

AGORA Email Communication Guide for the 2016-17 School Year

This guide is meant to help families understand the email communication tools that will be used between the School and Students/Learning Coaches and School Departments for the 2016-2017 school year. In a continuing effort to provide the highest level of protection of student information and records, we are encouraging communications go through the K12 platform, which is an internal, secure and closed system when communicating between students and teachers/ staff. Additionally, this is intended as a resource to use throughout the school year so it will be found on our website, www.AgoraEagles.org, and can be saved/printed for future reference.

The way to communicate with the School looks slightly different for Students and Learning Coaches. This guide gives directions on:

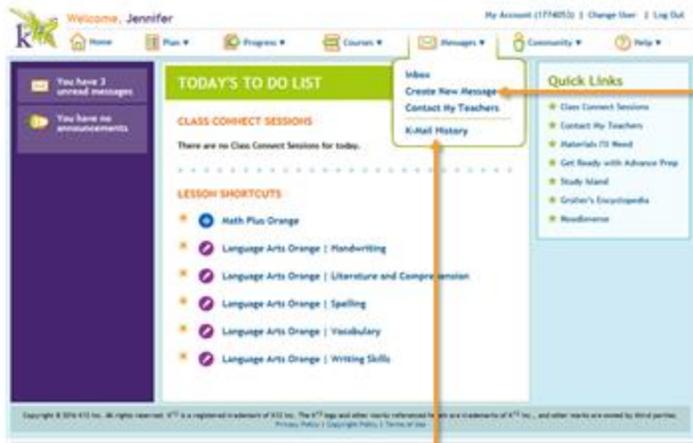
- (A) how students communicate with teachers and staff;
- (B) how learning coaches are able to reply to a teacher's communication;
- (C) how learning coaches can create a new communication to a teacher/staff member;
- (D) how to change your email on file to the @family.Agora.org address;
- (E) where to go for assistance with your @family.Agora.org email account; and
- (F) Communicating with School Departments.

Students:

A. How students communicate with teachers and staff

For Students: This year, all students will use the K12 Mail Communicator system (using Office 365) to communicate with their teachers and related Agora staff. For those students who used Kmail in prior years, this integrated system replaces Kmail in the K12 Online School (OLS) system *and* student Gmail accounts for students enrolled from last year (**student Gmail accounts will be turned off on September 30 at 3pm**).

Students will not need to login to their email as it is built into the OLS. The Mail Communicator (Office 365) is a secure system and will **only** allow the student to message members of the staff or their Learning Coach - **not** other students. Students will receive training on how to use this system in their orientation sessions.



Select to begin a new message with standard email composition tools.

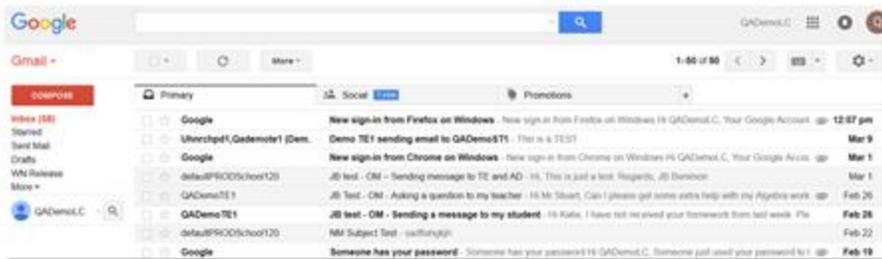
Read-only access to K-Mail History.

Learning Coaches

B. How learning coaches reply to teachers/staff:

The learning coach will receive a copy of all emails sent from teachers/staff through the K12 Mail Communicator system to their student(s). These messages will go to the learning coach email we have on record. The learning coach is able to directly reply to the message. We **strongly recommend** that all learning coaches change their personal email to the Agora-provided @family.Agora.org email account. These email accounts are used to verify the identity of the sender and allows for a quicker response since teacher/staff member will not need to verify a personal email address. This is to ensure protection of access to student information and records.

