

Regroup Quick Start User Guide

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Home Screen

The screenshot shows the TriCounty Home Screen with several callouts:

- Primary Navigation tabs:** Home, My network, Post a message, Create a group, Find a group.
- Change your preferences and log out:** Located in the top right corner.
- Shortcuts to key activities:** A box containing a 'Welcome!' message with instructions:
 - SETUP:** Connect your account to Facebook, Add your mobile number for group text messaging.
 - BROWSE:** Check out what is going on at your network, Join some groups.
 - CREATE:** Create a group for you and your friends, Post something. How about a tip for new students or employees?
- Shortcuts to post messages:** A text input field with a 'Post' button.
- Listing of all the groups for which you are a member:** A sidebar menu listing:
 - Recent Messages from all your groups
 - Emergency Tri-County
 - Student Announcements Tri-County
 - TCTC Critical Alerts Tri-County
 - To see recent messages from one group only, click on its name from the list above.
 - My Network
- Listing of the most recent posting from all your recent groups:** A list of recent messages:
 - Angel Tree Nov 18, 2013 (Tri-County - Student Announcements)
 - Angel Tree Nov 18, 2013 (Tri-County - Employee Announcements)
 - No critical Alerts, Nov 18, 2013 (Tri-County - TCTC Critical Alerts)
 - Financial Aid Office Hours Nov 18, 2013 (Tri-County - Student Announcements)

Change How You Receive Group Communication

The screenshot shows the 'Group Notifications' settings page with three callouts:

- Step 1. Click the Preferences link:** Located in the top right corner.
- Step 2. Click the Group Notifications tab:** Located above the 'Group Notifications' tab.
- Step 3. Choose how you receive group communications and click the Save Settings button. NOTE: Not all groups use voice and text even if you elect to receive communications by those methods:** A large callout box pointing to the settings table.

Group Name:	Members	Email Frequency	Text Notifications	Voice Alerts TTS/Custom
Emergency Tri-County	13753	as they're sent	On	On
TCTC Critical Alerts Tri-County	3	daily digest	On	On
Student Announcements Tri-County	3	daily digest	Off	Off

Buttons: Cancel » Save Settings »

Post Announcements to Your Groups

The screenshot shows a web interface for posting announcements. At the top, there is a navigation bar with 'My network' and 'Post a message' tabs. A search bar is located on the right. Below the navigation bar, there are several checkboxes for delivery options: 'Website', 'Email', 'Text Message (Preview)', 'Text to Speech', and 'Premium Text'. The 'Email' checkbox is checked. A dropdown menu for 'To:' is set to 'Student Announcements at Tri-County'. The 'From:' dropdown is set to 'Regroup'. The 'Reply-to:' field is '@tctc.edu'. The 'Template:' dropdown is 'Open/No Template'. The 'Subject:' field is empty. Below the subject field is a rich text editor with various formatting options. At the bottom, there are buttons for 'Save As Template', 'Send Test to Myself', 'Schedule Message', 'Preview', and a prominent green 'Post »' button. There are also checkboxes for 'Voice Alert' and 'Premium Text' at the very bottom.

Step 1. Click the 'Post a message' tab

Step 2. Choose how to deliver the message. NOTE: eTC Announcement groups will only post via email

Step 3. Select the group that you want to send a posting. NOTE: you can just start typing the group name

Step 3. Set the From option to Regroup

Step 4. Enter the subject

Step 5. Message body

Step 6. Post the message

Add Optional Phone and Emails

Welcome, Christopher Marino! [Connect with Facebook](#) Preferences

TriCounty
TECHNICAL COLLEGE
Powered By eGroup.com

Home My network Post a message Create a group Find a group

Step 1. Click the Preferences link

Step 2. Click the Email/Phone tab

Email | Phone Group Notifications Networks Facebook

Email Preferences

Contact E-mail:

To send messages within a network group, you must have added and confirmed an email address from that network. Add E-mail:

Current Email Addresses:
Choose a primary email address that you would like all messages sent to:

@tctc.edu Confirmed Primary Email Send Emails Here

Text and Voice Preferences

Contact Phone:

Get group messages sent to your phone(s). Sign up below!

1 verizon Text Voice [More](#) | [Remove](#)

Ex: 2123456789

It is ok for regroup to send text/voice messages to my phone. Standard rates apply.

[Manage notifications](#)

Step 3. Enter additional email addresses and click the Add button

Step 4. Click the More link and add additional phone numbers. Hit the Save button when done. NOTE: Any additional phone numbers or email addresses are unofficial. The service is provided for your convenience. All official College phone and addresses must be changed through Student Records or on the My Dashboard tab in eTc.

Regroup Software User Information and Guidelines

Overview

What is Regroup? Regroup is a powerful group communications platform that allows for effective messaging across various communication platforms, e.g., email, text, SMS, and voice – with one click of a button.

Purpose and Intent: Regroup was originally purchased to be used as a communications tool for crisis management and other emergency situations. While evaluating Regroup, it became apparent that the software could be used for much broader communications. With this option in mind, the College purchased Regroup for its advanced capabilities.

