



Wagglepost powered by Shuttlebee

WAGGLEPOST · EASY SETUP FOR SCHOOLS

Up and running in five steps

Add your team, load your families, send your first email and text, and (if you want it) take attendance. Most schools finish in under an hour.

INSIDE THIS GUIDE

1 Add your dispatchers
The staff who send messages

3 Send an email
A formatted notice, with files

5 Collect attendance
Optional: roll call by event date

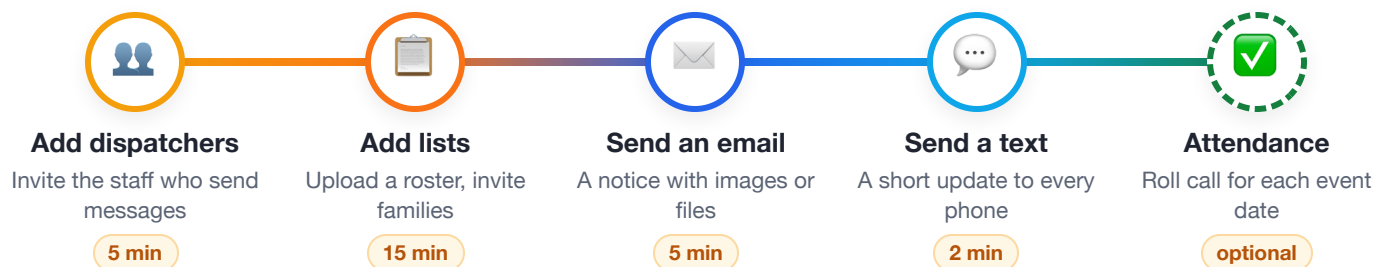
2 Add your lists
Upload families from a spreadsheet

4 Send a text
A quick update to phones

★ Quick reference
Where everything lives

★ The five steps at a glance

Do them in order the first time. After that, steps 3–5 are your everyday routine.



Before you start: two minutes in Settings

Sign in at shuttlebeecomms.com/wagglepost with the email your invite was sent to. Click **Open messaging**, then the **Settings** tab.



School or organization name

Shown at the top of every family's portal and on your emails ("Sent for Oak Academy by Wagglepost"). Type it in and click **Save name**.



Phone number families call

Usually your school office. It appears as the **Call** button in the family portal and in invite emails. Leave it blank to hide the Call option.



Texting is already set up

Every text comes from **844 405 6418** and starts with your school's name, and families can text back to it. Replies land in your inbox. You don't need to set up a phone number.

Have these ready



Your administrator invite

The "Welcome to Wagglepost" email. Set your password from it.



Your school office number

The number families should call.



Your dispatchers' work emails

Everyone who will send messages or answer families.



A first message

A short welcome, such as "You'll now get school updates by text and email."



A spreadsheet of families

Parent name, email, student and mobile number. An export from your student system works.



Your event dates

Only if you'll take attendance: concerts, trips, practices.



Tell families it's coming

A note in your newsletter ("Watch for texts from 844 405 6418") means families save the number and recognise your first message.

1 Add your dispatchers

Dispatchers are the staff who send messages and answer families. Give each one their own login.

 [Your admin home page](#) → [Add a team member](#)

1 Sign in as the administrator

You land on your admin home page, with your school's name at the top.

