given your student his own login, the student will also receive notifications. However, this only works with “immediate” notification. If you select “daily digest,” then your student won’t get notified. So if your student needs to receive class conversation emails from his instructor, be sure to select the “immediate” option.

6. Notifications by Category: If your administrator has enabled it, you will see the option to turn on or off notifications by category. Note that if you opt out of the class conversations, you will no longer receive notification when the teacher posts in the class conversation.



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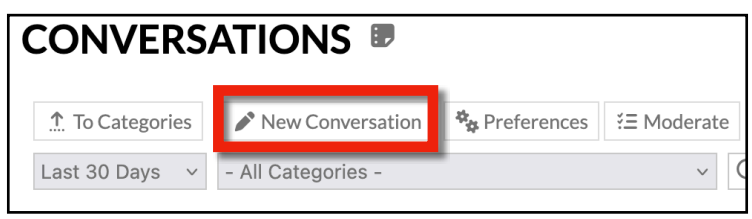
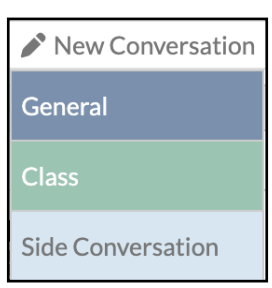
VI.Creating a New Thread

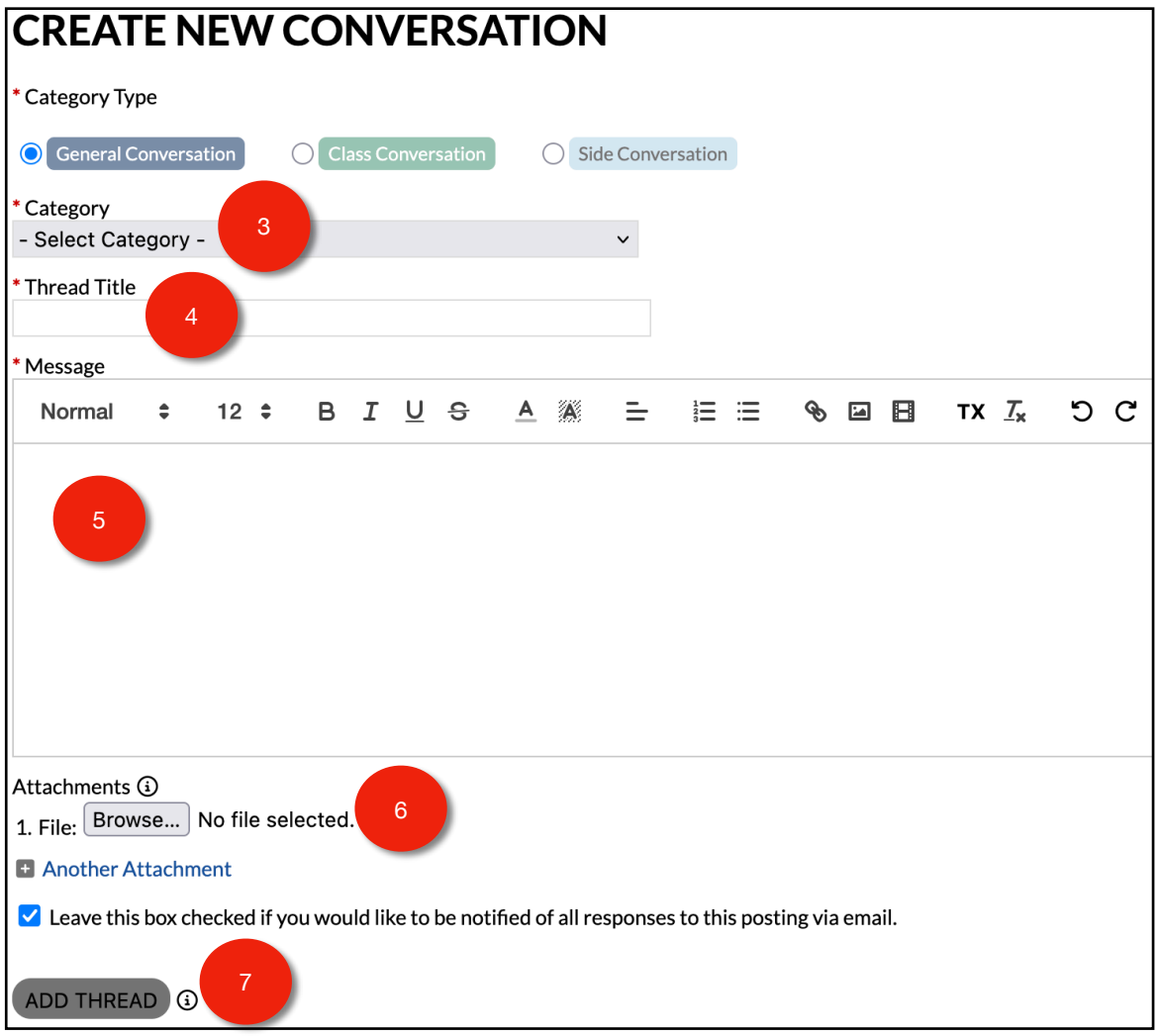
1. Select “New Conversation”



