SchoolMessenger App

Parent and Student User Guide - Website

Welcome!

⚠️ **Important**: Parents and student users who and require further assistance, please contact your school or district.

The SchoolMessenger app allows schools and school districts to inform you about school-related emergencies, school closures, attendance or other school-related issues.

Once you've created your account, we'll automatically link the records associated with your email address. You can then:

- View the records associated with your account - student, staff and parent records.

- Review the last 30 days-worth of messages for all your associated records.

- View your contact information and configure how you would like to receive notifications.

You will find all of these messages in an easily-accessible inbox. If you are associated with students in different schools or districts, all matching records will be linked to your account. With flexible preference controls, most kinds of communication can be configured to be accessed exclusively via the SchoolMessenger app.

Notes from Region One School District:

It is very important to get your School Messenger contact information and preferences set up the way you want them. Want to receive text messages? This is not automatically setup! You must go in and add this to your account!

Please Note – You may already have a SchoolMessenger Account created. To check, log into your PowerSchool Account and look for the following logo at the bottom of your left hand Navigation menu – right above the district code.

Navigation

- Grades and Attendance
- Missing Assignments
- Grade History
- Attendance History
- Email Notification
- Teacher Comments
- School Bulletin
- Class Registration
- Balance
- My Schedule
- School Information
- Account Preferences
- Contact Manager

District Code
ZJDP

Download on the App Store

GET IT ON Google play
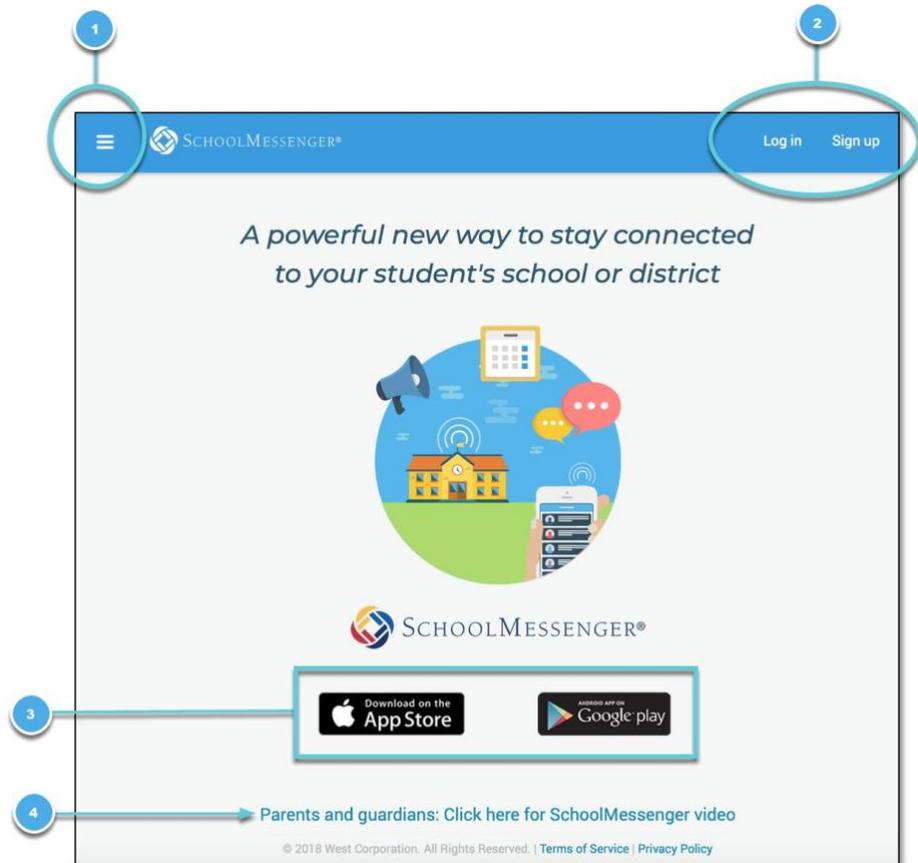
SchoolMessenger and the TCPA

> hello?
>
> The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.
>
> While schools enjoy exemptions from some of these restrictions, **the preference configurations within the SchoolMessenger App allow you to set your consent state ("yes" or "no") for each phone number associated with your account.** With the exception of emergency calls, which cannot be exempted, any phone number whose consent state is set to "no" will not receive calls from SchoolMessenger.