Management and Use of Regroup: In an effort to balance the use of the tool in crisis management and emergency situations while capitalizing on the full potential of the software, the following guidelines for use of the Regroup have been developed.

Access to Regroup: A link to Regroup can be found on the Welcome tab in eTC.

Types of Regroup Communications

- **eTC Announcements:** When employees and students start working or taking classes at the College, they are automatically added to the Regroup system to receive eTC announcements appropriate to their role via email. If users take no action, they will continue to receive eTC announcement by email or they may log into Regroup to adjust the settings to (1) receive one daily email that includes all eTC announcement from the day, or (2) opt out of email notifications if they prefer to view announcements on the eTC Message Center tab. eTC announcements only will be issued as emails, not texts or voice
- **“Opt Out” Communications:** These communications are pushed to targeted audiences through their email, text, SMS, and voice options. These messages can be sent to all students and employees or targeted groups within those populations, whether or not they have opted to participate in Regroup. Audiences have the option to “opt out.” **The institution has adopted a high standard for Opt-Out groups.**
Categories are:
 - **Emergency Notifications:** *Students and Employees*
 - Crisis management/emergency notifications related to the safety and well-being of the employees and/or students. (E.g., evacuation notices, college closing for inclement weather, shooter on campus, etc.).
 - **Critical Alerts:** *Students and Employees*
 - Unplanned disruption and or changes in/or availability of systems, facilities, etc. (E.g., unplanned IT systems downtime, power outages, telephone outages, parking disruption, etc.)

- **Priority Deadlines: Students and Employees**
 - Critical information having a direct impact on student enrollment. (E.g. notification to students who will be purged from their class schedules for nonpayment.)
- **“Opt In” Communications:** Students and employees can choose to join a group (opt in) to receive communications through Regroup.
 - When joining an “opt in” group, users can choose how they would like to receive communications – email, voice, SMS, or text. (Note: Not all groups will offer all options.)
 - New groups may be introduced to faculty, staff, and/or students via an eTC announcement. Users can then join the group and select their preferred format for receiving communications from the group, e.g. voice, text, etc.)

Categories are:

- **Student Resources and Services:** Targeted to students, but anyone can join.
 - Information provided to students to make them aware of resources and services, e.g., tutoring, academic counseling, library, Student Assistance Program, etc.
- **Student Events:** Targeted to students, but anyone can join.
 - Information provided to students to promote their involvement in activities, projects or programs that are outside of their classes.
- **Employee Information and Opportunities:** Targeted to employees (these groups can be private).
 - Information provided to employees to make them aware of resources and activities available to them, e.g., professional development opportunities, benefits fair, etc.

Use of the System

Any employee may be trained to use the system as a communication tool and will be expected to follow the guidelines below. There are an unlimited number of groups that may be created, but they must all be managed. In an effort to create and maintain a manageable and streamlined system, inactivity or lack of membership may cause a group to be removed from the system.

- **Emergency Notifications (OPT OUT): Students and Employees**
 - This category is limited to following administrators - Campus Safety Director, Public Relations and Communications Director, IT Director and Personnel Director.
 - Groups can be public or private.
 - Type of messaging can be dictated by the group administrator.

- **Critical Alerts (OPT OUT): Students and Employees**
 - This category is limited to following administrators -- Campus Safety Director, Public Relations and Communications Director, IT Director and Personnel Director.
 - Groups can be public or private.
 - Type of messaging can be dictated by the group administrator.

- **Priority Deadlines (OPT OUT): Students**
 - Because the institution has adopted a high standard for Opt-Out groups, The Business Office Purge is the only group currently approved for this category. Any additional groups must be approved by the Dean of Transition to College in consultation with the Communications and Tools for Student Success Team.
 - This category will have the capability to send messages based on an uploaded listing of data rather than via an established group.
 - Group administrator will decide which type of communication mechanism to use as all may not be applicable.
 - Groups, if established can be public or private.

- **Student Resources and Services (OPT IN)**
 - Any employee may request to have a group established.
 - Groups must be voluntary.
 - Groups can be public or private.
 - Communication to the group must be in accordance with the preference selected by the members (e.g. voicemail vs. text vs. email).

- **Student Events (OPT IN)**
 - Any employee may request to have a group established.
 - Groups must be voluntary.
 - Groups can be public or private.
 - Communication to the group must be in accordance with the preference selected by the members (e.g. voicemail vs. text vs. email).

- **Employee Information and Opportunities (OPT IN)**
 - Any employee may request to have a group established.
 - Groups must be voluntary.
 - Groups can be public or private.
 - Communication to the group must be in accordance with the preference selected by the members (e.g. voicemail vs. text vs. email).

How to Get Started

If you wish to use the Regroup system for your communication needs, please contact the Public Relations Department (pr@tctc.edu, or Ext 1507). Once your request is approved, you will be referred to the Information Technology Department for setup and training.