2. Select Type of Conversation (General, Class, or Side)



3. Select Category
4. Enter Thread Title
5. Enter Message
6. Add Attachment, optional
7. “Add Thread”



8. Notifications will be delivered to everyone in the Category who has notifications enabled. The message will be immediately visible on the website and in the app (unless it’s a moderated category).

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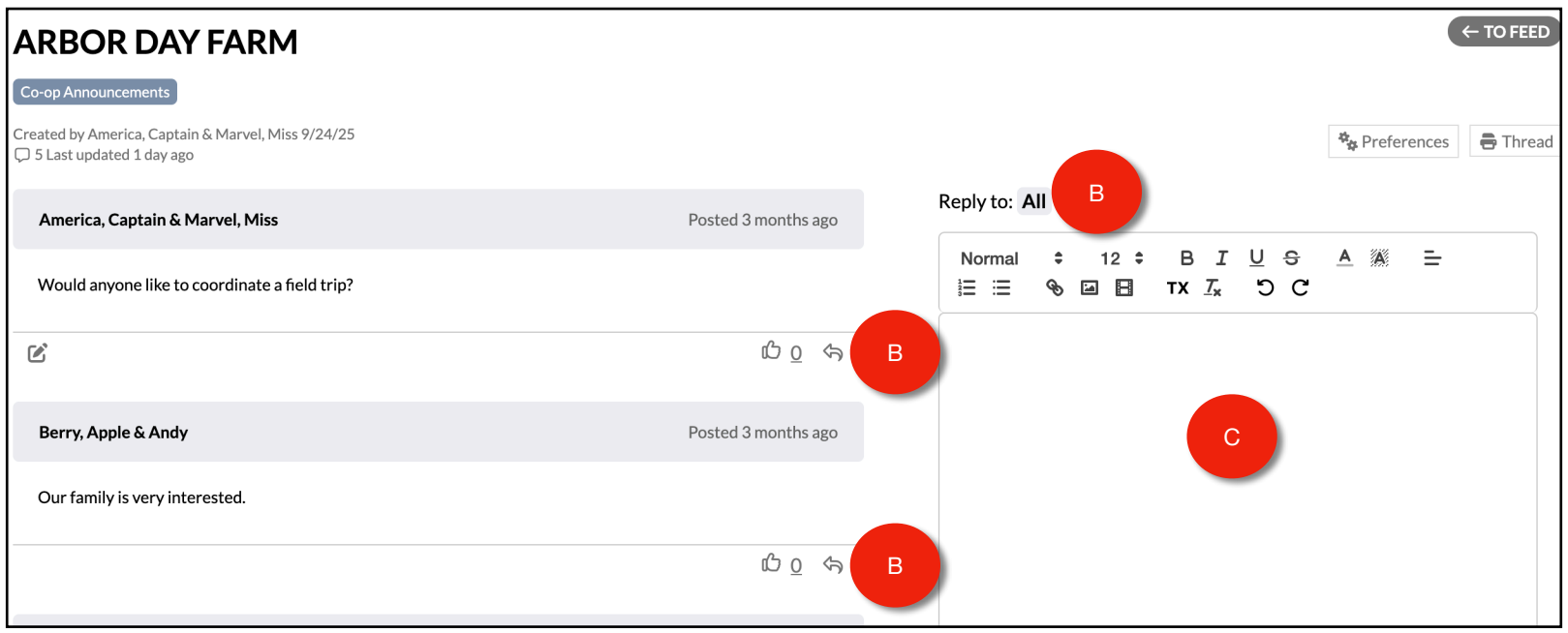
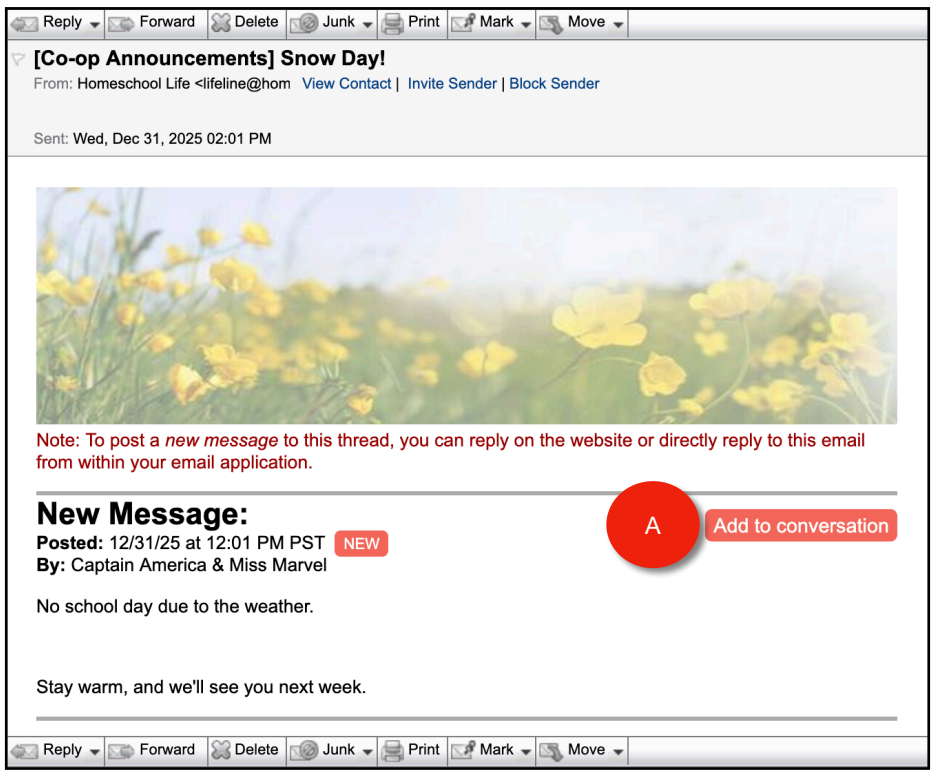
VII.Replying to a Thread

