Messages Application (Announcements)

Overview

The Messages application has been rebuilt with a modern look and feel, alongside significant enhancements aimed at improving communication between staff, students, and parents.

There are now two ways to communicate within the Messages application:

- Announcements – Messages are now referred to as Announcements. A key enhancement is that staff/admin users can enable two-way communication when sending announcements to groups or individual users. Replies are visible only to the original sender.
- Chat – A new feature that allows staff to have individual and group conversations with students, parents, and staff. Similar to WhatsApp, chat retains all data within the school's control, either hosted in the UK (if managed by Frog) or on your local Frog server.

In addition to these updates, the Messages application includes several other improvements:

- Embedding the Messages Application – The Messages application can be embedded on a dashboard or site via the Frog App widget, making it easy for students, parents, and staff to quickly view their announcements.
- Multiple Attachments – Users can now attach multiple files or links to announcements and chat messages.
- Inline Image Display – PNG and JPG image files now display inline within announcements, chats and replies. If a single image is attached, it will display at full size.
- Multi-Line Text Support – Messages can now include multi-line text for improved readability.
- Notification Indicators – New announcements and chats are highlighted to users via a notification indicator displayed on the Inbox (Frog Bar) or in the "Inbox" (students/parents) within the Messages application if embedded on a dashboard.
- Read and Archive Tracking – Staff/Admin users can monitor who has read or archived the announcements they've sent, as well as the device it was viewed on.
- Admin Management – Admin users can monitor, and view all sent announcements and, where necessary, delete an announcement.
- School-Wide Automatic Message – A configurable, automatic message can be displayed to users when they send a reply to an announcement or chat. This feature helps manage expectations by allowing schools to provide guidance on staff response times, reducing the burden on staff.

How-to

This document focuses on announcements within the Messages application.

Given the Messages application has several enhancements, and the view / access is different for users, the release notes have been divided into the following sections.

Staff – Messages application overview

Staff and admin users will have the ability to create an announcement for an individual(s)or group(s). To create an announcement, navigate to the Frog bar > Quick Launch > Messages.
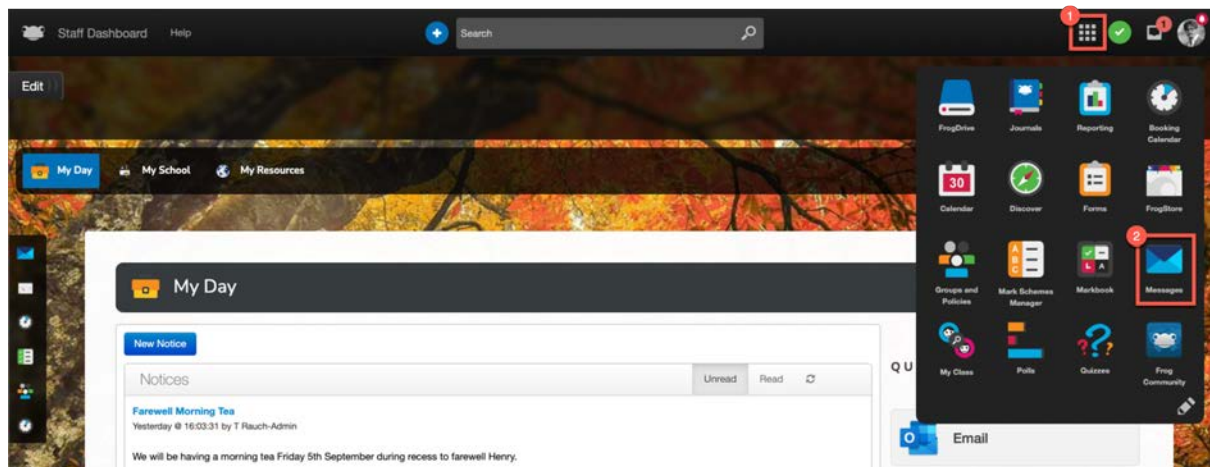

When the Messages application opens, the most noticeable change is its new modern look and feel. Staff are automatically directed to the Sent Announcements section, which provides a comprehensive overview of all announcements sent by the user.
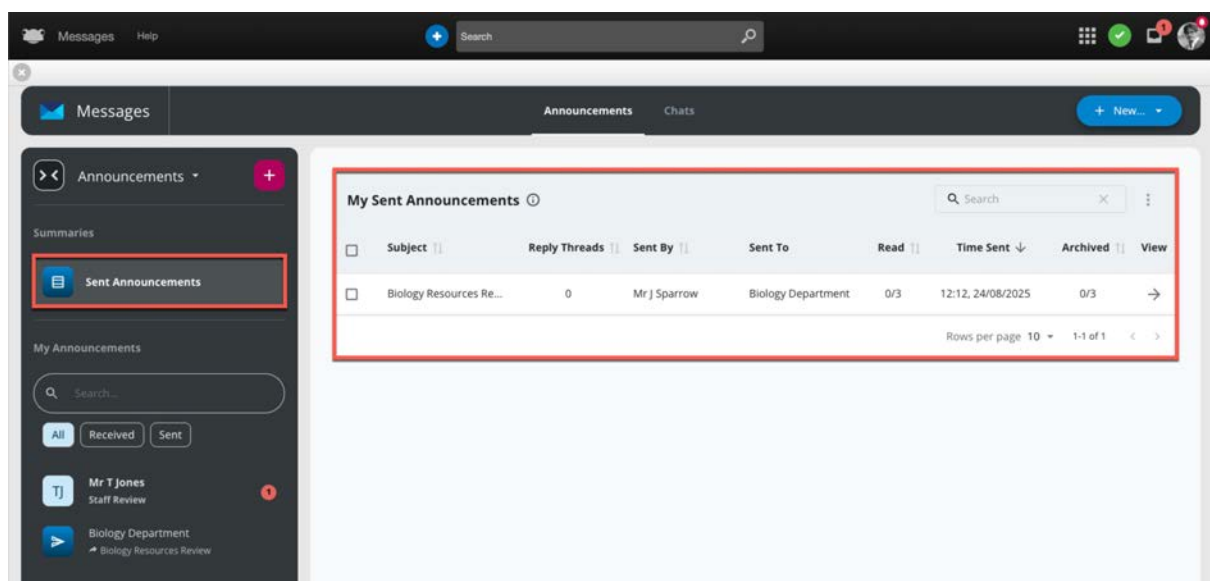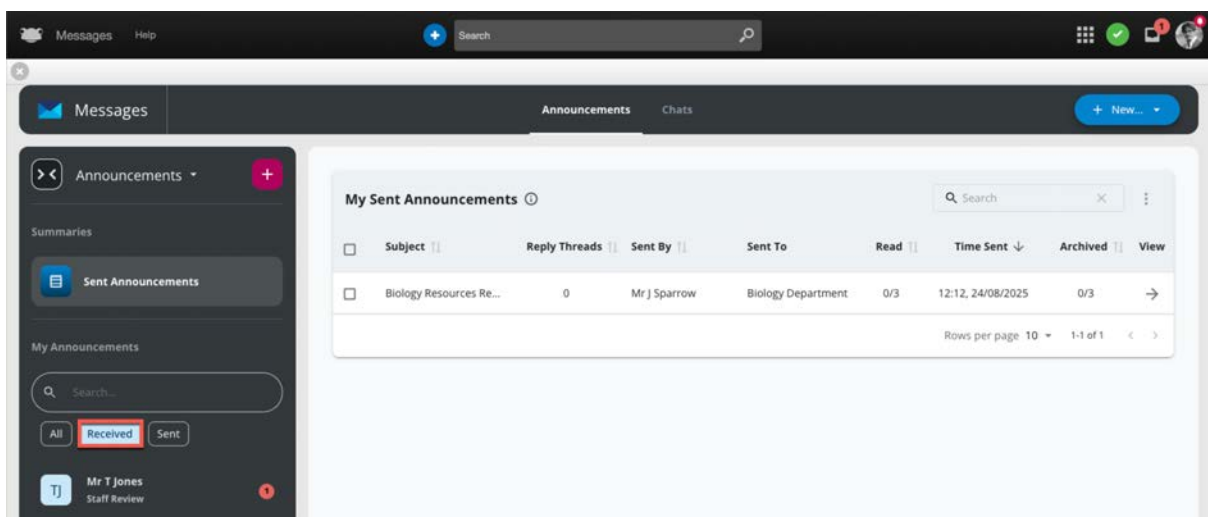
Just below the Sent Announcements section is My Announcements. By default, the All option is selected, displaying all announcements you have received or sent.
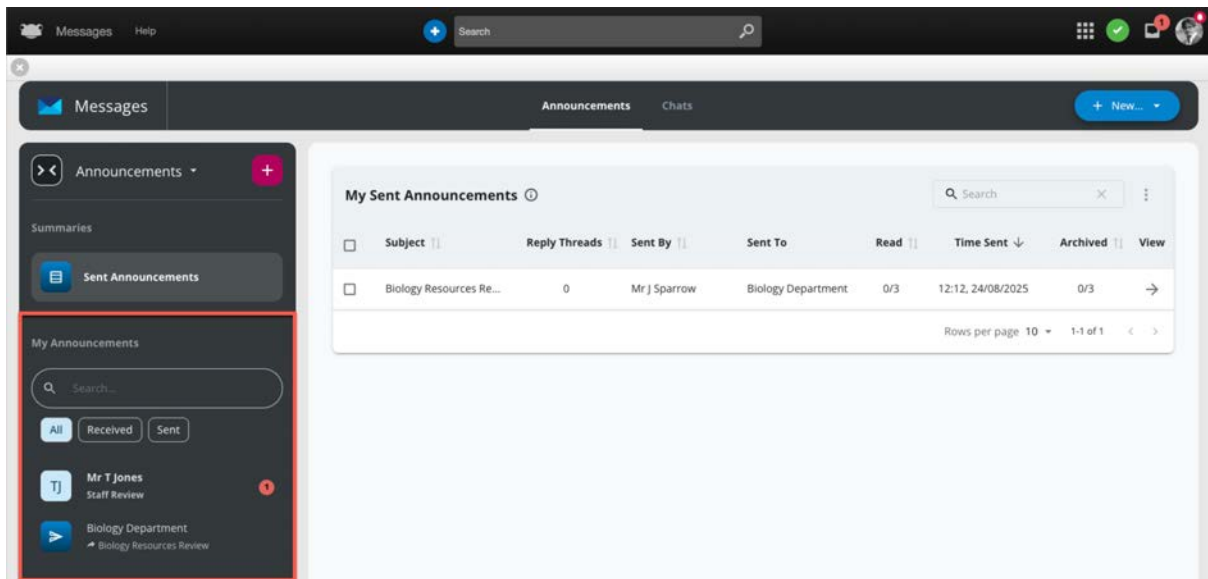
Announcements you have sent are indicated by an arrow icon.
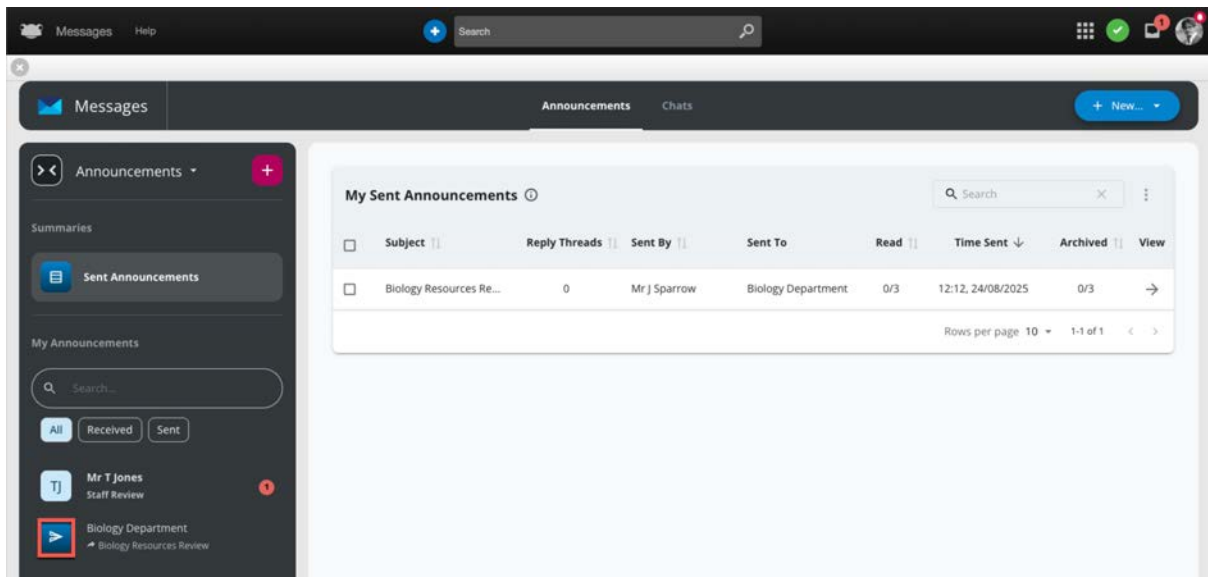
To view only your received announcements, click the Received button within the My Announcements section.

New announcements will be indicated by a small red badge with the number 1 on the right of the announcement.
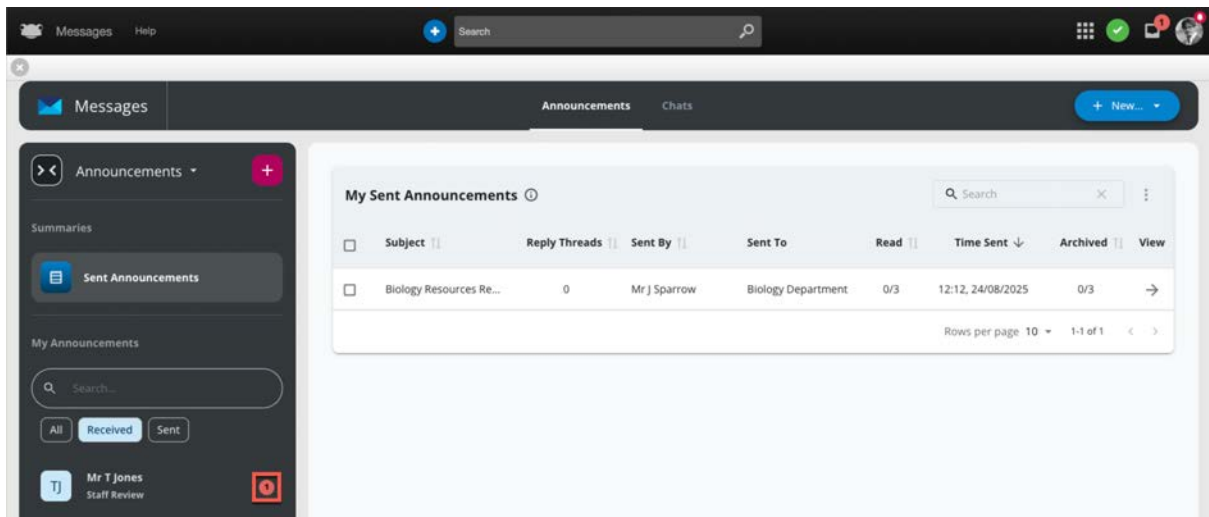
To view only your sent announcements, click the Sent button within the My Announcements section.
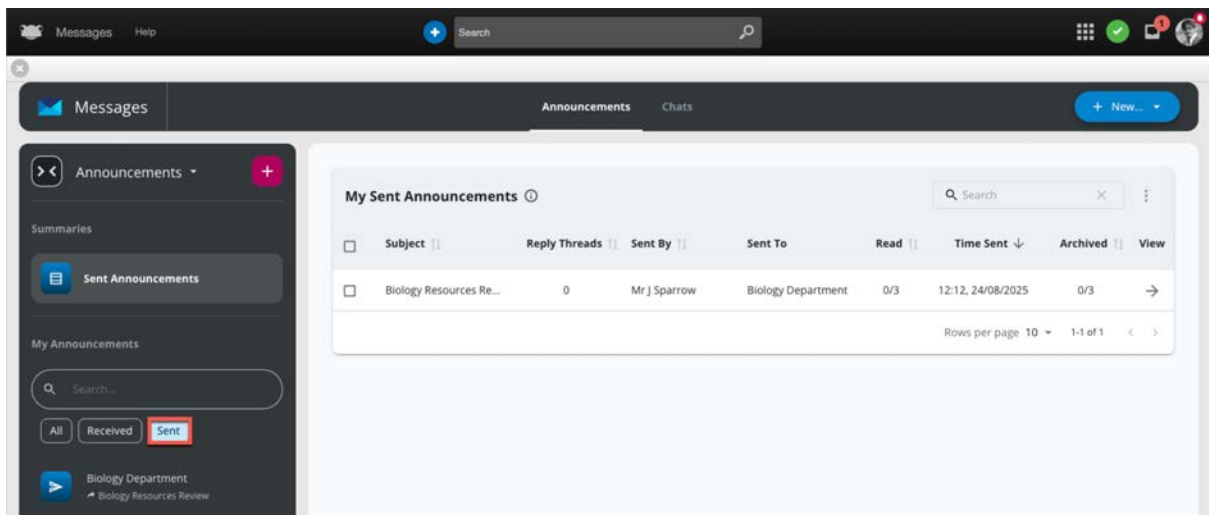
Within the My Announcements section, you'll find a search field. Enter a search term and select whether to search All, Received, or Sent announcements. Any matching results will be displayed.

In this example, the All button is selected. After entering the search term staff, only a single announcement matching the criteria is displayed.

NOTE – The search term is applied to both the "Subject" and the announcement content to find matching results.
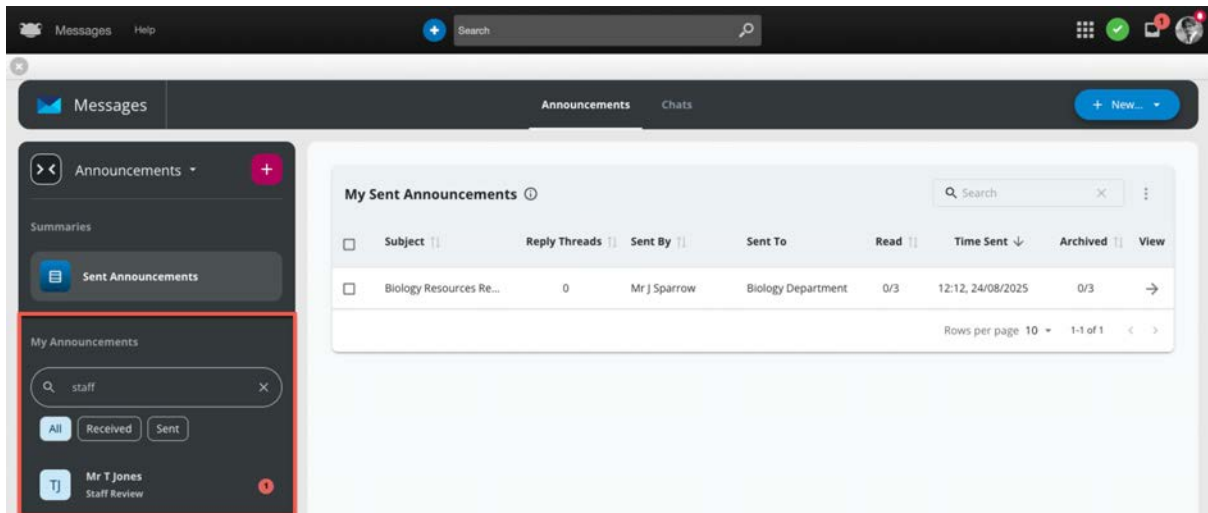
To view any announcements you have archived, navigate to Announcements > Archived.
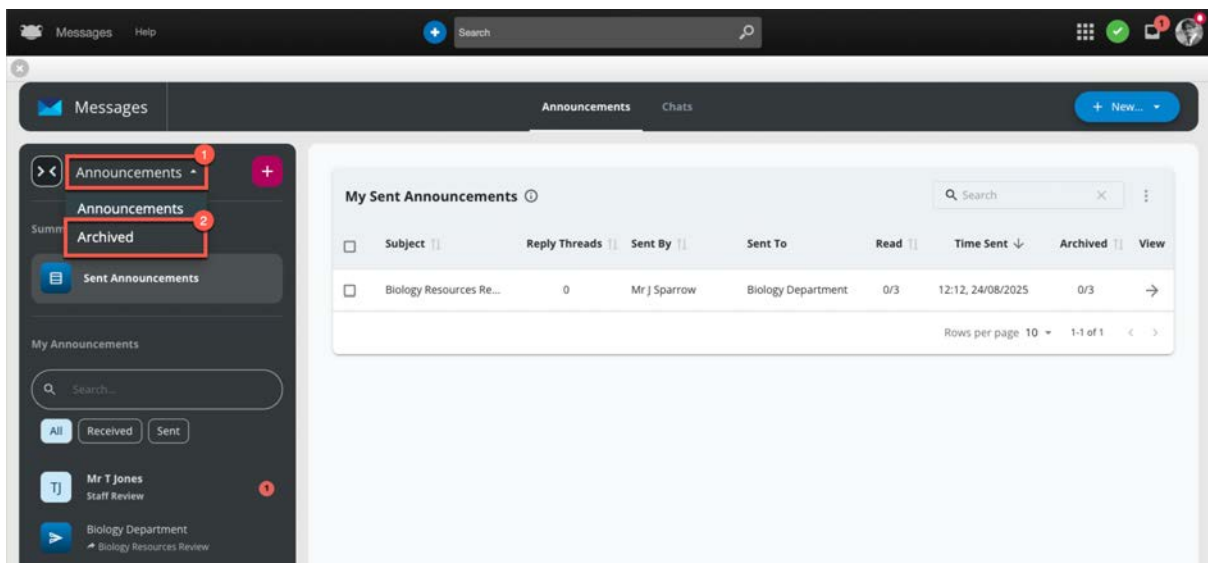
The My Archived Announcements section displays all announcements you have chosen to archive, whether received or sent by you.

