

Messages Application – Announcements Improvement

Overview

Based on customer feedback, a new option has been introduced that allows schools to choose whether parents are selected by default as the intended recipients when an EMS created group (e.g. a class or roll group) is selected when creating a new announcement.

In addition, the pop-up windows for creating new announcements and chats have been updated to provide a clearer indication of who the intended recipients will be.

How-to

If your school would like to enable this new option, a Frog Administrator can do so within System Preferences.

In this document, we will show you how to enable the option and how the change is reflected within the platform when creating a new announcement.

- [Administrator - System Preference – Announcement Recipients](#)
- [Staff – Create Announcement](#)
- [Staff – Create Chat](#)

Administrator - System Preference – Announcement Recipients

To enable the new preference, as an administrator navigate to the **Profile Menu > System Preferences > Messages > Announcement Recipients**.

System Preferences

Assessment Cycles & Targets

Assignment Manager

Assignment Settings

Custom Tags Show

Dashboards

File Types

FrogMobile App Preferences

FrogProgress settings Show

Google Apps Show

Journals Show

Login Background

Maintenance Show

Messages Hide

Automatic Message

Announcement Recipients

Office 365 Show

Profile Authentication Show

Profile Display Settings

School Details

Timeline

Announcement Recipients - Default Selection for MIS Groups

Set the default audience that announcements sent to a group will reach (users will still be able to override this when creating an announcement).

By default, announcements sent to an MIS group (i.e. class groups) should be set to send to **Parents** of members, rather than the members themselves ☐ OFF

Group	Send to
Biology Class 1 (30)	Group Members Only
Adam Adams (3)	Group Members Only
Bella Brooks (1)	Members & Parent/Carer
Charlie Clark (1)	Parent/Carer Only

When enabled, MIS group recipients will have "Parent/Carer Only" become the default, rather than "Group Members Only".

Discard Save

The **Announcement Recipients – Default Selection for MIS Groups** section provides further information about the setting, along with a screenshot explaining how it works.

By default, this option is set to **OFF**.

System Preferences

Assessment Cycles & Targets

Assignment Manager

Assignment Settings

Custom Tags

Show

Dashboards

File Types

FrogMobile App Preferences

FrogProgress settings

Show

Google Apps

Show

Journals

Show

Login Background

Maintenance

Show

Messages

Hide

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OFF

Group

Group Members Only

30

AA

Student

Adam Adams

3

BB

Student

Bella Brooks

1

CC

Admin

Charlie Clark

1

Send to:

Group Members Only

X

Send to:

Group Members Only

X

Send to:

Members & Parent/Carer

X

Send to:

Parent/Carer Only

X

Send to:

Parent/Carer & Staff

X

Send to:

Staff Only

X

When enabled, MIS group recipients will have "Parent/Carer Only" become the default, rather than "Group Members Only".

Discard

Save

To have parents selected by default as the intended recipients for EMS created groups (e.g. classes or roll groups) when creating announcements, set the toggle to **ON**.

System Preferences

Acceptable Use Policy

Assessment Cycles & Targets

Assignment Manager

Assignment Settings

Custom Tags

Show

Dashboards

File Types

FrogMobile App Preferences

FrogProgress settings

Show

Google Apps

Show

Journals

Show

Login Background

Maintenance

Show

Messages

Hide

Automatic Message

Announcement Recipients

Office 365

Show

Profile Authentication

Show

Profile Display Settings

School Details

Announcement Recipients - Default Selection for MIS Groups

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By default, announcements sent to an MIS group (i.e. class groups) should be set to send to **Parents** of members, rather than the members themselves

ON

Group

Group Members Only

30

AA

Student

Adam Adams

3

BB

Student

Bella Brooks

1

CC

Admin

Charlie Clark

1

Send to:

Group Members Only

X

Send to:

Group Members Only

X

Send to:

Members & Parent/Carer

X

Send to:

Parent/Carer Only

X

Send to:

Parent/Carer & Staff

X

Send to:

Staff Only

X

When enabled, MIS group recipients will have "Parent/Carer Only" become the default, rather than "Group Members Only".

Discard

Save

When you are happy with the changes, select the **Save** button to apply the new setting.

