

## Sending a Twext™

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The following types of users are able to send a Twext™:

**Group Leaders/Coaches/Directors** - Can send from groups they lead, coach or direct (Coaches/Directors available with Deluxe version).

**Department Admins** - Can send from groups in their department(s).

**Group Admin (Full only)** - Can send from any group in the CCB solution.

First, access the Group Overview page and look in the Actions area on the right for the Send a Twext™ link.



Click this link to begin. There are four possible scenarios that depend on whether or not you have connected the group to a Twitter page and whom in the group has signed up for text messages. Each scenario will be explained below.

### Twitter Connection Disabled/None signed up for Text Messages

If you have not yet connected a Twitter page to this group and no group members have changed their communication setting to receive text messages from the group, the Send a Twext™ window will look like this:



Because there is no outlet for these messages, none will be sent if Send Now is clicked. The message you see on the Group Overview page will be:

✔ NOT posted to Twitter; 0 text messages sent.

To learn how to connect your group to a Twitter page, click [here](#).

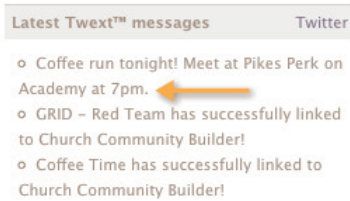
### Twitter Connection Enabled/None signed up for Text Messages

If you connect your group to Twitter but have nobody in the group signed up to receive text messages, your Twext™ will post as a status update to Twitter and be visible from the Latest Twext™ messages section of the group, but it will not be sent as a text message directly to anyone in your group. The Twext™ window will look like this:

2/16/2010 5:36 PM [RSS](#)



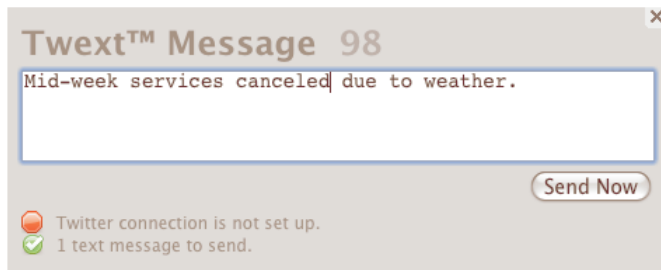
When you click Send Now, a status update will post to your Twitter account and update the Latest Twext™ messages area of the group.



**Note:** Anyone who follows this Twitter account and has their Twitter settings enabled to receive a text message with new tweets will still receive a text message, but it will come from Twitter directly, and not be sent through CCB.

**Twitter Connection Disabled/One or more signed up for Text Messages**

In this scenario you have not connected your group to a Twitter account, but people have turned on text messaging in their Communication Settings. When a Twext™ is sent in this scenario, the window will look like this:



The number of people who will receive the text message will be visible. Clicking Send Now will send the Twext™ as a text message but will not post an update to a Twitter account.

**Note:** There is no history created when using this method. No Latest Twext™ messages feed will appear on the group overview page.

**Twitter Connection Enabled/One or more signed up for Text Messages**

This scenario combines the benefits of Twitter and text messaging to communicate to your group. Those who wish to receive an email instead of a text message can indicate so in Twitter and do not have to adjust their communication settings to allow text messages. Those who prefer not to use Twitter can receive a text message through CCB, and those who would prefer to view the Twext™ within the group can do so too. The Twext™ window, in this scenario, will look like this:



When you click Send Now, the Twitter feed will be updated, a text message will go out to anyone who's chosen to receive them, and the message will post to the Latest Twext™ messages section of the group.

**Note:** Any tweets posted directly to the Twitter page or sent to Twitter via your phone will also appear in

*the Latest Twext™ messages section of your group, but a text message will not be sent through CCB directly.*

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