

# School Messenger Guide

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## Introduction

The School Messenger provides you with the ability to:

- 1) Customize how you receive messages from the school or district
- 2) View and listen to messages sent from your school or district

# Creating a School Messenger Account

You must create an account in the School Messenger before you can start using it.

To do so:

- 1) Go to ...

<https://go.SchoolMessenger.com/#/home>

- 2) Click on **Sign Up** on the menu in the upper right-hand corner of the login page.



- 3) Enter your email address and a password that you create. Your password must: contain at least one uppercase character, one lowercase character, one digit, and that it must be no fewer than six characters in length.



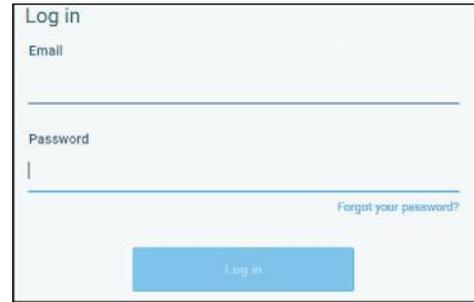
- 4) Receive an email message at the email address you provided. Click on the link in the email. A new page will open up in your default browser. (Ignore the confirmation code at the top of the message; it is no longer being used.)

**Note:** The link in the above email is valid for only 24 hours. If you do not click on it and log into the School Messenger 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.

## Log In

To log into the School Messenger:

- 1) Click on **Log In** on the menu in the upper right-hand corner of the login page.
- 2) Enter the email address you used to register in the School Messenger.
- 3) Click on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.



When you first sign into the School Messenger, you will receive the following prompt for any phone numbers at which you have not already provided School Messenger consent to receive voice calls.

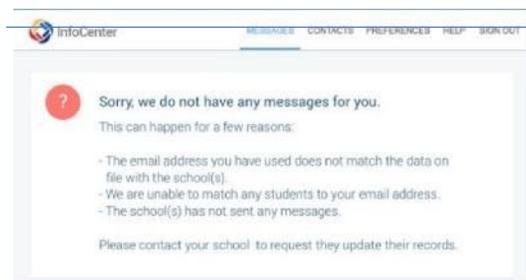
Select “Yes” or “No” as your preference. Your preference will be saved for each of your phone numbers. Consent preferences can be changed at any time through the School Messenger **Preferences** option (discussed later).

We recommend that you spend a few moments considering your notification preferences to ensure that you receive all the emails, phone calls, and text messages you would like to receive.



 **Note:** *It is possible that certain factors, such as a recently changed phone number, change of billing info, or a temporary disconnection may nullify consent for a phone number for which you had previously provided consent. If this happens, you will see the above permission prompt reappear. Simply reselect and save your preference.*

 **Important:** *If you see any variation on the following message when logging in to the School Messenger, please contact the school to ensure they have your email address associated with the appropriate school records. Once the corrections have been made, you will need to sign out, then sign back in again, at which point the problem will have been corrected.*

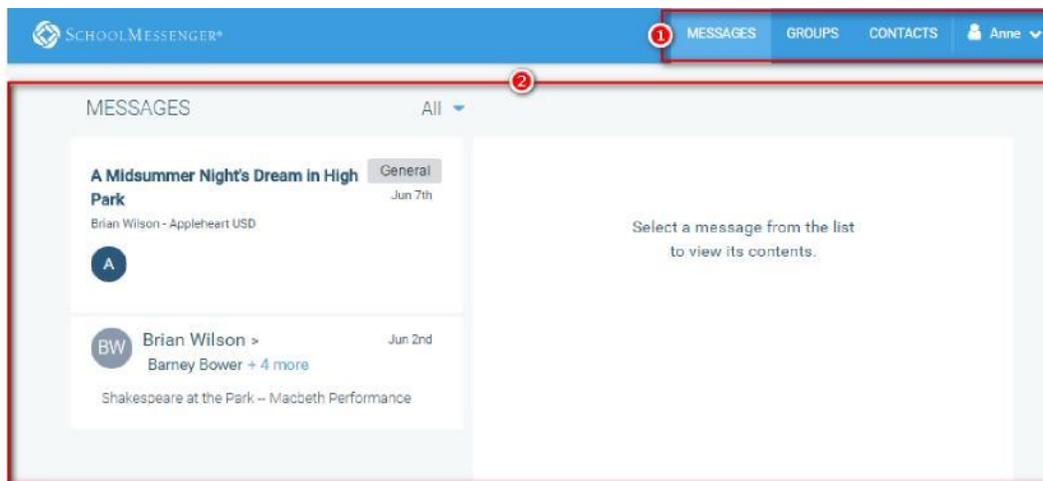


## The School Messenger Web Interface

The School Messenger interface is simple and uncluttered. There are two main areas:

- 1) the menus at the top of the screen
- 2) the work area

What appears in the work area depends on which menu option is currently selected. In the below screen shot, **Messages** is the currently selected item in the menu, and it displays messages in Anne's School Messenger Inbox.