2 Fill in "Add a team member"

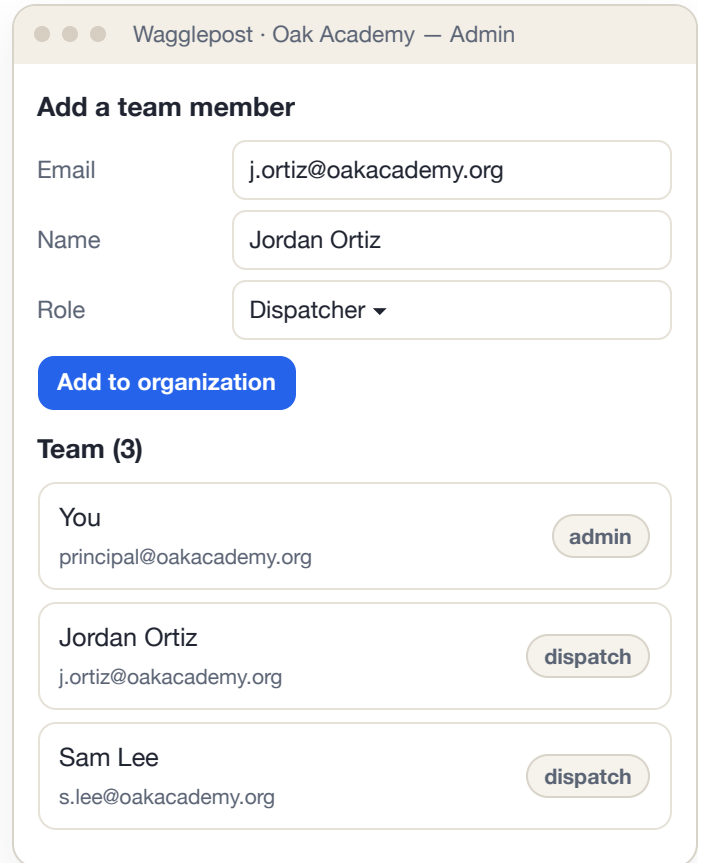
Their work email, their name, and the role **Dispatcher**. Choose **Admin** instead for someone who should also add staff.

3 Click Add to organization

They get an invite email straight away. The link lets them set a password and lasts 14 days.

4 Check the Team list

Everyone you've added is listed with their role. Click **Refresh** to update it.



Wagglepost · Oak Academy — Admin

Add a team member

Email

Name

Role

[Add to organization](#)

Team (3)

You principal@oakacademy.org	admin
Jordan Ortiz j.ortiz@oakacademy.org	dispatch
Sam Lee s.lee@oakacademy.org	dispatch



Admin

Everything a dispatcher can do, plus add staff.



Dispatcher

Lists, emails, texts, the inbox and attendance.



One login each

Don't share passwords. Each person's sends and replies are recorded under their name.



Done when your dispatchers have signed in. They'll see the messaging portal with your school's name at the top.

2 Add your lists

A list is any group of families: a grade, a class, a team or a club. A family can be on as many lists as you like.

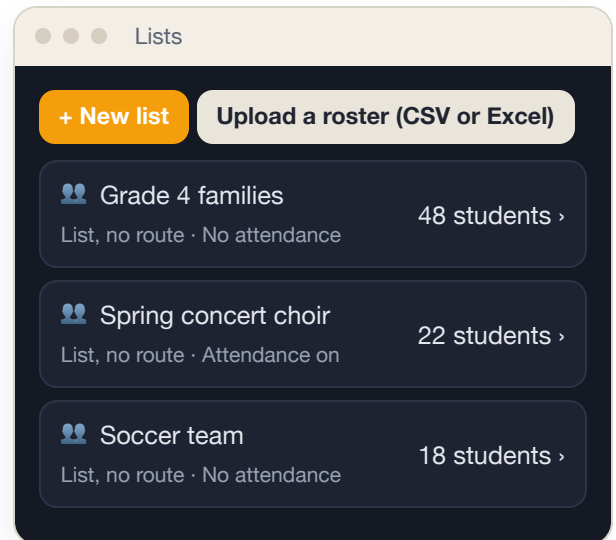
[Open messaging](#) → [Admin Controls](#) → [Lists](#)

Get your spreadsheet ready

Excel (**.xlsx**) or CSV. From Google Sheets, choose **File** → **Download** → **Excel**. The first row names the columns:

PARENT NAME	EMAIL	STUDENT	PHONE
Jane Rivera	jane@example.com	Maya Rivera	555-201-3344
Sam Rivera	sam@example.com	Maya Rivera	

One row per caregiver, so a student with two caregivers gets two rows. Phone is optional, but without it that family won't get texts. There's a template on the upload screen.



