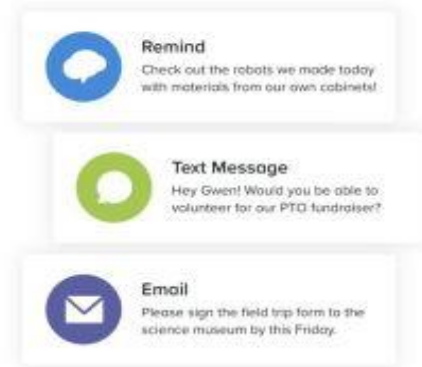# Remind Guide for Families

No matter where you are or what you're doing,
get important school updates on your phone.

What is Remind? Remind is a communication platform that helps educators reach students and parents. With Remind, you can send messages to your teachers through email, Reminds mobile app, the web, and even text. Messages can also be translated into more than 90 languages before you send them.

Getting Started

Widefield School District 3 (WSD3) has integrated the use of Remind to support teacher, school, and district communication. Remind accounts for parents are automatically created based on information provided by parents in Infinite Campus (IC).

If you are not receiving Remind communication from teachers, schools, or the district, that could be due to a multitude of reasons. This document is to support you in accessing, merging, or improving your Remind experience.
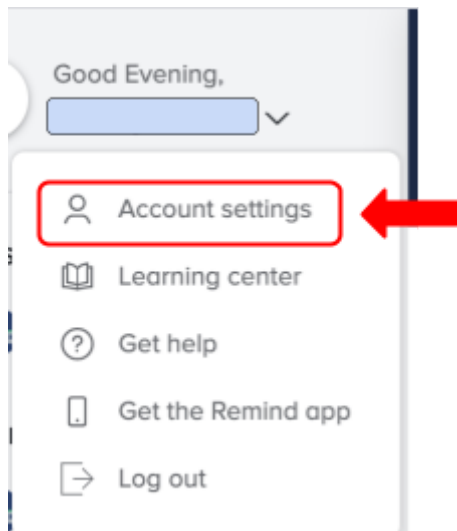
1. Do you have an active IC Parent Portal account?
   - Email ichelpdesk@wsd3.org to make sure your account is active and contact information is accurate.
2. If you have an active IC Parent Portal account and your contact information is accurate in IC, follow the"How to Access Your Remind Account" below.
3. If you had a Remind account prior to this year, have a Remind account that is used with other programs outside of WSD3, or downloaded the app and created a Remind account, you might need to merge your accounts.
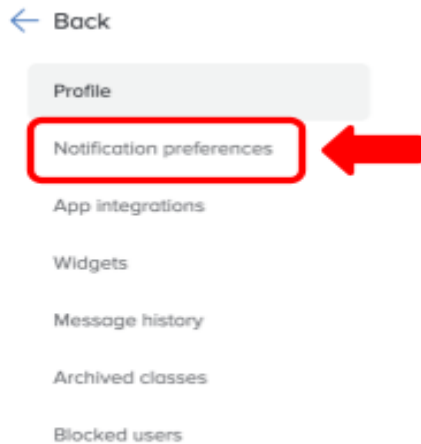
How to Access your Remind Account

1. To access your Remind account, it is preferred that you log into Remind using a computer, not a phone as the first step *(you can use your phone with the app after your account has been accessed for the first time).*

2. Log into Remind.com using your email address associated with your IC Parent Portal. If you don't know the password, click "Forgot" and follow the instructions.

3. Once you are in, you should see that you are now connected to Widefield School District 3, your child(ren)'s school(s), and your child(ren)'s classes. If you are asked to join with a class code or similar, this means that the email or phone number just used to log in is NOT the contact information associated with your Remind account, You should try a different phone number or email that could be associated with your IC Parent Portal.

4. If you do not see your child(ren)'s classes and it doesn't ask you to join with a class code, then you will want to follow the "Merge" instructions below.

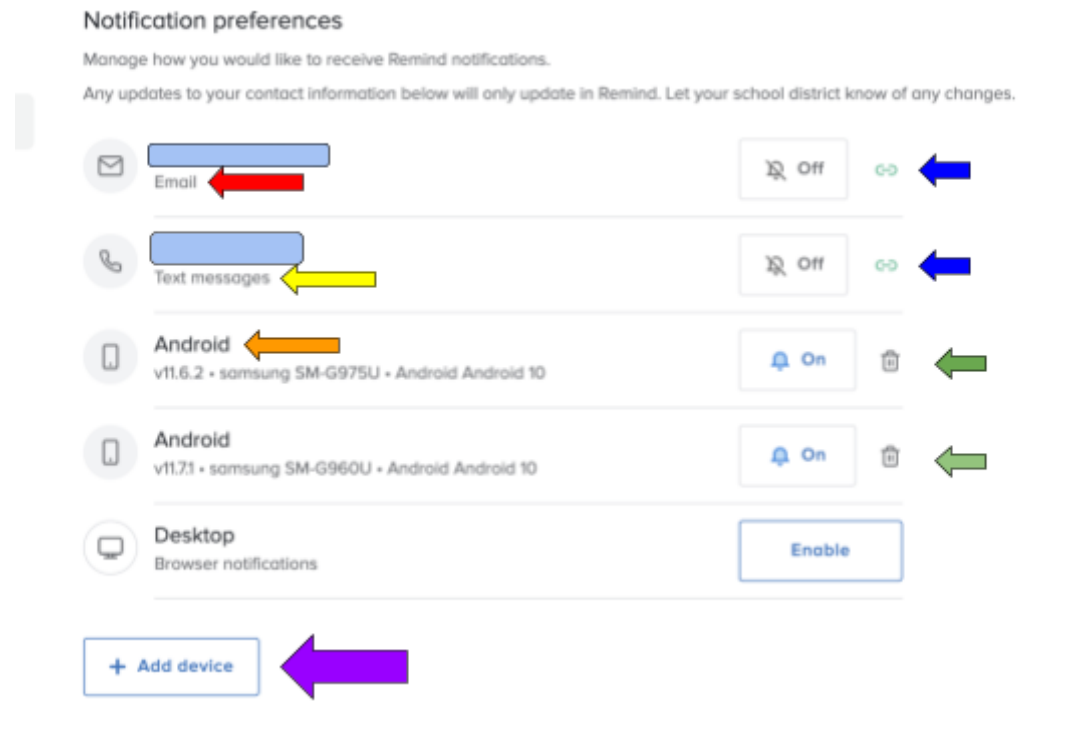# Adding Contact Information for Phone/Email Notifications

