Staff QuickGuide

Reach Boarding System

Reach is the global leader in for boarding school management systems. It provides a comprehensive set of features that help schools to manage the duty of care in the residential operations.

Access Reach 24-7 | 365

Reach is cloud-based software that can be accessed from any device with an internet connection, using either a web browser or via the Reach Student Life mobile app which is available for Apple and Android mobile devices.

In this guide

This document is designed for staff, to provide a quick overview on the most common screens and functions used during daily operations using the Reach web portal.

A detailed user guide can be found in the help menu of your Reach portal and quick guides, how-to documents and video tutorials can be viewed at www.staff.reach.cloud

The most common screens and functions in Reach are;

- Metrics View screen is your dashboard and landing page when you log into Reach
- Kiosk screen is used to sign in and sign out (SISO) students to on/off campus locations
- Student Sidebar is a quick view of basic profile data and transaction history available in the right hand side sidebar of the web view
- Airport View (student movements) displays the known movements on and off-campus for the next 24 hours
- Rollcall screen is used for standard rollcalls (student registers/check-in)
- Live Rollcall screen provides a kiosk like view for conduction live rollcalls where multiple staff or devices can operate simultaneously in on the rollcall and share real time update
- Pastoral Note screen is used to write and submit student pastoral records. THis can include behavioral, medical or wellbeing notes.
- Duty Report screen is used to facilitate any shift or duty reporting requirements
- Manage Leave dashboard is where you manage your leave permissions. It is where you can view and manage all leave items that you have in the system.

How to navigate

Three main sections of Reach are the Main Menu, Header Bar, and My Account, these are available at all times from every page and provide fast/easy access to all features and functions.

Getting Support

can be found in the main menu with links to the Support Website / User Guide / Mobile App User Guide, also by using the Question Mark icon in the header bar and the Support Bot found in the bottom right hand corner.

