BTS Tips for Administrators

Quick answers to commonly asked questions

Back-to-School Welcome Template:
- Welcome your district or school community or back to school with a warm message on Remind. For instance, you could say: "Welcome back to [District/School Name]! Let's celebrate the beginning of a new school year and the endless possibilities it brings!"
- Please take a look at these templates, this video, and Back-to-School Resources.

How do I ensure Remind notifications are not blocked and received in a timely manner?
- To ensure that teachers, students, and parents receive Remind's notifications in a timely manner, it is essential to include all of Remind's domains in your organization's Allowlist.

What training is available to our administrators and teachers?
- Visit our Learning Center to access training resources such as recorded and live webinars, these videos, and our paid options.

How do I log in to Remind?
- Log in to Remind.com using your district email address, Google SSO, or check your email for an invitation from your school. You can also create or reset your password. If you have multiple Remind accounts, merge them.
- Update your personal settings, follow these steps: turn on or off replies, set up office hours, edit your name and add a photo.

How do I send a district or school-wide message to all families, students, and teachers?
- Review our instructions on how to send messages to families, students, and teachers in your district, translate messages, schedule messages in advance, and attach voice clips or up to 10 attachments when composing your message.

How do I stay up to date with Remind System Status alerts?
- Subscribe here.

How can I add or remove administrators?
- District admins can add or remove other school admins from the Settings tab or by rostering. Watch this video. They will receive an invitation by email to join the school.
- If the administrator hasn't received an invite, ask the administrator to log in and check their notification settings and confirm their email address.

How do we clean up user data and rosters in our district?
- Administrators can clean up the People list and archive or remove classes in any school.
- Ask your CSM for help removing users in bulk.

How do I clear rostering holds?
- Typically your data rollover will show significant changes in data from one year to another, this is common. If your data is on hold, you can release your holds from the SIS sync tab CSV Sync, Clever, or ClassLink. Releasing holds will make your data live to your district and is a non-reversible action.
  Note: Before releasing holds, make sure you are prepared to share class assignments with the community.

What can teachers expect after you roster for the first time?
- The first Remind notification is manually triggered by a district or school administrator via the SIS Sync tab. Teachers will receive instructions to log in and claim their classes.

What are some common questions that parents ask?
- Review frequently asked questions for parents.
- How do I receive Remind messages in my preferred language?
- Share one of our getting started videos for parents:
  - Video (English), Video (Spanish)
  - Video (Vietnamese), Video (Chinese)
  - Video (Somali), Video (Russian)

Check out our Help Center or Learning Center for more resources!

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What are some common questions that students ask?
- How do I access the Remind account created for me?

How do users opt out:
- Individuals who want to stop receiving messages can opt out or an administrator can remove them from the school's list.
- If you have rostering enforcement enabled, learn more here.

Can administrators make changes to a user profile and contract information?
- Yes, administrators can edit a user profile and make changes to names, as well as contact information and also merge accounts. Here's more information on how to take these actions.

**If a parent, teacher, or student is not receiving messages from the school or class, to start troubleshooting:**
- Check the user profile in the People list and ensure their contact information is correct.
- Have they logged in to their Remind account and accepted the terms of use?
- Have they turned on their notifications? If a user installed the Remind app, we automatically turn off text notifications to avoid duplication.

Multiple Accounts/Merging:
- If parents or teachers don't see their class, it's possible they may have more than one account. Go to the People list and search for the user and update their contact information.
- There are two options available for merging accounts. Users can follow step-by-step instructions, or an administrator can merge on their behalf.
- Prior to merging the user should log in to the desired account first, and obtain their message history as conversations will not be transferred over.

Recycled Phone Number:
- There may be old numbers in inactive Remind accounts, please contact Support for assistance.
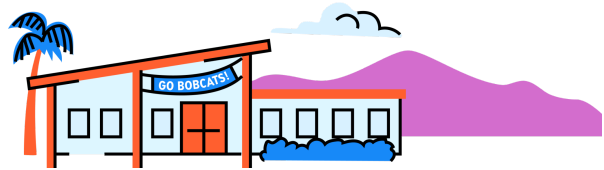
What are some common questions that teachers ask?
- Check our Teacher Onboarding Guide and Getting Started Video for Teachers.

If teachers cannot see their classes, there may be multiple ways to troubleshoot this:
- To start, check the People list to see if there are any classes linked to the individual in question.
- Users can have multiple accounts, which means that all classes may not be visible under a single view. This means the user will need to merge accounts. There are three options available for merging accounts. Users can follow step-by-step instructions, an administrator can merge on their behalf, or they can request assistance from our support team.
- If the class is on the roster, has the teacher claimed it? If not, please assist them in claiming their classes by guiding them through the necessary steps.
- To view unclaimed classes, administrators can navigate to the Classes tab on the school page. Additionally, a reminder can be sent.
- Is the class archived? If so, guide them through steps to unarchive the class.

Can teachers change the rostered class name?
- Yes, teachers can change class names or join codes without impacting rostered SIS classes.

Can teachers merge classes?
- No, merging classes is not possible. However, teachers have the option to add individuals from one class they own to another.

Can teachers send translated messages to families?
- Yes, teachers can automatically translate a message. If your account is set up to receive replies, you'll also receive messages in your preferred language.

Can administrators make changes to classes on behalf of teachers?
- Yes, administrators have the ability to make changes to any class within their organization.

Check out our Help Center or Learning Center for more resources!