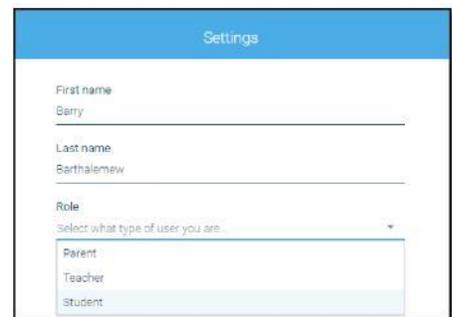
## Set up Your School Messenger Account

Once you have logged in successfully, you must set up the School Messenger Account for your use. Set up includes the following:

- 1) setting up your User account
- 2) setting Notification preferences (school-affiliated users only)

### I. Set up Your User Account (All Users)

- 1) Click on the menu option with your login name in it (e.g. ).
- 2) Click on the **Settings** option.
- 3) Enter your first name, last name, and your role (Teacher, Student, or Parent).

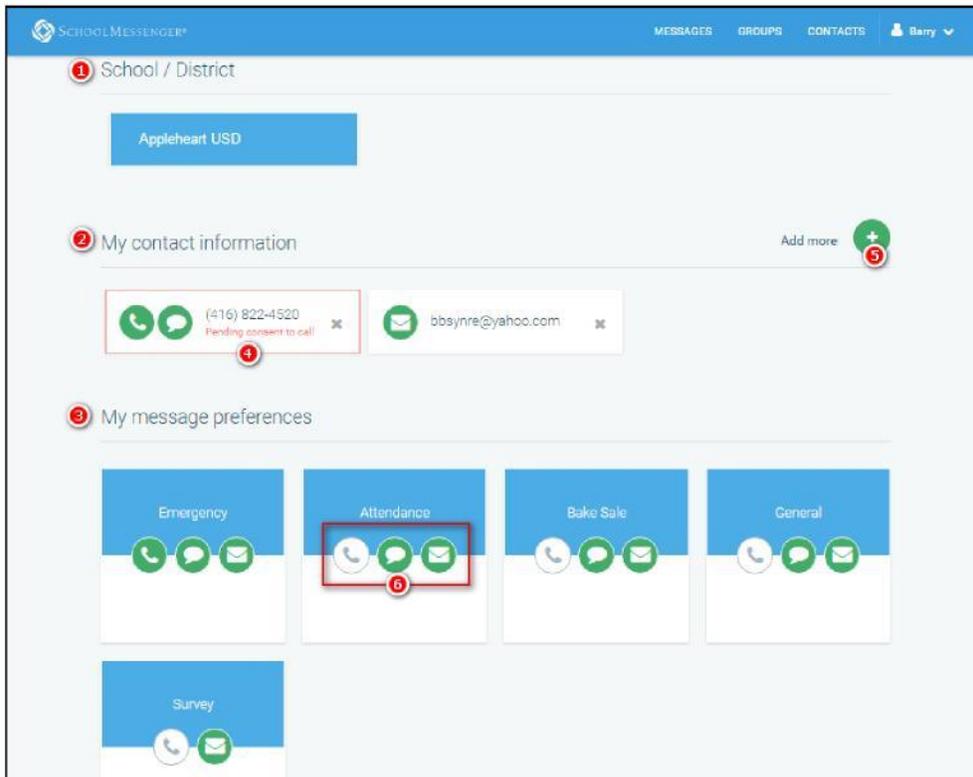


 The above settings must be completed before an account can be used. Failure to do so will cause the system to log you out, and you will be prompted to enter this data next time you log in.

**Important:** *You can change your role (from teacher, to student, to parent) whenever you like, BUT in doing so, you obliterate your entire message history and essentially restart as a new user. If you are a teacher **and** a parent, you can use two different email addresses to register and to login into the system.*

### II. Set up Your Notification Preferences (School-Affiliated Users Only)

- 1) Click on the menu option with your login name in it (e.g. ).
- 2) Click on the **Preferences** option. The preferences on this page affect School Messenger Broadcasts that may be sent to you from the school/district. They do not affect messages sent and received from within the School Messenger.



- a. School/District: (1)** simply displays the school(s) and district(s) that you are connected with. There can be more than one school or district here, as it is possible for a student to be enrolled at more than one school, a parent/guardian to have children/wards in more than one school or district, and a teacher to teach at more than one school/district.
- b. Contact Information: (2)** displays all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Icons for voice and SMS text are selected **(4)** in this example, and they are awaiting consent approvals from Barry. Additional email and telephone numbers can be added **(5)** by clicking on **Add more** (e.g. a workplace email address can be added in addition to the personal email address already on file in School Messenger).
- c. Message Preferences (3)** shows all the types of messages which the school/district has set up in their School Messenger setup. Hence, more or fewer message types may appear here with unique names, defined as such by the school/district. You can select how you wish to be contacted for each message type **(6)**. For example, Barry, the parent in the above screen shot, has opted to receive attendance messages via email and SMS, but not via voice call.

## Messages

The School Messenger **Messages** page displays all messages (voice, email, or text) sent to you from your school and/or district during the last 30 days, as well as the messages and conversations that have taken place in the School Messenger group(s) you have joined.

They are sorted in reverse chronological order (newest first, oldest last). All the School Messenger users receive the latter, while only school-affiliated users receive the former.

The headings of all messages will appear on the left side of the **Messages** screen.

There are two types of messages:

Sent by the school or district as School Messenger Broadcasts to school-affiliated users (e.g. Emergency or Attendance messages).