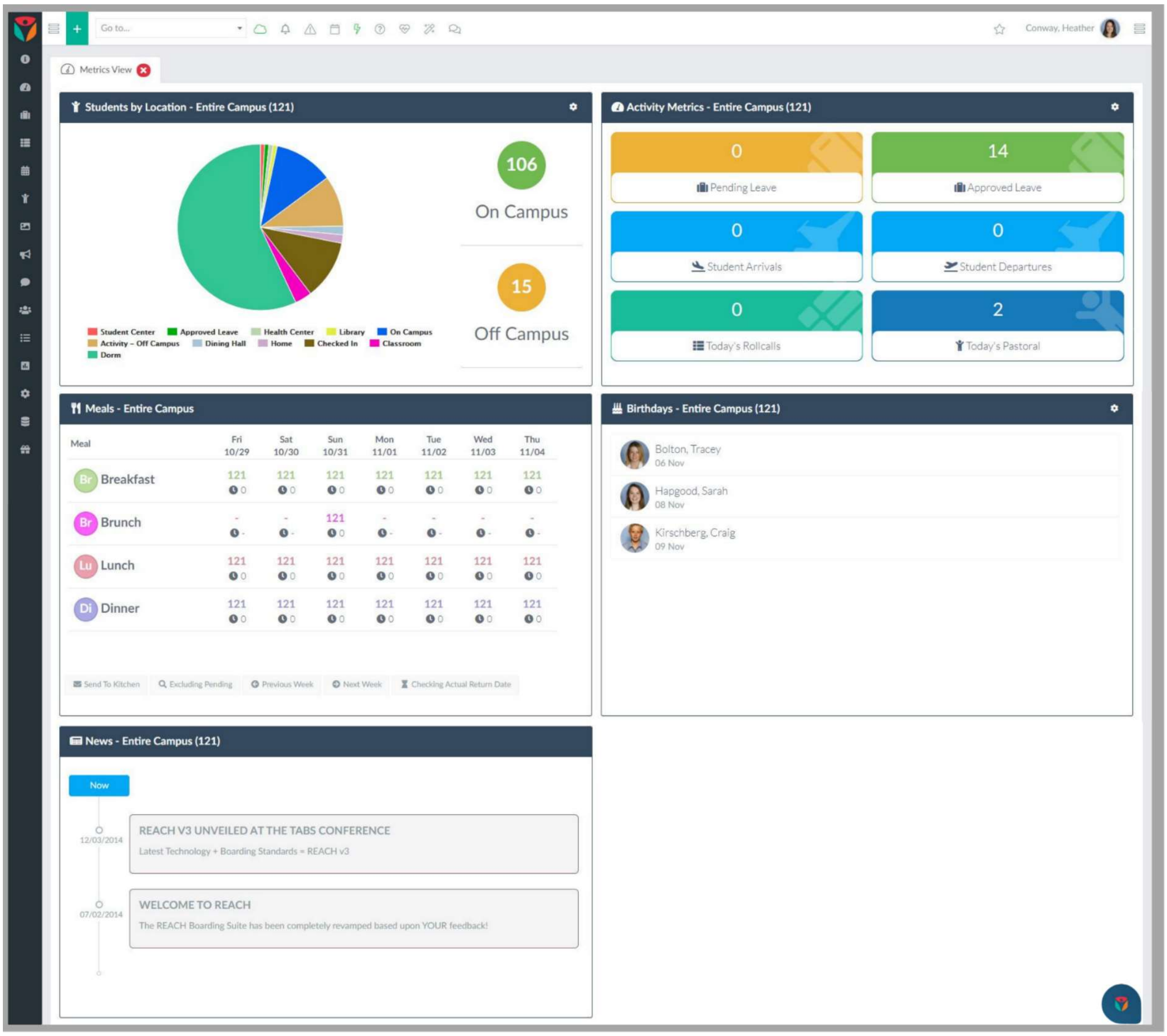
Metrics View

Go to: Dashboards >> Metrics View

The Metrics View screen is the system dashboard and landing page when you login. This will display a range of current information relevant to your school and is updated live.

Dashboard Sections

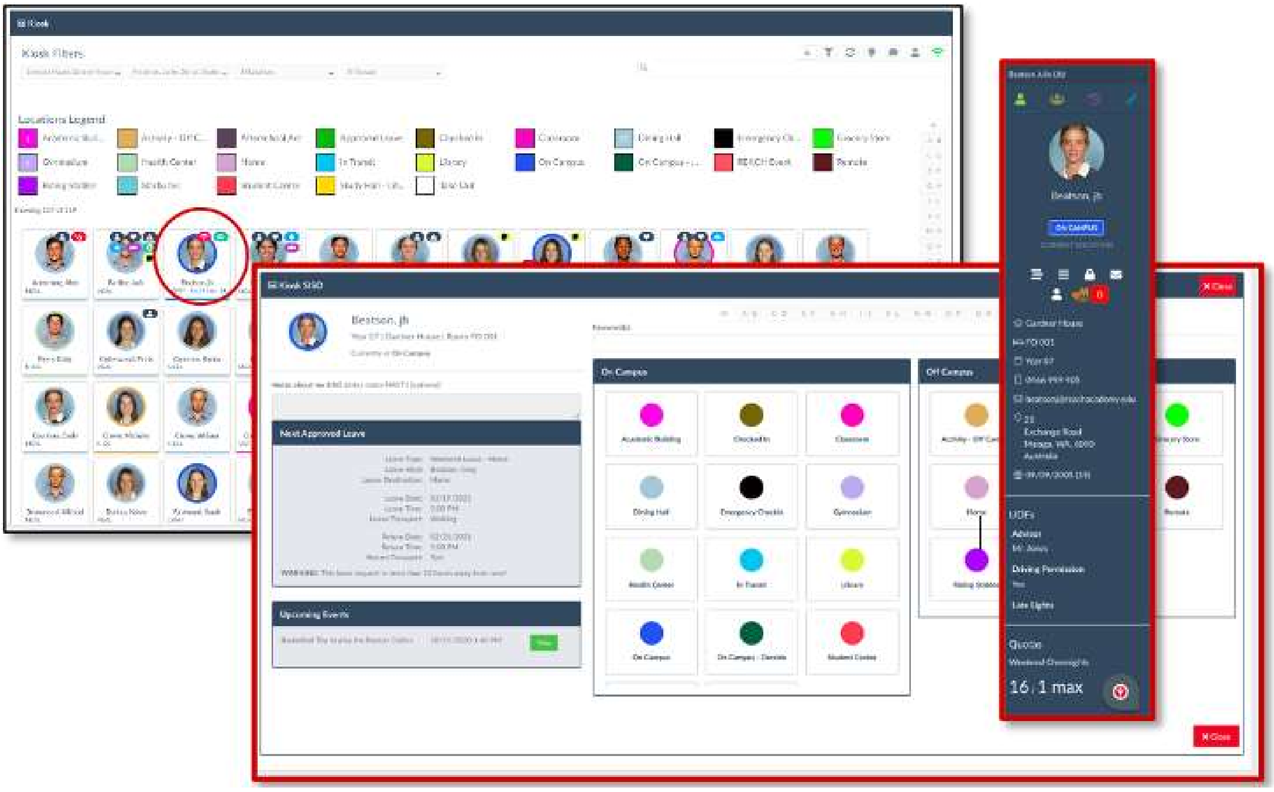
- Students by Location - displaying the student population with an on/off campus count and an interactive pie chart showing where all students are currently located
- Activity Metrics - displaying student movements, rollcalls, and pastoral records
- Meals - displaying the number required per day and per meal for the current week
- Birthdays - displaying today's birthdays and upcoming birthdays for staff/students/all
- News - displaying items published by staff or administrators



Kiosk screen

Go to: Dashboards >> Kiosk View

The Kiosk screen is used to sign in and sign out (SISO) students from various on and off-campus locations, including authorised approved leave items. Individual student cards are a system that is easy to set up, and utilise, and provide a wealth of information with icons, colours and dates.



