



SchoolMessenger[®]

SchoolMessenger App

Parent and Student User Guide – Mobile

Introduction

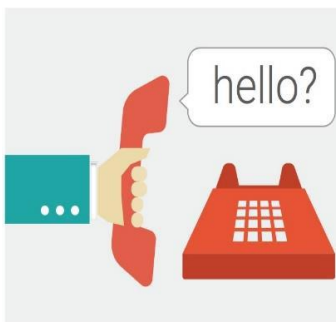
The SchoolMessenger app allows schools and school districts to inform you about school-related emergencies, school closures, attendance or other school-related issues.

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, 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.

Depending on your district's settings, you'll be able to:

- Receive teacher-sent messages from groups automatically associated with your account or groups you've joined manually.
- Join groups with generated codes provided to you by a teacher.

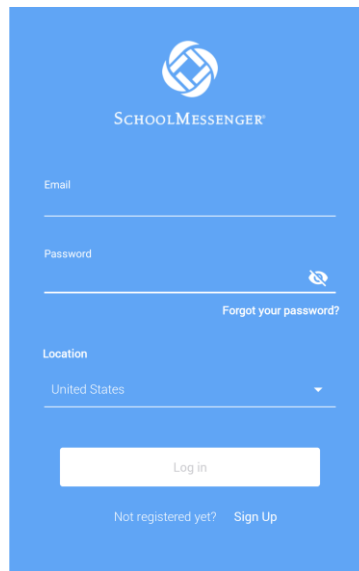


The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.

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.

Initial Menu

Download and install the mobile app from either Apple's App Store or Android's Google Play page. You have 2 options after installing the app and launching it on your mobile device:



You will be taken to the log-in page.

- Here you can log into an existing account
- Or
- You can tap Sign Up to create a new account.

Creating a SchoolMessenger App Account

If you do not already have an account, you must create one (either through the app or through go.schoolmessenger.com) before you can log in.

Important:

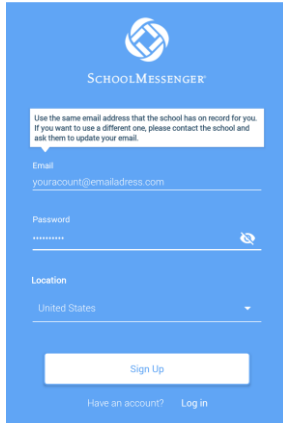
You must be a contact in PowerSchool to Sign-up.

- Parent/Guardian Contacts are imported from FinalForms
- 7-12 Student Contacts
 - Student devices and school email must be added to their contacts in order to receive messages and alerts.
 - Student must be in grades 7-12
 - FinalForms must be signed by both the parent and the student.
 - Student's Parent or Guardian must request that contact information be added to the database.
 - For security and archival purposes, requests for adding a student must be Emailed to messenger@montpelier-k12.org. Phone requests will not be accepted.
 - Request must include the following Information:
 - Student Name
 - Student ID number (used to setup email for the student)
 - Phone Number to be added

Signing Up

Tap the Sign Up link.

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



- Your password must contain have at least:
 - lowercase letter
 - 1 uppercase letter
 - 1 number
 - 6 characters

After inputting your information, tap **Sign Up**.

You will be sent an email to the email address you provided. Click the link in the email to verify your account.

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. Return to the SchoolMessenger app.

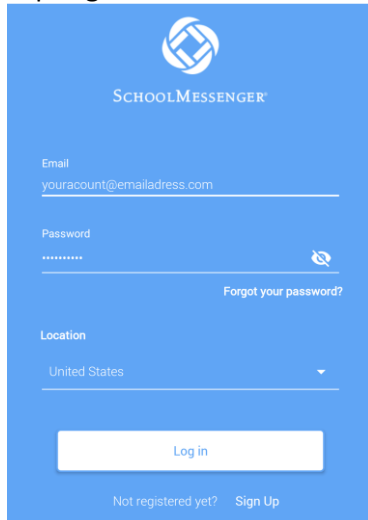
Enter the same email address and password you used to create the account.

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

Logging In

To log into the SchoolMessenger app:

- Open the app.
- Enter the email address you used to register in the SchoolMessenger app.
- Enter your password.
- Select your location. Choose either the United States or Canada.
- Tap **Log in**.

A screenshot of the SchoolMessenger login screen. The background is blue. At the top center is the SchoolMessenger logo, a white square with a stylized 'S' inside, and the text 'SCHOOLMESSENGER' below it. Below the logo are three input fields: 'Email' with the placeholder 'youraccount@emailaddress.com', 'Password' with a masked password '*****' and a 'Forgot your password?' link to the right, and 'Location' with a dropdown menu showing 'United States'. At the bottom center is a white 'Log in' button. At the very bottom, there are two links: 'Not registered yet?' and 'Sign Up'.

If you forget your password.

