

## SECTION 4



# Messaging



Watch the  
Video

### ***What You'll Learn***

- How to send and receive messages
- Choosing the right recipient and message category
- Keeping your conversations organized

### ***Resources & Tips***



***Tip:*** Keep all your communication in one place—no more searching through emails

## ***How it Works: Messaging in Beacon Connect***

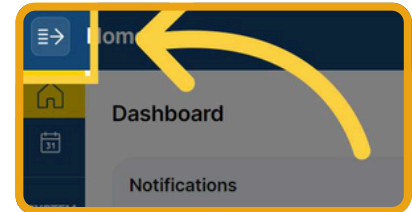
The **Messaging** tool makes it easy to communicate directly with your transportation team, all from one central location. Use Messaging to send updates, ask questions, or report issues without worrying about lost emails or guessing the right contact.

With simple steps to compose, categorize, and send messages, you'll keep your team connected and ensure important information gets where it needs to go—quickly and reliably.

This guide provides a step by step walkthrough of sending a message to your transportation team using Beacon Connect.

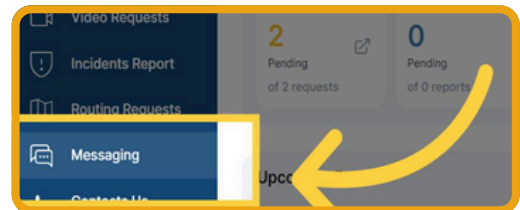
## 1. Expand your system tools

Start by expanding the system tools menu, if it is not already open.



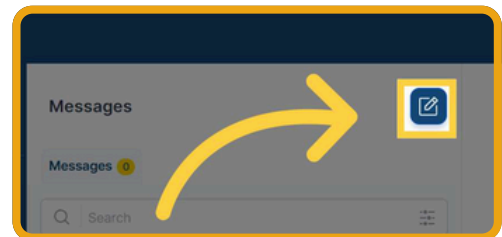
## 2. Select Messaging

Click on messaging from the expanded system tools.



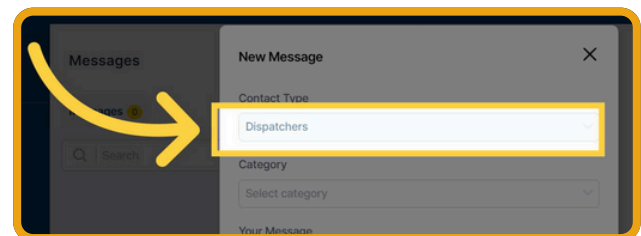
## 3. Create your Message

The messages window will open. Click *paper and pencil icon* to start a new message.



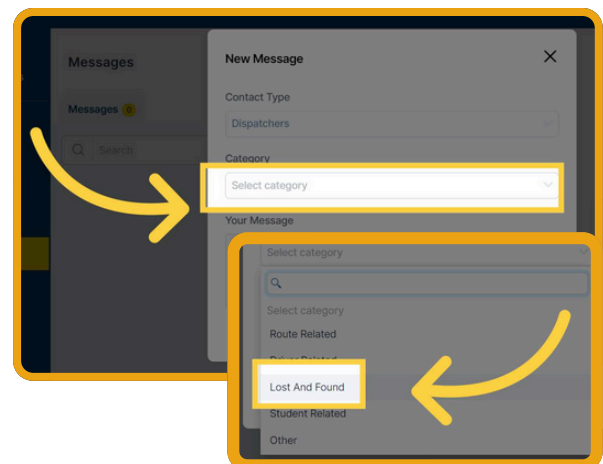
## 4. Select Recipients

Choose the recipients of your message by selecting *Contact Type*.



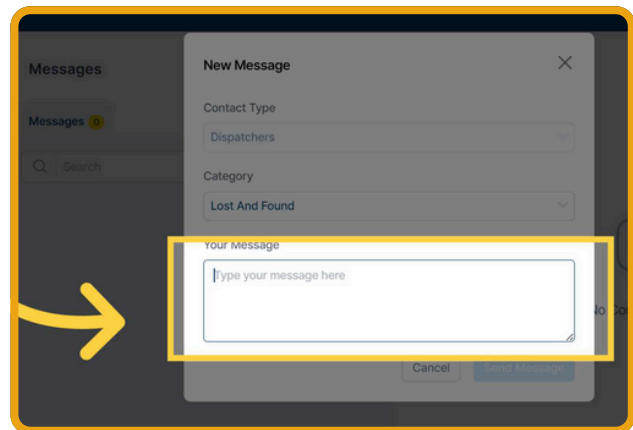
## 5. Select Message Category

Pick a message category from the drop-down menu—like “Lost and Found” shown in this example.



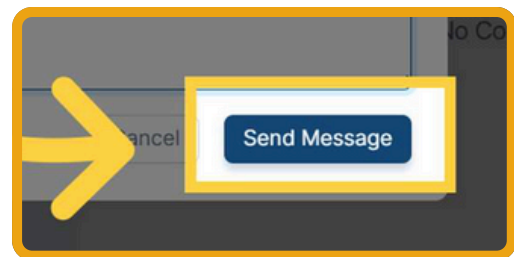
## 6. Type your Message

In the *Your Message* section you can type in this field and add details for your message to the team.



## 7. Send your Message

Once your message is ready, click Send Message. Your message will immediately be delivered to our team.



## When to Use Messaging

Use the **Messaging** tool to quickly communicate important updates, questions, or concerns, such as:

- **Reporting** a student who missed the bus
- **Notifying** dispatch of a late arrival or early dismissal
- **Requesting** assistance with a routing issue
- **Confirming** a schedule change for a specific student
- **Sharing** lost-and-found details (e.g., left items on the bus)
- **Asking** dispatch about bus or driver assignments

Using the Messaging tool helps keep all communication organized in one secure place, reducing phone calls and ensuring everyone stays informed. By sending timely, clear messages, you help create a smoother, safer transportation experience for your students and your district.