Similar to the active announcements view, you can perform the following actions for archived announcements:

- Search archived announcements.
- Filter archived announcements by selecting the All, Received, or Sent buttons.
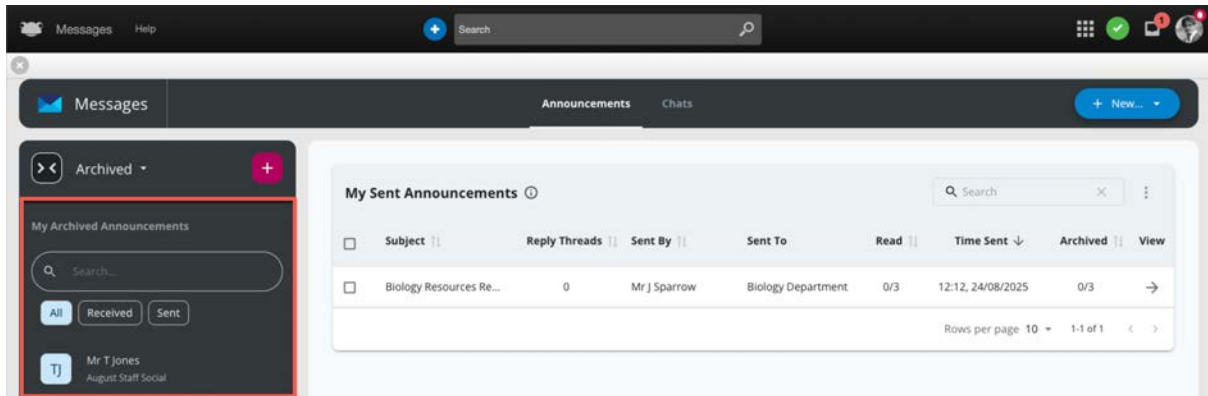
Clicking the >< button next to Announcements (top left) collapses the announcements sidebar, maximizing the My Sent Announcements area.
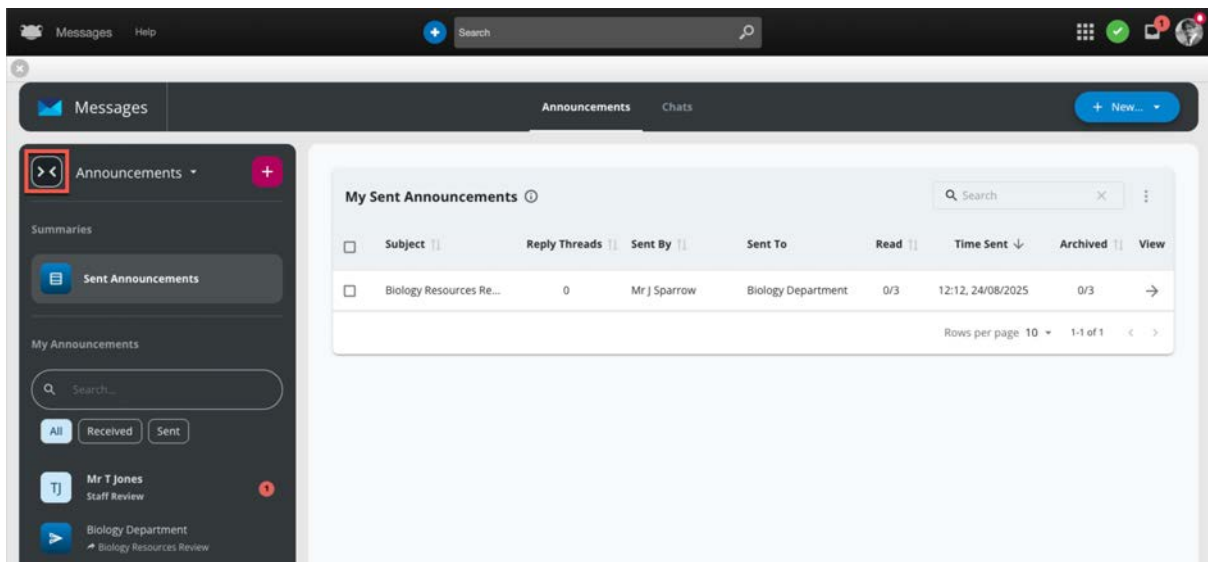
The view below shows the layout after clicking the >< button.
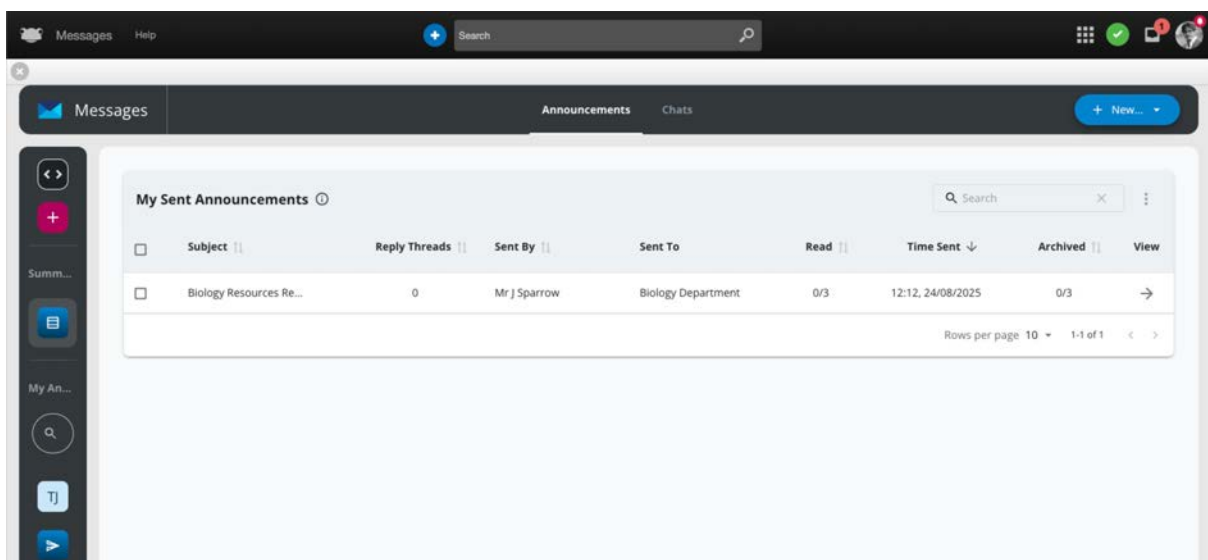
Clicking the + button next to Announcements (top left) allows staff to create an announcement. In the next section we will show you how new announcements are created.
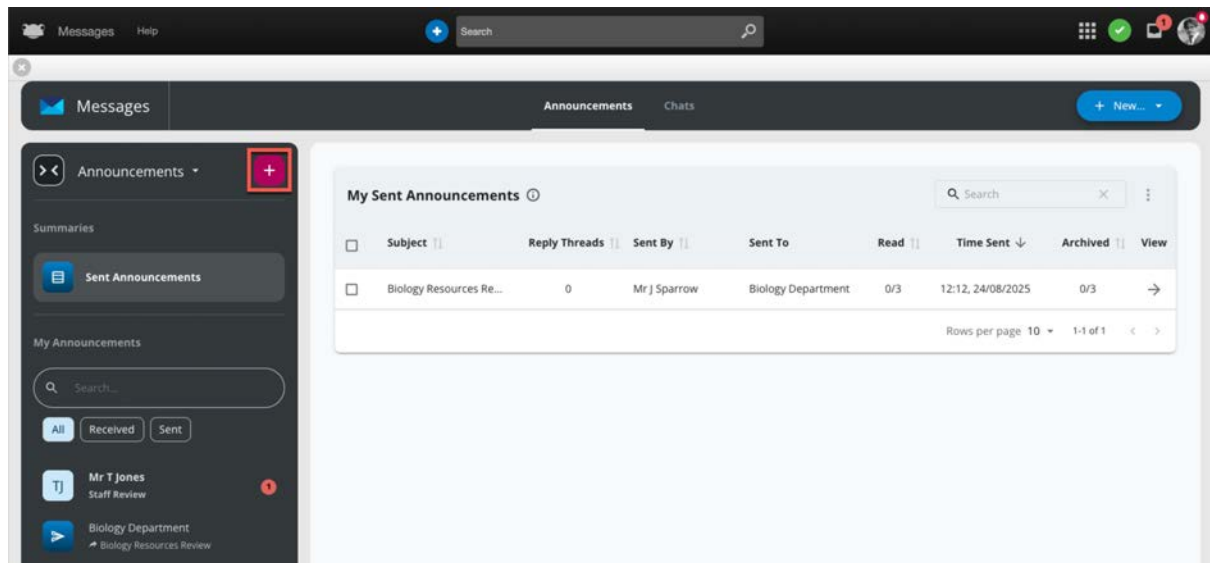
In the Messages header bar, you'll find options for Announcements and Chats. This menu allows users to easily switch between the two views. In the current view, the Announcements menu is selected.
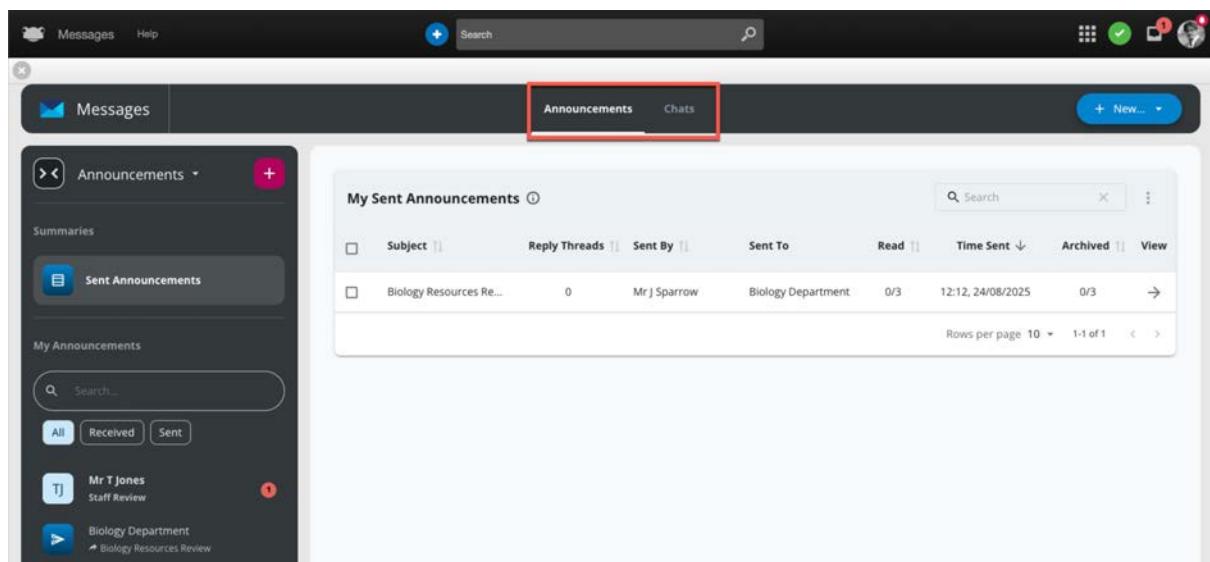
Lastly, in the Messages header bar, on the far right, is the + New button, which allows staff to create an announcement or chat. In the next section, we'll demonstrate how to create new announcements.

The Chat feature will be covered in a separate document.
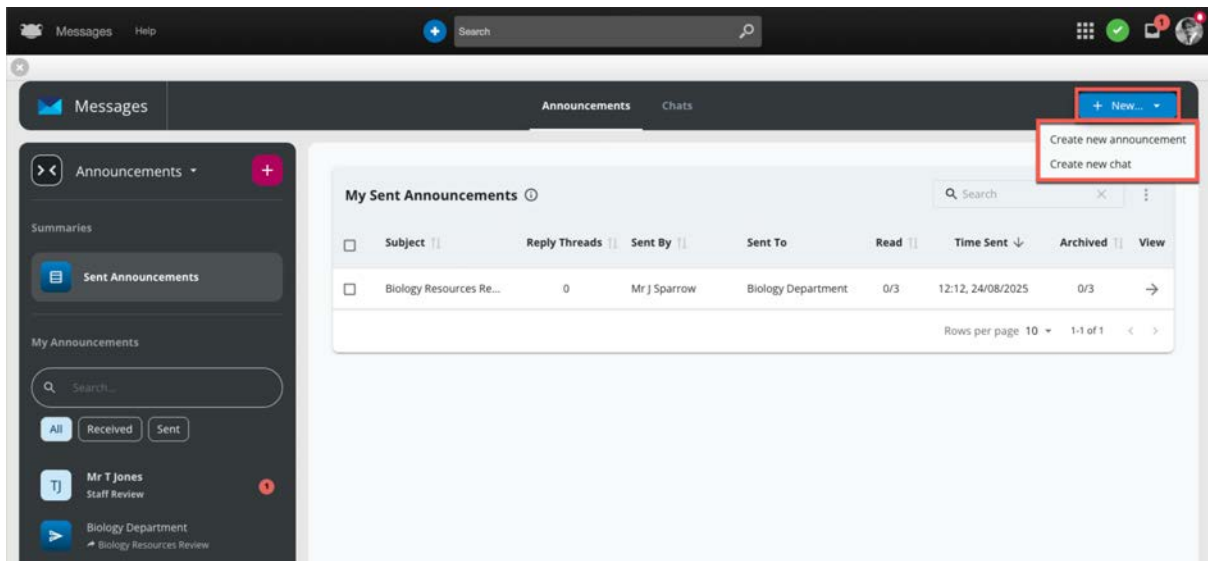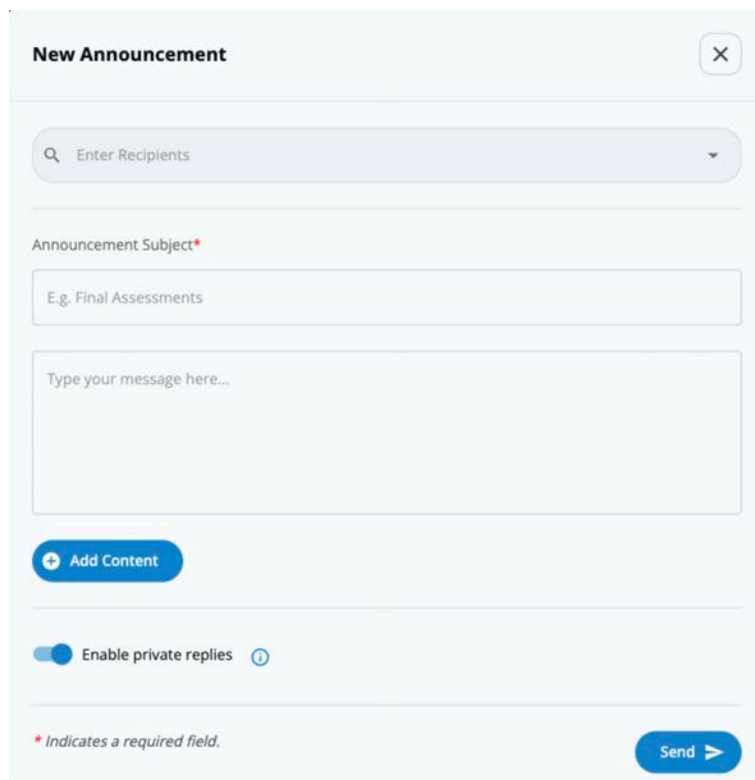
Staff – Create Announcement

Both staff and admin users can create announcements for individuals or groups. To create an announcement, click + New > Create new announcement.
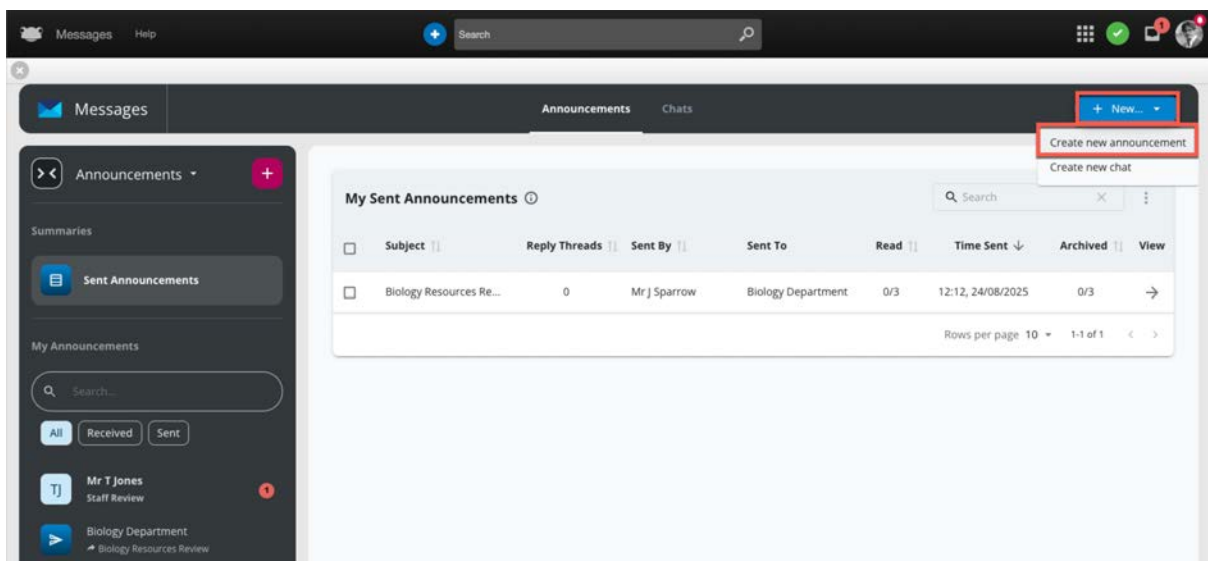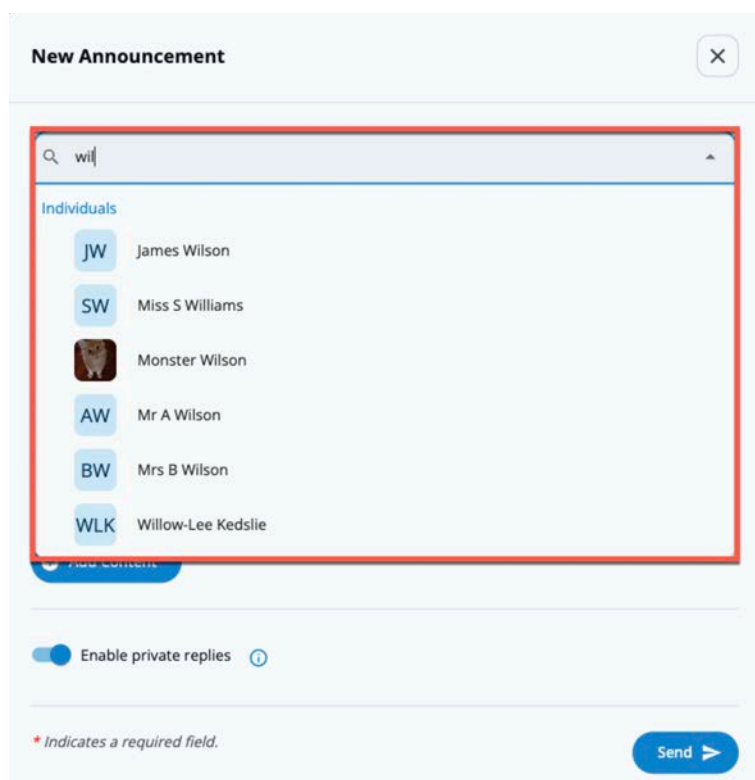
The New Announcement pop up window will display.

The first step is to specify the recipients you intend the announcement to be sent to. This can be either an individual or a group.

To send an announcement to an individual, type a few letters of their first or last name into the search field. The system will display any users matching your search criteria. In this example, we searched for wil, and a list of matching users is displayed for selection.

The student Monster Wilson has been selected and added as a recipient for the announcement. By default, the Send to option is set to This User Only. However, additional options are available, which vary depending on whether an individual user or a group has been selected.

New Announcement   ✕
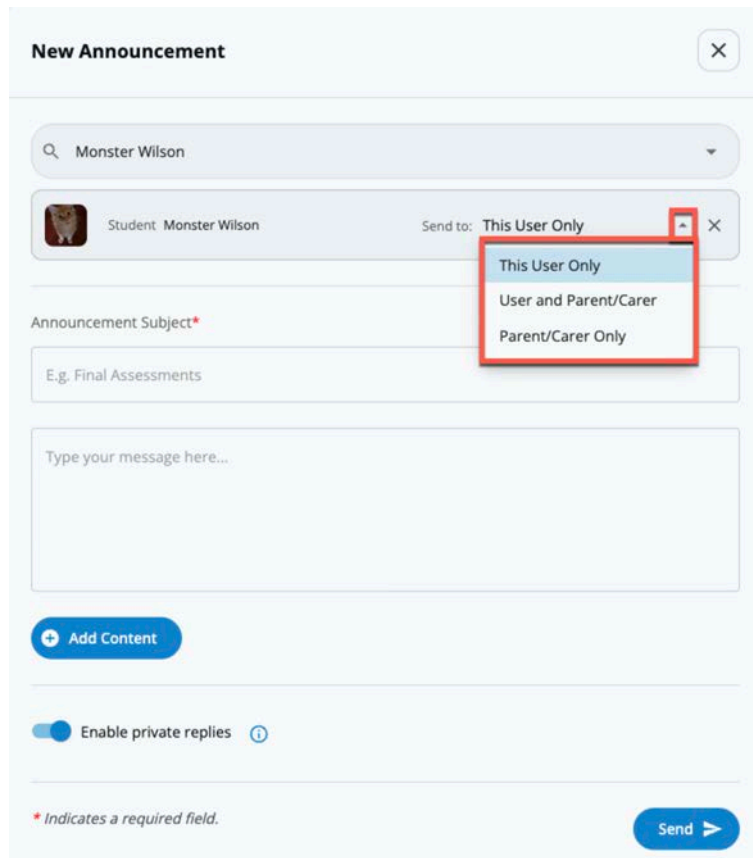
Q   Monster Wilson   ▾

| ⬛ | Student Monster Wilson | Send to: This User Only ▾ ✕ |

Announcement Subject*****

E.g. Final Assessments

Type your message here...
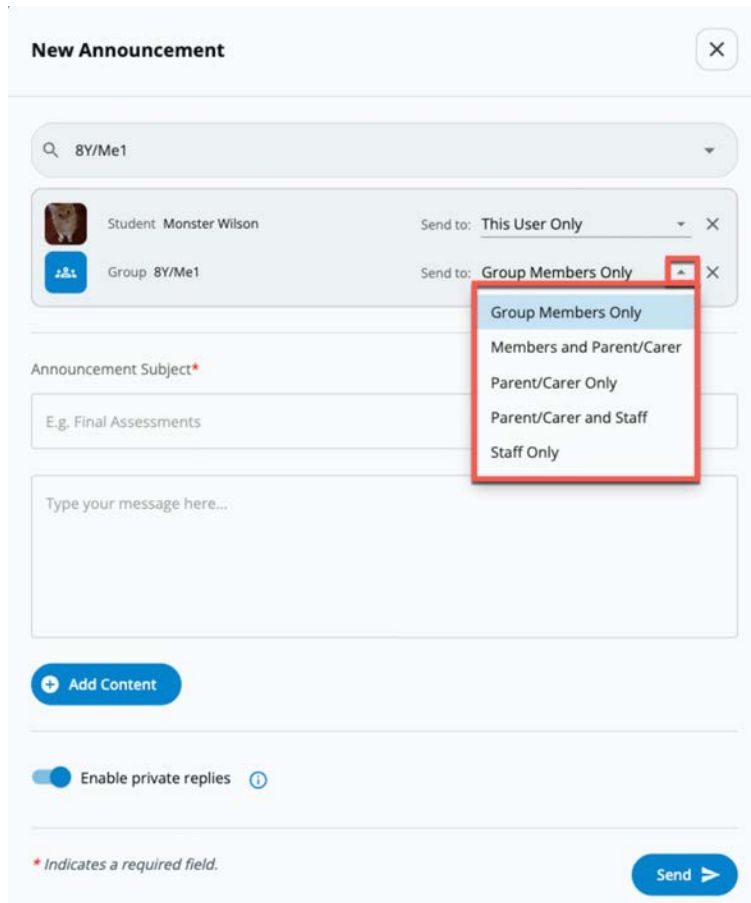
⊕ Add Content

🔵 Enable private replies ⓘ

* Indicates a required field.   Send ➤

If you click the arrow next to This User Only, the following options are available for an individual:

- This User Only – The announcement will only be sent to the selected individual.
- User and Parent/Carer – The announcement will be sent to the selected individual and their associated parent/carer.
- Parent/Carer Only – The announcement will only be sent to the selected individual's parent/carer.

New Announcement   ✕

Q   Monster Wilson   ▼

| 🐱 | Student Monster Wilson | Send to: This User Only | ▲ | ✕ |

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

Announcement Subject*

E.g. Final Assessments

Type your message here...

⊕ Add Content

◯ Enable private replies ⓘ

* Indicates a required field.   Send ➤

As mentioned earlier, an announcement can be sent to individuals or groups. Let's briefly look at how to add a group to an announcement and explore the available send options.

In the recipient field, type a few letters of the group name, and the system will display any groups matching your search criteria. In this example, we searched for 8y, and a list of matching groups is displayed for selection.

The group 8Y/Me1 has been selected and added as a recipient for the announcement. By default, the Send to option is set to Group Members Only. However, additional options are available, which vary depending on whether an individual user or a group has been selected.

If you click the arrow next to Group Members Only, the following options are available for a group:

- Group Members Only – The announcement will only be sent to individuals associated with the selected group.
- Members and Parent/Carer – The announcement will be sent to individuals in the group as well as their associated parents/carers.
- Parent/Carer Only – The announcement will only be sent to the parents/carers of individuals in the selected group.
- Parent/Carer and Staff – The announcement will be sent to:
    - Staff associated with the selected group.
    - Parents/carers of individuals in the selected group.
- Staff Only – The announcement will only be sent to staff associated with the selected group.

For this example, we will send the announcement to the group 8Y/Me1. To remove a recipient from an announcement, simply click the x icon next to the individual or group you wish to remove.

New Announcement   ×

🔍 8Y/Me1   ▾

| | Student Monster Wilson | Send to: This User Only | ▾ | × |
| | Group 8Y/Me1 | Send to: Group Members Only | ▾ | × |

Announcement Subject*

E.g. Final Assessments

Type your message here...

