



Wagglepost powered by Shuttlebee

WAGGLEPOST · GUIDE FOR SCHOOLS & ADMINISTRATORS

Wagglepost: messaging families, the simple way

Wagglepost, powered by Shuttlebee, is family messaging for schools and programs. Build a list in minutes, reach every family by email and text, and answer their replies in one inbox. Works with or without buses.

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1 What you can do

Wagglepost lives in the Shuttlebee dispatch portal you already use. There is no separate app to install.

Lists

Group families any way you like, such as a grade, a team, a club or a bus route. Every route is already a list.

Broadcasts

A short update to a list or everyone, sent by email and text and shown in each family's portal.

Service emails

A formatted letter with attachments and images, for closures, schedule changes and notices.

Two-way messages

Families write from the portal or text your Shuttlebee number. You reply from one inbox.

Invites & sign-in status

Invite a whole list at once and see who has signed in, who is invited and who isn't yet.

Message history

Every broadcast and conversation is kept, with a copy of each broadcast emailed to dispatch.

Coming soon

Translation of messages into each family's preferred language, and scheduling a message to send later.

Coming from Remind?

IF YOU'RE USED TO...	IN WAGGLEPOST IT'S...	WHERE
A class or group	A list (with or without a bus route)	Admin Controls → Lists
An announcement	A broadcast	Messaging → Send Broadcast Message
Sending a file	A service email with attachments	Messaging → Send a service email instead
Chat with a family	Messages , by portal or text	Messaging → Messages
Families joining with a code	Dispatch invites families from the list, so only people you added can join	Lists → Invite everyone not signed in

2 Build a list

Open **Admin Controls** → **Lists**. You'll see your own lists, then one for every route.

Start an empty list

1 Click New list

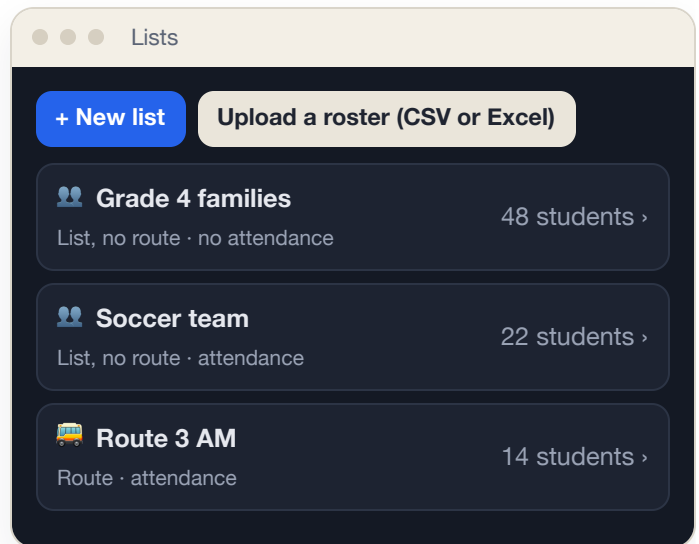
Give it a name families would recognise, such as "Grade 4 families" or "Soccer team".

2 Choose a route, or leave it as messaging only

Most lists don't need a route. Pick one only if this list is the riders on a vehicle.

3 Decide on attendance

Tick *Take attendance on this list* if you check people in. Lists on a route have it on by default.



Upload a roster

The fastest way to fill a list is a spreadsheet: an Excel file (.xlsx) or a **CSV**. From Google Sheets or Numbers, choose *Download* → *Excel* or *CSV*.

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

One row per caregiver. A student with two caregivers gets two rows. Download the template from the upload screen to see the layout.

1 Click Upload a roster (CSV or Excel)

Choose *Add to an existing list* or *Create a new list*.

2 Pick your file, then click Preview

Nothing is saved yet. Every row is checked first.

3 Read the preview

Each row says what will happen: **New student** **Existing student** caregiver already linked **error**. Rows with errors are skipped.

4 Click Import

Leave *Email new caregivers a portal invite now* off if you want to build the list before telling families.