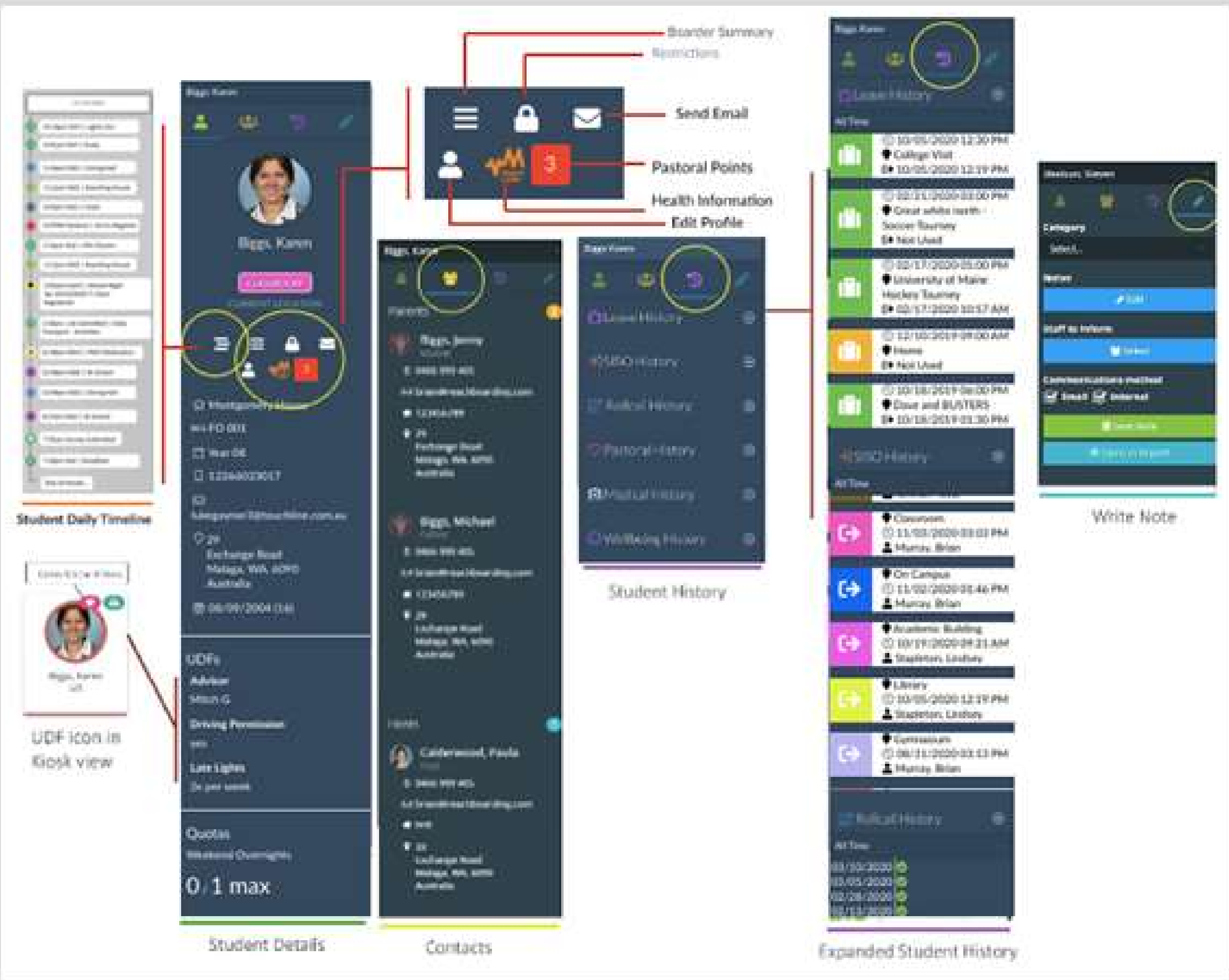
Important functions within the Kiosk screen

- Icons on student cards are User Defined Fields (UDF) and allow you to create a range of custom data points that can be used to display information relevant to your school
    - Colours provide a quick visual indicator of their current location
    - Dates show data for upcoming approved leave, or when they are returning late
- Click on a student's image to open their location options in the Kiosk SISO view window
- Any approved leave events will appear below the student's image
- Click the student's name to open their profile in the Student Sidebar
- Locations are created and managed by your school, and can be buildings or rooms on campus or any number of locations off-site
    - Changing a student's location updates in real-time across the Reach portal

Student Sidebar

The Sidebar menu provides individual student information, displaying current and historic data from their profile and activities recorded within Reach.