⊕ Add Content
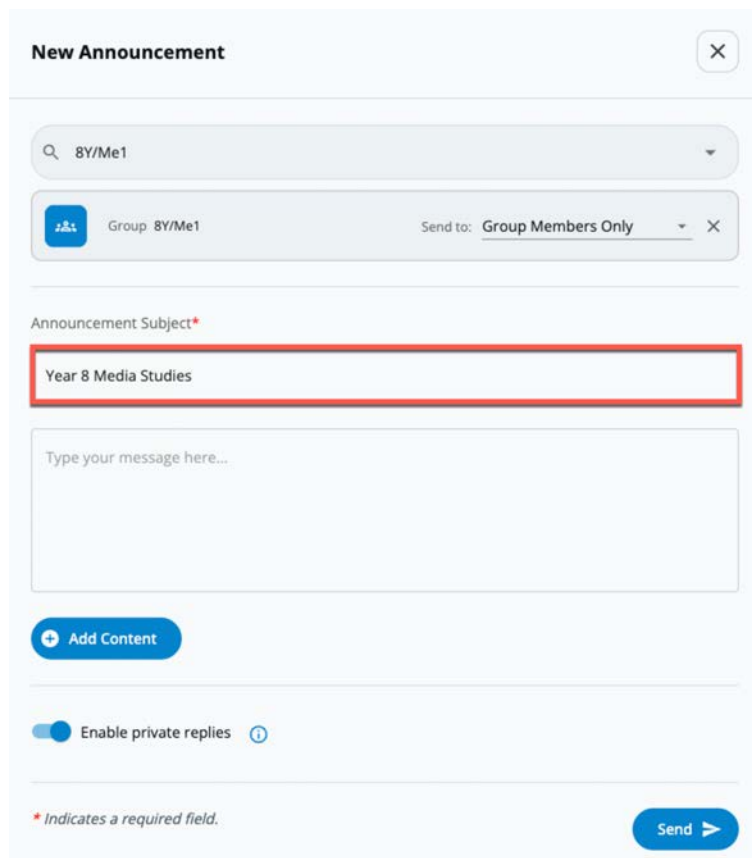
🔵⚪ Enable private replies ⓘ

* Indicates a required field.   Send ➤

Next is the Announcement Subject field.   Enter a concise summary to give recipients an understanding of the announcement's content.

In this example, Year 8 Media Studies has been entered as the Announcement Subject.

Next, add the details of your announcement. Pressing the Enter key on your keyboard will start a new line within the content area. Additionally, the content area will automatically expand as you type.

New Announcement   ✕

🔍 8Y/Me1   ▾

👥   Group 8Y/Me1   Send to: Group Members Only   ▾ ✕

Announcement Subject*

Year 8 Media Studies

Hi Everyone,

Just a reminder to bring into class an object that you wish to photograph as part of class next week. Have a think about items that will be interesting in shape and colour.

If you have any question then please come and see me or you can reply to this message.

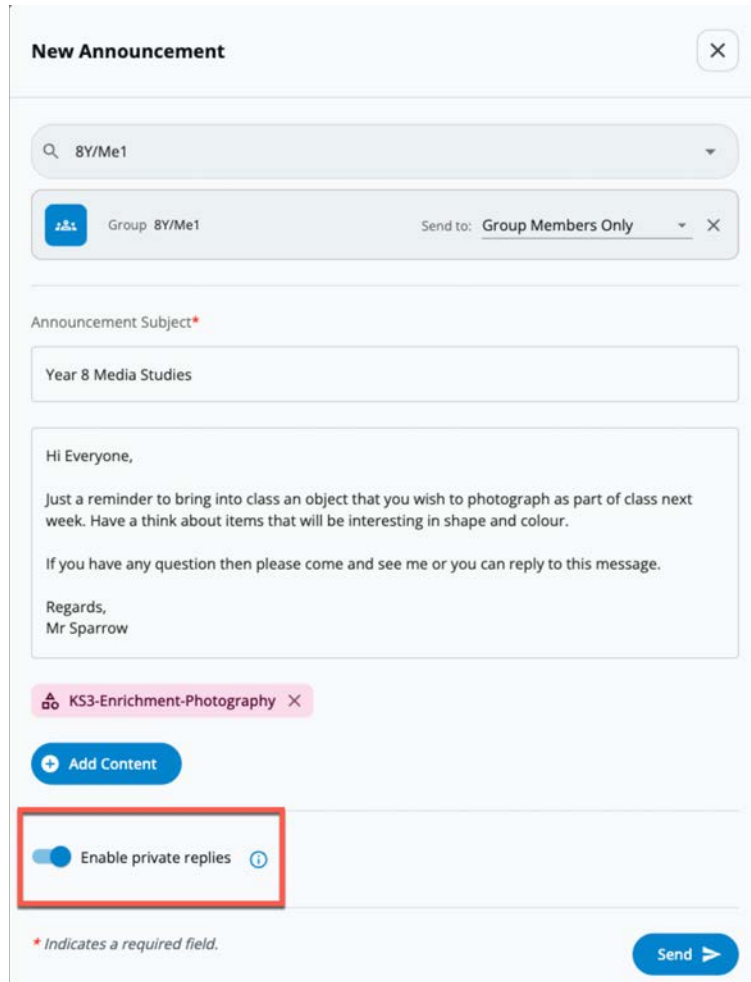Regards,
Mr Sparrow

⊕ Add Content

🔵 Enable private replies ⓘ

* Indicates a required field.   Send ➤

You may want to include a resource with your announcement. Click the + Add Content button to choose from the following options:

- Upload file
- Attach FrogDrive file
- Add URL / Web Link
- Add Frog Site link

NOTE - Multiple resources can be attached to an announcement.

The Upload file option launches a File Uploader pop-up window. Drag and drop a file from your local device to attach to your announcement.

When a file is added from your local device, it will display the name of the resource just above the + Add Content button.

The Attach FrogDrive file option launches a pop-up window displaying FrogDrive > Documents. Choose a resource from your FrogDrive area, or if the file is on your local device, navigate to New > File to upload the required resource.

Once you've selected your resource, click the Use button to link the file to the announcement.

In this example, we have selected a PDF file to be linked to the announcement.

When a resource is added from FrogDrive, it will display the name of the resource just above the + Add Content button.

The Add URL / Web Link option launches a Add URL pop-up window. Enter a name and the corresponding website URL.

When a URL is added, its name and website URL will appear just above the + Add Content button.

In the example below, the following details were entered:

- Link Name – Tips For Taking Photographs
- Link URL - https://media-studies.com/taking-photographs

The Add Frog Site link option opens a pop-up window displaying FrogDrive > Sites. Select your site, then click the Use button to link the site to the announcement.

In this example, we have selected the site Media Studies – Year 8 to be linked to the announcement.

When a site is added, it will display the site name just above the + Add Content button.

The final setting available when creating an announcement is the new feature to Enable private replies. When enabled, this setting allows recipients of an announcement to reply via private reply threads.

NOTE – Recipient replies are private and can only be seen by the sender of an announcement.

In this example, we will leave the toggle enabled for Enable private replies.

When you're happy with the content of your announcement, click the Send button. The announcement will then be sent to all recipients.

In the next section, we'll demonstrate how a recipient (student or parent) views announcements sent to them.

Student / Parent – View new announcement

Now, let's look at how a student or parent views an announcement. When a new announcement is received, a red badge appears on the Inbox icon within the Frog Bar. Selecting the Inbox displays a list of received announcements, with a red dot next to new or unread announcements.

In the example below, we are logged in as a student. The red badge on the Inbox icon shows 1. Upon selecting the Inbox, a summary of the announcement is displayed, including the subject, the start of the announcement details, and when it was received.
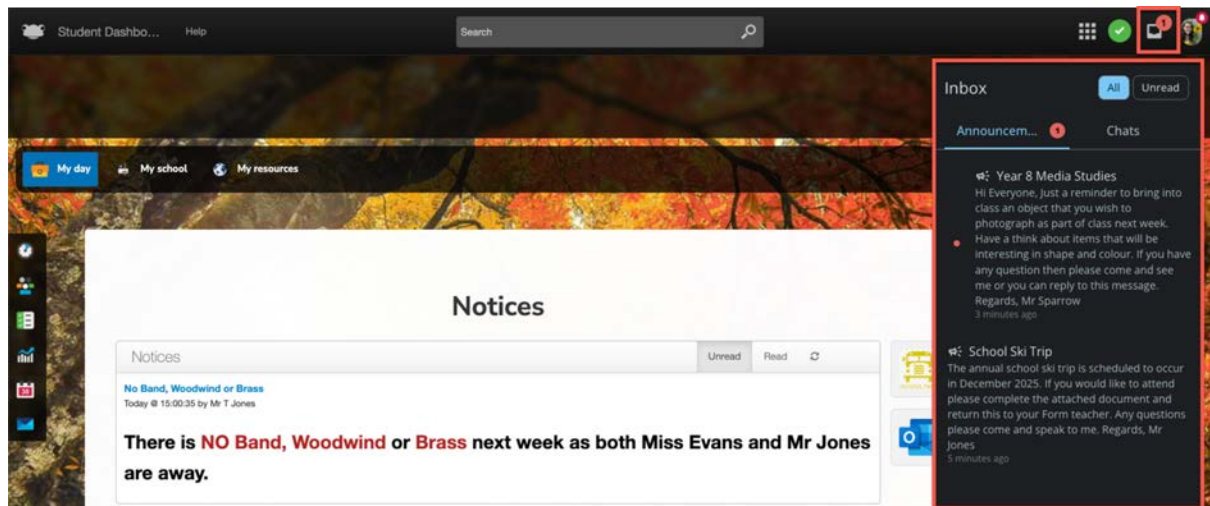
Students and parents can also access the Messages application through Quick Launch, where they can view their announcements.

When students and parents open the Messages application via Quick Launch, they will experience the new modern look and feel.

The My Announcements area displays all received announcements.
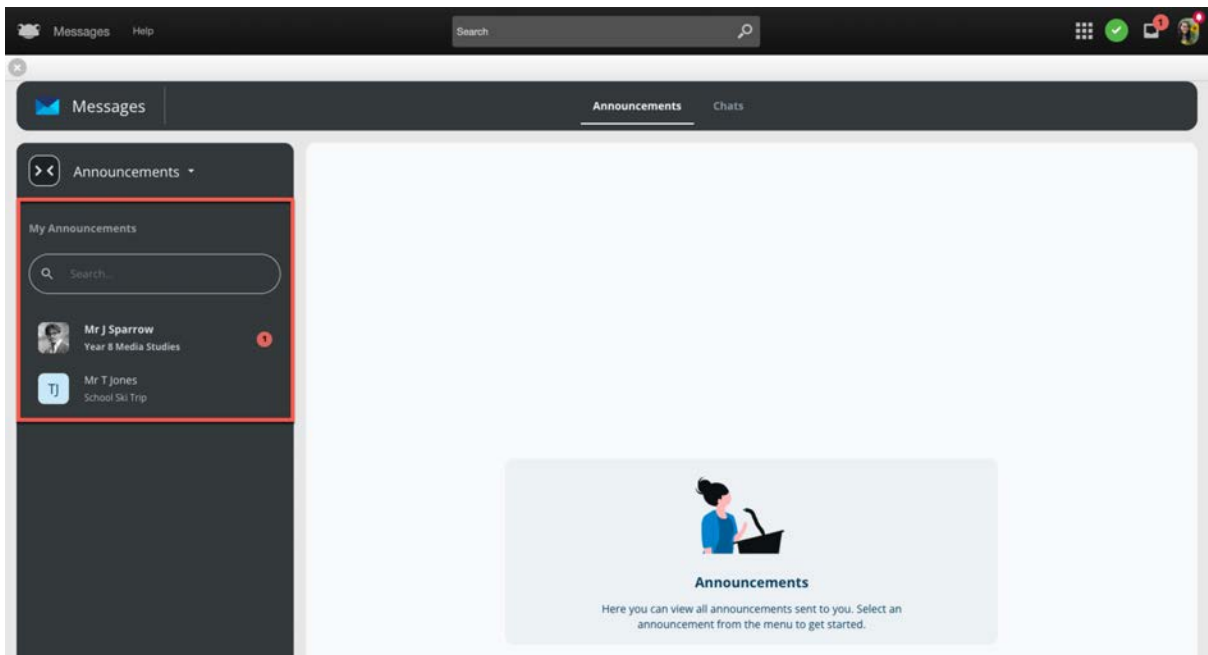
New announcements will be indicated by a small red badge with the number 1 on the right of the announcement.
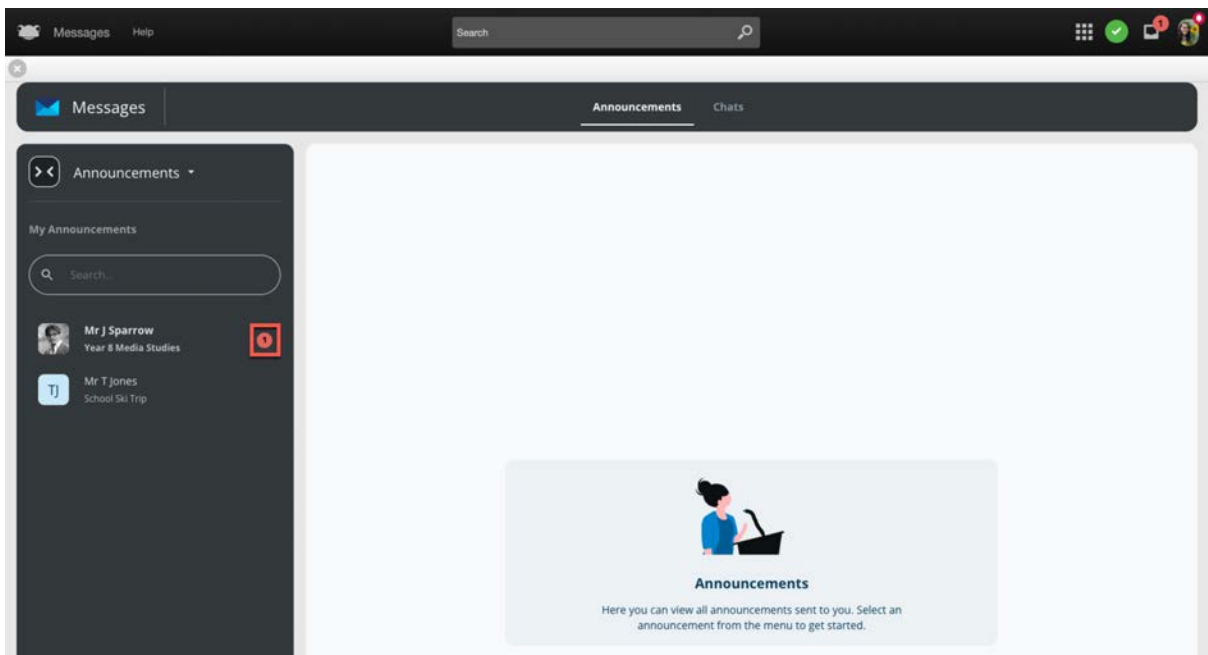
Within the My Announcements section, you'll find a search field. Enter a search term and any matching results will be displayed.

In this example, the search term media was entered, resulting in a single matching announcement being displayed.

NOTE – The search term is applied to both the "Subject" and the announcement content to find matching results.
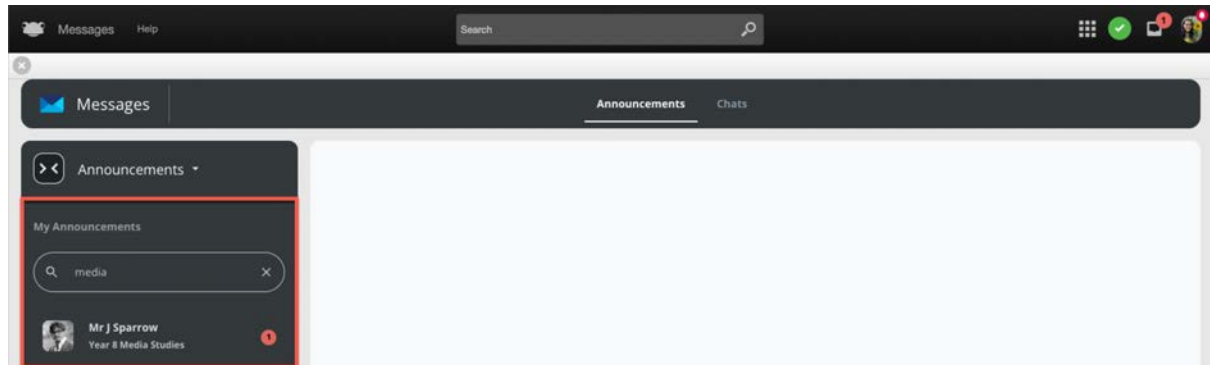
When an announcement is selected from My Announcements, its details are shown on the right-hand side.
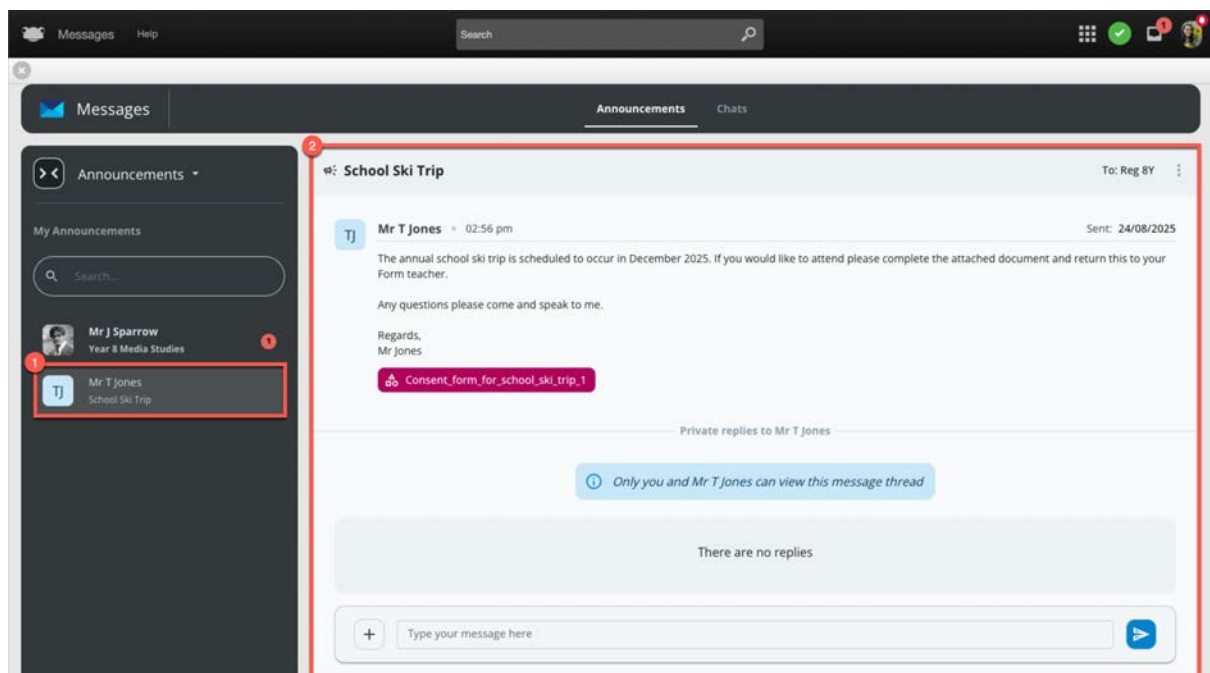
The announcement information displayed to the student/parent include:

1. Subject field displaying a description of what the announcement is about. e.g. School Ski Trip
2. To field showing who the announcement was sent to. e.g. The group Reg 8Y
3. Sent field displaying the date or time when the announcement was sent. e.g. 24/08/2025
4. Details of the staff user that sent the announcement. In this example, the initials TJ show with the name of the teacher, T Jones. Should the teacher have a profile picture associated with their Frog account this would display instead of initials.
5. Details of the announcement
6. Should an announcement contain any associated resources, links or sites this will display below the announcement detail. In this example, a file called Consent_form_for_school_ski_trip_1 has been attached to the announcement. Select the link to view the content.

7. This section would show any replies between the staff user that sent the announcement and yourself. In this example, there are no replies yet. More information on replies will be covered in a future section.
8. This field allows you to send a private reply to the staff user that sent the announcement. More information on replies will be covered in a future section.
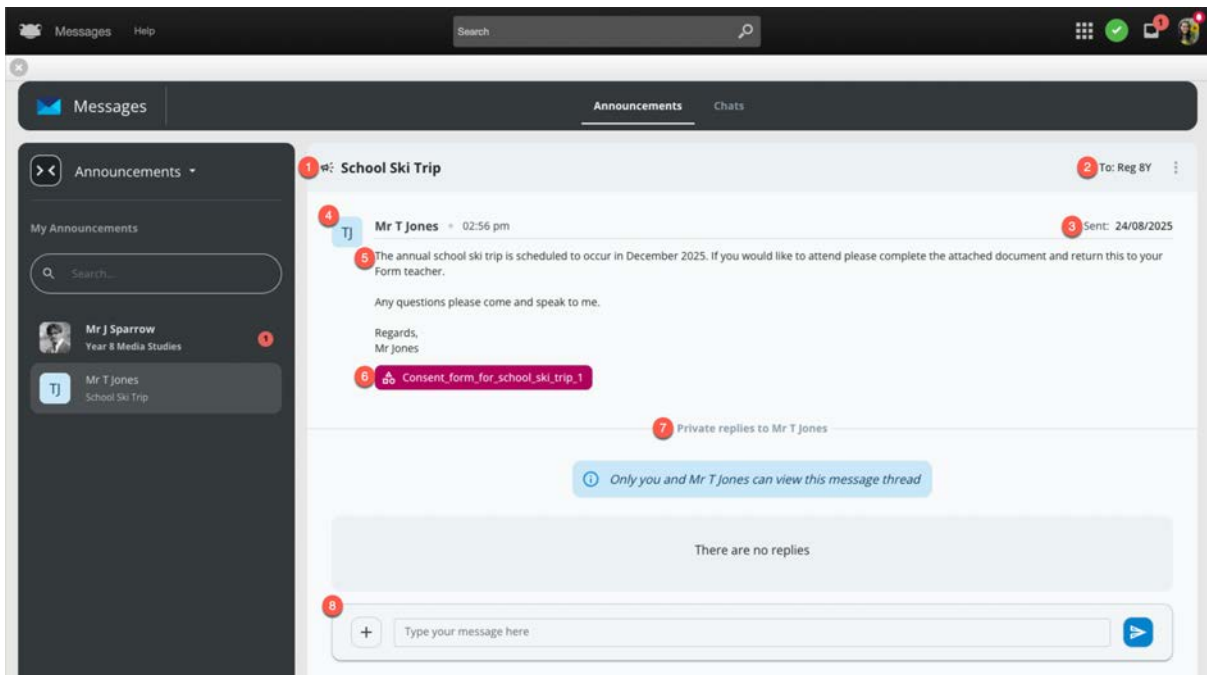
Not all announcements will allow replies, as this preference is determined by the staff member who sends the announcement. If replies are not enabled, the following message will be displayed:

Replies have been switched off by the announcement sender
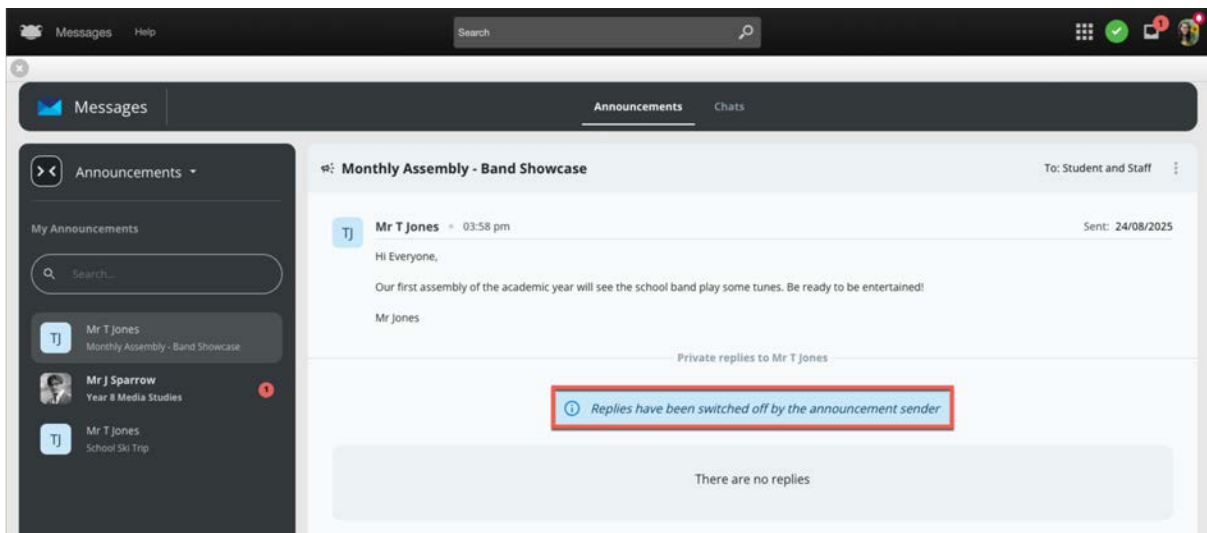
If you wish to archive an announcement, navigate to the ellipsis (three vertical dots) within the selected announcement and choose the option Archive announcement.