Welcome Page

The SchoolMessenger app welcome page is simple and uncluttered.

1. Click the **menu icon** to access more options.

2. Click either **Log in** or **Sign up** to access the SchoolMessenger app.

3. Download the mobile app from either Apple's App Store or Android's Google Play page.

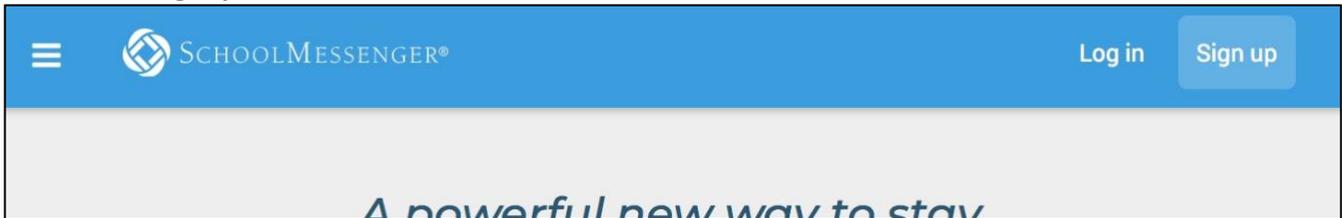4. Click the **link** for a quick informational video.

Creating a SchoolMessenger App Account

You must create an account in the SchoolMessenger app online or on your mobile device before you can start using it.

Sign Up

1. Enter the following URL in your browser's address bar: **go.schoolmessenger.com**

2. Click **Sign up** on the menu.

Important If you already have an email address that the school has on record, use this email address when you sign up.

3. Enter your email address, your location and a password.

Your password must contain have at least:

- 1 lowercase letter

- 1 uppercase letter

- 1 number

- 6 characters

You will be sent an email at the email address provided. Click the link in the email to verify your account. A new page will open on your browser.

Note: The link in the email is only valid for 24 hours. If you don't click on it and log into the SchoolMessenger app within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a renewed link.

As your information is registered in the school or district records, you will receive all the messages you have subscribed to receive from the school. You must use this **same email address** in creating your SchoolMessenger app account.

Your school's district admin will configure your message settings and what features you will see when you log in.

4. Return to the SchoolMessenger app.

5. Enter the same email address and password you used to create the account.

6. Click **Log In**. A message appears that you've successfully logged in. You may now launch the app on the web or on your mobile device and log in using the same email address and password you used to create the account.

Sign up

Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address.

Email
gchalmers@springfieldisd.com

Password
••••••••••••••

One lowercase letter   One number
One uppercase letter   6 - 255 characters

Location
🇺🇸 United States

Is your school in Canada? Switch location

Sign up

Have an account? Log in

Log In

To log into the SchoolMessenger app:

1. Click **Log in** on the menu bar.

2. Enter the email address you used to register in the SchoolMessenger app.

3. Enter your password.

4. Select your location. United States is selected as default. If your school is in Canada, click **Switch location**.

5. Click **Log in**.

Click on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.

Log in

Email
gchalmers@springfieldusd.com

Password
•••••••••
                        Forgot your password?