1 Click Upload a roster (CSV or Excel)

Choose **Create a new list** and name it the way families would, like "Grade 4 families". Planning attendance? Tick **Take attendance on this list** (see step 5).

2 Pick your file, then click Preview

Nothing is saved yet. Each row shows what will happen, and rows with problems are flagged so you can fix them.

3 Click Import

Families can get your emails and texts straight away, even before they sign in.

4 Invite families to the portal

Open the list and click **Invite everyone not signed in**. Each caregiver shows **Signed in** or **Invited, not signed in** or **Not invited**. It's safe to click again later, because people already signed in are skipped.



Upload the same file twice? No problem.

Students already on the list are matched by name, so nothing is duplicated. To add new families later, open the list and click **Upload more**.



Done when your lists show the right number of students and the invites have gone out.

3 Send an email

A service email is a formatted letter with your images and attachments, such as a permission slip, a newsletter or a closure notice.

 [Open messaging](#) → [Messaging](#) → [Send a service email instead](#)

1 Choose who gets it

Tick one or more lists, or leave **Everyone in the organization** ticked. A family on two lists gets it once.

2 Write the subject and message

Plain writing is fine. Wagglepost lays it out as a letter from your school.

3 Add images and files

Images appear inside the email. Attachments (PDFs, documents) can total up to 7 MB.

4 Send a test to yourself

It goes only to you, so you can check it on your phone first.

5 Click Send to families

You'll confirm the audience, then it's on its way.

From: Oak Academy via Wagglepost

<noreply@getshuttlebee.com>

Subject: Field trip permission slip

Field trip permission slip

Grade 4 visits the science museum on Friday, May 8.
Please sign the attached slip and return it by Wednesday.

 [permission-slip.pdf](#)

Sent for Oak Academy by Wagglepost, powered by Shuttlebee.



Private by design

Each family sees only their own address.
Nobody can see who else got the email.



Service emails reach everyone on the list

They're sent even to families who turned off alert emails, so keep them for things that matter: notices, forms and closures.



Done when your test looks right and the confirmation shows how many families were emailed. Each email is also saved in **View History**.

4 Send a text

A broadcast is a short update that goes to families' phones by text, and also by email and in their portal.

 [Open messaging](#) → [Messaging](#) → [Send Broadcast Message](#)

1 Write a short title

For example "Early dismissal". It starts the text.

2 Write the message

Lead with what families need to do. Under 160 characters keeps it to one text.

3 Set the priority

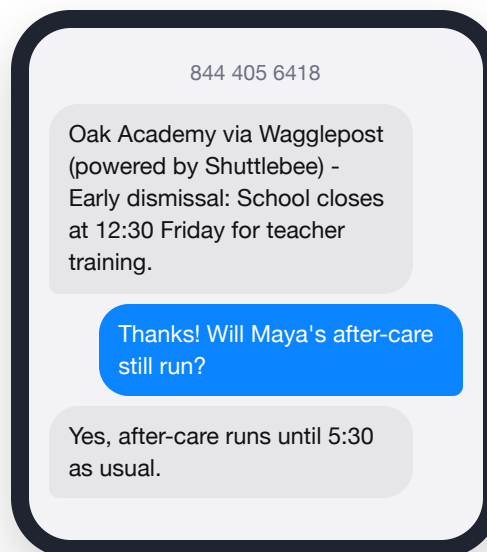
Low, Normal, High or Urgent. High and Urgent are flagged in the email subject.

4 Choose recipients

Everyone, or one list.

5 Click Send

You'll see how many families were reached by text and by email.



Families can text back, and their reply lands in **Messaging** → **Messages**.

● ● ● Send Broadcast Message

Title

Early dismissal

Message

School closes at 12:30 Friday for teacher training.

Priority

High ▾

Recipients

List: Grade 4 families ▾

Send



Text one family

Messaging → **Messages** → **New message**, then type their mobile number. Your reply goes back by text from 844 405 6418.



Families stay in control

Broadcasts follow each family's text and email choices, and are always kept in their portal. A family who replies **STOP** won't get texts.