The announcement will be moved from My Announcements to Archived.
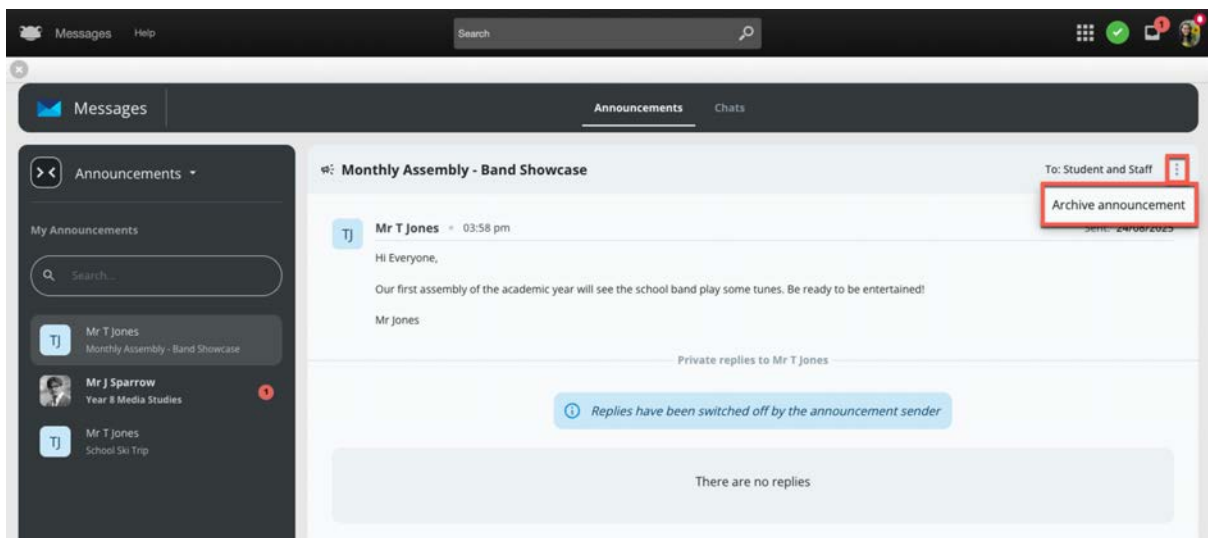
To view your archived announcements, navigate to Announcements > Archived.
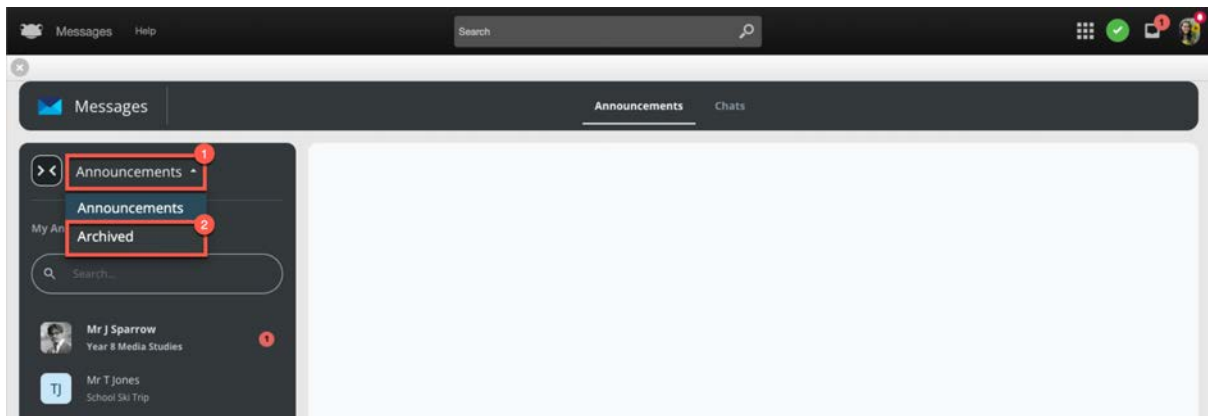
The My Archived Announcements section displays all announcements you have chosen to archive.

Similar to the active announcements view, you can search your archived announcements as well.
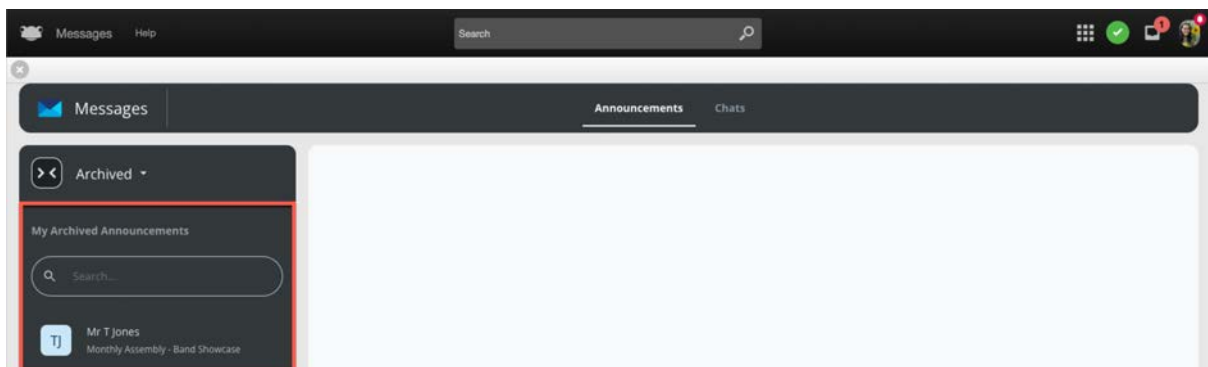
Clicking the >< button next to Announcements (top left) collapses the announcements sidebar, maximizing the view for a selected received announcement.
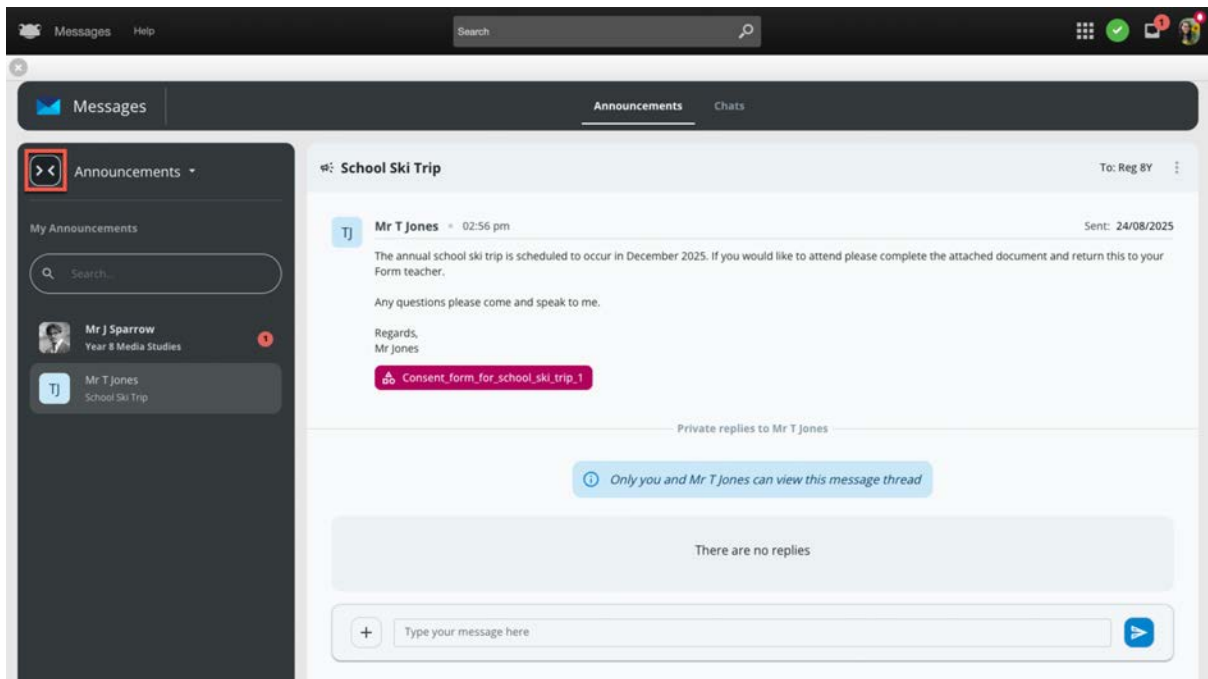
The view below shows the layout after clicking the >< button.
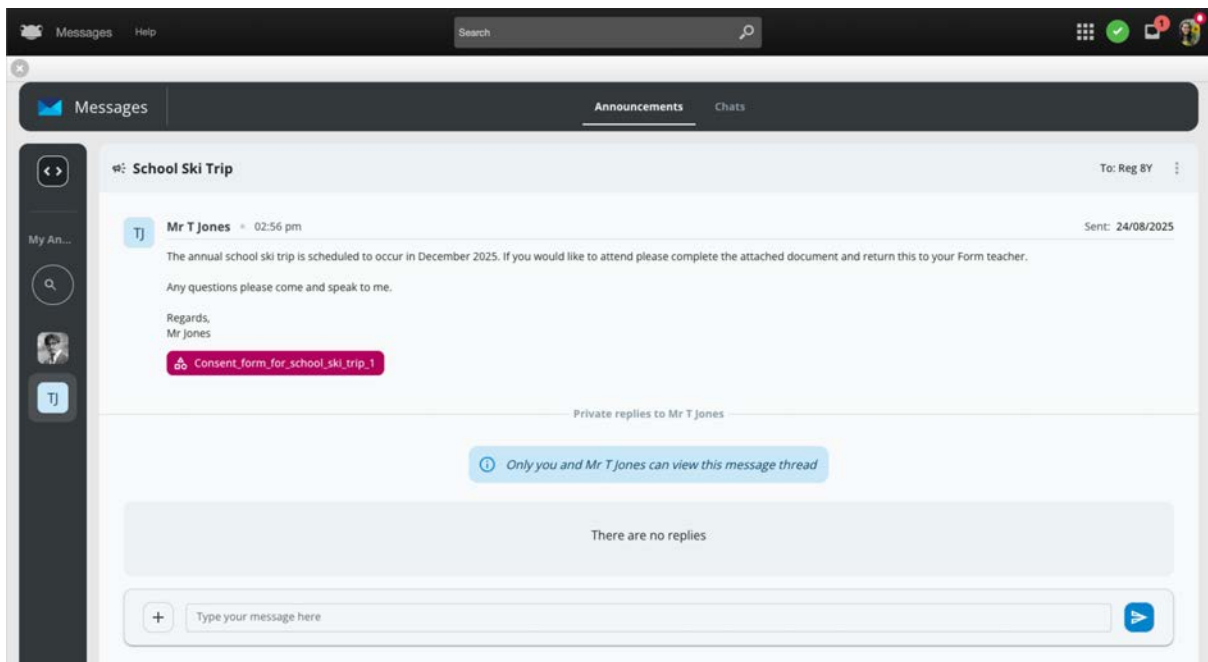
Earlier in this section we showed you how new announcements can be viewed via the Inbox in the Frog Bar.
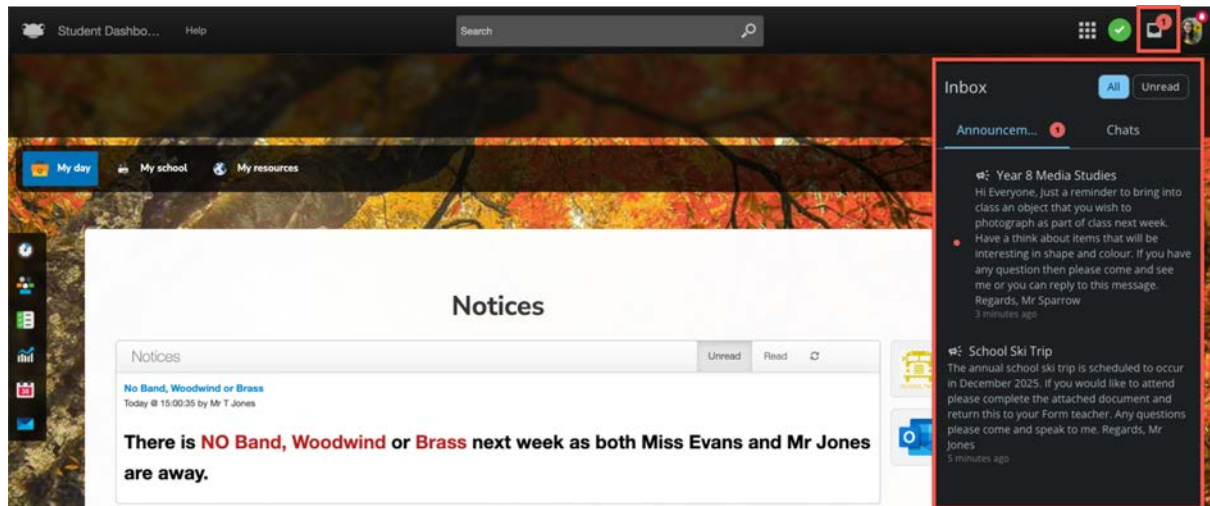
If you select an announcement from the Inbox, the Messages application will launch automatically, taking you directly into the selected announcement, where you will see the details of the announcement.

In this example, the announcement with subject School Ski Trip was selected.
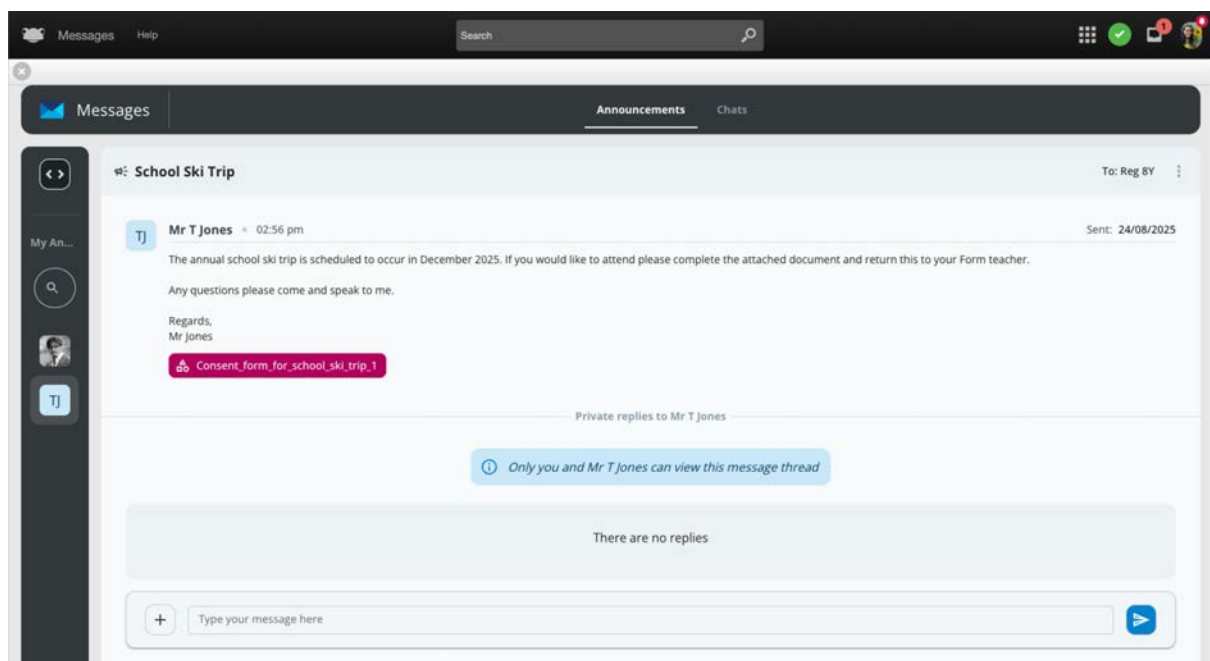
If an announcement contains a single image, it will display in full at the top, with any accompanying text shown below it.
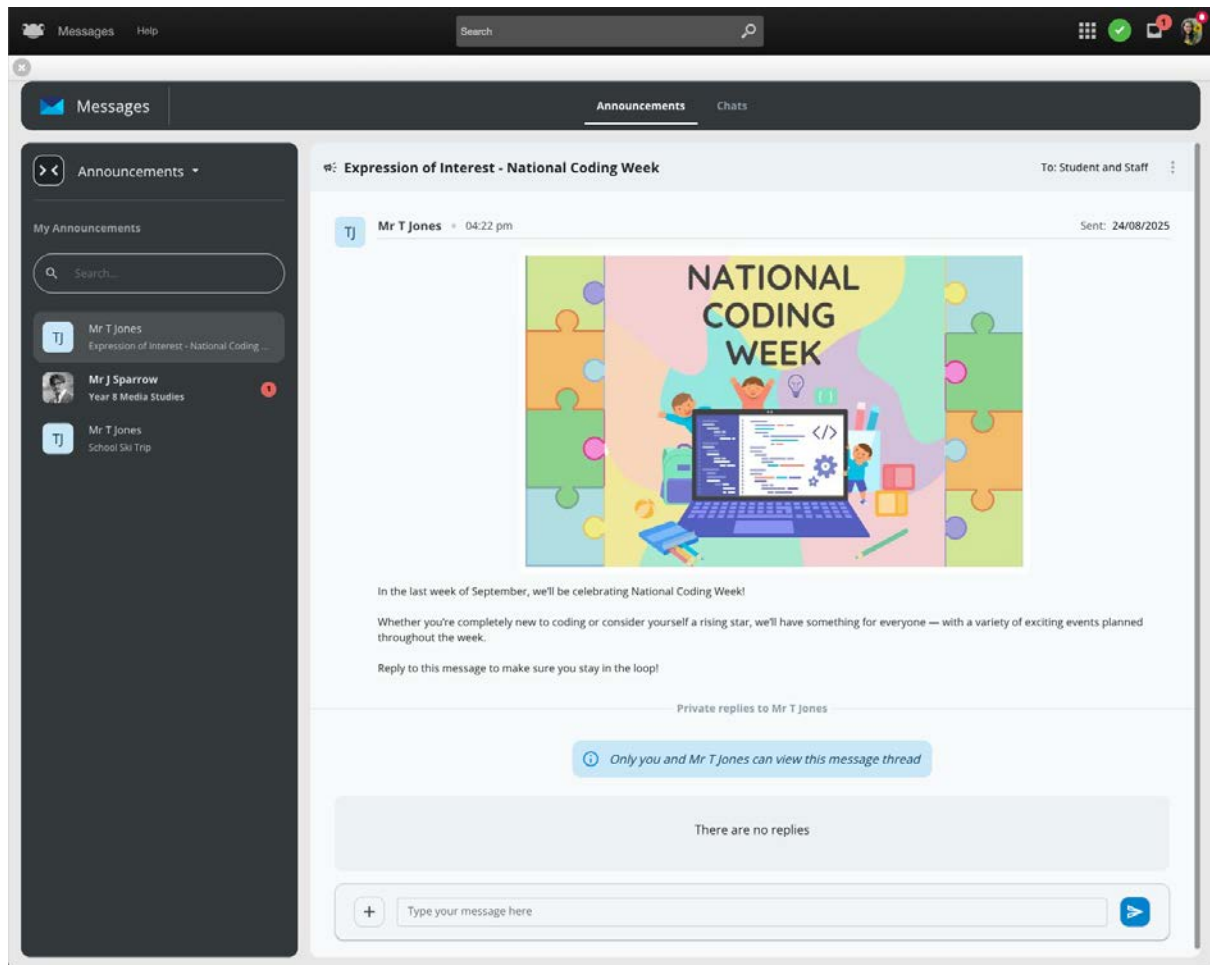
Hovering over the image will display a hand icon. Clicking on the image will open a preview window, allowing you to download the image.
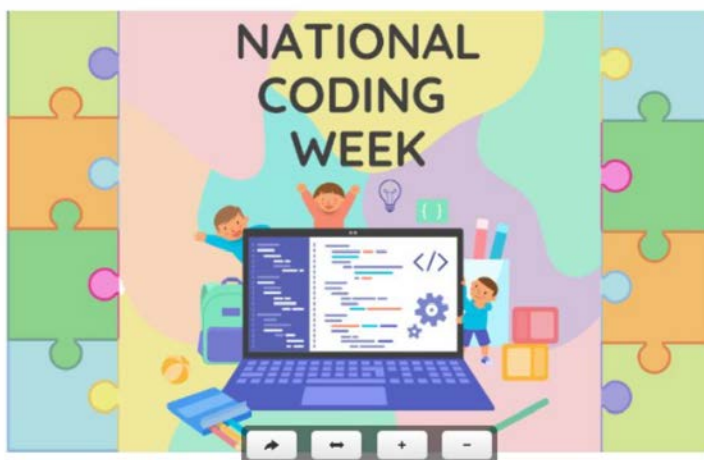
Student / Parent – Reply to an announcement

We will now explore how a student or parent can reply to an announcement.

Please note that students and parents can only reply to an announcement if this preference has been enabled by the staff member who sent the announcement.

In this example, the student Tracy Rauch has selected an announcement with the subject Year 8 Media Studies from Mr J Sparrow. Replies are enabled, as indicated by the information message:

Only you and Mr J Sparrow can view this message thread
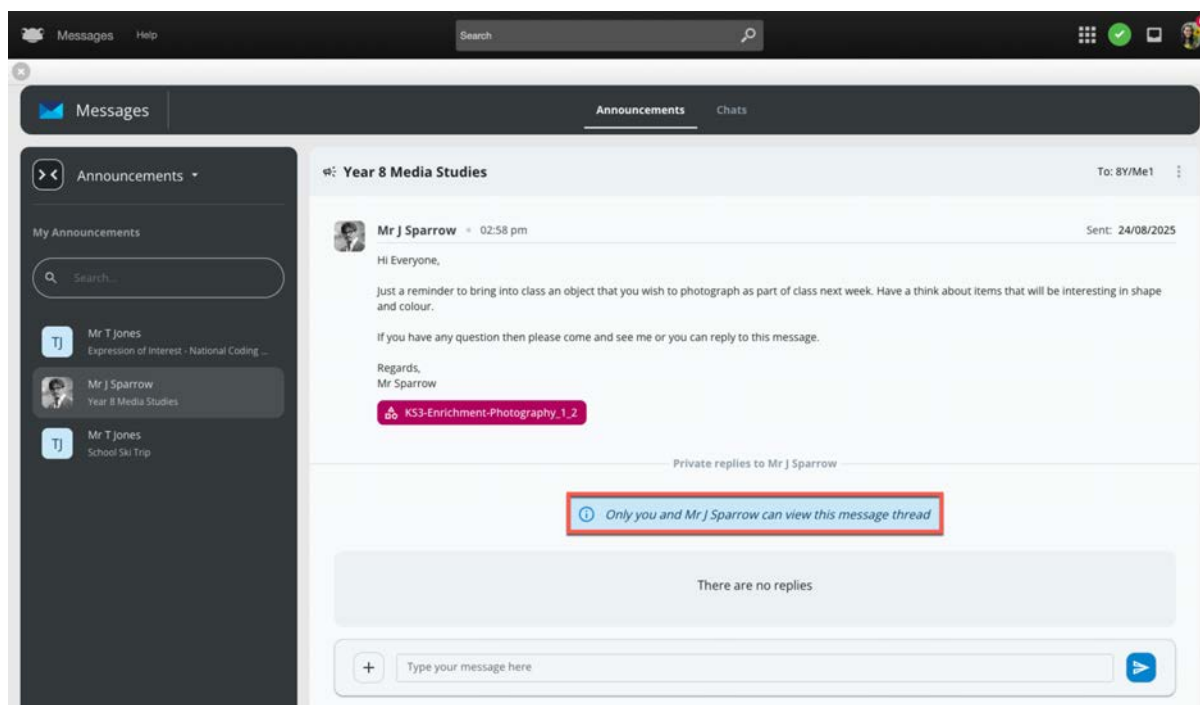
To reply to an announcement, type your response into the field at the bottom. Pressing the Enter key will start a new line, and the content area will automatically expand as you type.
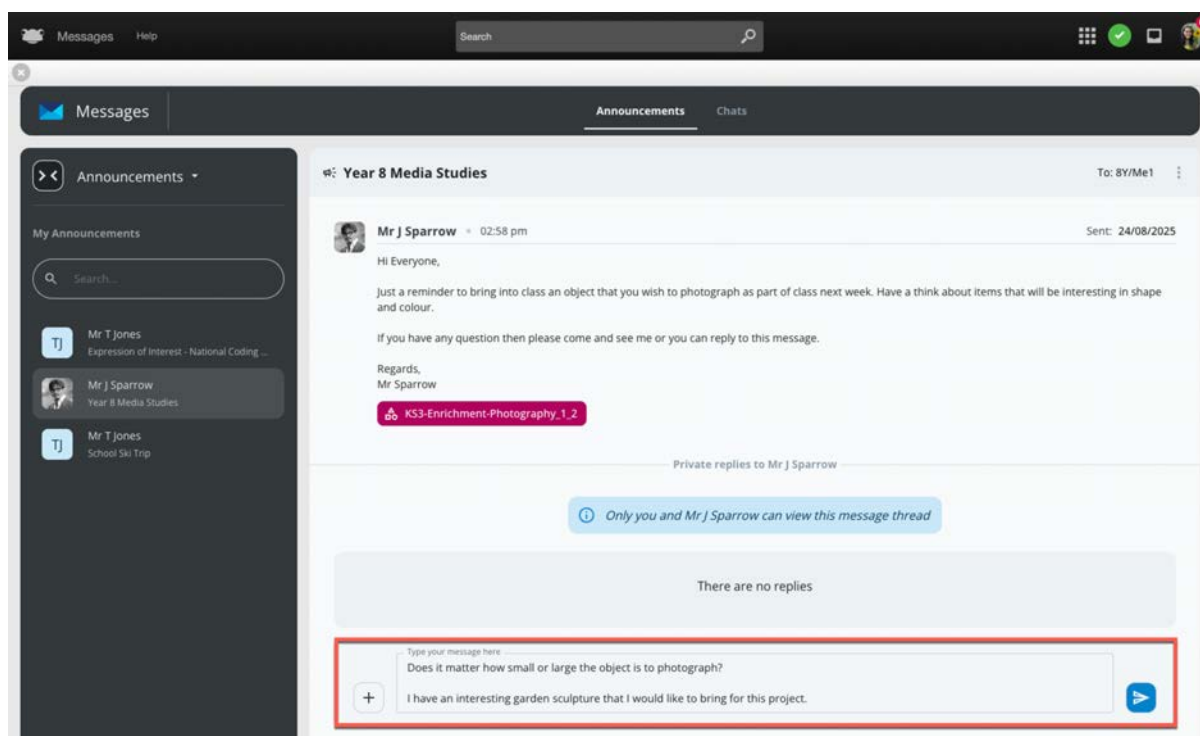
As part of their reply, students and parents can also attach a resource. Click the + button to choose from the following options:

- Upload file
- Attach FrogDrive file (NOTE - This option is only available to students)
- Add URL / Web Link
- Add Frog Site link

NOTE - Multiple resources can be attached to an announcement.
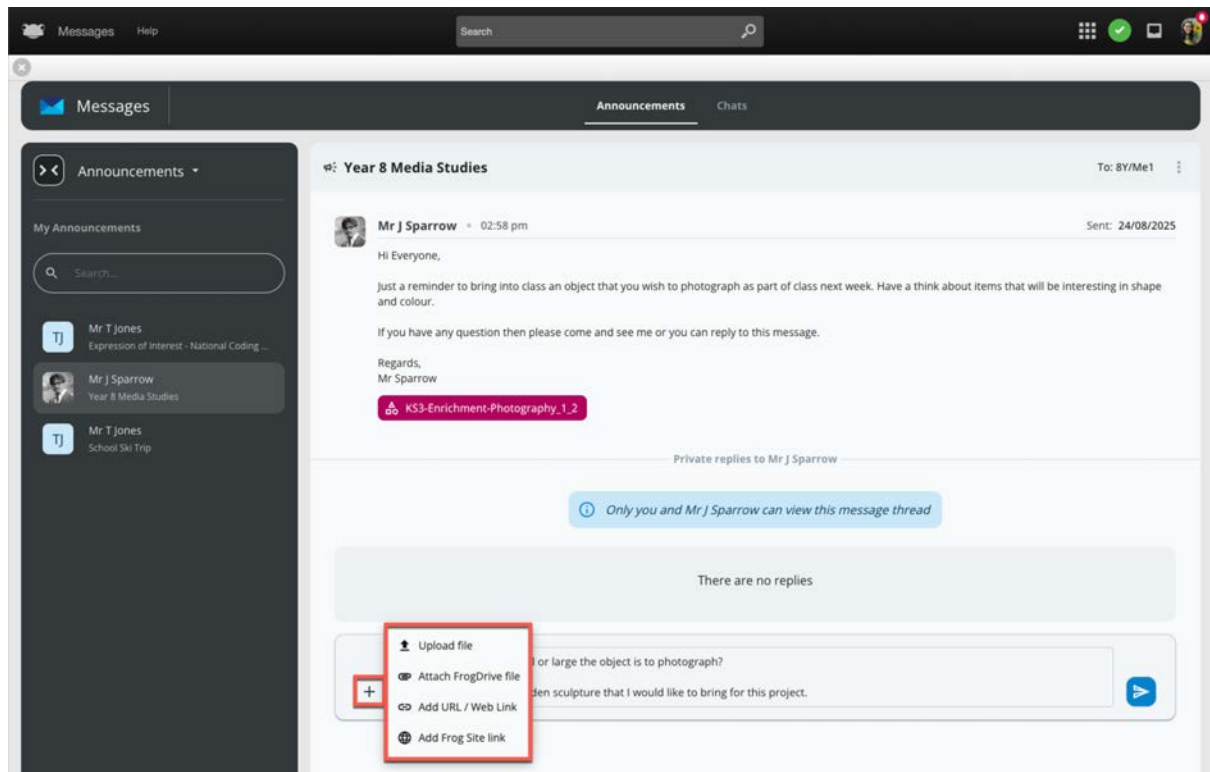
The Upload file option launches a File Uploader pop-up window. Drag and drop a file from your local device to attach to your announcement.
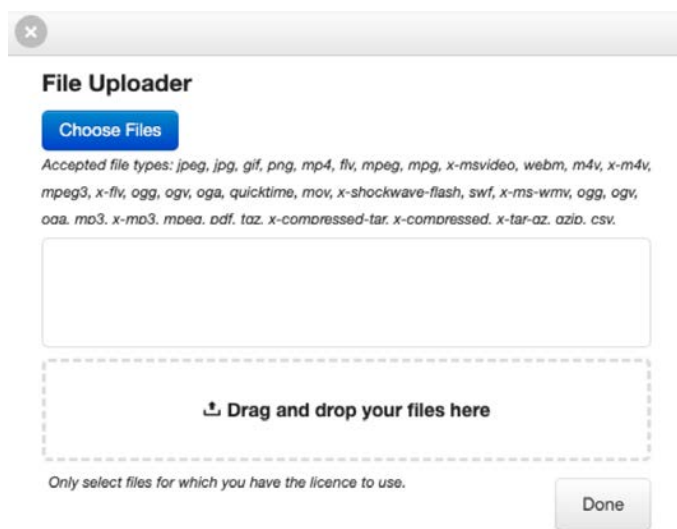
When a file is added from your local device, it will display the name of the resource just above the reply.
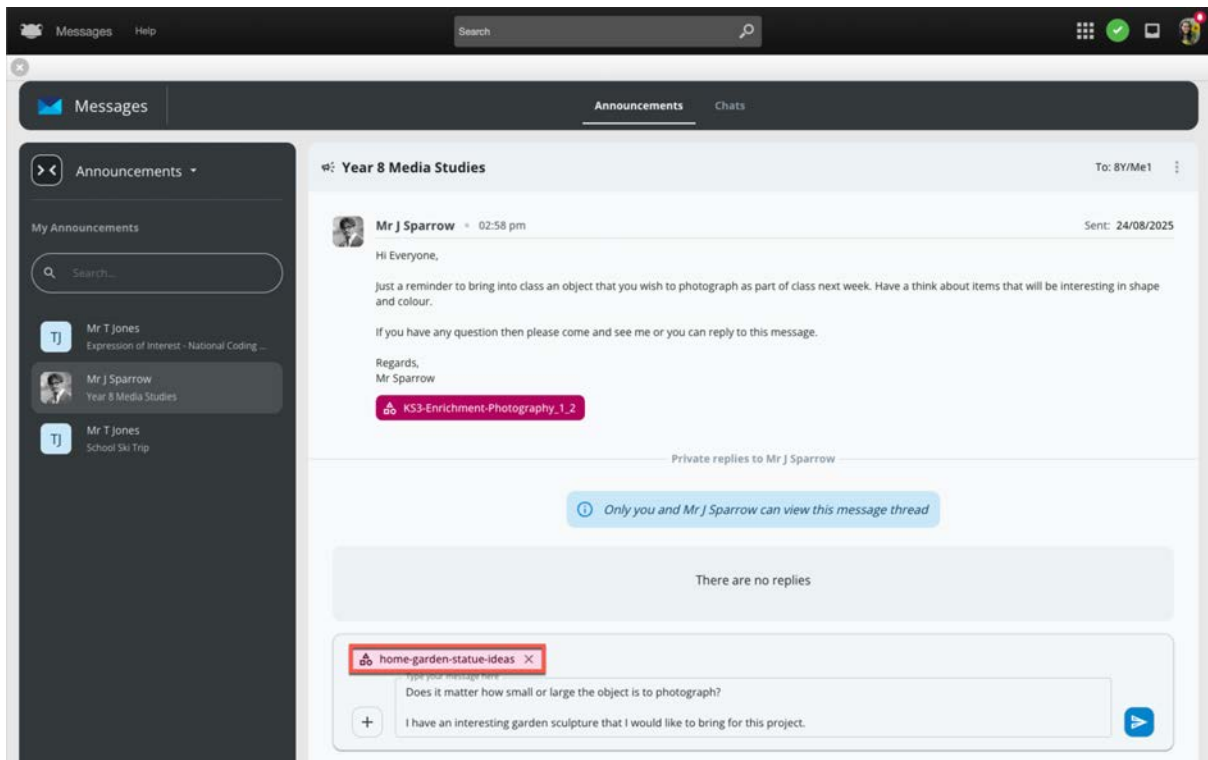
However, when an image file (PNG or JPG) is added from your local device, a preview of the image will appear just above the reply.

The Attach FrogDrive file option launches a pop-up window displaying FrogDrive > Documents. Choose a resource from your FrogDrive area, or if the file is on your local device, navigate to New > File to upload the required resource.

Once you've selected your resource, click the Use button to link the file to the announcement reply.

In this example, we have selected a JPG file to be linked to the announcement reply.
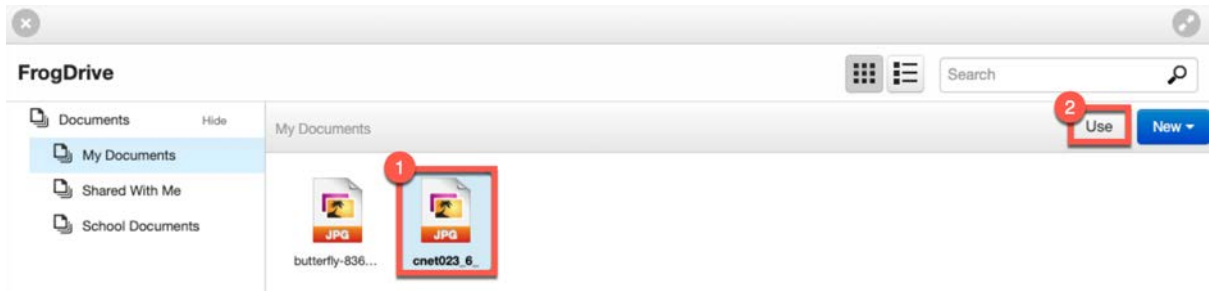
When a resource is added from FrogDrive, it will display the name of the resource just above the reply. However, when an image file (PNG or JPG) is added from your local device, a preview of the image will appear just above the reply.
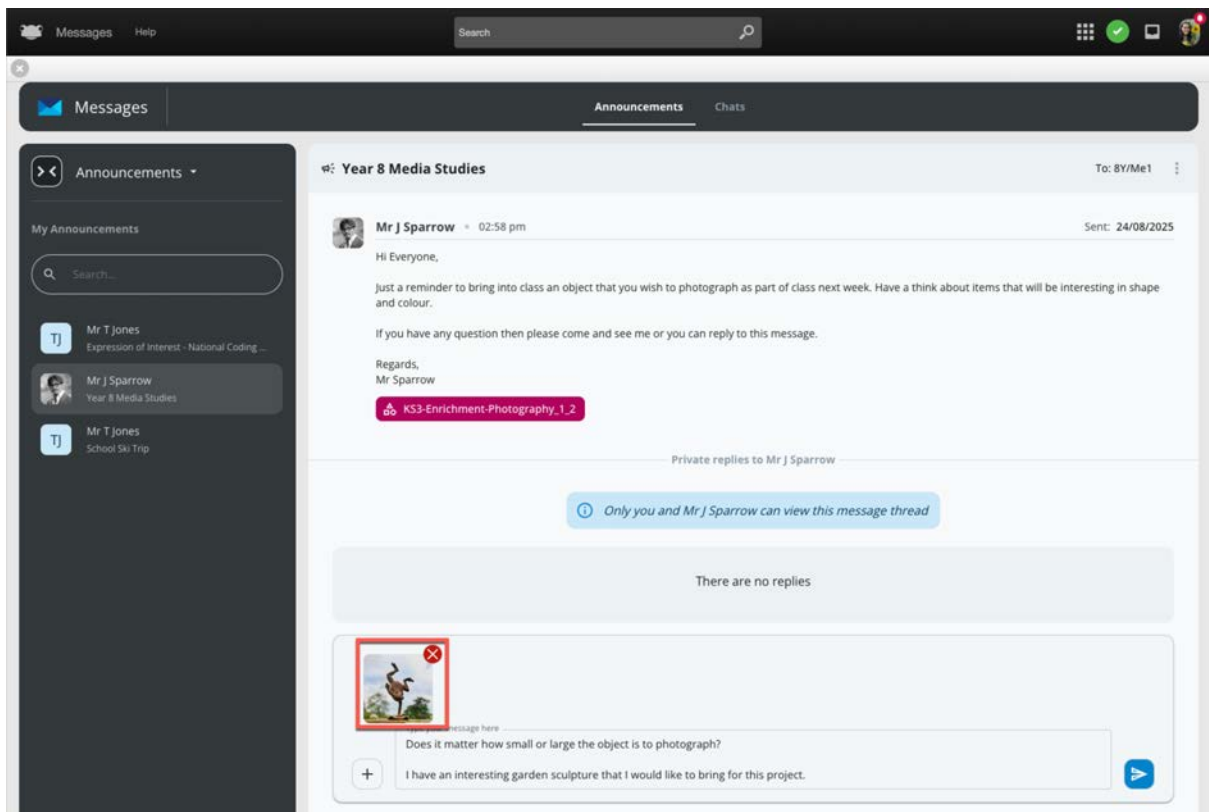
The Add URL / Web Link option launches a Add URL pop-up window. Enter a name and the corresponding website URL.

When a URL is added, its name and website URL will appear just above the reply.

In the example below, the following details were entered:

- Link Name – Frog Statue
- Link URL - https://www.blackcountrymetalworks.co.uk/rustic-cast-iron-handstanding-frog-sculpture.htm
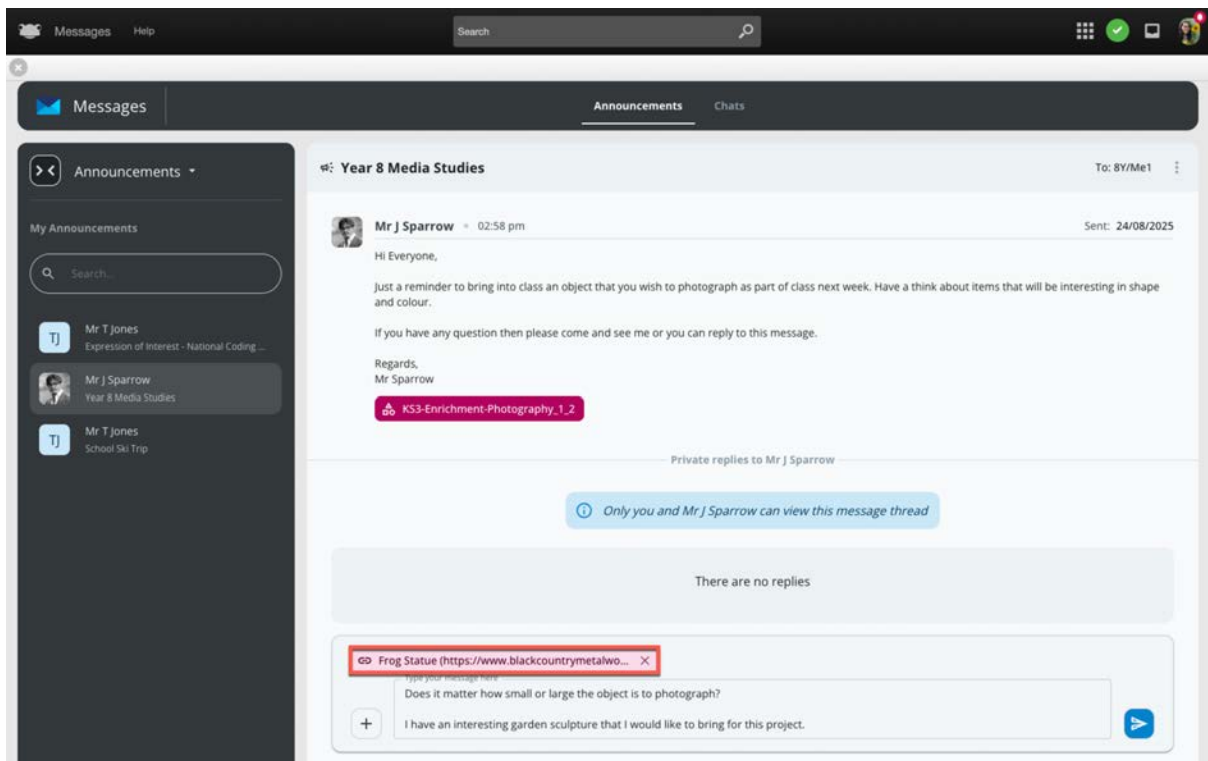
The Add Frog Site link option opens a pop-up window displaying FrogDrive > Sites. Select your site, then click the Use button to link the site to the announcement.

In this example, we have selected the site Media Studies – Year 8 to be linked to the announcement.
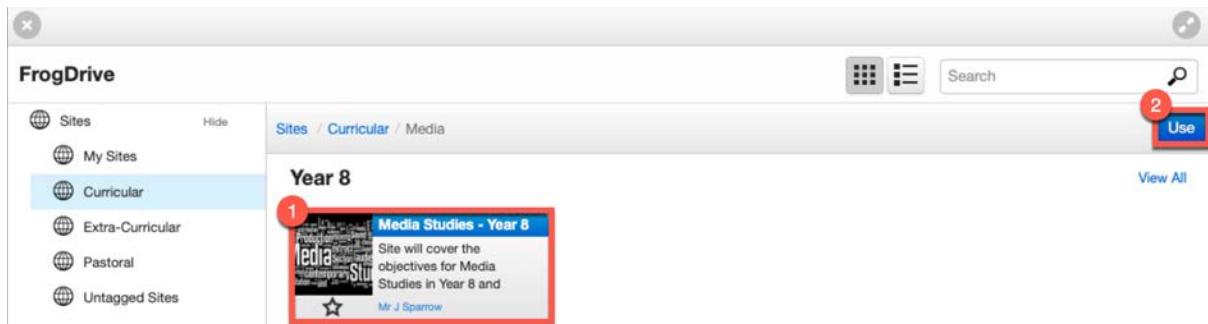
When a site is added, it will display the site name just above the reply.
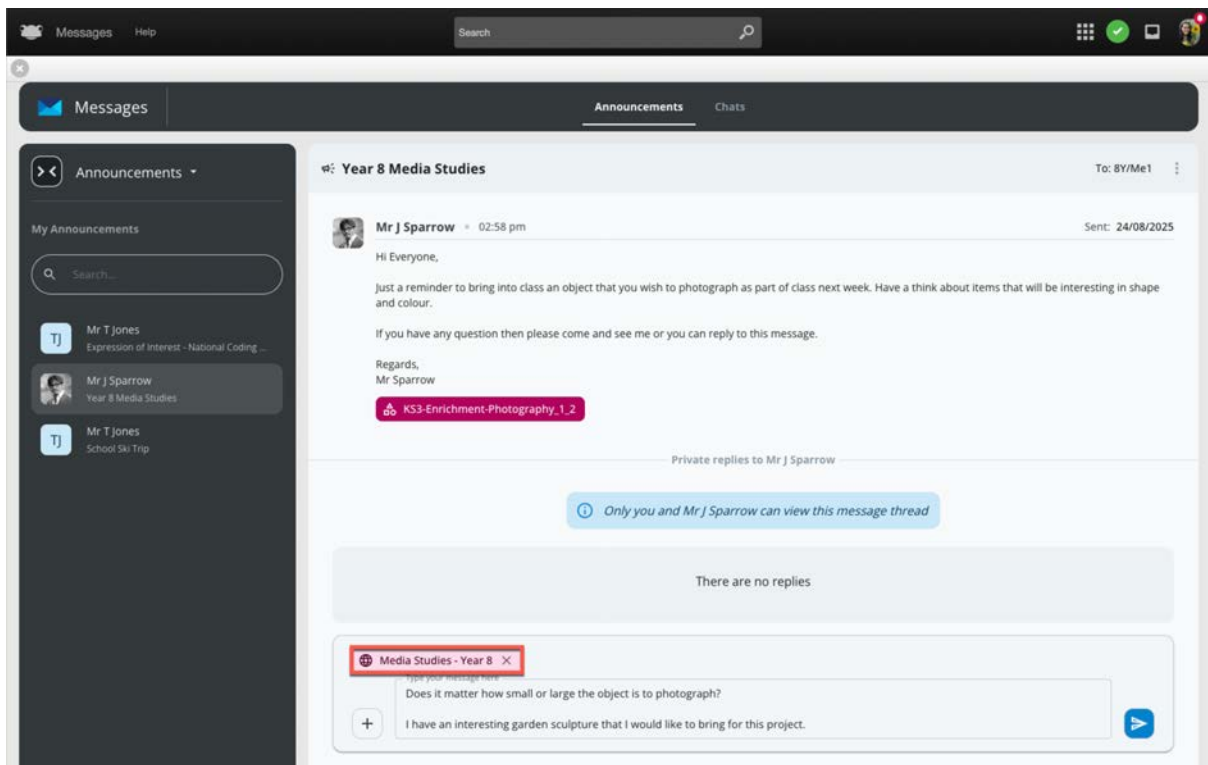
When happy with the content of your reply, click the > button to submit your response.
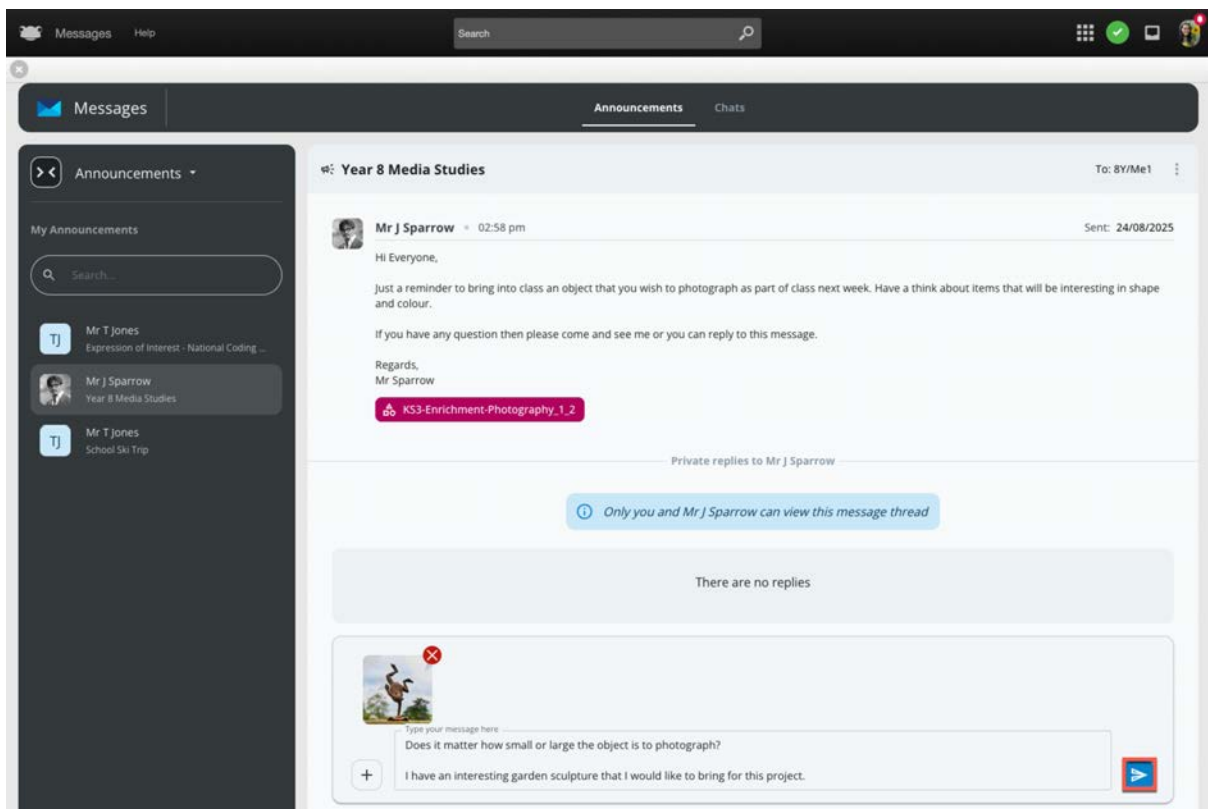
Your response, along with any attached resources, will be appended to the announcement, and the sender will be notified of your reply.

