Message Digests

Message Digests reduce message volume by combining multiple notifications into a single summary message, helping recipients stay informed without receiving every individual notification.

What Digests Apply To

Digests can be used for:

- Email Messages

- Text Messages (SMS)

Important: Email digests and SMS digests are separate. Enabling or receiving one does not automatically apply to the other.

Messages Excluded From Digests

Digests do not apply to the following message types:

- Emergency Messages

- Attendance Messages

- Report Cards

- Chat Invites and Messages

- Message Previews

These message types are delivered normally and may also be included in Digest summaries.
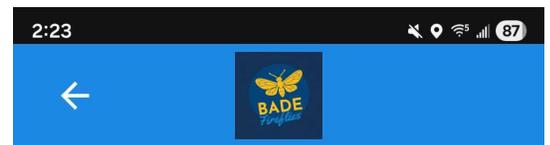
Enable Message Digests in ParentHub

Message Digests can be enabled by parents and teachers/staff from within the ParentHub app.

1. Open the ParentHub app and sign in.

2. Go to Digest Settings (or Message Summaries).

3. Choose the message type you want summaries for (Email Digest or SMS Digest).

4. Select the contact point you want to use:

   - Email address for email digests, or

   - Phone number for SMS digests

5. If you do not see the email address or phone number you want to use, add or enable it in My Phones & Emails:

   - Your contact point must be saved and verified to be available for Digests.

6. If available, choose the school/building you want Digest Summaries included.

7. Save your changes.

Notes:

- Email and SMS digests are enabled separately.

- Your selected contact point must remail verified and enabled to continue receiving digest summaries.

Digests

Instead of receiving messages throughout the day, all of your messages will be delivered in one digest message. Digest messages for your organization, *BA Demo Schools*, begin sending at **06:00 PM** every day.

Digest Message Type

Select a message type to receive a daily digest for all messages of this type (Excluding emergency message, attendance, report card, and chat invite).

⬤ Email   ⬤ SMS

Select the email or phone to send the digest to. You can add more options by going to the My Phones and Emails page.

Schools ↺

Select the schools you would like to receive digest messages from.

☐ BA Demo Elementary School

Save

Turn Off Digests

Send Digests

FEEDS | CREATE & SEND | CHATS | MENU

How It Works

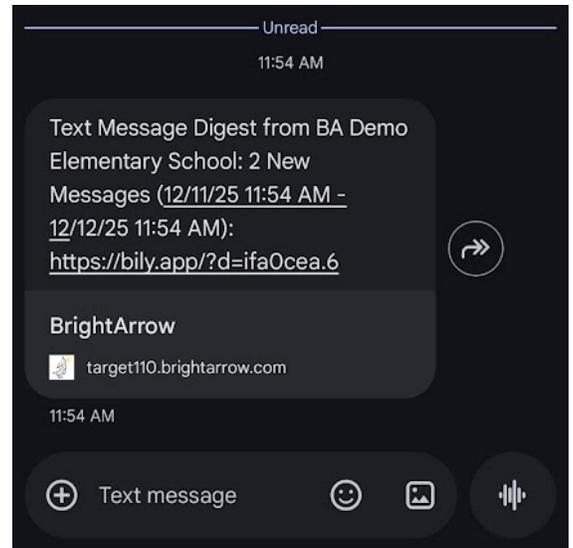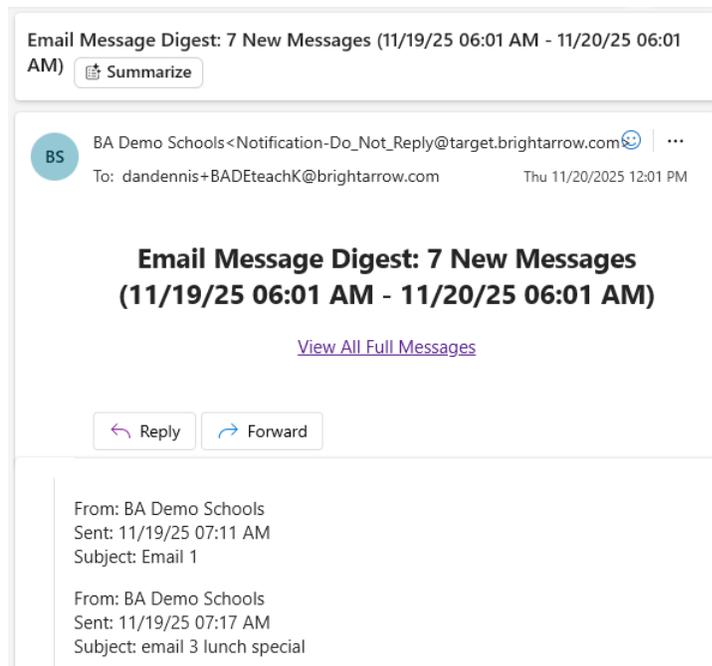When Digests are enabled for a recipient's delivery method:

- BrightArrow suppresses individual non-excluded messages that fall within the digest rules.

