SchoolMessenger

Guide

Building the Future
CCPS
Carroll County Public Schools

SCHOOL MESSENGER COMMUNICATIONS

The Carroll County Public School System uses SchoolMessenger to provide guardians with information from their child's school and the school system. This service enhances the ability of the schools to communicate with parents and members of the school community. It delivers both e-mail and phone alerts at no charge to parents. Guardians may also opt in to receive text messages.

All information is taken from the emergency procedure cards. Parents/guardians are automatically enrolled in the system. If at any time you need to update your contact information, please call your child's school office.

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What is SchoolMessenger?

How are communications sent?

Messages are delivered by e-mail, phone alerts and SMS (text) at no charge to guardians.

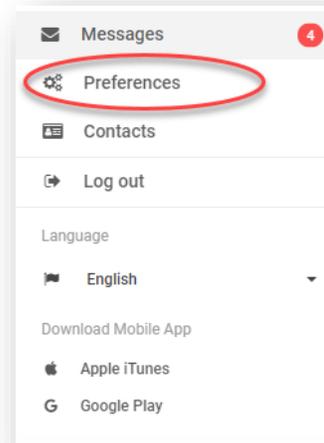## How does SchoolMessenger obtain my information?

All information is taken from the emergency procedure cards. Guardians are automatically enrolled in the system. If at any time you need to update your contact information, please call your child's school office.

Can I opt out of SchoolMessenger notifications?

You cannot opt out of emergency notifications. However, you can set your preferences by signing up for the SchoolMessenger InfoCenter or SchoolMessenger App

Types of notifications sent by CCPS:

- School Hours Emergency

- Non-School Hours Emergency

- Attendance

- General

- Food Service Balance

Is my info secure?

SchoolMessenger operates with the latest encryption technology to protect access to stored student information. SchoolMessenger is also a signatory of the Student Privacy Pledge, which requires SchoolMessenger to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your child's data.

For assistance with SchoolMessenger, contact your student's school office.

SchoolMessenger
Create an Account

How do I create an account?

You will use the email address that your child's school has on file, and follow these three steps:

1. Go to https://infocenter.schoolmessenger.com or download the SchoolMessenger app

2. Click **Sign Up**, enter your email address and create a password. An email will be sent to that address with a secure token.

3. After authenticating via your email, return to sign in using your email and password.

What info can I see in the InfoCenter or SchoolMessenger App?

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

⇒ View records associated with your account—student and Guardian records

⇒ Review the last 30 days' worth of messages for all of your associated contacts. If you have more than one child in CCPS, you will see all of them under the Contacts tab.

⇒ View your contact information and configure how you would like to receive notifications.
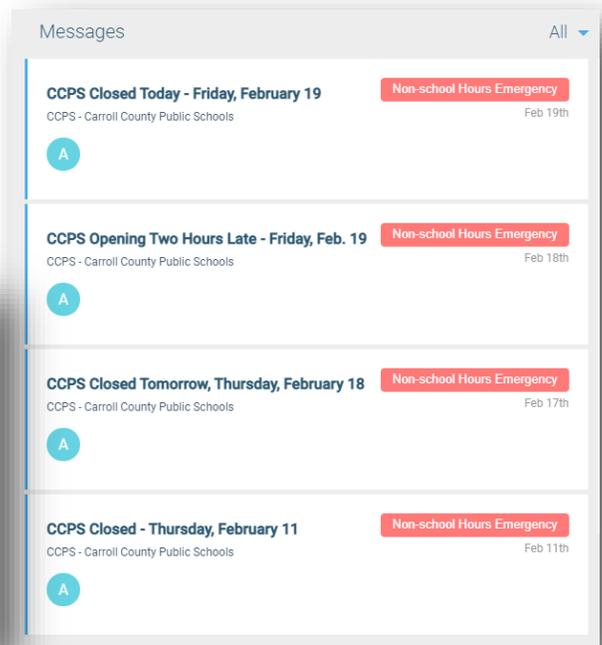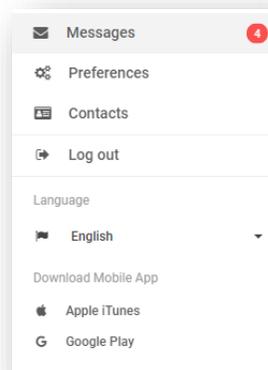
Is my info secure?