Quick access is gained in most places throughout Reach by clicking on a student name or you can open it directly by clicking the three horizontal bars icon in the right-side corner which is available at all times.



There are four tabs of separate data when using the Student Sidebar

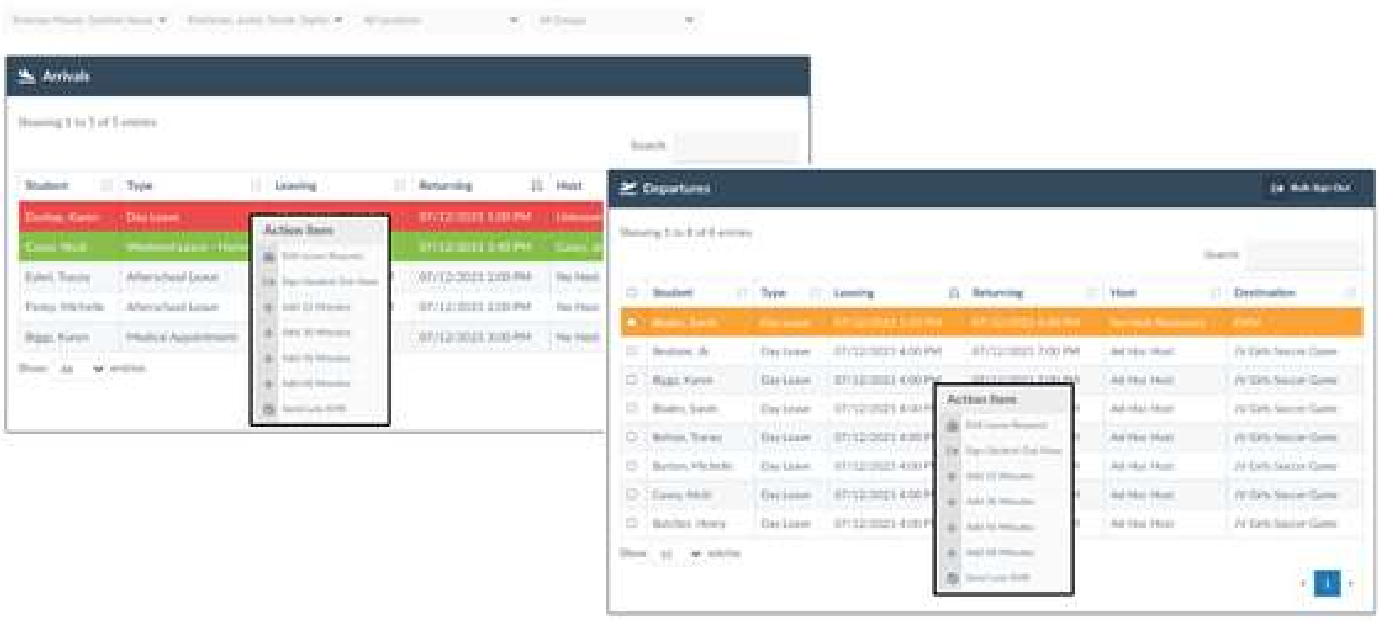
- Summary - displays basic student information and additional sections enabled by your school
- Associations - provides the contact information for that student's parents, hosts, and emergency contacts, as created by your staff in the profile of each individual student
- History - provides quick view records for leave/SISO/rollcall/pastoral/medical/wellbeing
- Quick Note - allows you to create and save short notes or open to full pastoral report

Airport View

Go to: Dashboards >> Airport View

The Airport View (Student Movement) screen resembles the arrivals and departures screens that we see at an airport and functions in a similar manner.

It provides a list of known movements for students that are scheduled to depart on approved leave or returning from off-campus leave events in the next 24 hours.



Important functions when viewing or using the Airport View

- Displayed is a filtered view, based on the settings in your personal staff profile
- Only approved leave requests for the coming 24 hours will display on the departures screen
    - A bulk sign-out feature is provided for efficiency and to assist in the busy times
- Individual lines will change colour for late student's, this is based on settings per leave item
- Clicking on the date/time under the leaving or returning columns of a particular leave item will provide you with multiple action items including;
    - Edit, quick SISO, add quick time, or send the student an SMS