Any PNG and JPG image files will display inline within an announcement reply.

Staff – View announcement replies

Now, let's explore how staff can view announcement replies.

As mentioned earlier, a red badge appears on the Inbox icon within the Frog Bar when a new announcement is received. This also applies when an announcement reply is received.

When the Inbox is selected, a list of received announcements is displayed. New announcement replies are identified by an arrow icon, the text Re:, and a red dot.

In the example below, we are logged in as a teacher. The red badge on the Inbox icon shows 3. Upon selecting the Inbox, we can see that the first announcements is a reply, as it displays an arrow icon, the text Re:, the subject, the name of the recipient who replied, and the time the reply was sent.

NOTE – If there are multiple replies to a single announcement, these will be grouped into a single entry within the Inbox display.
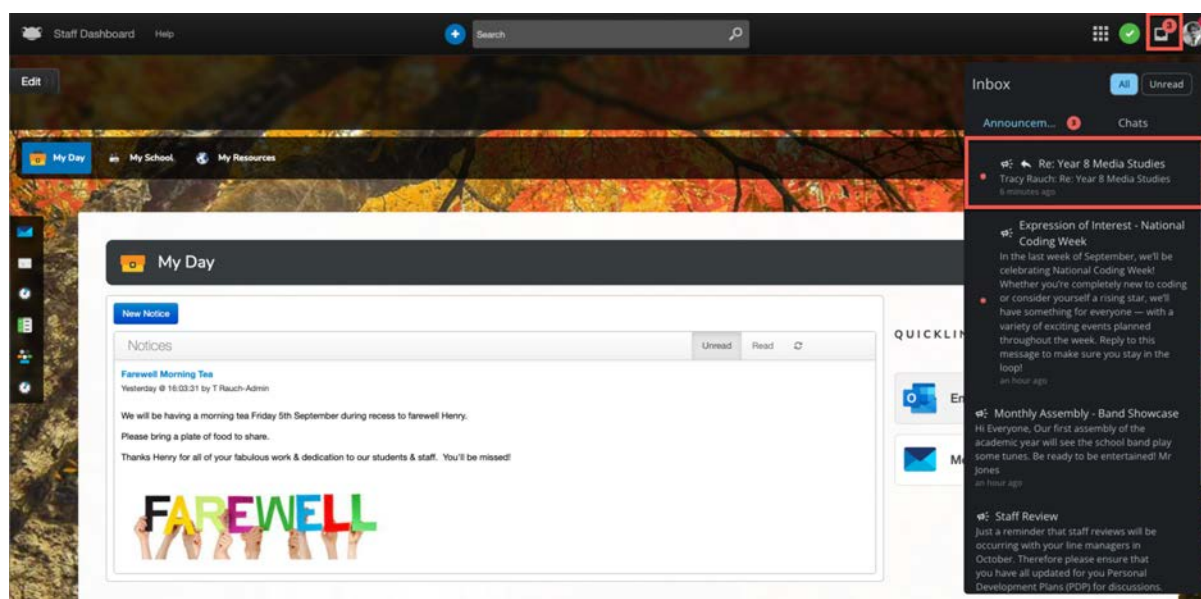
Alternatively, if you navigate directly to the Messages application via Quick Launch, the My Sent Announcements area provides a quick overview of the announcements you have sent.

For example, the announcement Year 8 Media Studies shows that there are 2 reply threads, it has been read by 4/13 recipients, and it has been archived by 1/13 recipients.
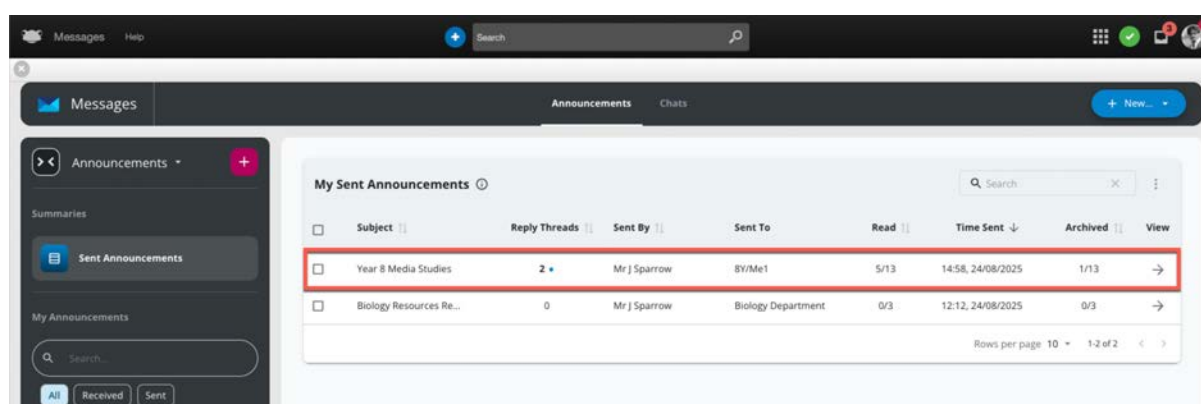
To view announcement replies, click the arrow in the View column on the far right.
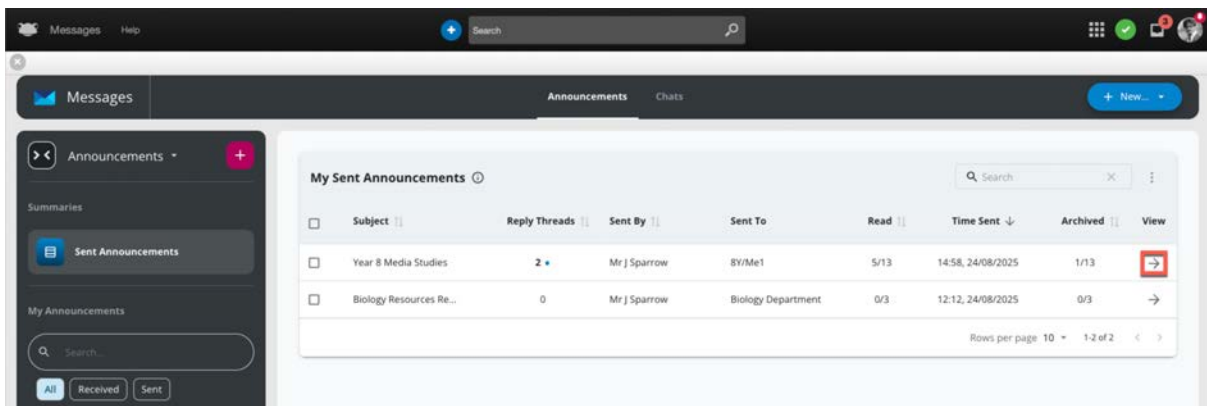
Details of the original announcement are displayed at the top of the page. Below, there are two sections:

- Details
- Replies

By default, the Details section is selected. This section provides the following overview information:

- A list of recipients who received the announcement.
- The number of replies sent by each recipient, and where applicable a badge to indicate a new reply.
- Indication if an announcement has been read or archived by a recipient.
- Indication if the recipient has the Frog GO mobile application installed.
- Indication whether the announcement was read via a browser or Frog GO mobile application.

To view an individual reply, hover over the user's entry. The entry will be shaded in light grey, and a hand icon will appear. Click to open the reply. Alternatively, you can click the arrow in the See Replies column on the far right of the user's entry.

After selecting a user, the Replies section is highlighted, displaying an information icon with the selected user's name. Below this, you can view the user's reply to the announcement.

In this example, the student Tracy Rauch sent a reply along with a resource on Sunday, August 24th @ 5:07 pm.

To respond to a user's reply, type your response into the field at the bottom. Pressing the Enter key will start a new line, and the content area will automatically expand as you type.

When happy with the content of your reply, click the > button to submit your response.

Your response will be appended below the user's reply, and the recipient who initiated the reply on the announcement will be notified.

All reply threads display the date and time each reply is sent, for both the recipient and the sender.

To view other new reply threads for the same selected announcement, navigate to the Details section and review the summary overview for each recipient. New replies are identifiable by the following indicators:

- A blue dot next to the recipient's name, with the name displayed in bold
- The text NEW displayed next to the reply count.

Alternatively, if you are still in the Replies section where you just responded to a recipient (in this case, the student Tracy Rauch), you can simply click the arrow next to Tracy Rauch.

A list of all announcement recipients will be displayed.
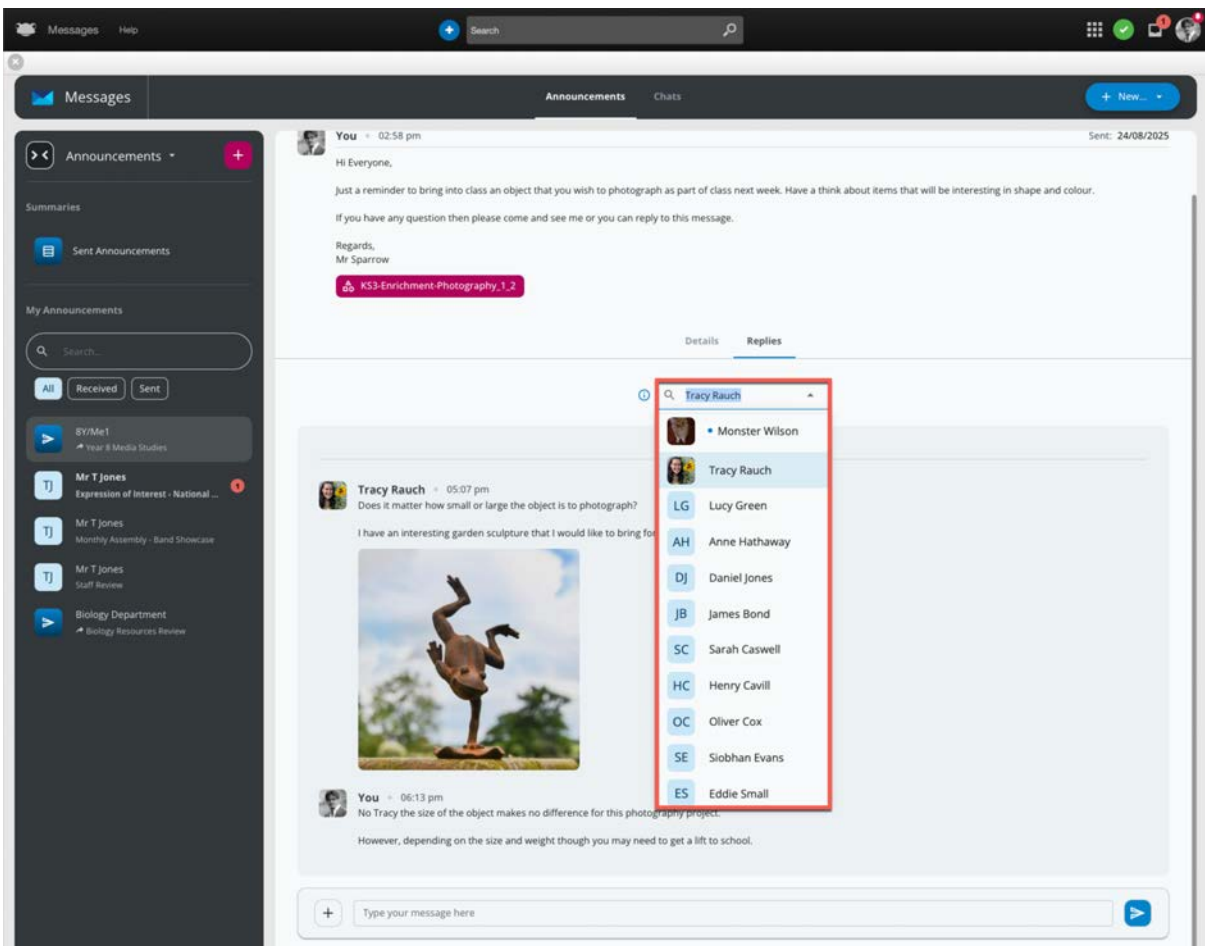
Replies to an announcement are indicated by a blue dot next to the recipient's name. In this example, we can see a blue dot next to Monster Wilson.

Selecting a user from the recipient list allows you to view their reply threads and send a direct message back to the individual recipient for the selected announcement.
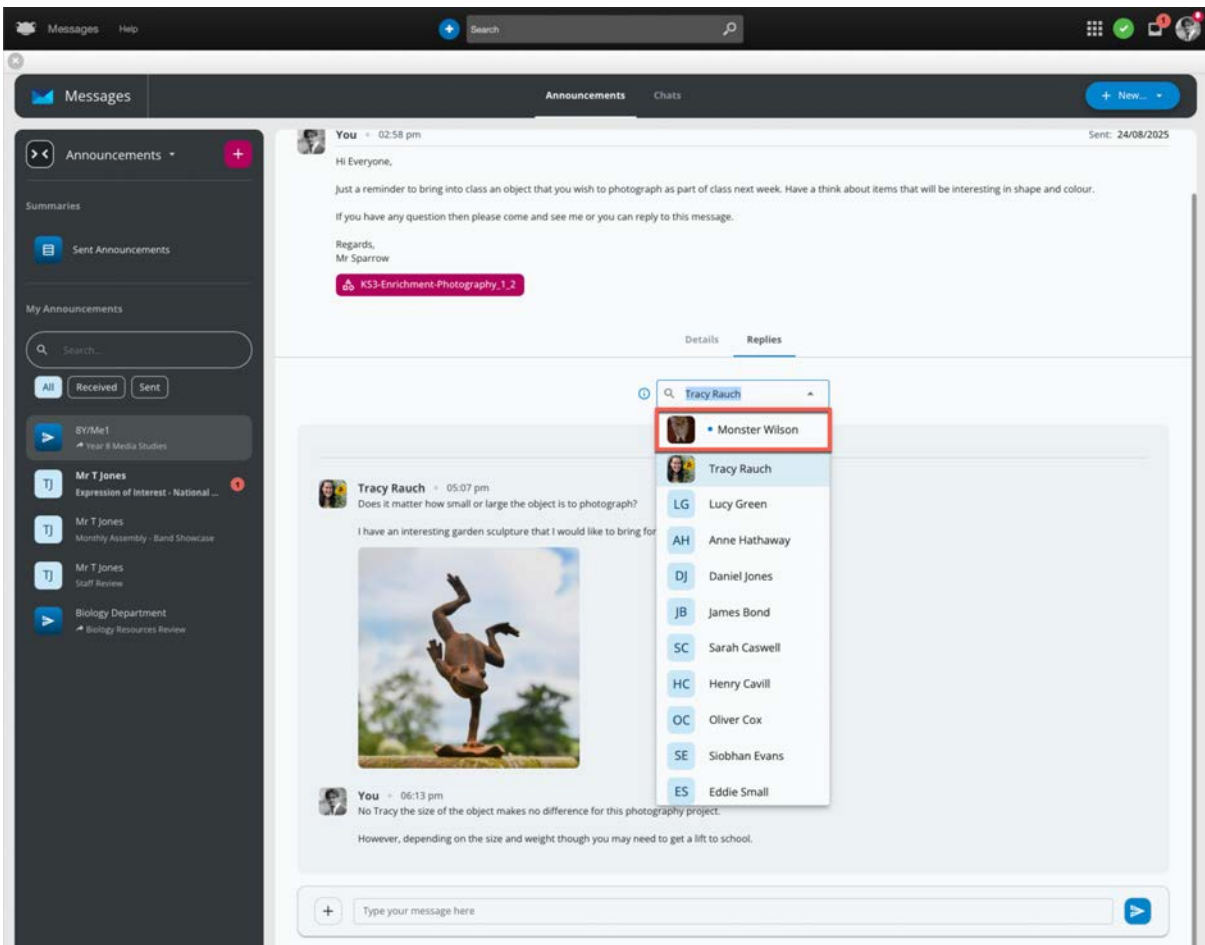
At the beginning of this section, we demonstrated that navigating to the Inbox icon within the Frog Bar provides a quick view of received announcements and any replies. New announcements and replies are indicated by a pink dot, with replies marked by an arrow icon and the text Re: next to them.

If you select an announcement or reply from the Inbox list, the Messages application will launch, taking you directly to the corresponding announcement or reply thread.

In this example, we will select the new reply thread from Tracy Rauch with the subject Re: Year 8 Media Studies.
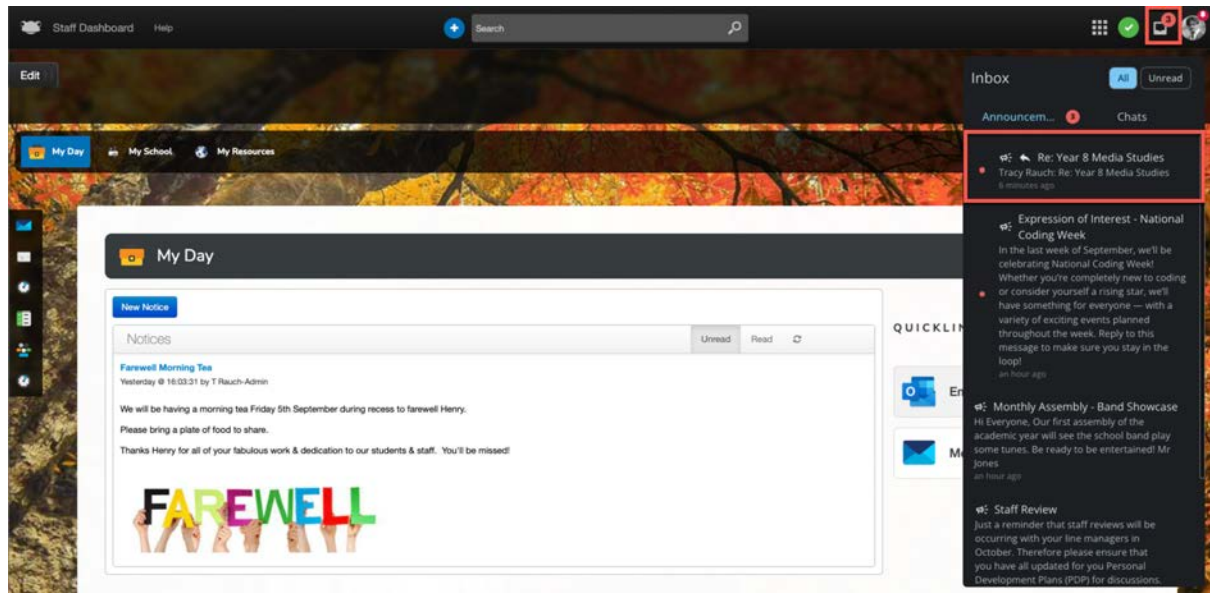
After selecting the reply thread, the Messages application launches, taking you directly to the announcement displaying the recipient's reply thread. In this example, the student Tracy Rauch sent a reply along with a resource on Sunday, August 24th @ 5:07 pm.
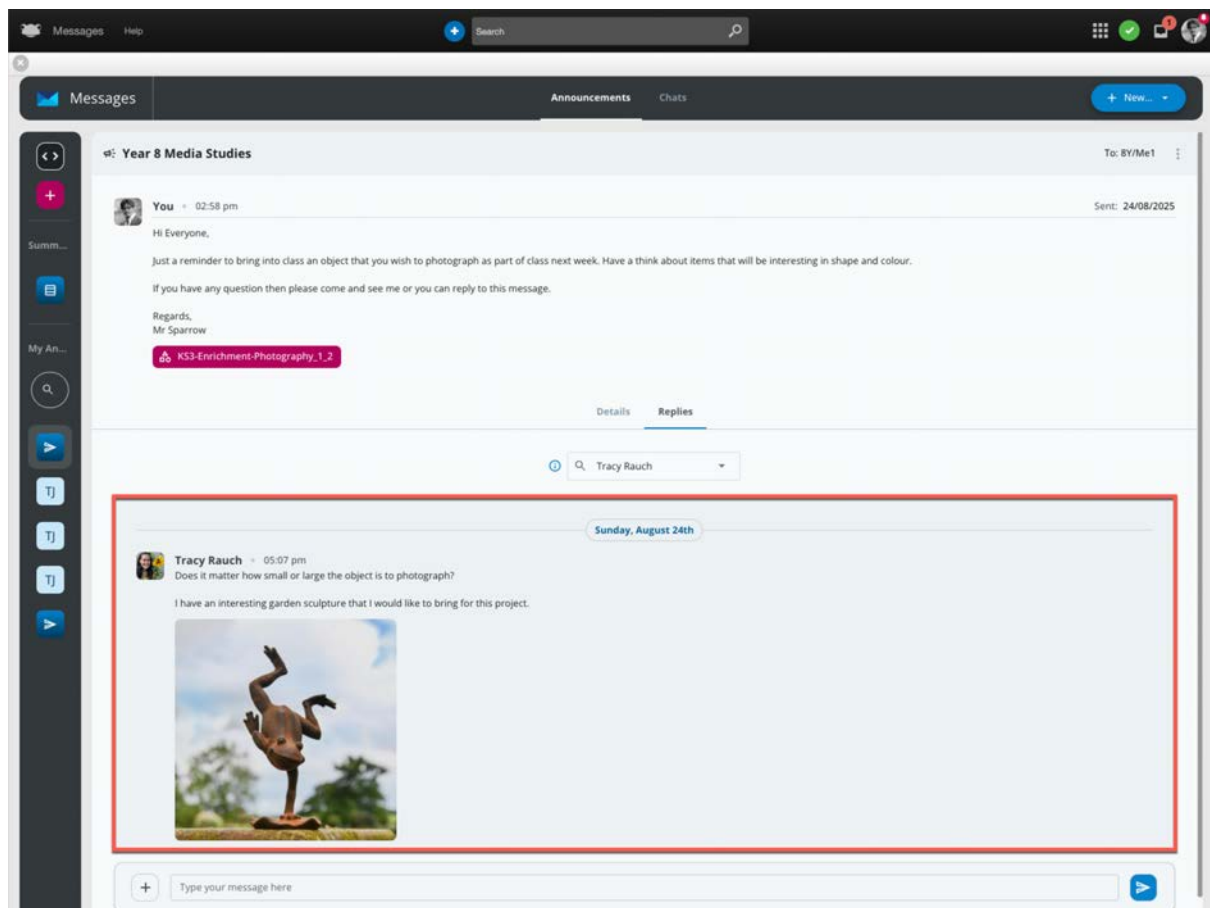
Staff – Archive Announcement

All users (staff, students, and parents) can archive announcements. However, when staff initiate an announcement, they have the option to enable private replies. This means careful consideration is needed regarding when replies to an announcement should stop.

Within an announcement you've sent, navigating to the ellipsis (three vertical dots) provides two options:

- Enable replies
- Archive announcement

In the announcement Year 8 Media Studies, we can see that replies are currently enabled.

To disable replies for an announcement, toggle the Enable replies switch to the OFF position, indicated by a grey colour.

Once replies are turned OFF, the change is applied immediately, preventing recipients from sending any further replies.

Before archiving an announcement, it is strongly recommended that replies are turned OFF. If this option is left enabled, recipients will still be able to send replies, but you may not actively review these reply threads within your Archived section.