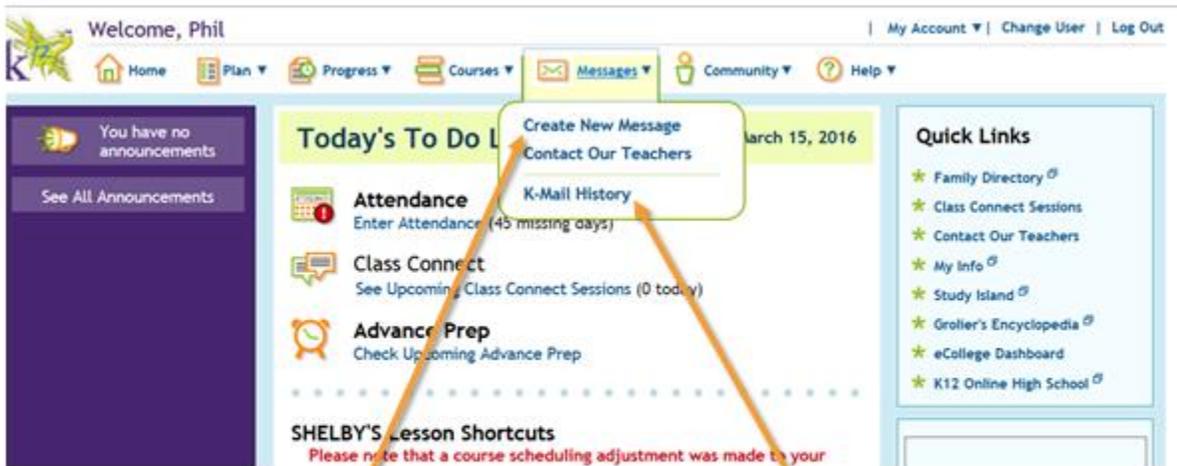
Example: Learning Coach Inbox



23

C. Learning coaches can create New email to send to teachers/staff:

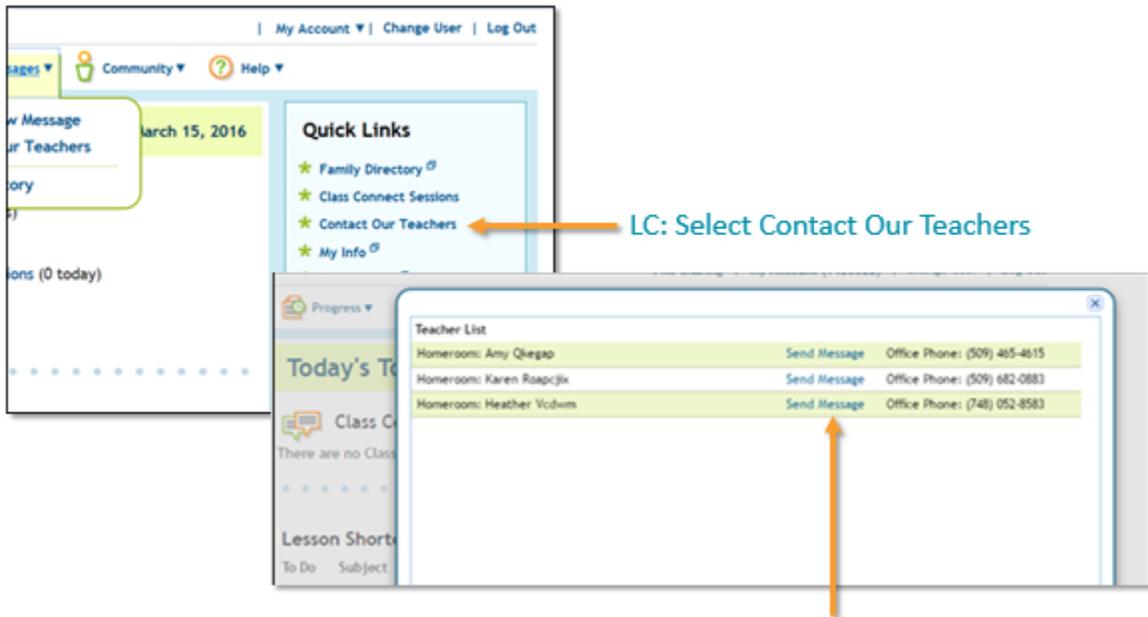
The learning coach is also able to email a message directly to a teacher or staff member. To do so, go into the Online Learning System (OLS) and you will see in the top navigation bar the icon for **Messages**. When you click this, you will see the option to click “Create New Message.”