System Preferences

- Acceptable Use Policy
- Assessment Cycles & Targets
- Assignment Manager
- Assignment Settings
- Custom Tags Show
- Dashboards
- File Types
- FrogMobile App Preferences
- FrogProgress settings Show
- Google Apps Show
- Journals Show
- Login Background
- Maintenance Show
- Messages Hide
- Automatic Message
- Announcement Recipients**
- Office 365 Show
- Profile Authentication Show
- Profile Display Settings
- School Details

Announcement Recipients - Default Selection for MIS Groups

Set the default audience that announcements sent to a group will reach (users will still be able to override this when creating an announcement).

By default, announcements sent to an MIS group (i.e. class groups) should be set to send to **Parents** of members, rather than the members themselves ON

Group: Biology Class 1 (30)

Send to: **Group Members Only**

Student: Adam Adams (3)

Send to: **Group Members Only**

Student: Bella Brooks (1)

Send to: **Group Members Only**

Admin: Charlie Clark (1)

Send to: **Group Members Only**

When enabled, MIS group recipients will have "Parent/Carer Only" become the default, rather than "Group Members Only".

Discard Save

Now that the new option has been enabled, we will look at how this setting is reflected when a member of staff creates a new announcement.

Staff – Create Announcement

As a member of staff, we will create a new announcement to see how this setting behaves when selecting an EMS created class or roll group compared with a manually created group. We will also look at the interface updates introduced when selecting groups and users as recipients.

To create a new announcement, select **+ New > Create New Announcement**.

Messages Help + Search

Messages Announcements Chats

+ New...

Create new announcement

Create new chat

My Received Announcements

	Subject	Message	Sent By	Time Received	View
☐	Welcome Back A...	Hi Everyone, At our fir...	Mr T Jones	13:45, 29/12/2025	→
☐	School Ski Trip	The annual school ski t...	Mr T Jones	13:41, 29/12/2025	→
☐	Staff Review	Just a reminder that sta...	Mr T Jones	13:38, 29/12/2025	→

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Within the **Recipients** field, search for an EMS created class or roll group to see how the new setting is applied.

In this example, we have searched for and selected the class **7Y/En1**. Once the group has been added, you will notice a number of changes:

- A new purple icon is displayed to indicate that a group has been selected.
- A blue number is displayed next to the group name, showing the total number of intended recipients based on the selected **Send To** option. In this example, the EMS class **7Y/En1** has **18** intended recipients.
- The selected **Send To** option is now highlighted in light blue, making it clearer who the announcement will be sent to. As **7Y/En1** is an EMS created group, the default **Send To** option is **Parent/Carer Only**, reflecting the system preference configured in the previous section.

New Announcement

Recipients: *

Q Add recipients...

Group

7Y/En1

(18)

Send to: Parent/Carer Only

X

Announcement Subject: *

E.g. Final Assessments

Message: *

Type your message here...

+ Add Content

Enable private replies

* Indicates a required field

Send

For comparison, we will now search for the group **Tigers**, which has been manually created within the Groups and Policies application (that is, it was not automatically imported from EMS).

Once the **Tigers** group has been added to the **Recipients** list, you will notice a few differences compared with the EMS class **7Y/En1**:

- As Tigers is also a group, it will continue to display the new purple group icon.
- As with the EMS class, a blue number is displayed next to the group name, showing the total number of intended recipients based on the selected **Send To** option. In this example, the manually created **Tigers** group has **13** intended recipients.
- The selected **Send To** option is highlighted in light blue, making it clearer who the announcement will be sent to. As **Tigers** is a manually created Frog group (that is, it is not an EMS created group), the default **Send To** option is **Group Members Only**.

New Announcement

Recipients: *

Q Add recipients...

Group

7Y/En1

(18)

Send to: Parent/Carer Only

X

Group

Tigers

(13)

Send to: Group Members Only

X

Announcement Subject: *

E.g. Final Assessments

Message: *

Type your message here...

+ Add Content

Enable private replies

i

* Indicates a required field

Send

As in previous releases, the **Send To** option can be changed to one of the following:

- Group Members Only
- Members and Parent/Carer
- Parent/Carer Only
- Parent/Carer and Staff
- Staff Only

When the **Send To** option is changed, the total number of intended recipients displayed next to the group is updated automatically.