How students are matched

A row joins an existing student when the name matches, ignoring capitals and spacing, and either the caregiver is already on that student or there is only one student with that name. If two students share a name, the row is flagged rather than guessed. Add that caregiver from the right student's care card instead. Uploading the same file twice changes nothing.

3 Invite families

Families can receive broadcasts by email and text straight away. An invite lets them sign in to the parent portal.

- 1 Open a list**
Each caregiver shows a status.
- 2 Click Invite everyone not signed in**
Anyone who hasn't signed in gets an email to set a password. People already signed in are skipped, so it's safe to click again later.
- 3 Check back**
Statuses update as families sign in for the first time.



Invites last 14 days

If a link expires, the family can request a fresh one from the page the old link opens.

Grade 4 families

[Invite everyone not signed in](#)

Maya Rivera Jane Rivera	Signed in
Leo Chen Pat Chen	Invited, not signed in
Ava Patel Ravi Patel	Not invited

4 Send a broadcast

For quick, everyday updates such as a late bus, a reminder or a room change.

- 1 Go to Messaging → Send Broadcast Message**
- 2 Write a title and a short message**
Lead with what families need to do.
- 3 Set the priority**
Low, Normal, High or Urgent. High and Urgent are flagged in the email subject.
- 4 Choose recipients**
Everyone, one route, or one list.
- 5 Send**
You'll see how many reached each channel. (*Send later* is coming soon.)

Send Broadcast Message

Title **Early dismissal Friday**

Message
School closes at 12:30 on Friday. Buses leave at 12:45.

Priority **High: Important Alert**

Recipients **Only caregivers on list: Grade 4 families**

[Send to Grade 4 families](#)



Families stay in control

Broadcasts respect each family's email and text choices. Every broadcast also appears in the family's portal under *Announcements & alerts*, whatever they chose, and a copy is emailed to dispatch for your records. See past sends with **View History**.

5 Send a service email

For the messages that must arrive, such as closures, schedule changes and policy notices.

1 Messaging → Send a service email instead

2 Choose the audience

Tick any number of routes and lists, or leave *Everyone in the organization* ticked. A family on two lists is emailed once.

3 Write the subject and message

Add images and attachments (up to 7 MB in total) and an optional footer note.

4 Send a test to yourself

The test goes to your own email address, shown on the button, or to any address you type. It never goes to families.

5 Send to families

You'll be asked to confirm the audience first. (*Send later* is coming soon.)



Service emails reach everyone

They are sent even to families who switched alert emails off. Turning off "the bus is 5 minutes away" isn't agreeing to miss a closure notice. Use service emails for notices, not day-to-day updates.

6 Answer messages

Families can write to you two ways, and both land in the same inbox.



From the parent portal

The *Message dispatch* box on their home page. Your reply shows up in their portal and by email.



By text

Texts to **844 405 6418** are matched to the family by the phone number on their child's care card. Your reply goes back by text. (The 888 dispatch line takes calls only.)

1 Messaging → Messages

A red badge on the Messaging tab shows unread conversations.

2 Open a conversation and reply

Use *Mark as Read* to clear it, or *New message* to start a conversation yourself.

3 Choose who is alerted

In **Settings → Caregiver-message alerts**, set the email and text number that are told when a family writes. Leave the email blank to alert every admin and dispatcher.



Quick reference

Keep this page by the dispatch desk.



Texts that handle themselves

When a family texts **ABSENT**, Shuttlebee replies with a menu and records the absence without you. You get an alert, and the conversation is kept in the inbox. See the *Attendance & absences* guide.

I WANT TO...	GO TO	GOOD TO KNOW
Make a group of families	Admin Controls → Lists → New list	No route needed
Add families from a spreadsheet	Lists → Upload a roster (CSV or Excel)	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 quick update	Messaging → Send Broadcast Message	Respects each family's email and text choices
Send a notice with a file	Messaging → Send a service email instead	Reaches everyone; test to yourself first
Reply to a family	Messaging → Messages	Portal and text replies in one place
See what was sent	Messaging → View History	A copy of each broadcast goes to dispatch