

KinderTrack – Sending Messages to Primary Parents on KinderConnect

Caseworkers can use the **Family > Family Messages** page to view/reply to messages received from Primary Sponsors with active accounts in KinderConnect. Messages can be related to the family case, documents, questions, etc.

Note: Caseworkers will receive an alert when a primary parent sends a message.

- A** Once you select the desired family, open the **Family > Family Messages** page.
- B** All messages that have been received/sent will be listed at the top of the page.

Refresh

New Message

You will be logged out in 117:22

Family: Test Family (Open) (97458)

Options

S	Date	Sender	Message Subject	Message
☐	11/19/2024 9:38:45 AM	Test Family, Parent2	Re: To confirm	Testing Sponsor Reply
☐	11/19/2024 9:38:45 AM	Worker, Case	Re: Welcome	Testing answer
☐	11/19/2024 9:38:45 AM	Test Family, Parent2	Welcome	hi
☐	11/19/2024 9:38:45 AM	Worker, Case	Hi	something
☐	11/19/2024 9:38:45 AM	Worker, Case	Re: Hello	Sure, ill give you a call

1234

- C** To review the full message, select the desired message's radio button. The selected message will be highlighted in yellow and displayed in the **Message Body** section.

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☒	11/19/2024 9:38:45 AM	Worker, Case	Re: Hello	Sure, ill give you a call
1 2 3 4				
Message:				
Message Subject: Re: Hello				
Message Body: Sure, ill give you a call				

- D** To reply to the message, press **Reply** and enter your response in the Message Body. Press **Send**.
- E** To send a message, press **New Message** to send a message to the primary parent. Type the message in the Message Body. If you wish to clear the subject, press **Cancel**. This will clear the message field, and the screen will return to the View state.
- F** After finalizing the message, press **Send**. The system will display a message stating that your message was sent successfully.

For more information, visit <http://tx3c.info>, email us at supportTX@kindersystems.com or call us at 1-888-265-6461.