In the example below, the **Send To** option for the EMS class **7Y/En1** has been changed to **Members and Parent/Carer**. As a result, the total number of intended recipients has increased from **18** to **39**.

New Announcement

Recipients: *

Q Add recipients...

Group

7Y/En1

(39)

Send to:

Members and Parent/Ca...

X

Group

Tigers

(13)

Send to:

Group Members Only

X

Announcement Subject: *

E.g. Final Assessments

Message: *

Type your message here...

+ Add Content

Enable private replies

i

* Indicates a required field

Send

Lastly, we will add an individual user as a recipient, in this example **Tracy Rauch**, to see how the updated interface is displayed when selecting a user rather than a group.

Once **Tracy Rauch** has been added to the **Recipients** list, you will notice the following:

- If the selected user has a profile picture, it will be displayed. Otherwise, their initials will be shown within a blue icon. In this example, **Tracy Rauch** has a profile picture, which is displayed.
- A blue number is displayed next to the user's name, showing the total number of intended recipients based on the selected **Send To** option. In this example, as the **Send To** option is **This User Only**, the total number of intended recipients is **1**.
- The selected **Send To** option is highlighted in light blue, making it clearer who the announcement will be sent to. As an individual user has been selected, the default **Send To** option is **This User Only**.

New Announcement

Recipients: *

Q Add recipients...

Group
7Y/En1 (39)

Send to: Members and Parent/Ca... X

Group
Tigers (13)

Send to: Group Members Only X

Student
Tracy Rauch (1)

Send to: This User Only X

Announcement Subject: *

E.g. Final Assessments

Message: *

Type your message here...

+ Add Content

☒ Enable private replies ⓘ

* Indicates a required field

Send ➤

As in previous releases, the **Send To** option for an individual user can be changed to one of the following:

- This User Only
- User and Parent/Carer
- Parent/Carer Only

When the **Send To** option is changed, the total number of intended recipients displayed next to the user is updated automatically.

In the example below, the **Send To** option for **Tracy Rauch** has been changed to **User and Parent/Carer**. As a result, the total number of intended recipients has increased from **1** to **2**.

New Announcement

Recipients: *

Q Add recipients...

Group

7Y/En1 (39)

Send to: Members and Parent/Ca... X

Group

Tigers (13)

Send to: Group Members Only X

Student

Tracy Rauch (2)

Send to: User and Parent/Carer X

Announcement Subject: *

E.g. Final Assessments

Message: *

Type your message here...

