

36 REACH Now

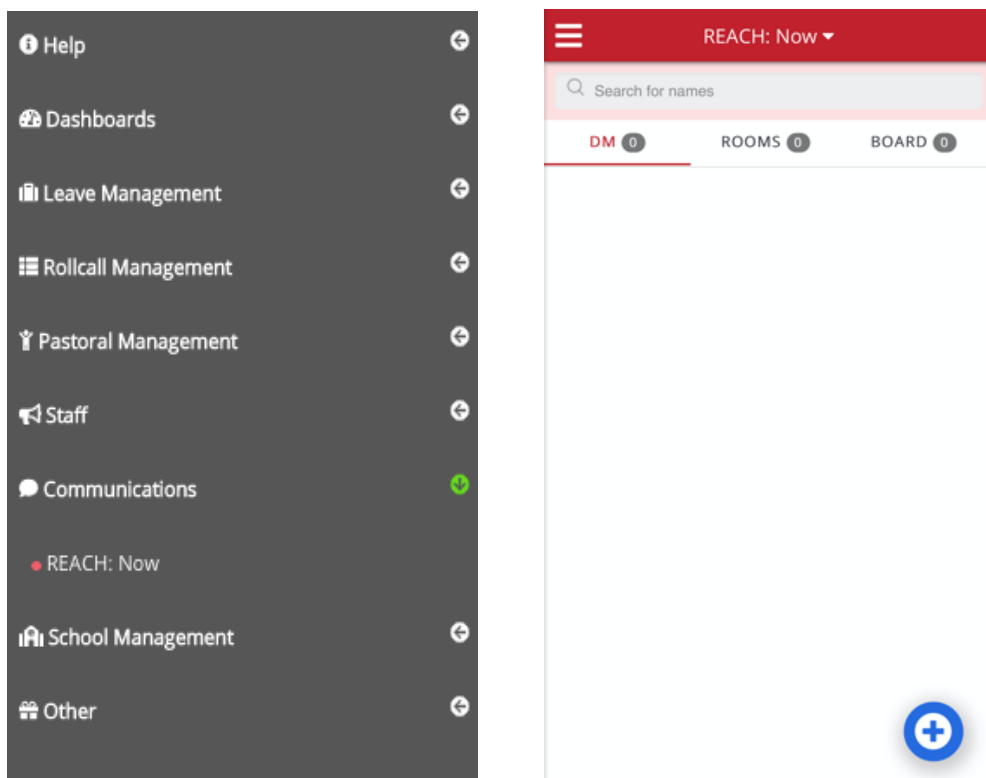
REACH Now is a versatile communications tool that can help you to manage and improve communication with your community. It provides a secure, authenticated communications platform where your communication records are captured and historically reportable.

REACH Now uses internal messages in your REACH portal and push communications for integration to the REACH mobile app. It provides three separate methods of communication that DM (Direct Messages – Live Chat)

1. Rooms (Chat Rooms)
2. Boards (Noticeboards)



Mobile app view of REACH Now



REACH Now is an Extension module and requires an annual extension subscription license. The additional costs **\$250 per annum** for your REACH portal.

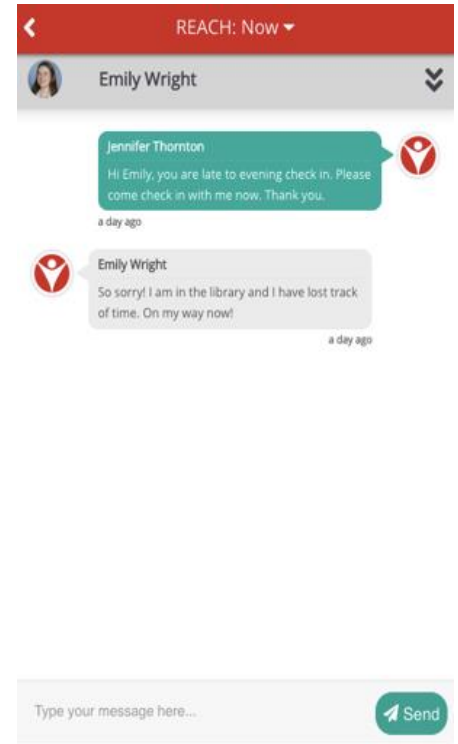


36.1 DM (Direct Messaging)

DM allows you to have one-on-one conversations in real time with any contacts in your REACH portal.

Important features of Direct Messaging (DM):

- Live chat is restricted to Staff type users connecting with other contacts in your REACH community
- Parent-to-parent, student-to-student, parent-to-student for example are not possible in REACH Now Direct Messaging
- There are no silent conversations in REACH Now Direct Messaging. All DM conversations are logged in REACH. The conversation can be reported historically and viewed in the relevant student's personal profile.
- Direct messaging records are maintained on individual user profiles

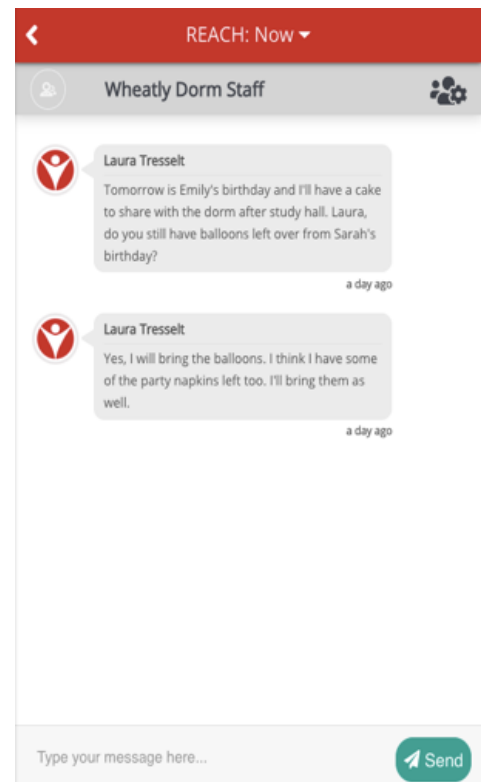


36.2 Rooms (Chat Rooms)

Chat Rooms are open communication channels that allow groups of users in your community to communicate by viewing and adding content. The chat room is positing board where participants can view comments from other participants and add comments themselves.

Important features of Chat Rooms (Rooms):

- You can have an unlimited number of Chat Rooms
- Chat rooms can be open to all user types in your REACH community
- You can determine who is permitted to join each chat rooms to view content
- You can determine who is permitted to contribute content to the chat room
- Chat room comments are retained in REACH for historic reporting
- You can permit users to add rich content in your chat rooms (emoji, images, etc)



36.3 Boards (Notice Boards)

Notice Boards function as announcements. They provide a platform for **one-way** communications to your community.

Important features of Chat Rooms (Rooms):

- You can have an unlimited number of noticeboards
- Noticeboards can be open to all user types in your REACH community
- Your audience cannot reply to items that are published in your noticeboards
- Users subscribe to noticeboards on their REACH login or mobile app
- Subscribers will receive a notification alert whenever information is published to a noticeboard that they are subscribing to
- You can determine who is permitted to see and subscribe to each noticeboard
- You can add rich content to your noticeboards