Location
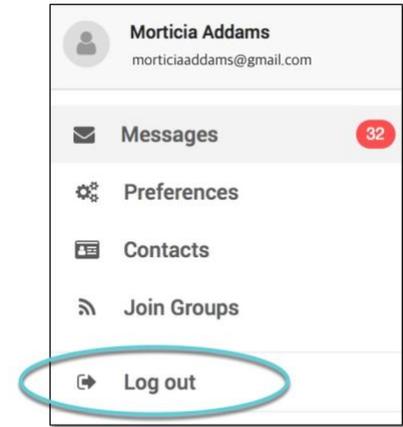🇺🇸 United States

Is your school in Canada? Switch location
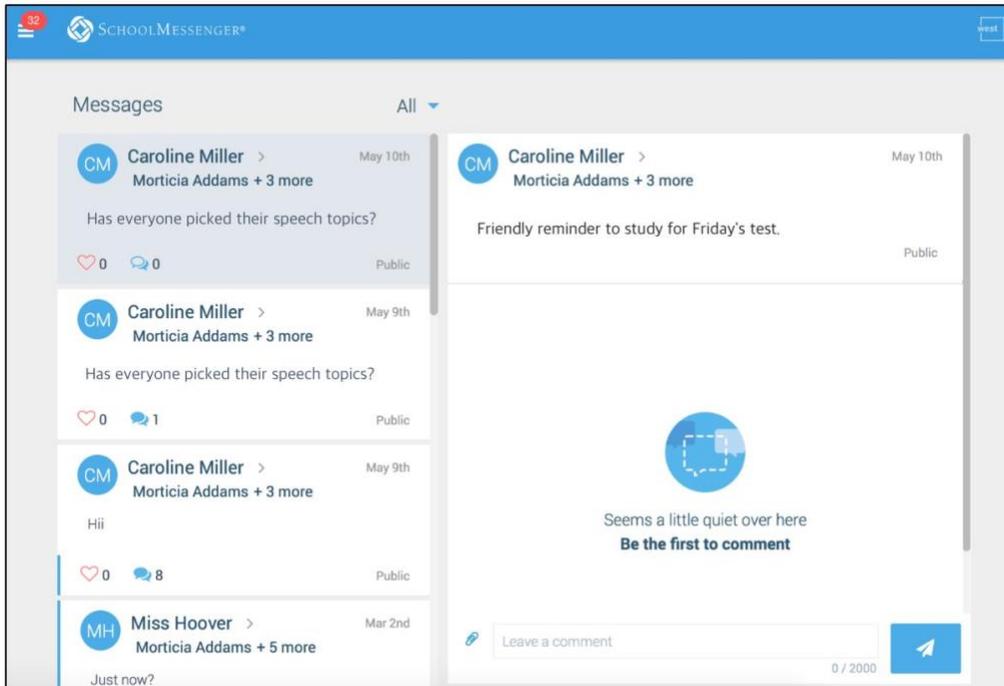
Log in

Not registered yet? Sign up

Log Out

1. Click the ☰ icon in the upper left corner of your screen.

2. Click **Log out**.

When You First Sign In…

After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, staff, and/or guardian records - associated with your account email address. You can navigate through your district-enabled options by using the left navigation bar.
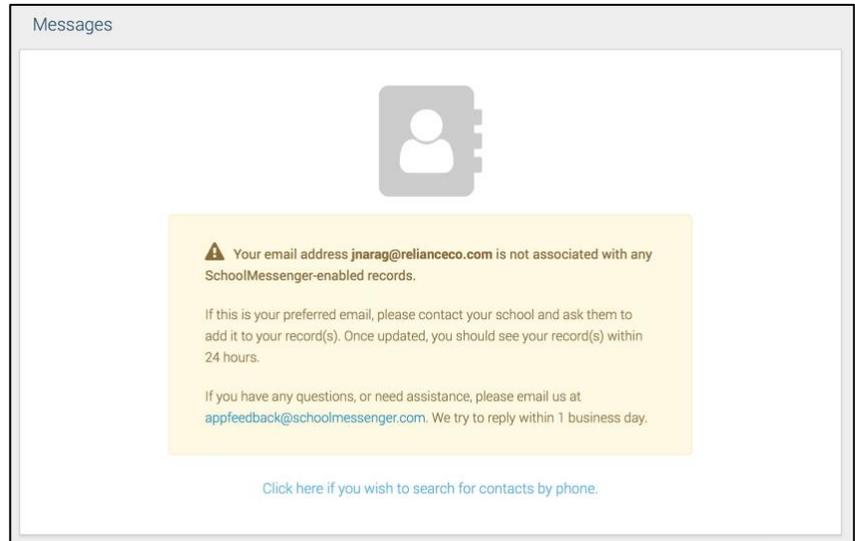
Your account information and contacts will already be inputted into the system based on the information you've provided to your school or district.

# When your email address isn't associated with school enabled records…

If your email address doesn't match with any records kept by the school, you'll see the below screen after your log in:

Claim by Phone

If the SchoolMessenger app isn't able to match your email to any contact data in their systems, your message inbox will appear empty. You'll have the option to try to match a potential school record using your phone number.

1. Click the **"…search for contacts by phone" link** at the bottom of the screen. A window pops up asking you to input your phone number.