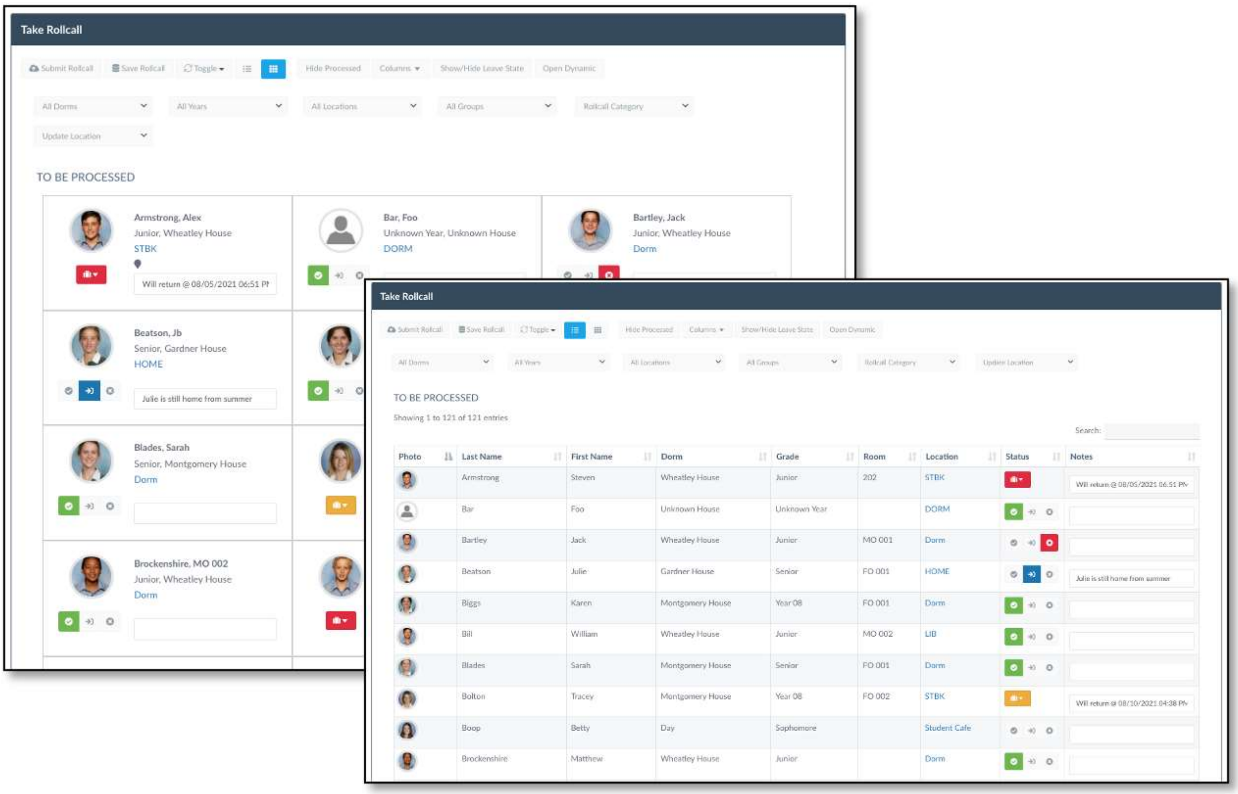
Take Rollcall

Go to: Rollcall Management >> Take Rollcall

Standard Rollcalls can be done at any time, on any device with internet connectivity.

This function allows for a single staff member to mark students using a rollcall selected from the category listing created and managed by their school.

By default, your entire student population is presented to be marked, however a quick adjustment can be made using the standard filters to create the required student group, then switch the table view quickly by using the list/grid toggles to suit your personal preference.



Important Functions when using the Standard Rollcall feature

- Show/Hide Leave State - controls the approved leave items
- Hide Processed - moves marked students to the bottom section for efficiency
- Toggle - to mark all students as Present, Absent, or SISO'ed, for quick completion
- Columns - select / deselect columns as required to adjust the table view
- Update Location - allows you to automatically SISO students to locations
- Status column - use the provided icons to quickly complete a rollcall and add notes
- Marking - each student must be given a value (mark) to finalise the rollcall
- Save Rollcall - allows you to save whilst still in progress, for your device login only
- Submit Rollcall - will save the results, if incomplete, a pop-up will notify you

