

# View Message Reports

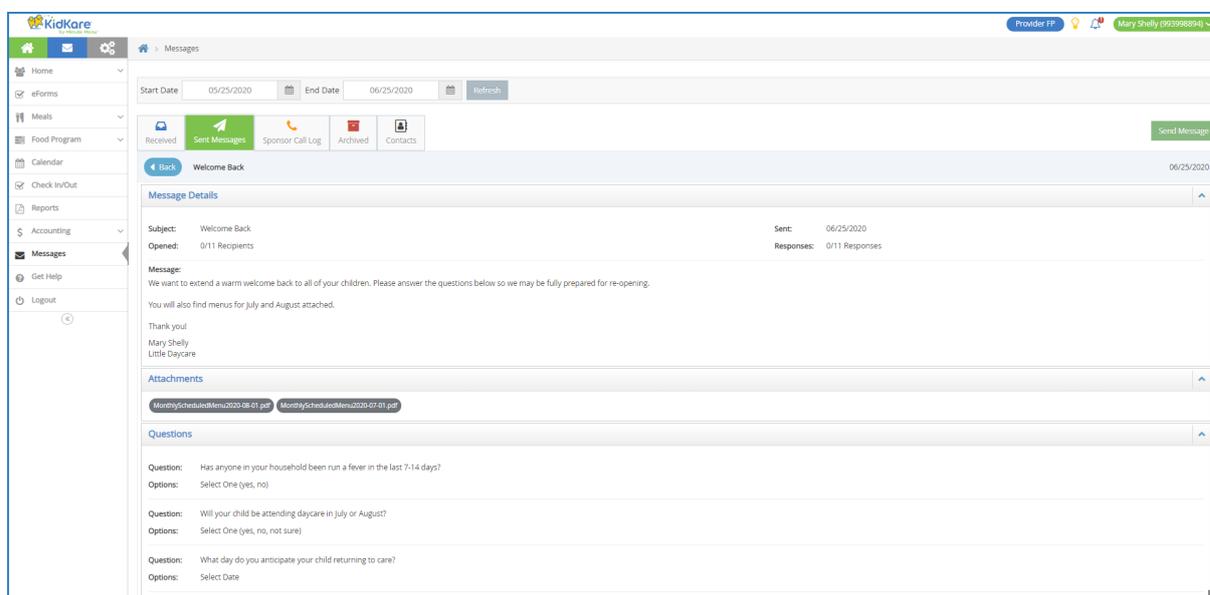
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Message reports provide useful data for your sent messages, such as the number of recipients who opened the message, responded to an attached survey, and the responses to your survey. It also provides the original message text and attached questions.

**Note:** If you sent a message to your sponsor, the message report only indicates the sent date, message details, and whether the message has been read.

To view this report:

1. Click . The Messages page opens.
2. Click the **Sent Messages** tab.
3. Click the link in the Reports column for the message to view. The message report opens.



The screenshot shows the KidKare Messages interface. The top navigation bar includes 'Home', 'eForms', 'Meals', 'Food Program', 'Calendar', 'Check In/Out', 'Reports', 'Accounting', 'Messages', 'Get Help', and 'Logout'. The 'Messages' section is active, displaying a 'Welcome Back' message sent on 06/25/2020. The message details include the subject 'Welcome Back', the number of recipients (0/11), and the number of responses (0/11). The message content is: 'We want to extend a warm welcome back to all of your children. Please answer the questions below so we may be fully prepared for re-opening. You will also find menus for July and August attached. Thank you! Mary Shelly, Little Daycare'. The attachments section shows two PDF files: 'MonthlyMealMenu2020-08-01.pdf' and 'MonthlyMealMenu2020-07-01.pdf'. The questions section contains three survey questions with options: 'Has anyone in your household been run a fever in the last 7-14 days?' (Select One (yes, no)), 'Will your child be attending daycare in July or August?' (Select One (yes, no, not sure)), and 'What day do you anticipate your child returning to care?' (Select Date).

This report is divided into the following sections:

- **Message Details:** This section displays the message subject, content, and sent date. It also provides the number of recipients who have opened the message and the number of recipients who have responded to any attached survey.
- **Questions:** This section displays any survey questions you included in your messaging. If you did not include a survey in your message, this section does not display.
- **Report:** This section provides a review of recipients who have opened the message or the responses to a question you select.

## Review Question Responses

The Report section is filtered to the Open metrics by default. This view gives you a snapshot of which recipients opened your message.

To view responses to the survey you included:

1. Click the drop-down menu and select the question to review.

The screenshot shows a report interface for a survey question: "Has anyone in your household been run a fever in the last 7-14 days?".

**Summary Table:**

Response	# Responses	# Kids Represented
yes	0	0
no	0	0
No Response	11	13

**Main Report Table:**

Sent To	Kid(s)	Response
Jean Beaufort	Caroline Beaufort	
Jessica Sean	Sean Jack	
John Sean	Sean Jack	
John Shmites	Gabby Schmites, Miles Shmites	
John Woodville	Diana Woodville, Mathilda Woodville	
Maria Hall	Yolanda Hall	
Maria Lavenza	Elizabeth Lavenza	
Mary Woodville	Diana Woodville	
quynh mom	quynh qa	
State TX	Gabby Schmites	

At the bottom of the interface, there is a search box, a "Print" button, an "Export" button, and a pagination control showing "Display 10 records Showing 1 to 10 of 11 entries." with "Previous", "1", "2", and "Next" buttons.

The report view changes and displays the following:

- **Summary:** The report summary displays to the right of the drop-down menu filter. It lists possible responses to the selected question, the number of responses received, and the number of kids represented by those responses.
  - **Sent To:** This column displays the name of the parent/guardian to whom you sent the message.
  - **Participant(s):** This column displays the name of the participants(s) represented by the listed parent/guardian. Multiple participants are separated by a comma.  
**Note:** According to your display settings, this column may be called something else, such as Kid(s).  
For more information, see [Set Display Settings](#).
  - **Response:** This column lists the parent/guardian's response to the selected survey question.
2. Click each column header in the report table to sort information in ascending or descending order.
  3. Click the **Search** box to filter the parent list. Records are updated as you type.
  4. Click **Print** to print this report.
  5. Click **Export** to export this report.