1. Reply in the Conversation tool
    A. Select the name of the conversation you'd like to reply to
    B. Either "Reply to All" OR reply to a particular sub-thread by selecting the little arrow
    C. Enter message
    D. Select "Post Reply"



    E. Once submitted, the reply will be visible immediately on the website and in the app (unless moderated)
2. Reply from the email (if enabled by site admin)
    A. Via the orange "Add to conversation" button



    B. Or, via the links at the bottom of the email

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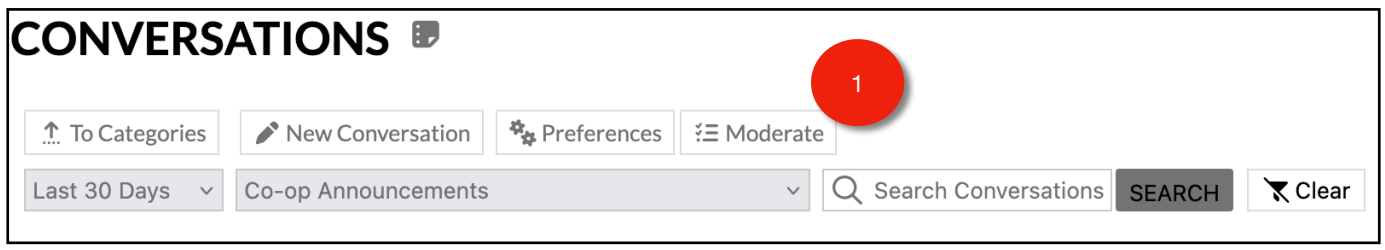
VIII.Moderated Categories