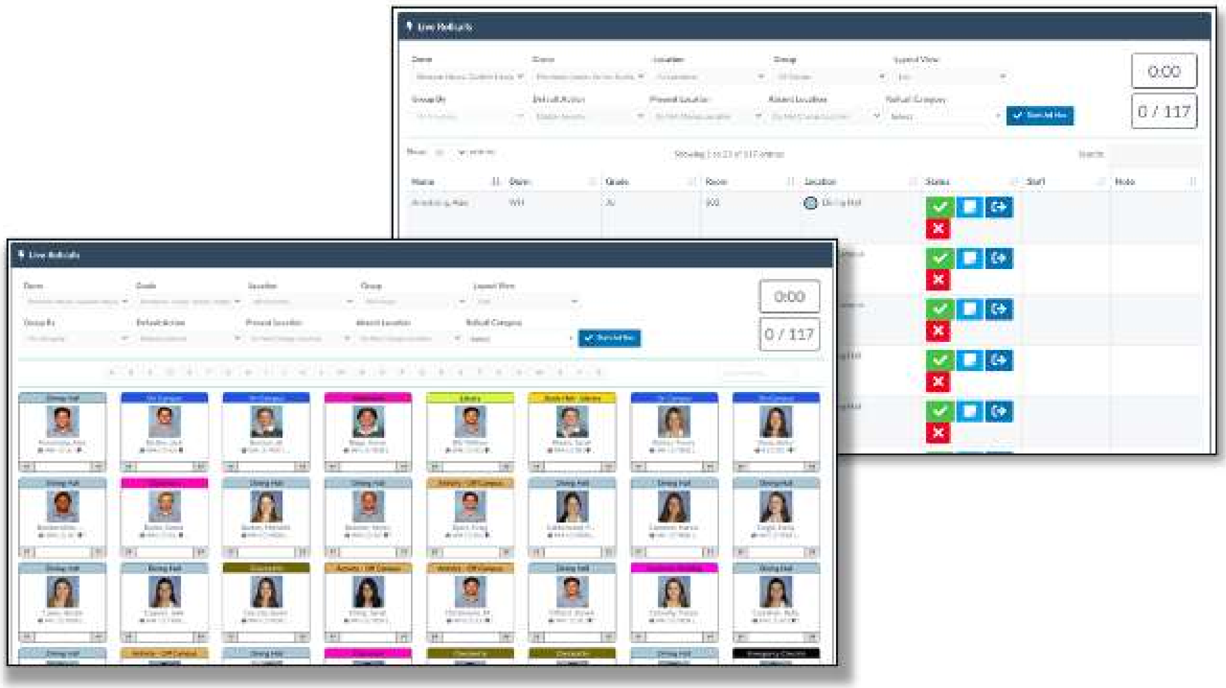
All data and actions taken within the standard rollcall are not saved or updated in Reach until the rollcall has been finalised and submitted.

Live Rollcall

Go to: Rollcall Management >> Live Rollcall

Live Rollcalls allow for multiple staff to work collaboratively on the same rollcall, at the same time, for example, one staff member can mark a student and another staff member can update that mark from a different device / location. These actions update dynamically and in real-time across the Reach platform which can also be seen live within the fraction counter.

When in collaboration with other staff on a live rollcall, you MUST all have the same Rollcall Category selected, otherwise you will not be able to see live actions completed from other devices.



Additional filters and controls available in the Live Rollcall feature

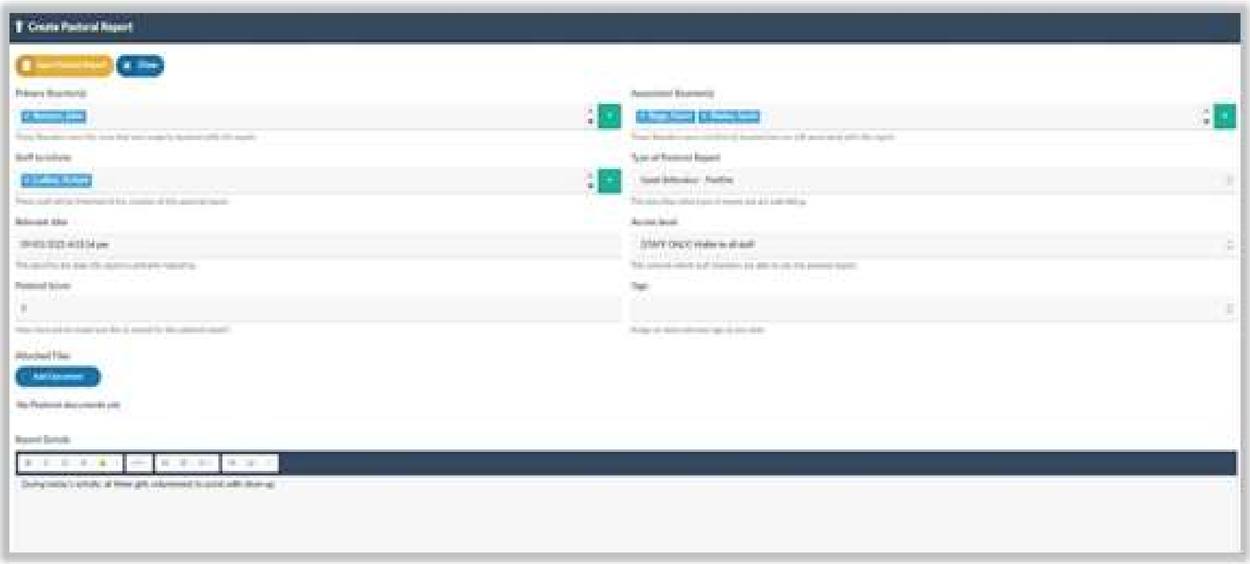
- Group By - provides menu options allowing you to adjust the filtered results
- Default Action - pre-selecting the marker status
- Present Location - Select a location to auto update if required
- Absent Location - Select a location to auto update if required
- Rollcall Category - as created and managed by your school
- Fraction Counter - updates live. Click to filter the table view as marked or unmarked

Pastoral Note

Go to: Pastoral Management >> Create Pastoral Report

This feature allows you to create a pastoral note involving one or more students and is saved for historical reporting. Each record is visible per student profile or via the student sidebar menu, additional notes can be added to the original record at any time and can be circulated to all staff.