+ Add Content

Enable private replies

i

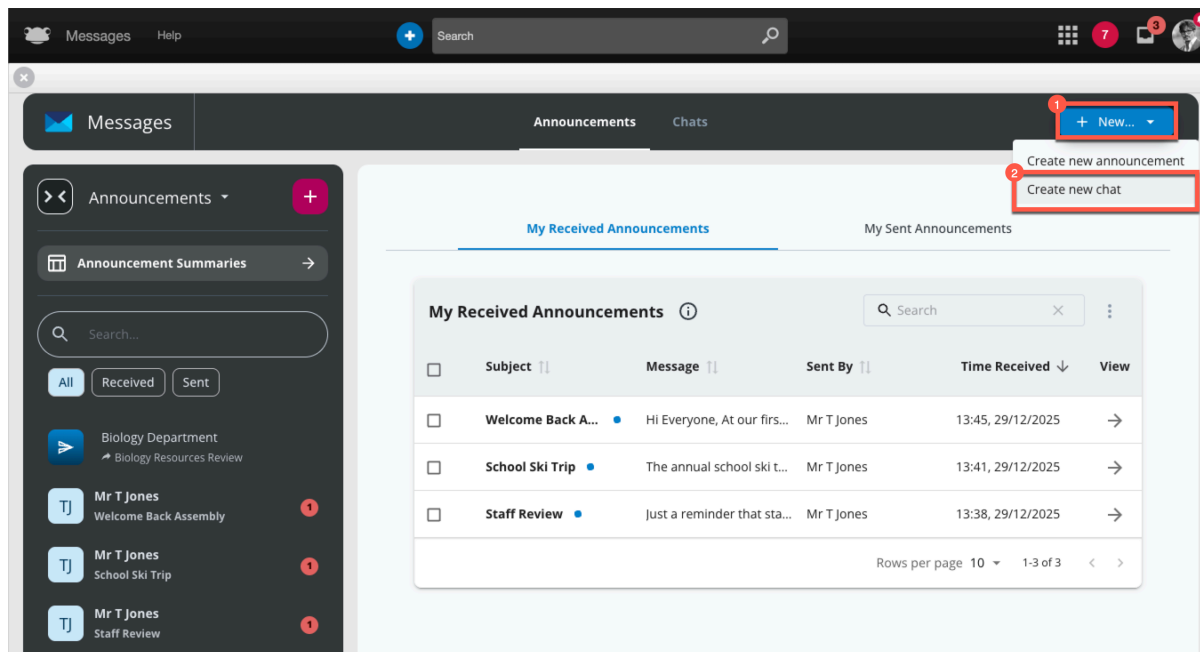
* Indicates a required field

Send >

Staff – Create Chat

As a member of staff, we will create a new chat to look at the interface updates introduced when selecting groups and users as recipients.

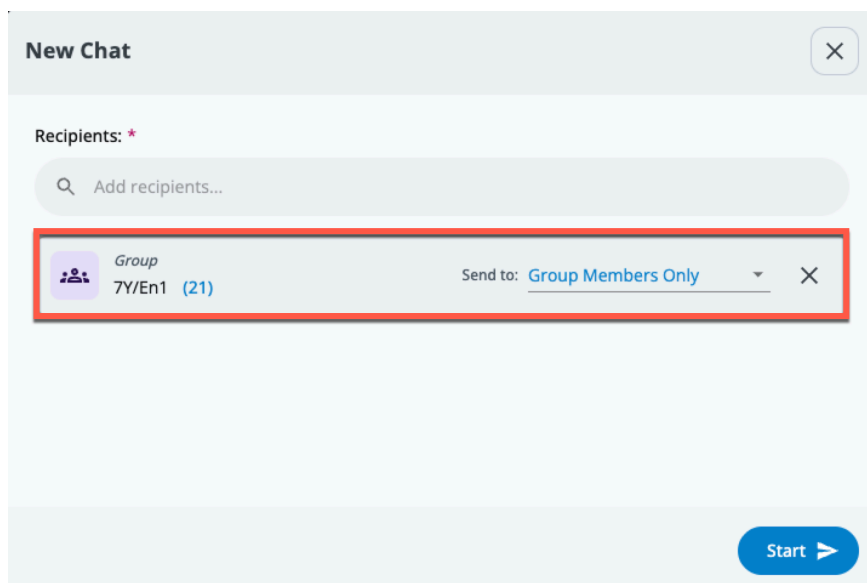
To create a new chat, select **+ New > Create New Chat**.



Within the **Recipients** field, search for an EMS created class or roll group to see how the new interface changes are displayed.

In this example, we have searched for and selected the class **7Y/En1**. Once the group has been added, you will notice a number of changes similar to those seen when creating an announcement:

- A new purple icon is displayed to indicate that a group has been selected.
- A blue number is displayed next to the group name, showing the total number of intended recipients based on the selected **Send To** option. In this example, the EMS class **7Y/En1** has **21** intended recipients.
- The selected **Send To** option is highlighted in light blue, making the intended recipients clearer. Unlike announcements, the default **Send To** option when creating a chat is always **Group Members Only**, regardless of whether the selected group is EMS created or manually created within Groups and Policies.



Lastly, we will add an individual user as a recipient, in this example **Tracy Rauch**, to see how the updated interface is displayed when selecting a user rather than a group.

Once **Tracy Rauch** has been added to the **Recipients** list, you will notice the following:

- If the selected user has a profile picture, it will be displayed. Otherwise, their initials will be shown within a blue icon. In this example, **Tracy Rauch** has a profile picture, which is displayed.
- A blue number is displayed next to the user's name, showing the total number of intended recipients based on the selected **Send To** option. In this example, as the **Send To** option is **This User Only**, the total number of intended recipients is **1**.
- The selected **Send To** option is highlighted in light blue, making it clearer who the chat will be sent to. As an individual user has been selected, the default **Send To** option is **This User Only**, as in previous releases.