Using the announcement Year 8 Media Studies as an example, we can see that replies are turned OFF by selecting the ellipsis (three vertical dots). To archive this announcement, click Archive Announcement.
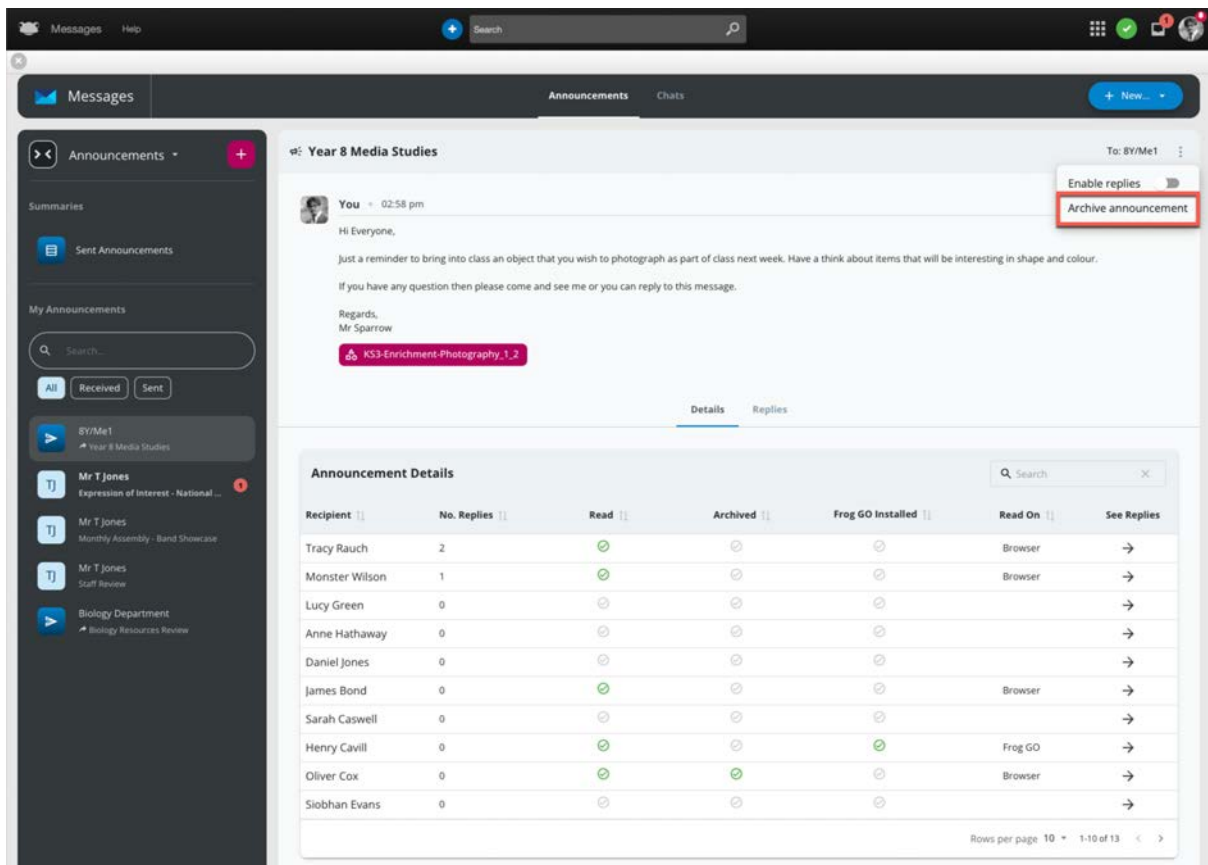
The Messages application will refresh, and if you navigate to Announcements > Archived, you will see the newly archived announcement Year 8 Media Studies displayed.

NOTE - Archiving an announcement only applies to the individual archiving it. The announcement will still be visible to recipients in their My Announcements area unless they choose to archive it themselves.
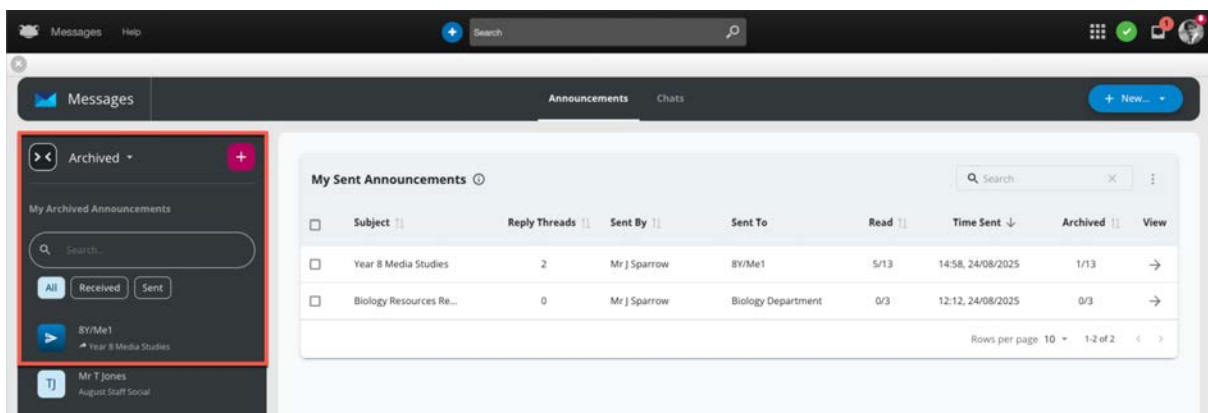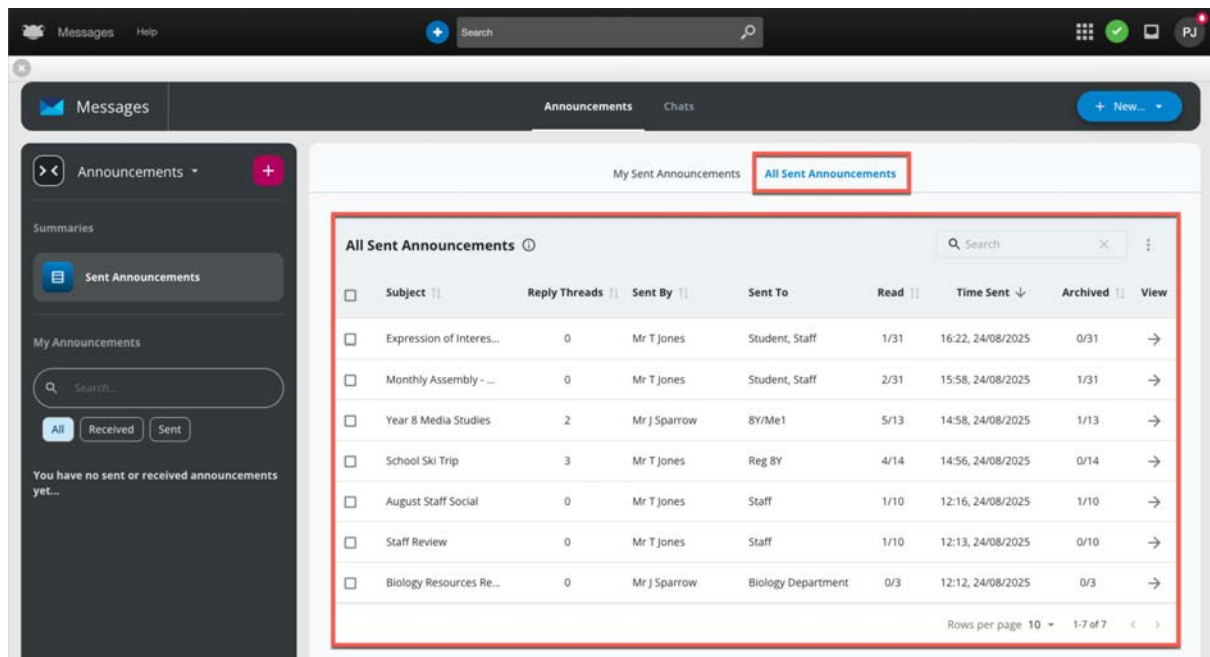
Admin – View all announcements (Summary)

Now, let's explore the Messages application from an admin perspective and the additional features available, including:

- The ability to monitor and view all sent announcements.
- The ability to delete an announcement.
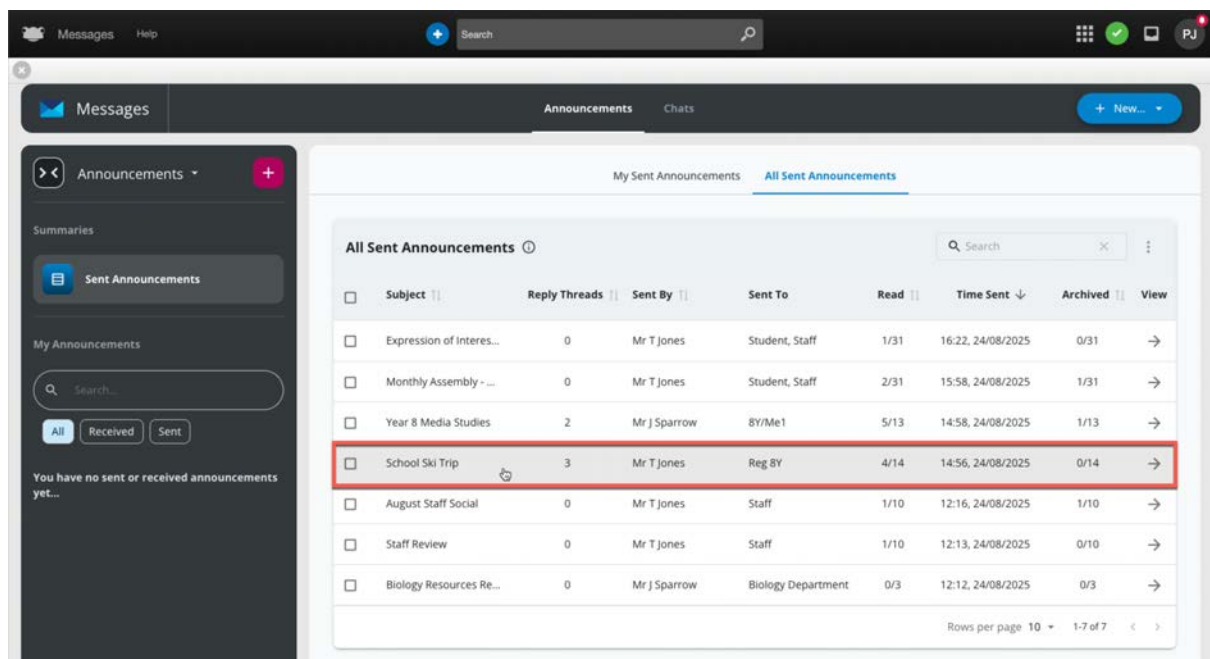- The ability to export reply threads for a selected announcement.

Navigate to the Messages application via Quick Launch. Once the application opens, go to All Sent Announcements to view information about all announcements sent by staff within your school.

To view more details about an announcement or its replies, hover over the announcement. The entry will be highlighted in light grey, and a hand icon will appear. Click to open the announcement, or alternatively, click the arrow in the View column on the far right.

The announcement School Ski Trip was selected, just like the staff member that created the message the admin will be able to see the details of the announcement displayed at the top of the page. Below, there are two sections:

- Details
- Replies

By default, the Details section is selected. This section provides the following overview information:

- A list of recipients who received the announcement.
- The number of replies sent by each recipient.
- Indication if an announcement has been read or archived by a recipient.
- Indication if the recipient has the Frog GO mobile application installed.
- Indication whether the announcement was read via a browser or Frog GO mobile application.
- Download icon facilitating a CSV export containing a summary overview for the selected recipient including the content of the reply threads.
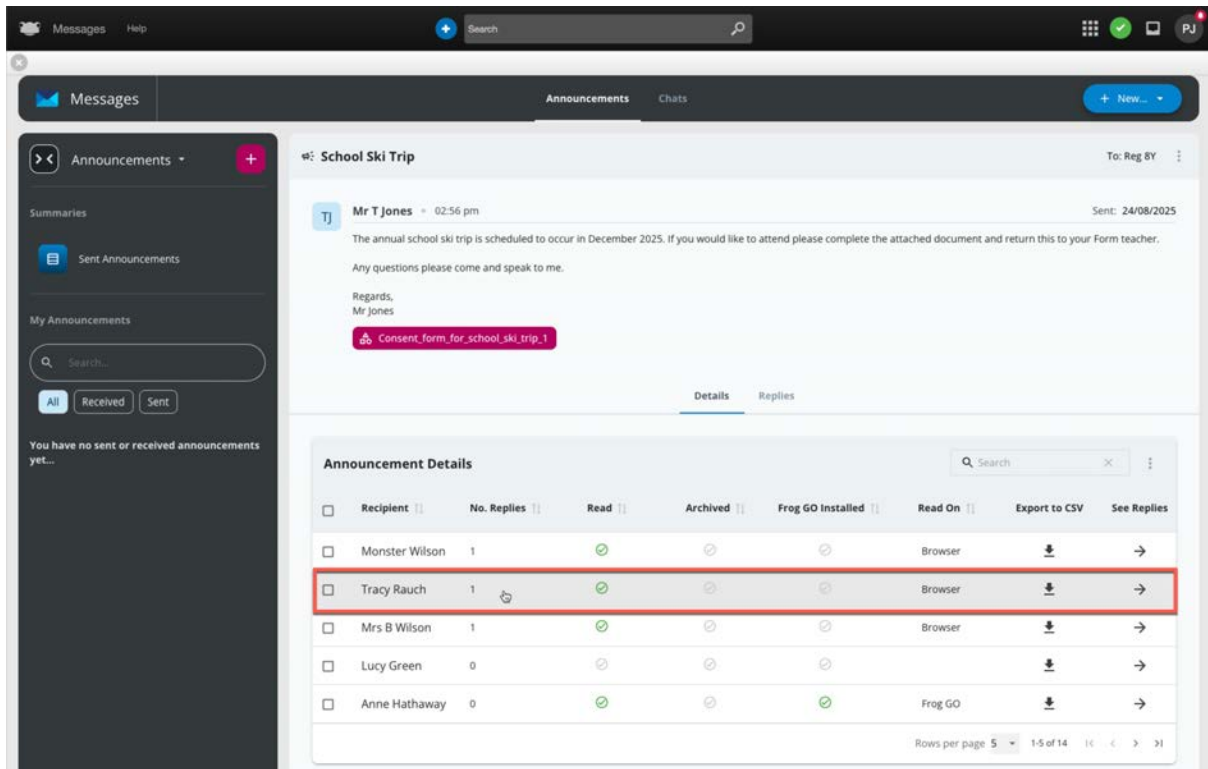
To view an individual reply, hover over the user's entry. The entry will be shaded in light grey, and a hand icon will appear. Click to open the reply. Alternatively, you can click the arrow in the View column on the far right.


After selecting a user, the Replies section is highlighted, displaying the selected user's name. Below this, you can view the user's reply to the announcement.

In this example, the student Tracy Rauch sent a reply on Sunday, August 24th @ 07:18 pm.

The key difference between an admin viewing the announcement and the original sender is that the admin cannot initiate a reply or respond to a reply thread.
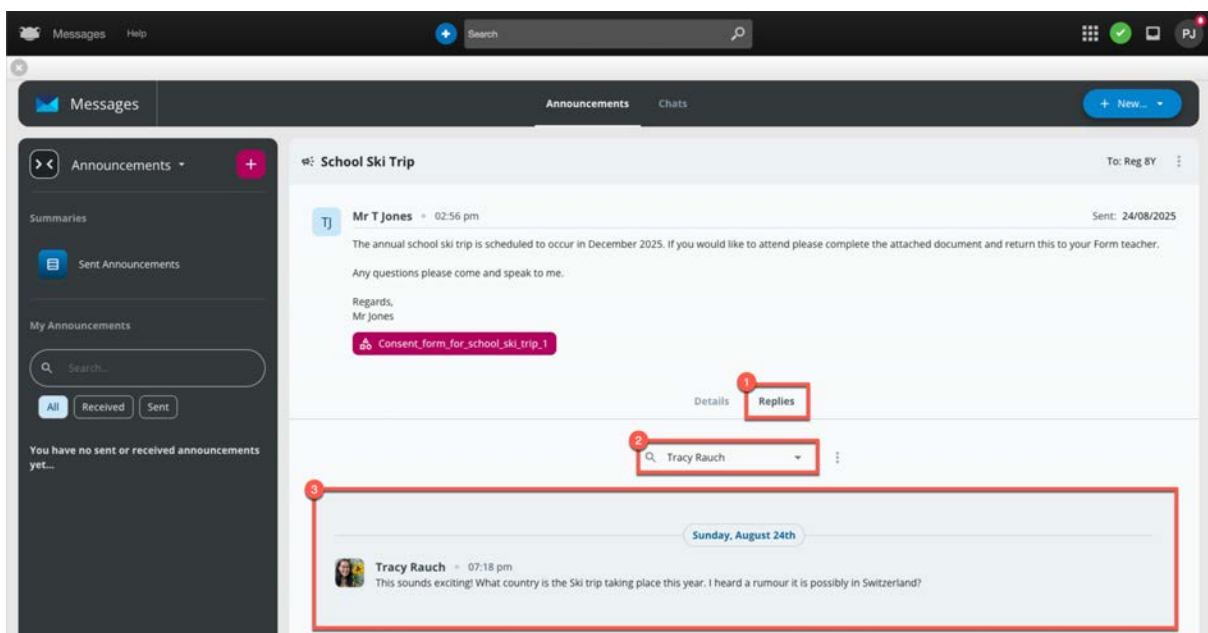
Next to a selected user there is an ellipsis icon. When selected, the admin has the option Export thread to CSV. This downloads a CSV file containing a summary overview for the selected recipient including the content of the reply threads. This option is the same as the download icon that is shown via the Details section.
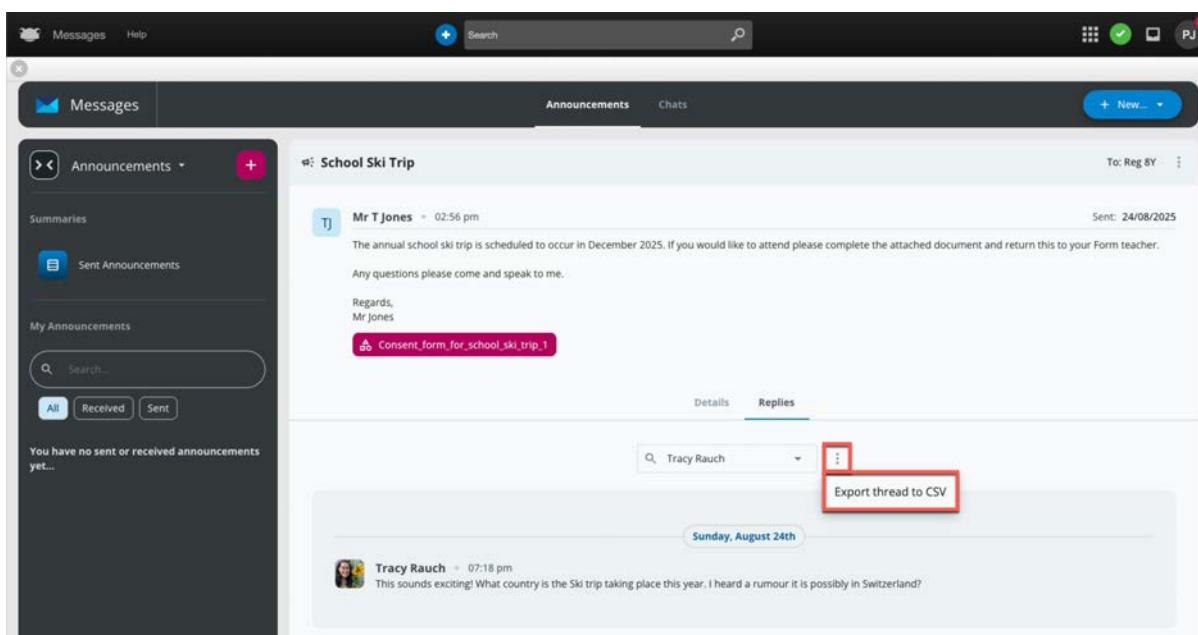

If we navigate back to the Details section, admins can export reply threads for multiple recipients. To do this, simply select the checkbox next to the recipients whose reply threads you wish to export. Then, navigate to the ellipsis icon (three vertical dots) next to the Search field and select Download Announcement Data as CSV.

A CSV file will be downloaded to your local device, containing a summary overview of the selected recipients and the content of all their reply threads.
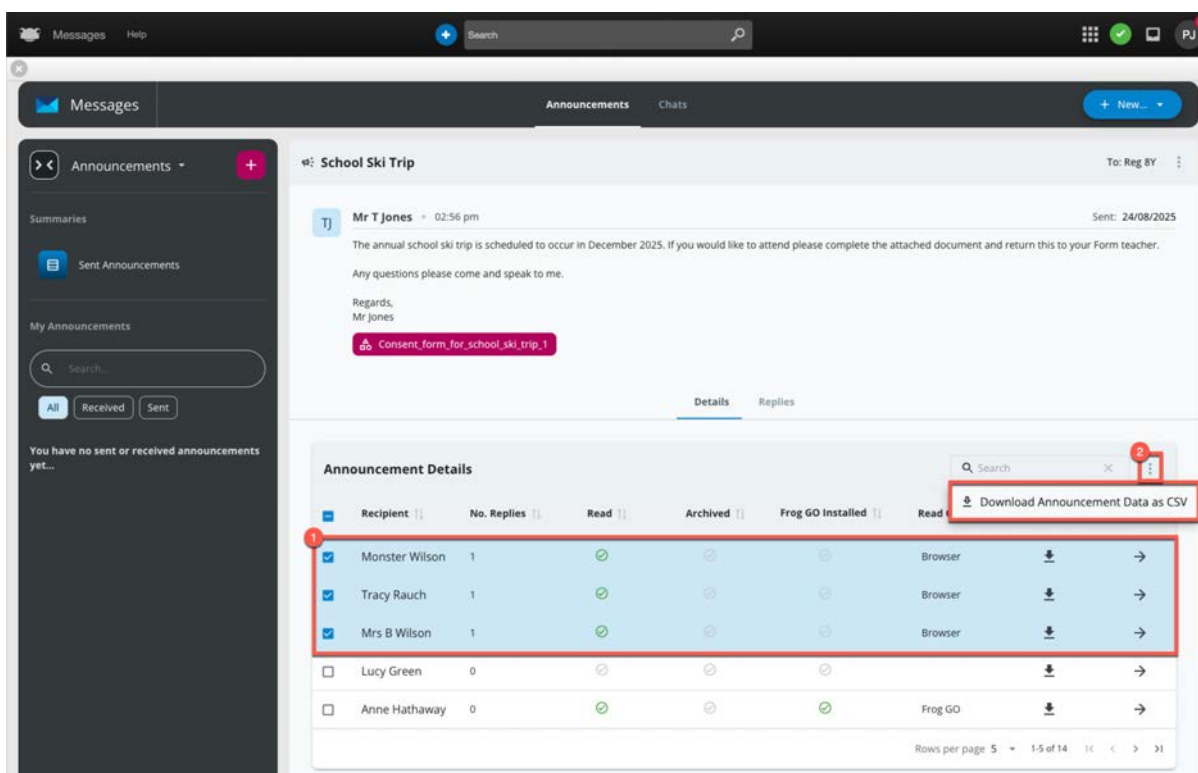
Lastly, within the body of the announcement, if the admin navigates to the ellipsis (three vertical dots), the following options are available:

- Enable replies
- Download reply threads as CSVs
- Delete message
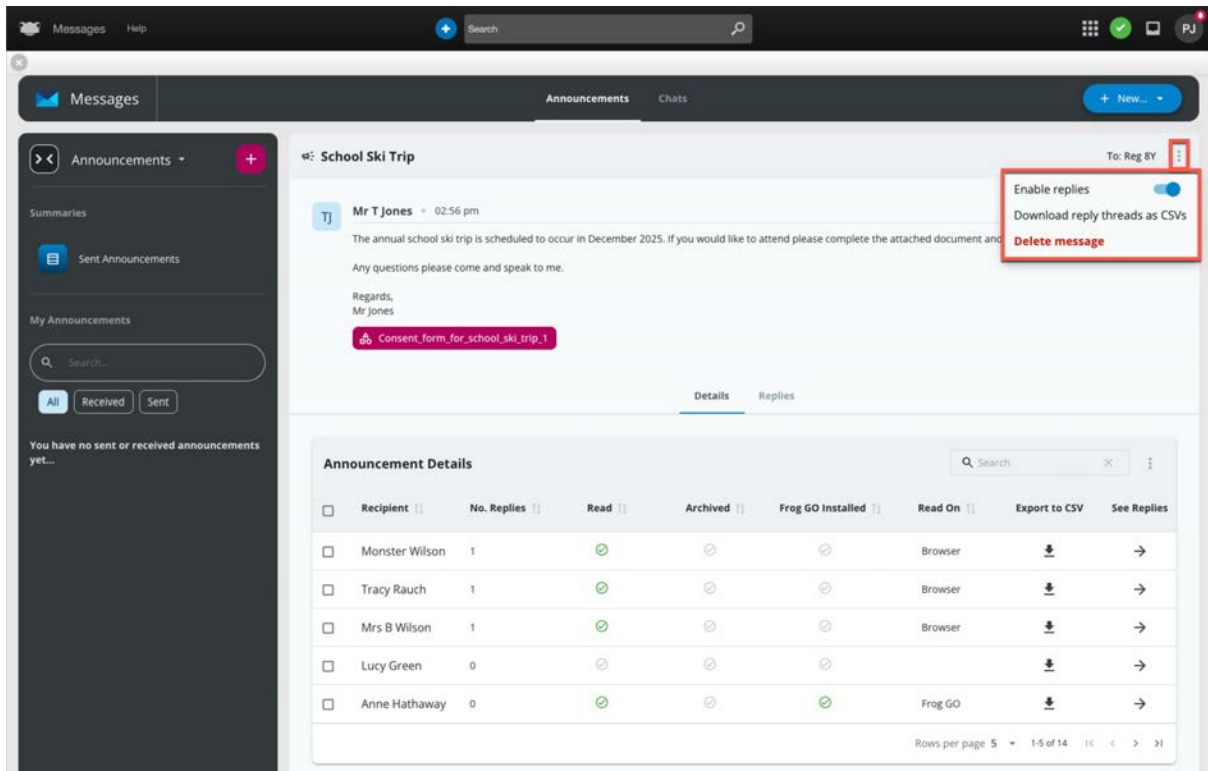
The admin can enable or disable replies for an announcement by toggling the Enable replies switch. For the announcement School Ski Trip, we can see that Enable replies is turned ON (indicated by a blue colour).