Pastoral Report Types, Scores, Staff Access, and Tags, are all created and managed by your school.



Important functions when writing Pastoral Notes

Single or multiple students recorded in a pastoral note at the same time, will each have an individual record generated, these are easily viewable and can also be generated in a report.

- Select the Staff or Specific Group in which to share the record with upon completion
- The current date/time is automatic; however, records can be post-dated if required
- Pastoral Score can be entered manually or will appear automatically if predetermined when creating or updating a Pastoral Report Type
- Select Pastoral Report Type (Incident) - positive, neutral, negative
- Select the Access Level - ‘staff-only’ by default, or select ’sensitive’ or ’confidential’
- Tags are used to quickly inform the primary student or their parents of the report
- Add Document button allows you to attach files to the record
- The Report Details field is a free-text area to add brief or extensive information as required

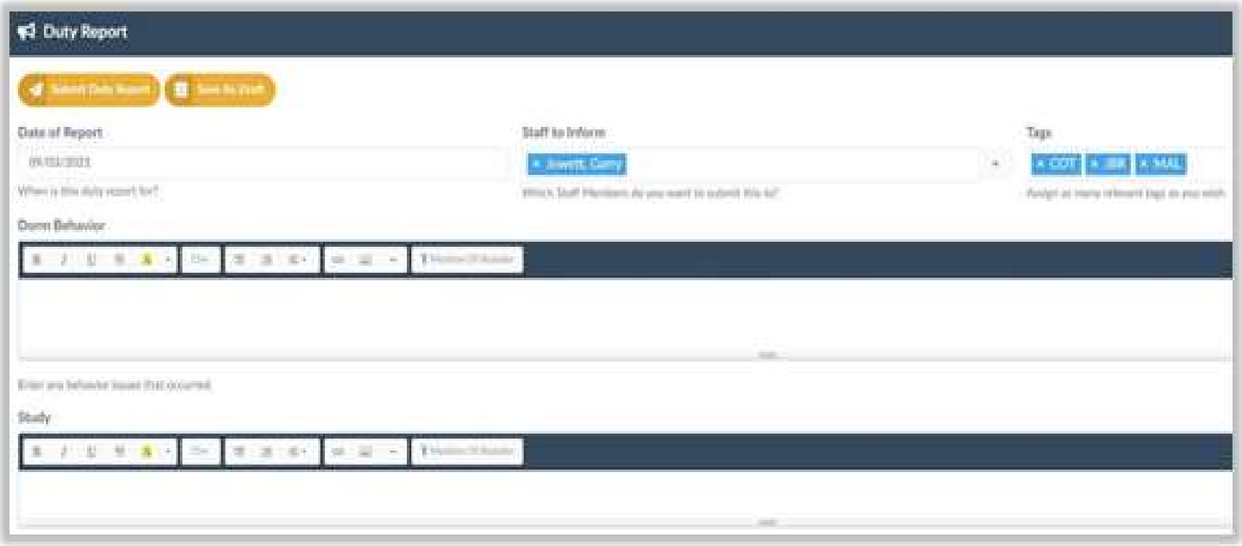
Duty Report

Go to: Staff >> Submit Duty Report

The Duty Report feature allows you to submit and easily share reports with your colleagues. Submitting a report is a simple matter of adding content to the report categories and determining whom the report should be shared with upon completion.

Each record is visible via a dedicated reporting feature, additional notes can be added to the original record at any time to be circulated to staff or generate a report to view and print as required.

Staff listing/groups, Tags and text body fields, are all created and managed by your school.