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

Logging Out

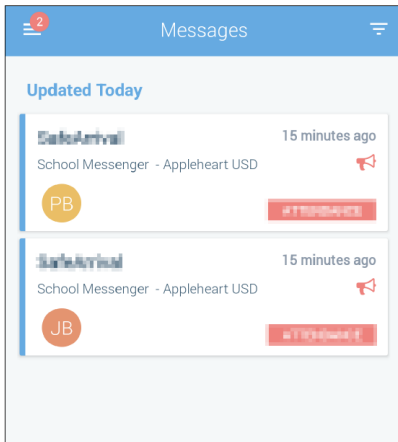
Tap the  icon in the upper left corner of your screen.

Tap **Log out**.

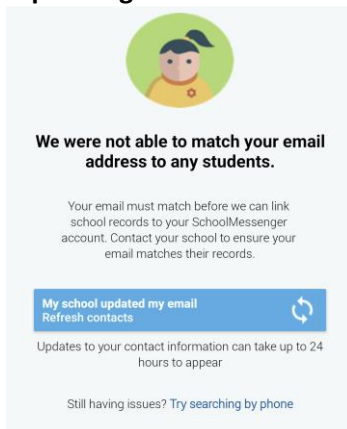
On First Sign In...

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 added into the system based on the information you've provided to your school or district in FinalForms.




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



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.

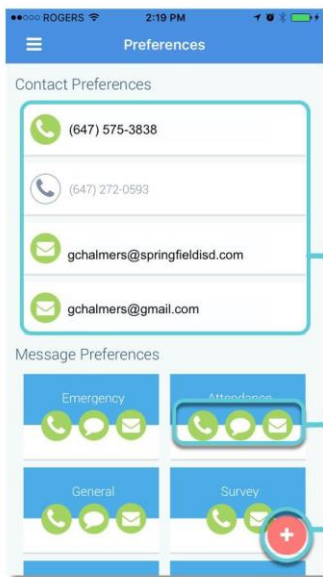
Access your notification preferences by tap the  icon and tap Preferences.

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

- 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.



Your Preferences screen shows your contact information and the types of messages which the school/district has set up in their SchoolMessenger setup. Hence, more or fewer message types may appear here with unique names, defined as such by the school/district.

Your Contact Preferences shows all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Phone numbers that are grey are pending consent approvals.

Select how you want to be contacted for each message type by clicking the icon. If green, the notification message type is enabled. If grey, you will not receive the notification in this message type.

Click the Add button to either add a new phone number or email address.

Groups and Group Types

You will see a Join Groups option in your menu. On this page you can:

- See all the groups you're a member of.
- See only the name of the group teacher, not the other participants in the group.
- Join, leave and view groups you have the access code for.
- View all of the groups you're linked to automatically as a participant based on your account.

Depending on what your district has enabled, there are two types of groups:

- Automatic Groups: Groups you're automatically joined with linked to your account.
- Teacher-Created Groups: Groups created by a teacher that you can join and leave using a unique access code they've provided to you.

Joining a Group

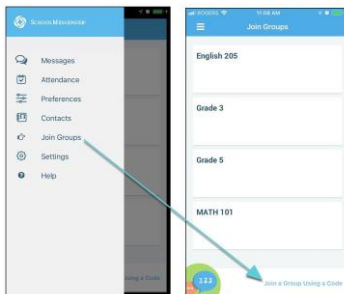
School Administrators and Teachers can set up conversation or discussion groups in which students, guardians, and other school staff can participate. But before such participation can occur, you must be invited and provided an access code to join the group.

You can join as many groups as you are invited to participate in. To join a group:

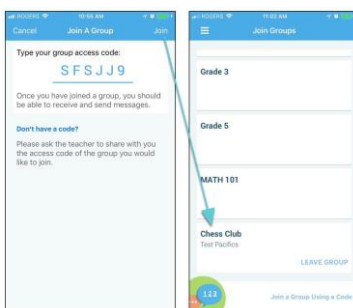
Obtain the access code from your student's teacher.

Tap the Join Groups option in the menu.

Tap Join a Group using a Code.



In the Join Group window, enter the access code that was provided to you.



Tap **Join**. You'll be taken back to the Join Groups page.

The group you've just joined will appear at the bottom of the list.

Leaving a Group

You can only leave teacher-created groups. You will not be able to leave automatic groups you've been assigned to. If you're a participant of a group you're not supposed to be a part of, contact your school district to correct this.

Tap the Join Groups menu option.

Tap Leave Group to the left of the group you wish to leave.



Confirm that you no longer want to be part of the group in the next window.

Messages

The SchoolMessenger app's Messages page displays all broadcast 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 SchoolMessenger app group(s) you have joined. They are sorted newest first, oldest last.

There are two types of messages:

- **Broadcast Messages:** Sent by the school or district as SchoolMessenger Broadcasts (Emergency, Attendance, General, etc.). These will expire and be removed from your messages page after 30 days.
- **Teacher-Sent Messages:** Messages sent initially by teachers either publicly or privately to participants who are members of a SchoolMessenger app group. Unless deleted by the teacher, these remain in your message page indefinitely.

Note: The SchoolMessenger app automatically assigns the color and initial of the each of the student identification circles. Neither the color nor the initial can be changed.

Support:

The best way to get help with any of these tasks is to contact tech support directly.

- Phone: 419-485-6717
or
- Email: messenger@montpelier-k12.org