- A single digest email or text is sent instead, summarizing the messages that were not delivered individually for that channel.

Recipient Experience

If SMS Digest is enabled, the recipient receives a single summary text with a link to review missed messages.

If Email Digest is enabled, the recipient receives a single summary email with a link to review missed messages.

If both are enabled, the recipient may receive two separate summaries (one via email and one via text), depending on message activity and settings.

Digests in Reports

Messages delivered via a recipient's digest will appear in message reports as Digest (Email) or Digest (SMS).

- When a message is first sent to a user's digest, the report reflects the digest delivery method (Email or SMS).

- After the recipient opens the message from the digest summary page, the Call Result value updates to reflect that activity.

List Name: All Students

Message Subject: This is a notification from BA Demo Schools

Message text or notes: Hello, This message should be digested. Thank you, BADE [VIEW FULL MESSAGE]

Message Type: Email

Sent by: BA Demo Schools

Date and Time	Call Result	Dur (sec)	Contact ID	Name	Phone/E-mail
12/11/25 03:31 pm	Digest (Email)	0	20208	Brown, Noah	dandennis+parentb1@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20200	Carter, Liam	dandennis+multiparent1@brightarrow.com
12/11/25 03:31 pm	Sent (e-mail)	0	20201	Carter, Liam	dandennis+multiparent2@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20213	Collins, Matthew	dandennis+parentb6@brightarrow.com
12/11/25 03:31 pm	Sent (e-mail)	0	20212	Collins, Matthew	dandennis+parentb5@brightarrow.com
12/11/25 03:31 pm	Sent (e-mail)	0	20221	Davis, Ava	dandennis+parentb14@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20218	Martin, Amelia	dandennis+parentb11@brightarrow.com
12/11/25 03:31 pm	Sent (e-mail)	0	20211	Nelson, Carter	dandennis+parentb4@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20204	Walker, Alexander	dandennis+multiparent3@brightarrow.com
12/11/25 03:31 pm	Sent (e-mail)	0	20205	Walker, Alexander	dandennis+multiparent4@brightarrow.com

[EXPORT TO PDF] [EXPORT TO CSV]

Status Filters
Show All

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Messages Sent Summary

Total Message Attempts: 10

List Name: All Students

Message Subject: This is a notification from BA Demo Schools

Message text or notes: Hello, This message should be digested. Thank you, BADE [VIEW FULL MESSAGE]

Message Type: Email

Sent by: BA Demo Schools

Date and Time	Call Result	Dur (sec)	Contact ID	Name	Phone/E-mail
12/11/25 03:31 pm	Digest (Email)	0	20208	Brown, Noah	dandennis+parentb1@brightarrow.com
12/11/25 03:31 pm	Opened (12/12/25 9:13 AM)	0	20200	Carter, Liam	dandennis+multiparent1@brightarrow.com
12/11/25 03:31 pm	Complete (e-mail)	0	20201	Carter, Liam	dandennis+multiparent2@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20213	Collins, Matthew	dandennis+parentb6@brightarrow.com
12/11/25 03:31 pm	Complete (e-mail)	0	20212	Collins, Matthew	dandennis+parentb5@brightarrow.com
12/11/25 03:31 pm	Complete (e-mail)	0	20221	Davis, Ava	dandennis+parentb14@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20218	Martin, Amelia	dandennis+parentb11@brightarrow.com
12/11/25 03:31 pm	Complete (e-mail)	0	20211	Nelson, Carter	dandennis+parentb4@brightarrow.com
12/11/25 03:31 pm	Digest (Email)	0	20204	Walker, Alexander	dandennis+multiparent3@brightarrow.com
12/11/25 03:31 pm	Complete (e-mail)	0	20205	Walker, Alexander	dandennis+multiparent4@brightarrow.com

[EXPORT TO PDF] [EXPORT TO CSV]

Status Filters
Show Opened Email Status

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Messages Sent Summary

Total Message Attempts: 10

Common Questions

Why did somone still receive an emergency or attendance message right away?
Those message types are excluded from Digests and are always sent normally.

Why did they receive an email digest but not an SMS digest (or the reverse)?
This depends on the recipient's Digest settings. Email and SMS digests are configured independently, a user may enable one delivery method but not the other, and settings for one channel do not apply to the other.