LC: Select here to Create New Message

K-Mail History Is read-only

A learning coach also has the ability to use “Contact Our Teachers” in the **Quick Links** (found along the right-hand side of the screen). Select the hyperlink for the teacher you want to message and it will open the email composition tool.



Once you select a teacher, their name will pre-populate in the “To:” field. You can then write your message and click “Send.” Messages sent through the OLS will appear in the inbox of the email account the Learning Coach has set in the **MyInfo** section.

D. Changing Personal Email to the Agora-issued Gmail in K12 System:

At your earliest convenience, please change your personal email to the @family.agora.org address in the **MyInfo** section of the K12 login to communicate with Agora.

Change Personal Email Address to Agora-Issued GMAIL!

The screenshot shows the 'My Account' page in the Agora system. The 'Personal Information' section is highlighted in purple. It contains the following fields:

- User Name: ademolo
- Password: (masked with asterisks)
- Confirm Password: (masked with asterisks)
- Security Question: Select a Question
- Security Answer: Murphy
- Email: academicservices@k12.com (highlighted with an orange box)

The 'Contact Information' section is also visible, showing the address: 2300 Corporate Parkway, Herndon, Virginia 20171, UNITED STATES. Below this, there are links to update the address for Virtual Academies and International, Virtual School Programs, and Independent Study.

An orange arrow points from the 'My Account' dropdown menu in the top right corner to the email field in the 'Personal Information' section.

E. Learning Coach, do you need help with [@family.agora.org](https://family.agora.org) account?

If you need assistance with your Agora-issued [@family.agora.org](https://family.agora.org) account, please send an email to: AgoraSystemsSupport@agora.org. Emails will need to include your full name, phone number, your student's name or ID number and your [@family.agora.org](https://family.agora.org) name. SUBJECT LINE should state **GMAIL HELP** for faster processing.

Families/Learning Coaches can expect a response to password reset requests either via email or telephone call from the Agora Support team within 24-48 hours, between the hours of 7:30am – 4:30pm, Monday through Friday, excluding holidays.

School Departments

You will communicate with these school department using your Agora issued email account (@family.Agora.org) through Google mail. It is **required** that you use @family.agora.org through your Google email account to send an email to the following school departments. ***It will not be processed if it comes through your personal email.***

Address Change - addresschange@agora.org

In the event your address changes after initial enrollment, please email addresschange@agora.org. Include the names of all children associated with your household. In order to update the official record, an updated Charter School Student Enrollment Notification Form and proof of residency are required. The enrollment form will be emailed to you. All shipments of materials and supplies are on hold until the new residency is verified.

Attendance - attendance@agora.org

If your student is absent you will receive a notification to your Agora-issued email account regarding the absence. To communicate with this department regarding a student's absence, please send an email to attendance@agora.org.

ISP Reimbursement - isp@agora.org

The Legal Guardian is required to submit one entire internet bill for any month during each period via email to isp@agora.org. Requirements are as follows:

- The bill address ***must*** match the address on the school record.
- Families who miss the deadline will not be eligible for that period's rebate.

How to write an email

1. Open [Gmail](#).
2. In the top left, click "Compose."

3. In the "To" field, add recipients. If you want, you can also add recipients in the "cc" and "bcc" fields.
4. Add a Subject in the "Subject" line.
5. Please remember to write all the important details in your email including the full name of your students and grade.

A Few Tips

1. Always use the ONLINE SCHOOL LOGIN  button on the home page of AgoraEagles.org to login to school. It's a direct link to the PEAK dashboard and the easiest way to access information.
2. Having technical issues? Try clearing your browser with [these instructions](#).
3. Email not working like we state above? Then please contact the Agora Customer Care and Technical Support Desk for assistance and to report your issue. They can be reached at [\(855\) 412-3712](tel:855-412-3712).

IT Help Desk

The dedicated Agora K12 Customer Care and Technical Support team is available for assistance with computer problems or malfunctions on K12-issued equipment. If you are the parent of a currently enrolled student, you can reach the Agora K12 Customer Care and Technical Support team by calling [\(855\) 412-3712](tel:855-412-3712) during the available Hours of Operation:

- Monday - Friday 8:00 am - 11:59 pm
- Saturdays and Sundays 12:00 noon - 8:00 pm