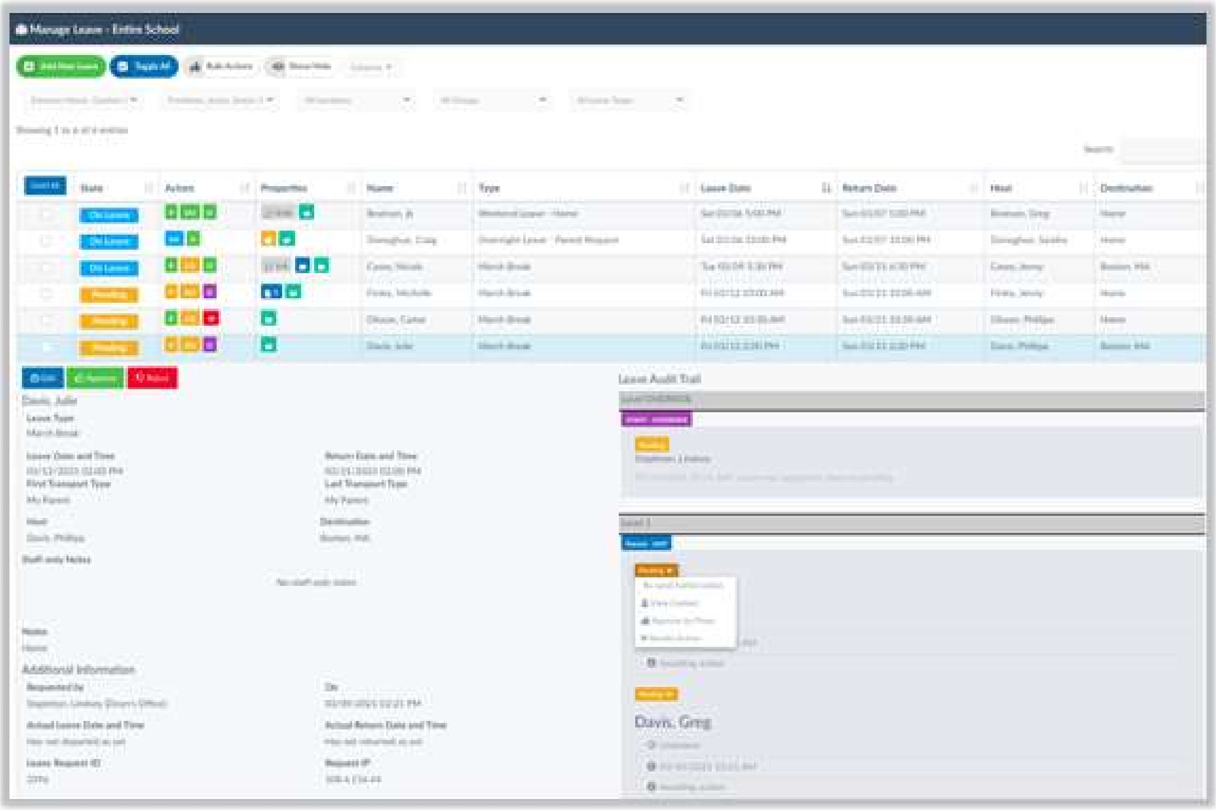
Important functions when writing Duty Reports

- Select Staff to share your report with individually or by groups
- Tags allow you to connect the report to as many relevant groups as required
- Text Body fields, as shown in the above image as, Dorm Behavior & Study
    - The names of these fields are managed by your administrator
    - Additional text body fields can also be created
- Mention of Boarder/Student button per text body field
    - A pop-up window will allow you to add single or multiple students
    - Add pastoral categories, points, tags and write individual notes
- The Save As Draft button allows you to partially create a report to complete later

Manage Leave

Go to: Dashboards >> Manage Leave

This screen is the epicenter of the leave module, where all existing leave requests will be displayed. Here you have the ability to view current and historical leave items, including their status of pending/approved/rejected and the audit trail, from the moment it is created until it is closed, unused or it has expired.



Important functions when viewing or using the Manage Leave screen

- Add New Leave - opens the leave details page to create leave for a student
- Toggle All - allows you to select all line items for quick action
- Bulk Actions - provides a quick menu to approve or reject those line items selected
- Show/Hide - items to view, approved/pending/rejected/on leave
- Columns - this menu allows you to select/deselect any/all columns as required
- Standard Filters - House/Dorm, Year/Grade, Locations, Groups, Leave Types
- Search Bar - to find a particular leave request by student name

Click anywhere on a line item to expand the details of that leave item.

The manage leave screen will be pre-filtered to match the settings of the Groups Managed tab in your personal profile.

Brand and Assets

Reach is an extension of your school and can represent your establishment more closely with visual branding. School name, emblems, logos, and photos can all be managed by your team with ease.

Web Portal & Mobile App branding

- School Emblem: As part of the setup phase, Reach will add this item for you, and can be changed at any time
  - This will appear on the login screen and at the top of the main menu bar
- School Name on Login: A school name can be displayed on the desktop login. If you feel the school emblem shows the name and efficiently represents your school on login, this field can be hidden
- Background Image: You can upload any image to use as your background image for the web login screen and mobile app branding image.
- Brading assets are set in your System Configuration > Assets section. You need to upload the images to your File Manager in Reach before they can be used in the Asset manager.