

Channel Update Form in Composer

Updated Jul 14, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

[Here is the new version of this article in the Veracross Community.](#)

Overview

The Channel Update Form allows recipients to manage any channels that they have been allowed to see on the form. The form is person-specific and allows users to block, follow, and review communication channels that apply to them. This article will cover form settings, availability, and use.

Form Settings

The screenshot shows the 'Veracross: DEMO (OLD)' interface. The top navigation bar includes a search icon, a 'Communications' tab, and the channel name 'Channel: General Parent Communication'. A left sidebar menu is expanded to 'Form Visibility'. The main content area is titled 'FORM VISIBILITY' and features a yellow informational banner stating: 'Display on form' determines whether this channel is visible on the communication form. Below this, a 'Display Status' section contains two dropdown menus: 'DISPLAY ON FORM' is set to 'Show', and 'EMAIL' is set to 'Read Only'.

Channels are the way Veracross organizes communication that is sent from the school. As a result, Channels have settings that allow the school to control which Channels display on the Channel Update Form and if they can be updated by the recipient. The Channel Update Form is the way the recipients indicate/choose the type of communication they want to receive. Each channel has two settings tabs: "Form Visibility" and "Form Visibility by Role". Channels can be independently shown or

hidden and set to a read-only state. The channel can also be configured to allow or deny the user to block/follow it.

Form Visibility: Display Status

Form Visibility determines the channel to whom it should apply, thereby impacting who sees which channel on their own Subscription Settings Form.

- Display On Form – (show/hide) indicates whether this channel can show up on the Subscription Settings Form.
- Email – (Read Only/Updatable) allows a displayed channel to be read only on the Subscription Settings Form.

Veracross: DEMO (OLD)

Communications Channel: General Parent Communication UPDATE

FORM VISIBILITY BY ROLE Last Modified: Tue 11:17 am - Apr 12 2016 by

Available Roles (click to add)	Active Roles (click to remove)
Student	Student
Alumnus/a	Alumnus/a
Former Student	Former Student
Prospect	Prospect
Admission Lead	Admission Lead
Applicant	Applicant
Future Student	Future Student
Applicant - Former	Applicant - Former
Prospect - Cold	Prospect - Cold
Parent	Parent
Parent of Alum	Parent of Alum
Parent of Former Student	Parent of Former Student
Parent of Prospect	Parent of Prospect
Parent of Applicant	Parent of Applicant
Parent of Future Student	Parent of Future Student
Parent of Former Applicant	Parent of Former Applicant
Parent of Prospect - Cold	Parent of Prospect - Cold

Form Visibility by Role

Form Visibility by Role determines the roles to which a channel applies. Any roles may be added to the channel. Select the desired role on the left side to activate it, and remove any undesired roles from the right side in the same manner.

Making the Form Available

A link to the Subscription Setting Form is available at the bottom of every email sent through Composer. When a user clicks the link, a new browser tab opens and allows that user to edit his or her own channel settings.

Common Question Answered

Question: Is it possible for a member of a family to update communication settings for another member?

Answer: It is not possible for one recipient to update channel settings for another recipient, each recipient is in control of his or her own channel settings should they want to subscribe or block a specific channel.

Adding Instructions to the Form

Add helptext or instructions to the form by editing the text template named “Subscription_Manager_Header”. If the school’s Veracross configuration does not have a text template named “Subscription_Manager_Header”, a SysAdmin user at the school may add that text template, or the school’s Veracross Account Manager may add it.

Using the Form

The form is person-specific so a user controls his or her own subscription settings.

My Channel Settings

Please indicate below which types of communication you would like to receive from the school.

Beth Abbott 7920 Jones Branch Drive testing+babbott@veracross.com
McLean, VA 22102 [888-999-1212](tel:888-999-1212)

Channels

Parents ?	Email	SMS
General Parent Communication	<input type="checkbox"/>	<input type="checkbox"/>
Weekly Parent Newsletter	<input type="checkbox"/>	<input type="checkbox"/>
Class Messages from Teachers	<input type="checkbox"/>	<input type="checkbox"/>
External Assignment Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
External Behavior Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Admissions Candidates ?	Email	SMS
Donors ?	Email	SMS
Athletics ?	Email	SMS
Alumni Outreach ?	Email	SMS
Arts/Theatre/Music ?	Email	SMS
Teachers/LMS ?	Email	SMS
Teams ?	Email	SMS
Internal Employee Communication ?	Email	SMS

The form is organized by Channel Category and then by the various channels within that Category. For example, there may be a channel category for current parents, and within that category there might be channels for upper school communication, the weekly newsletter, major school events, and more. The current parent would see a Current Parent section, and then any channels that had shared on the form for management.

Each channel that has been made available on the form could then be checked or unchecked in order to block or subscribe to that specific channel.