2. Enter your phone number your school district has on file.

3. Select an option to receive a verification code.

4. Click **Send Code**. A verification code will be sent to the number you entered.
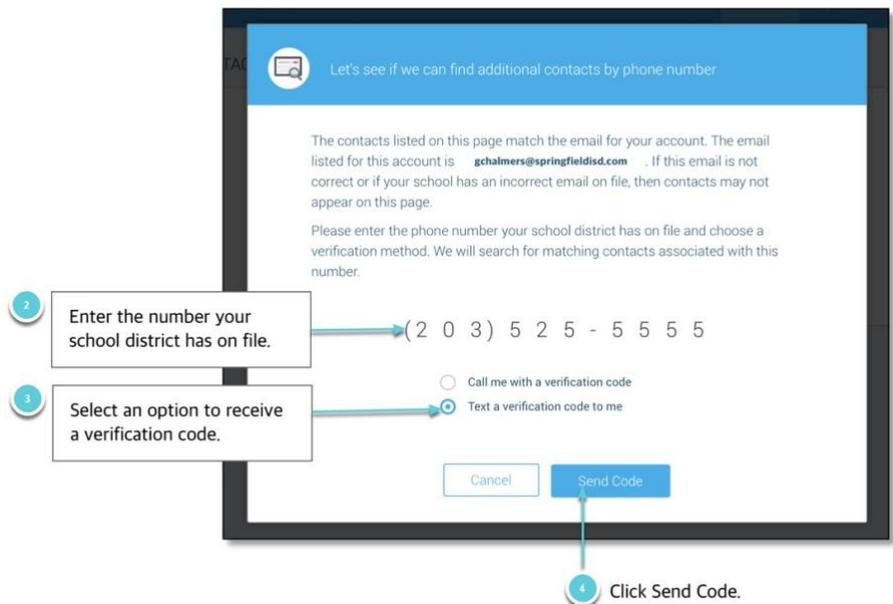
5. Input the verification code you received and click **Verify**.

If verification was successful, you'll see the following screen:

- **If the system found additional contacts**, they will be automatically added to your app under **CONTACTS**.

- **If the system didn't find additional contacts**, you can:

  o try another number by clicking the **"Try another phone number?" link**.

  o contact your school district to verify that you have the correct phone number and/or email address they have on file.

Notification Preferences

This page allows you to view and edit how you're contacted by your district when they send broadcast messages. The preferences on this page affect SchoolMessenger Broadcasts that may be sent to you from the school/district. They do not affect messages sent and received through teacher messaging within the SchoolMessenger app.

Access your notification preferences by clicking the menu icon and clicking **Preferences**.

1. **School / District:** The school district in which your email address is associated with is listed here.

2. **My contact information:** Displays all the email addresses and phone numbers (voice and SMS text) at which you can be contacted via that message type (phone, text, or email). The icons in green indicate that you've given your consent to be contacted. The icons in grey indicate you've chosen not to be notified on that number via that message type.

    Note: Your district will control over whether you'll be able to edit or delete this information. You will know which phone numbers or email addresses can be deleted if they have a small **X** next to it. While the ability to edit or delete contact information may be limited by your school district, you can change your consent selections and preferences at any time.

3. **Add more:** Click this button to add more email addresses or phone numbers that aren't already listed. If this button is not present, your district has disabled this ability.

4. **My message preferences:** Click each message category (emergency, attendance, etc.) to view which contact email addresses and phone numbers will be contacted. You can also adjust your notification preferences for each message type here.