You can have multiple methods of receiving Remind notifications. To add multiple methods, log into Remind and then click on your name in the top left corner of the page. Then click on Account Settings.

In the next screen, click on Notification Preferences.

← Back

Profile

Notification preferences

App integrations

Widgets

Message history

Archived classes

Blocked users

This will take you to a page where you can add email addresses and phone numbers. Whatever information came across from Infinite Campus (IC) will have a green link next to the On/Off switch **(blue arrow)**. You cannot change this information, but you can turn off the notifications if you want to. You can see that the email **(red arrow)** and text message **(yellow arrow)** notifications below are turned off. The orange arrow is showing phones that have the Remind App installed on them and connected to this account. You delete any of the contact information by clicking on the trash can **(green arrow)**. You can also add more email addresses or phone numbers that you would like to have as part of your account **(purple arrow)**.

Notification preferences

Manage how you would like to receive Remind notifications.

Any updates to your contact information below will only update in Remind. Let your school district know of any changes.

✉	Email	←	🔕 Off	↩	←
📞	Text messages	←	🔕 Off	↩	←
📱	Android v11.6.2 • samsung SM-G975U • Android Android 10	←	🔔 On	🗑	←
📱	Android v11.7.1 • samsung SM-G960U • Android Android 10		🔔 On	🗑	←
🖵	Desktop Browser notifications		Enable		

+ Add device ←

Merging Accounts

You might have more than one account. If that is the case, you are in luck! Remind just opened up the option to merge your own accounts. To get started with merging your accounts now please follow these steps:

1. If you are using the app, you must be on the most updated version.

2. Log into Remind using either of your accounts. Navigate to your notification preferences within your account settings, and add the cell phone number or email address currently associated with your other account there.

3. Follow the steps which prompt you to confirm that the existing account found is yours and whether you want it merged, or if you just want the device moved onto the account you're logged into.

4. If you see any errors, please reply to rmd.me/help with any and all cell phone numbers and email addresses you may have used on Remind along with a screenshot of where you got stuck.

If you complete the steps but are not seeing your new contact point reflected in your settings, you may need to refresh your app. Please refresh by force quitting or logging out and logging back.

Translate on Remind

Remind has the option to automatically translate your messages in a number of languages to fit your preferences. No matter what language the message is sent, you will receive it in the language preference you set in your settings.

To change your language settings, log into your account **on a computer, click** on your name in the top right corner and then click on Account Settings.
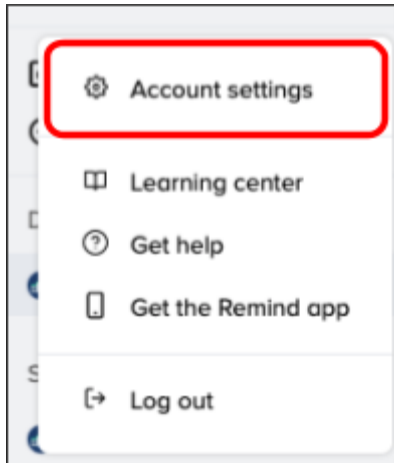
Then click on Profile.
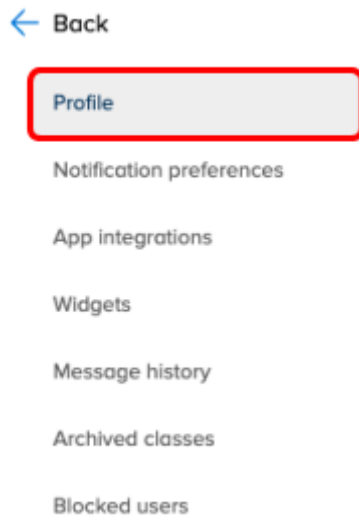
Scroll down and then click on Language preferences.

Preferred language

Messages you receive will be translated to your preferred language. Learn more.

English ▼

Save

Still Have Questions?

If you are needing to know what contact information we have on file for you with Remind, or if you need support with any component of Remind, don't hesitate to reach out to Danielle Higney at higneyd@wsd3.org or 391-3041.