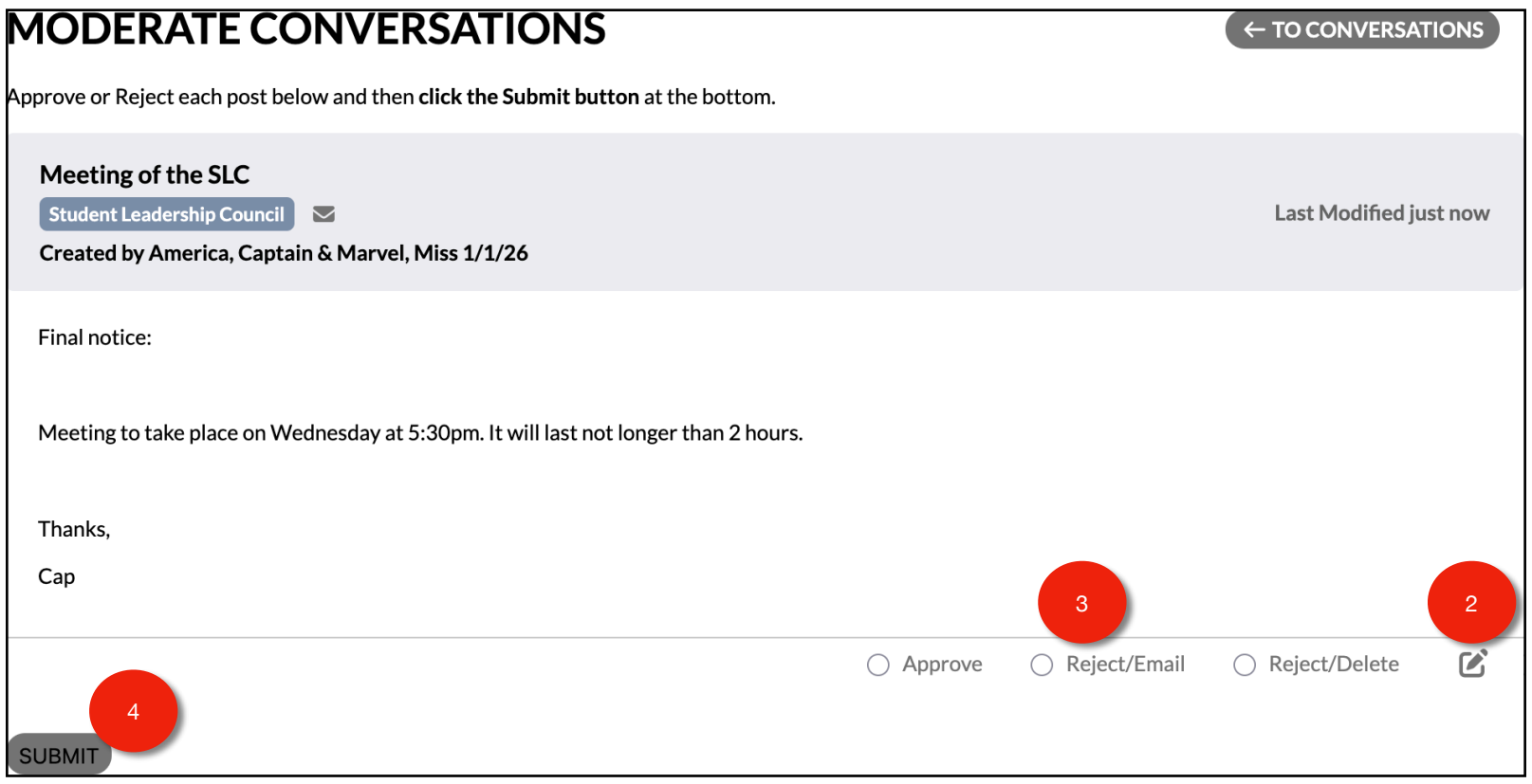
Some General categories might be set up to require moderation. Any posts to a moderated category will not appear on the website or be sent in notifications until they've been approved.

How to moderate (if you've been designated a moderator):

1. Select the "Moderate" button



2. Edit first, if needed
3. Choose to approve or reject
4. Submit



IX.Sending an Email Direct to Conversations

You can start a new thread by sending an email.

1. Send your message in an email to conversations@homeschool-life.com
2. You will receive an email reply asking you what category you'd like to choose. If you're a member of multiple Homeschool-Life groups, it will ask which group you want the conversation to be posted in and then which category.

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