

Message the families of a group

Send a message to the parents of a catechism group, with attachments, notification and email, or write to several groups at once.

3 min · Available · 2026-09-26

Before you begin

- ✓ You must be a catechist of the group (or have access to all groups) with the Message catechism parents permission.
- ✓ To write to several groups at once, the catechism year must be in its enrolment phase or under way.

1

STEP 1 OF 4 · 30 S

Open the group's messages

Open **Catechism**, then the group, and select the **Messages** tab. At the top is **New message**; below are the messages already sent, with their date and, next to the eye icon, the number of views.

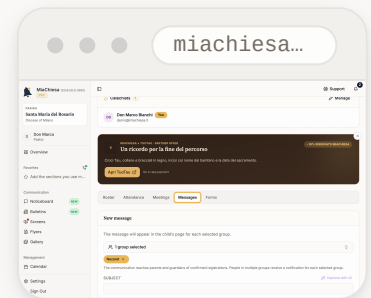


Fig. 1 Messages already sent stay below the form, newest first.

2

STEP 2 OF 4 · 1 MIN

Write the message

The recipients box shows **All parents** of the group and how many families and children will receive the message. Fill in **Subject** and **Message**. With **Add file** you attach PDFs, sheets or photos: families find them in the child's page.

In **Send options**, **Send push notification** is already on. Turn on **Also send by email** if you also want a copy to go out by email.

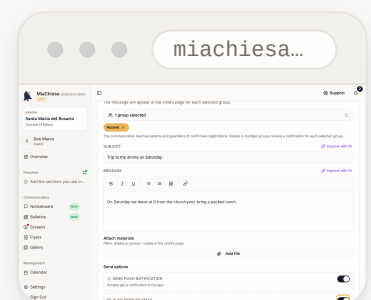


Fig. 2 Choose here how the message should arrive.

3

STEP 3 OF 4 · 30 S

Send and check

Select **Send to 1 group** (the number follows the selected groups): the button becomes active once the message is not empty.

Message sent appears and the message is added to the group's list. Only this group's parents receive it.

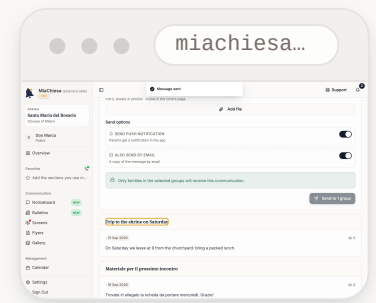


Fig. 3 The new message appears with its subject.

4

STEP 4 OF 4 · 1 MIN

Write to several groups at once

On the **Catechism** page, above the groups, select **Send communication** (it appears when you can write to at least two groups). With **Choose groups** you pick the recipients, also with **Select all**; then write and send. The button shows how many groups you chose, for example **Send to 2 groups**.

Parents in several groups

A parent with children in several selected groups receives one notification for each group.

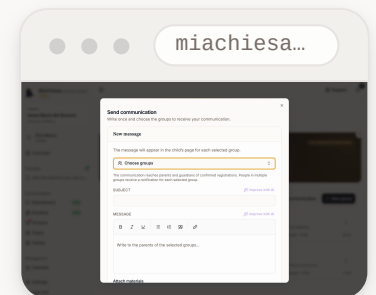


Fig. 4 Choose the groups before writing.

What you have achieved

- ✓ The group's families find the message in the child's page and get the notification.
- ✓ The message stays in the group's list with its number of views.

Troubleshooting

I see "Sending failed. Your draft has been kept: please try again."



The message did not go out and the text is still in the form: send it again.

I see "We could not confirm delivery. Check the result before editing or sending again."



Select Check delivery: see whether the message was saved before rewriting or resending it.

I see "The available groups have changed. Review the recipients before sending."



The groups you can write to changed in the meantime: check the recipients again and send.

I see "File too large (max 20 MB)."



Make the file smaller or split it into several attachments.