Note: The maximum number of phone numbers and email numbers you can enter into the system is controlled by your district admin.
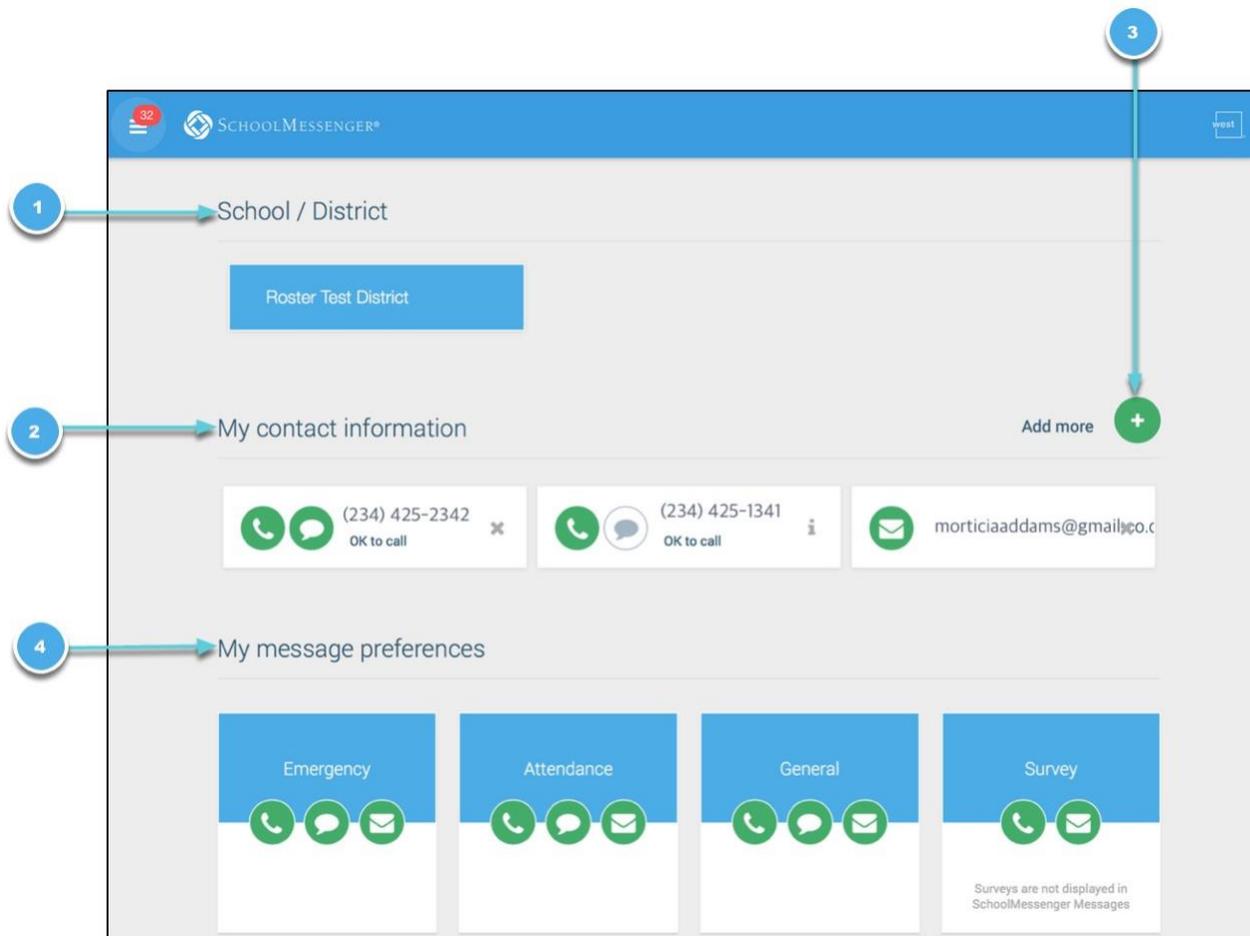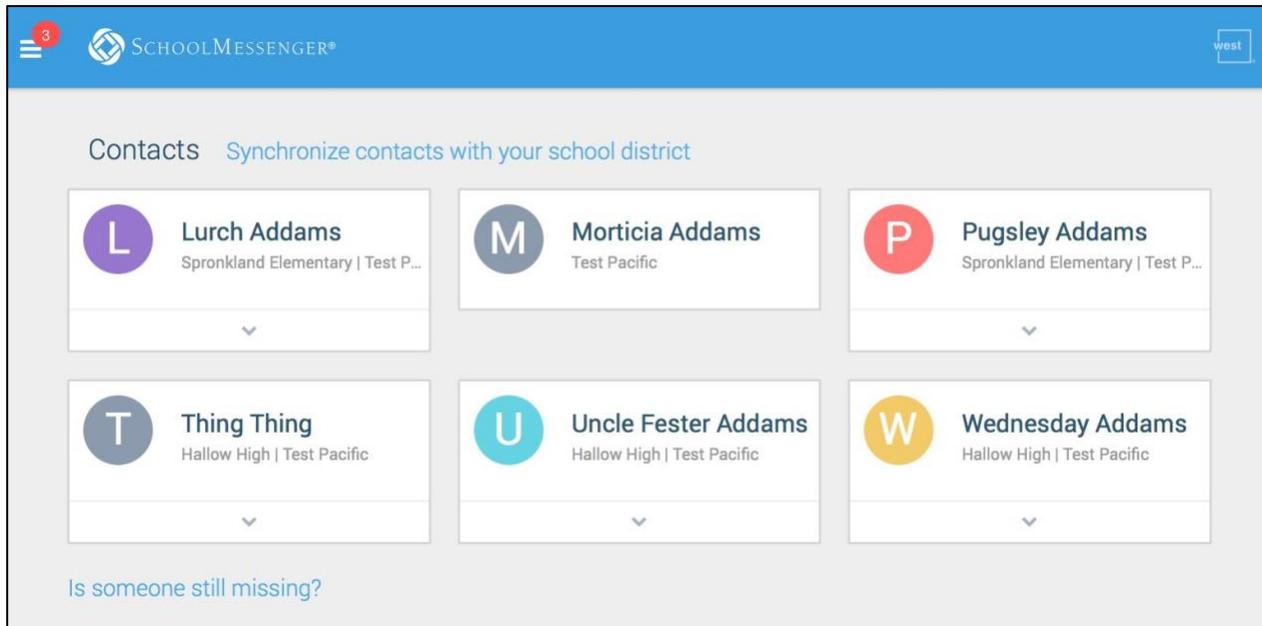