Done when the confirmation shows your text counts. To see what went out, use **View History**.

5

Collect attendance

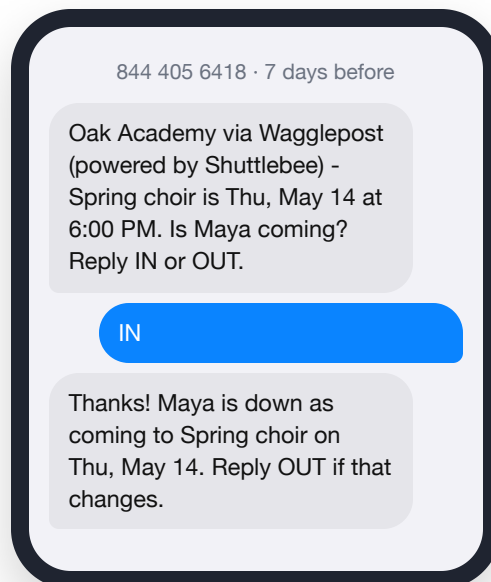
OPTIONAL

Set your event dates, let Wagglepost text families ahead to ask who's coming, then take roll on the day. Skip this step if you only send messages.

 [Settings](#) → [Attendance & absences](#), then [Admin Controls](#) → [Lists](#) → [open a list](#)

Set it up (once per list)

- 1 Turn attendance on**
Check **Settings** → **Attendance & absences** reads **On**, then open the list and click **Turn attendance on** (or tick it when you create the list).
- 2 Add your event dates**
Under **Event dates**, pick each date, add a time if you like ("6:00 PM"), and click **Add date**. Add the whole season at once.
- 3 Choose reminder texts**
Tick how far ahead families are asked: **14, 7, 3, 2** or **1 day before**, and **Morning of**. Click **Save reminders**.



On the day

- 1 Click the date**
Each student shows **said coming** or **said not coming** if the family replied.
- 2 Mark Present or Absent**
Then **Mark the rest present** to finish fast.



Fewer texts, automatically

Families who already answered aren't asked again. On the morning, those who said IN get a short reminder and those who said OUT get nothing.



When texts go out

Advance texts at 4 PM on each day you ticked; the morning-of text at 7 AM.



Text families now

Pick an upcoming date, then **Text families now** to ask right away.



Export or email

Download a spreadsheet of every date, or **Email** it to yourself or the office.



Done when the counts line reads "0 not marked" for your event date.



Quick reference

Keep this page by your desk.

I WANT TO...	GO TO	GOOD TO KNOW
Name my school, set our phone	Open messaging → Settings	The name and Call number families see
Add a dispatcher	Admin home page → Add a team member	They get an invite email; the link lasts 14 days
Make a list	Admin Controls → Lists → Upload a roster	Preview first; nothing saves until you import
Let families sign in	Open a list → Invite everyone not signed in	Safe to repeat; signed-in families are skipped
Send a notice with a file	Messaging → Send a service email instead	Test to yourself first; reaches everyone
Send a quick text	Messaging → Send Broadcast Message	Text + email + portal; keep it short
Text or answer a family	Messaging → Messages (→ New message)	A red badge means unread replies
Ask who's coming	Lists → open a list → Event dates, Reminder texts	Families reply IN or OUT
Take attendance	Lists → open a list → Attendance	Pick the date; Mark the rest present
Export attendance	Lists → open a list → Download or Email	Every date in one spreadsheet
Get texted when families write	Lists → open a list → Text alerts for new messages	A staff mobile per list
See what was sent	Messaging → View History	Every broadcast and service email

What families experience



An invite email

"Welcome to Wagglepost" with your school's name and a button to set a password.



Texts from 844 405 6418

They can reply any time. Replies go to your inbox, not to a person's phone.



Their portal

Every message from you, a way to write back, and the Call button with your number.



Need a hand?

Text **844 405 6418**, email **dispatch@getshuttlebee.com**, or see **shuttlebeecomms.com/help**. Coming soon: send later, and translation into each family's language.