Once replies are enabled or disabled, the change is applied immediately to the selected announcement.
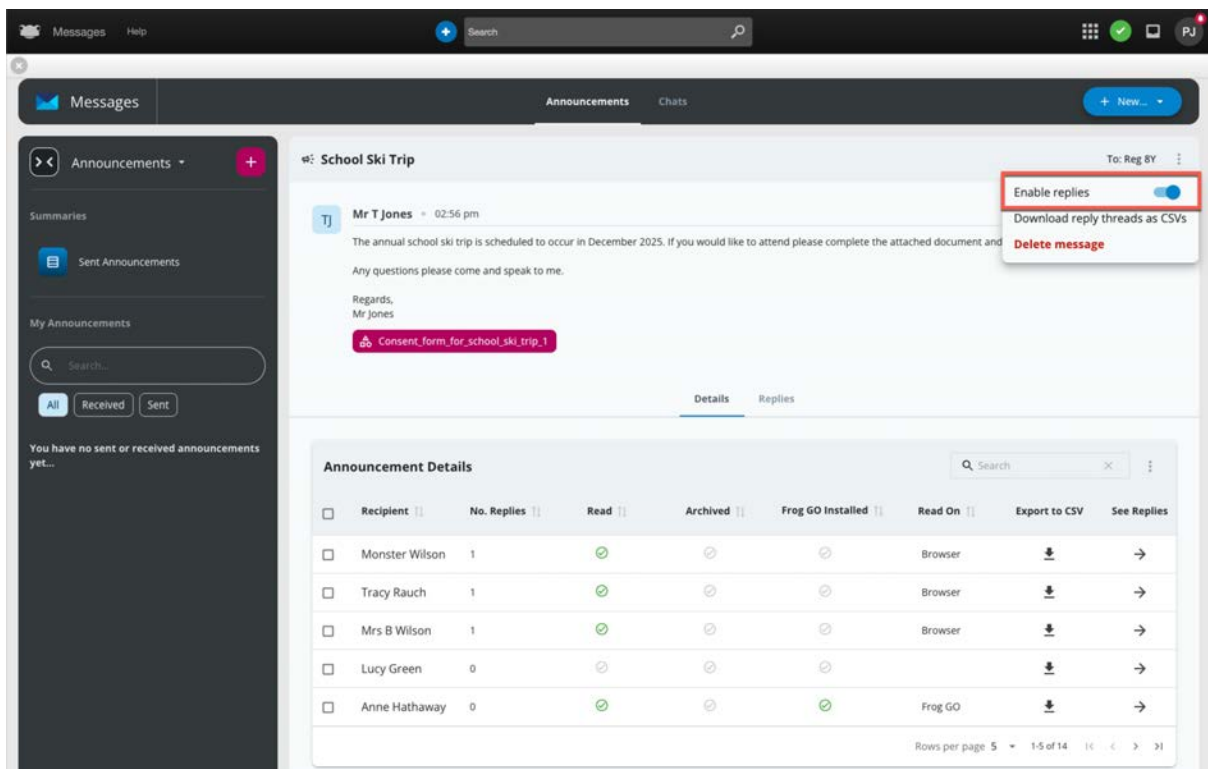
The next option under the ellipsis is Download Reply Threads as CSVs. Selecting this option generates a CSV file containing a high-level overview of the announcement, including:

- Recipients
- The total number of replies per recipient
- Whether the message was read or archived
- Whether the recipient has the Frog GO mobile application installed.
- Where the announcement was read via a browser or Frog GO mobile application.

Lastly, the admin has the ability to delete an individual announcement using the Delete Message option.

NOTE – Admins should carefully consider using the Delete message function, as the deletion is permanent. Once deleted, the announcement and all associated replies will no longer be visible on your Frog platform.
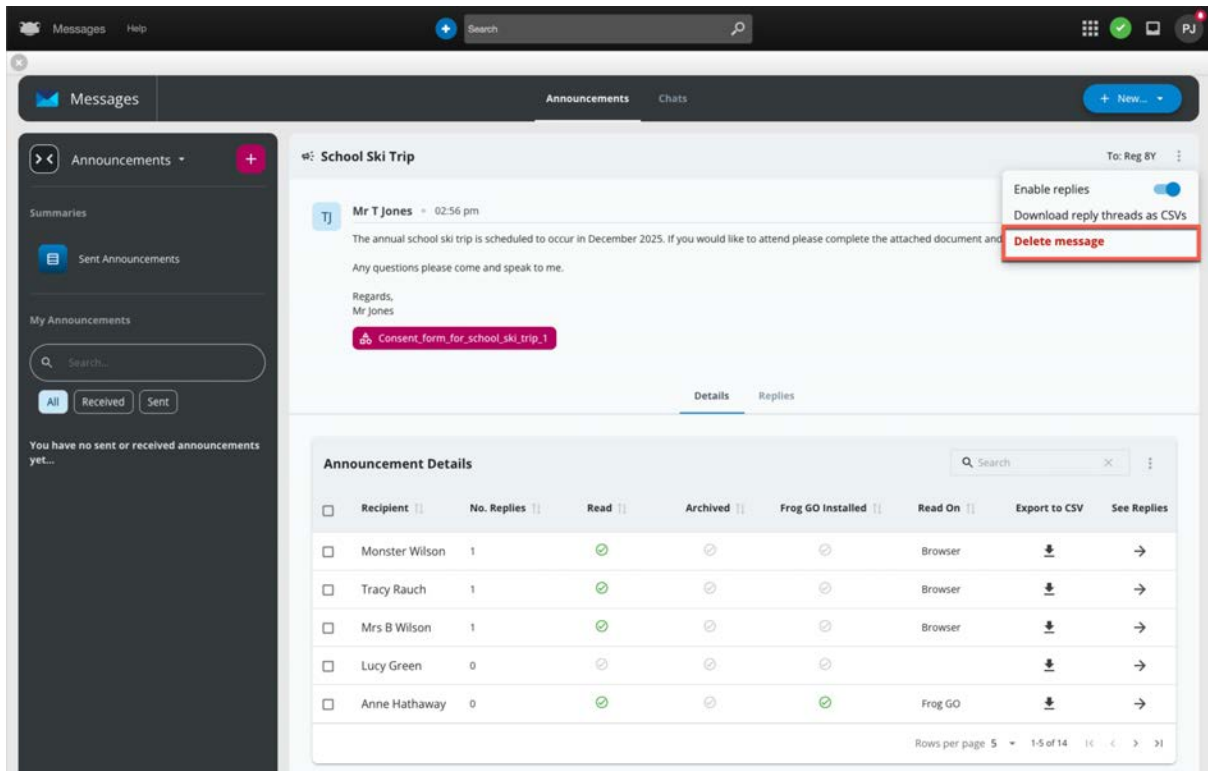
When the Delete message option is selected for an announcement, a Confirm Delete Message pop-up window will appear.

If you are certain that deleting the announcement is appropriate, click the Delete button. The action is processed immediately, and the announcement is permanently removed from the Frog platform for both the original sender and all recipients.
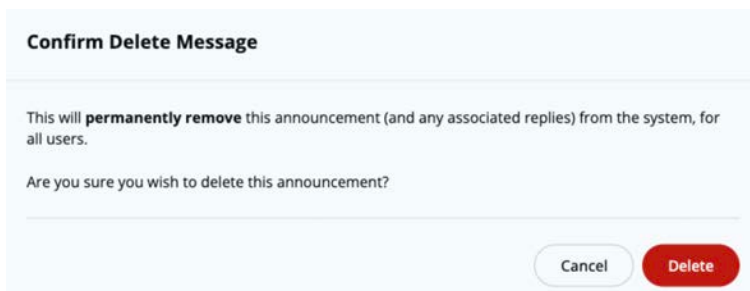
Admin – Frog App and embedding of Messages application

As part of the enhancements, the Messages application can now be embedded on a dashboard or site using the Frog App widget, allowing students, parents, and staff to quickly view their announcements.

The Messages application is responsive and will adjust its view based on the selected page layout and the placement of the Frog App widget.
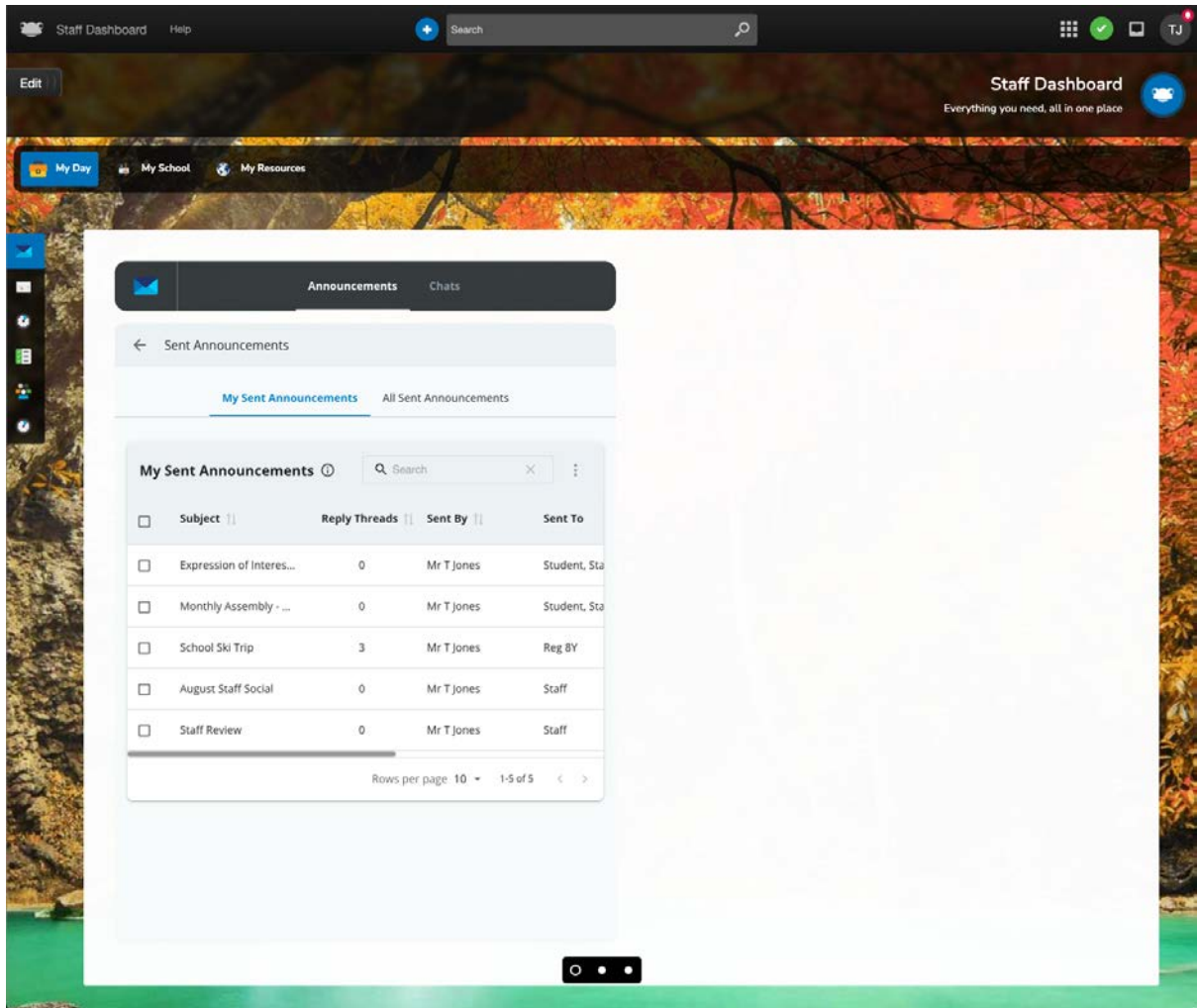
Messages application within a full width box layout

Messages application within a 1/2 width box layout

Messages application within a 1/4 width box layout
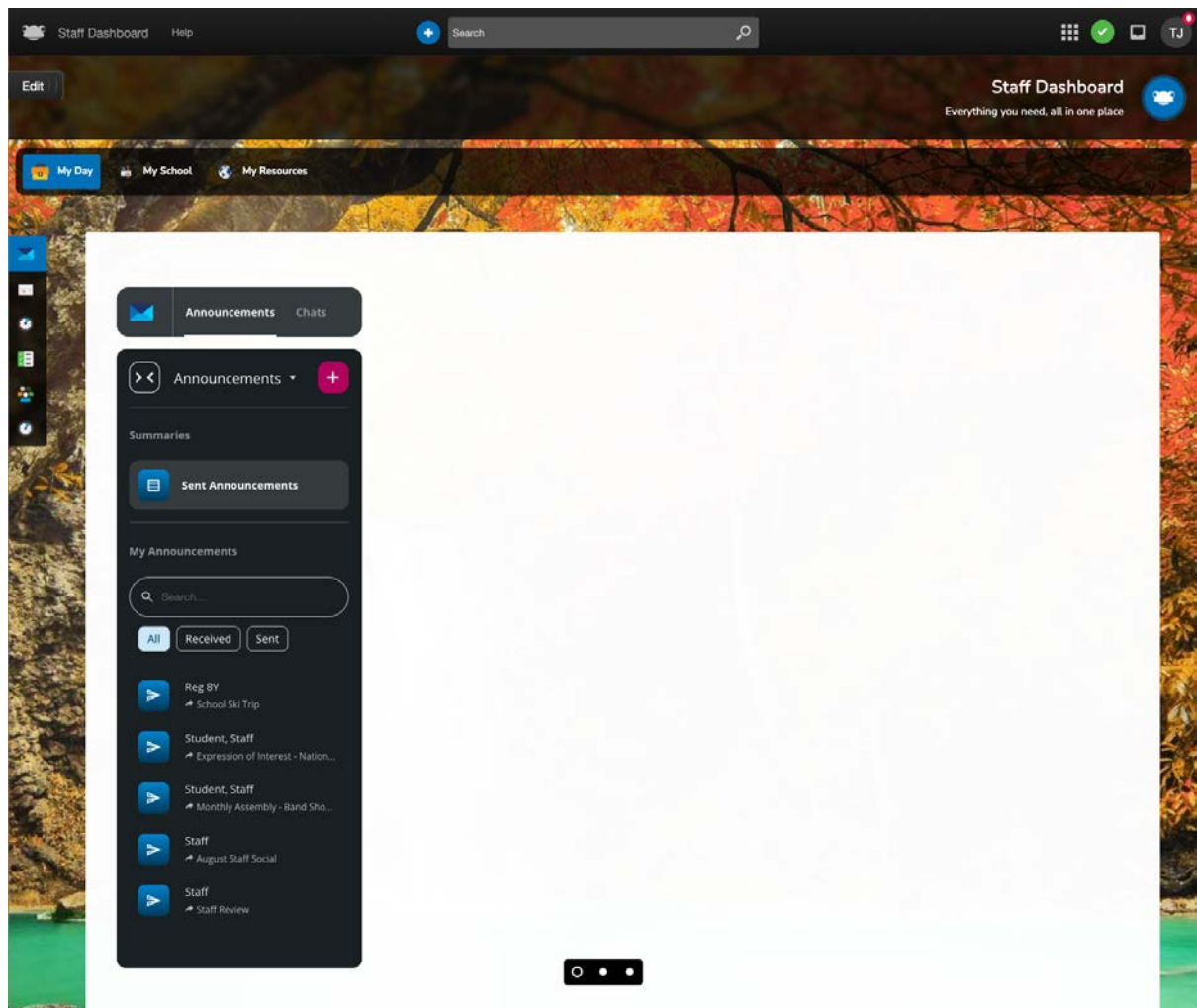
Admin – System Preference – School-Wide Automatic Message

As part of this release, Frog has introduced the ability for admins to configure an automatic message for announcements and chats. The purpose of this automatic message is to help schools manage expectations for students and parents regarding staff response times.
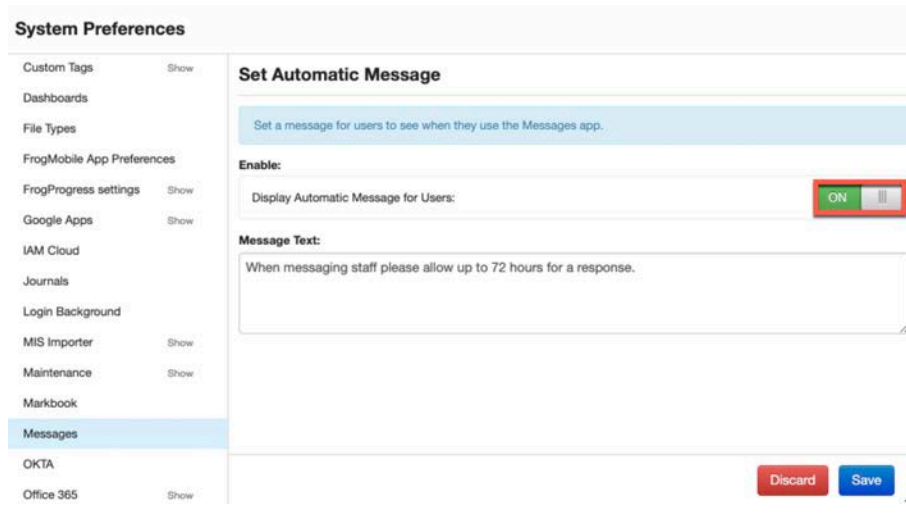
By default, the automatic message is turned off.

To setup the automatic message, admins need to navigate to the Profile Menu > System Preferences > Messages.
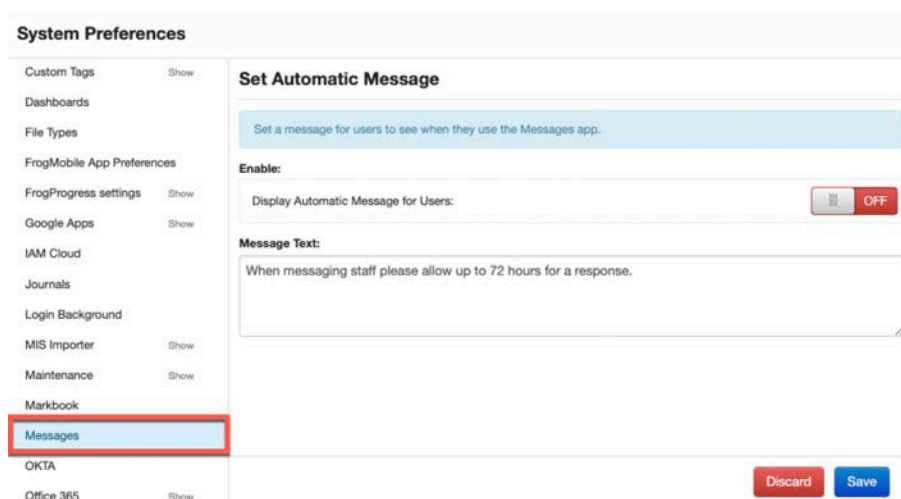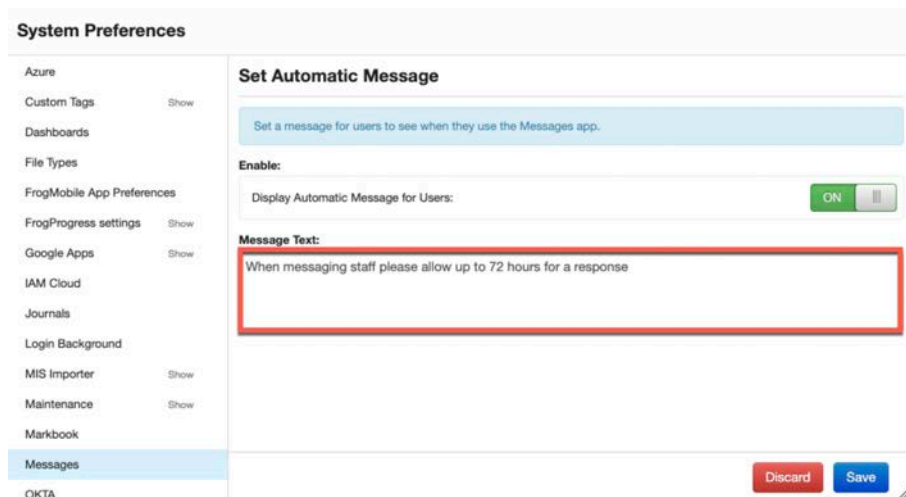
To enable the automatic message for announcements and chats, toggle Display Automatic Message for Users to ON.

Next, in the Message Text field, you can customise the message you want displayed to users in announcements and chats. A default message is provided:
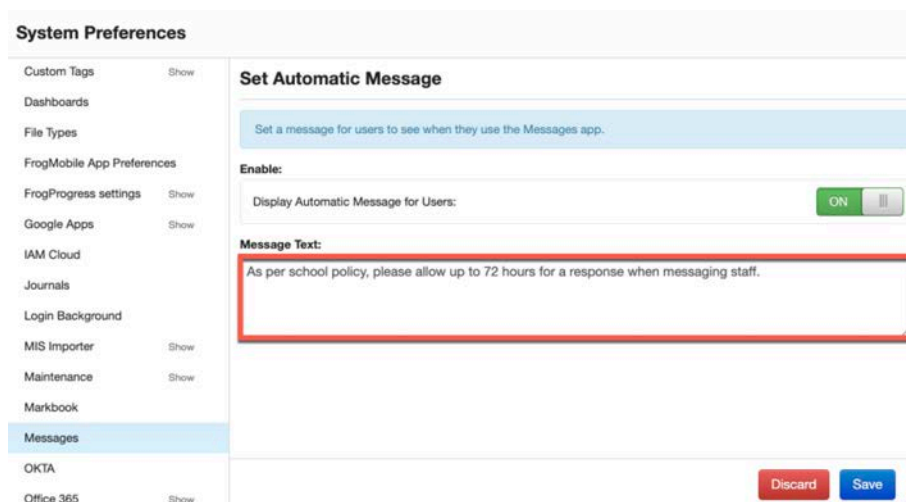
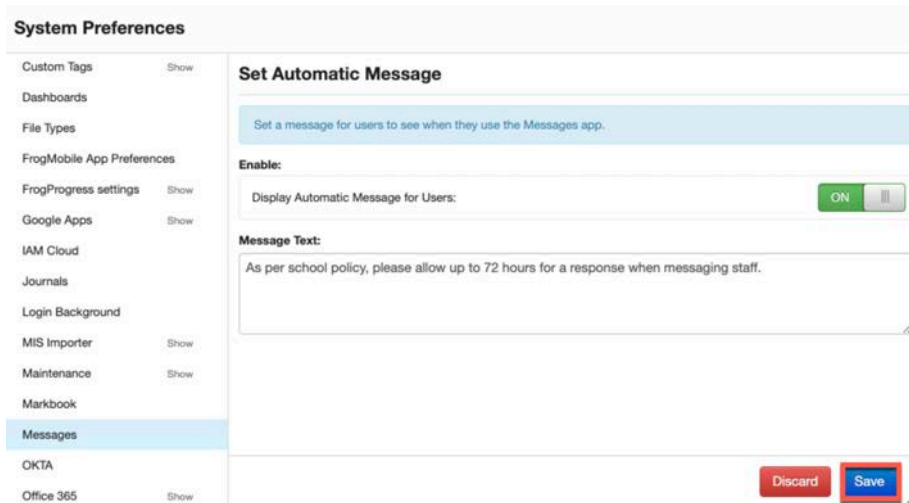When messaging staff please allow up to 72 hours for a response.

In this example, we have customised the message with the following text:

As per school policy, please allow up to 72 hours for a response when messaging staff.

When happy with the details, click the Save button to apply the changes.

The newly applied automatic message will appear within an announcement if the recipient is allowed to reply.

In the example below, the student Tracy Rauch is the recipient of the announcement School Ski Trip, which has replies enabled. The automatic message is displayed at the top of the announcement.