Contacts

Important: The contacts listed here are connected to the email address for your account. If this email is not correct or if your school has an incorrect email on file, then contacts may not appear on this page.

Parent and guardian records in SchoolMessenger are linked to students attending one or more schools or districts.

Access your contacts by clicking the [≡] **icon** and clicking **Contacts**.

![Note icon] **Note**: If you are missing contacts, click the **"Is someone still missing?" link** at the bottom of the screen to claim possible missing contacts using your phone number. You should also click the **"Synchronize contacts with your school district" link** to upload the most up-to-date information (more information below). If that doesn't work, please contact your school or district.

If you're not seeing all of the contacts you're expecting, you must manually refresh your app to reflect the most up-to-date information. A manual refresh is required for every subsequent change to your contact data in order to see the changes reflected in the SchoolMessenger app.

![Warning icon] **Important**: Updates to your account will not be reflected until you manually refresh your contact data.

1. Click the **main menu icon** in the top left corner.

2. Click **Contacts**.

3. Click the "**Synchronize contacts with your school district" link**.

4. Once the sync is complete, you'll receive a "Synchronization Complete" message.

5. Click **OK** to return to the Contacts page.
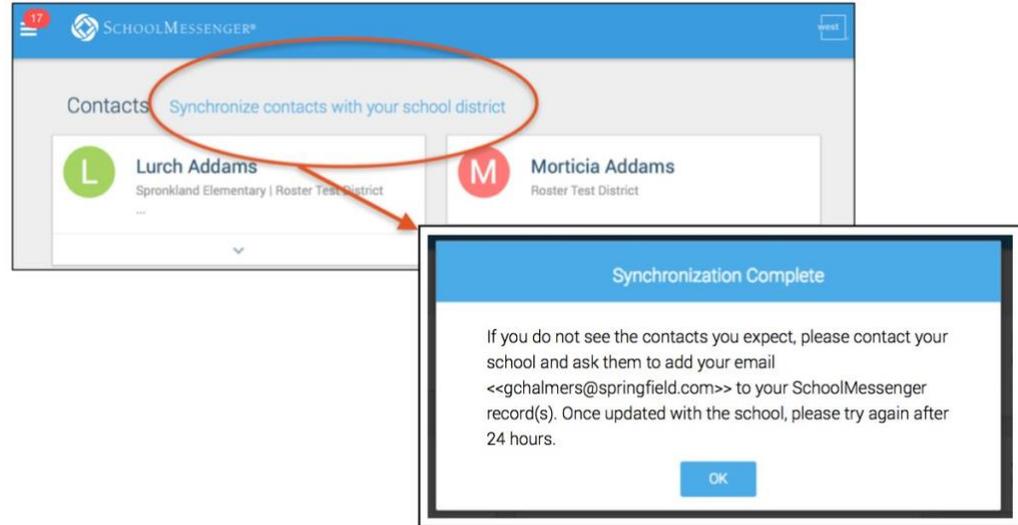
Questions?

If you have any questions regarding the above, please contact your school main office or the Superintendents Office.

Feel free to forward app inquiries or feedback to the following:

appfeedback@schoolmessenger.com