The sign-up process creates a secure link between yourself and School Messenger. Operates with the latest encryption technology to protect access to stored student information.

School Messenger is also a signatory of the Student Privacy Pledge, which requires School Messenger to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your child's data.

For assistance with SchoolMessenger apps, visit schoolmessenger.com or call 888-527-5225

SchoolMessenger

SMS (Text) Notifications

To signup for School Messenger SMS notifications you first need to establish an account.

What info can I see in the InfoCenter or SchoolMessenger App?

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

⇒ View records associated with your account—student and Guardian records

⇒ Review the last 30 days' worth of messages for all of your associated contacts. If you have more than one child in CCPS, you will see all of them under the Contacts tab.

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

How do I sign up for SMS notifications?

1. Select **Preferences** in your account menu.
2. You will see the phone number(s) that CCPS has on file in your child's record. You can also add additional cell phone numbers to receive text notifications on by clicking the 'Add more' button.
3. Click the box that contains your cell phone number.
4. Select or deselect the types of messages you are interested in receiving and how you want to receive them.
5. Click Save.

Are all messages sent by SMS?

Text messages will be sent based upon the type of notification that is being sent from CCPS. You can opt out of these messages at any time by simply changing your preferences.

What is SMS?

SMS stands for **Short Message Services** and is commonly referred to as a "text message". Most cell phones support this type of text messaging. Please note that all standard rates apply for text messaging under your cell phone provider.

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SchoolMessenger
SchoolMessenger App for Families FAQs

What is the SchoolMessenger app?

The SchoolMessenger app is the next generation of the app that has been known as SchoolMessenger InfoCenter. The updated app includes new features and option and replaces the InfoCenter app.

Where can I download the mobile app?

The SchoolMessenger app is available on the Android Google Play and Apple iOS app stores under the name "SchoolMessenger."

If I already have the InfoCenter app installed, what do I need to do?

Nothing, if your smartphone is set to automatically update its mobile apps. The new SchoolMessenger app will replace the SchoolMessenger InfoCenter app during an update.

If a smartphone is not set to accept automatic app updates, you will be prompted to download the new SchoolMessenger app, or update your existing app, when it is available.

Are the web app features the same as the mobile app?

Yes. For those who prefer to use a website instead of a mobile app (or who don't have easy access to a smartphone), the SchoolMessenger app's functions will be available online at https://go.schoolmessenger.com. An account for the web app is recognized on the mobile apps, and vice versa.

For assistance with SchoolMessenger apps, visit schoolmessenger.com or call 888-527-5225

SchoolMessenger
Troubleshooting & FAQ's for Guardians

> **Below are some tips guardians can use to assist in handling issues related to receiving communications via SchoolMessenger.**

I am not receiving emails from my child's school. Who do I contact?

Contact your child's school office. The school office has the ability to research issues related to SchoolMessenger notifications.

1. Confirm the email matches what is in your child's information in he Student Information System.
2. Check if your email is blocked in SchoolMessenger.
3. Check your SchoolMessenger preferences.

The school says my email is blocked. What does that mean?

A Guardian's email address can be blocked for a few reasons:

- Guardian unsubscribed from the emails
- Guardian marked email as spam
- Guardian's email provider marked email as spam
- Guardian's email provider has filtering in place that does not allow mass emails to be received.

The school office will notify CCPS Technology Services to have the email unblocked.

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SchoolMessenger

Troubleshooting & FAQ's for Guardians

My email provider blocks SchoolMessenger emails. Who do I contact?

We are aware there is an existing issue with some email providers not allowing email from SchoolMessenger.

Please visit your email providers support site for assistance with email filtering.

COMCAST/XFINITY - Comcast is very strict with their SPAM filters and many users may not be aware the emails are being blocked.

YAHOO

GMAIL

OUTLOOK

If the problem persists, we suggest the user contact their email Customer Support or use a different email.

For assistance with SchoolMessenger, please contact your student's school office.
Or contact the CCPS Communications Office.

Phone: 410-750-3020

Fax: 410-751-3030

Email: publicinfo@carrollk12.org

For assistance with SchoolMessenger, contact your student's school office.