

**School Messenger** is the communication application that the Carroll County Public School System uses 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 to receive text messages.

All contact information for the parent / guardian 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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## School Messenger Basics

### How are communications sent?

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

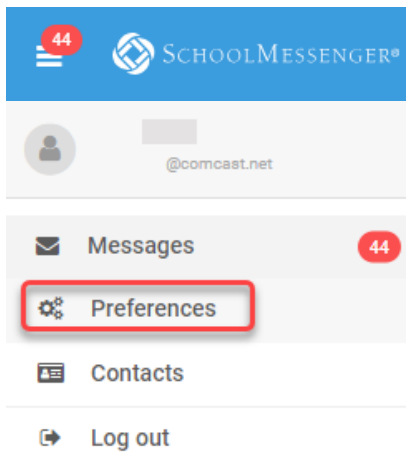
### How does SchoolMessenger obtain my information?

All information is taken from the emergency procedure cards that are completed by the guardians at the beginning of each school year. Guardians are automatically enrolled in the School Messenger system. If you need to update your contact information at any time, please call your child's school main office.

### Can I opt out of SchoolMessenger notifications?

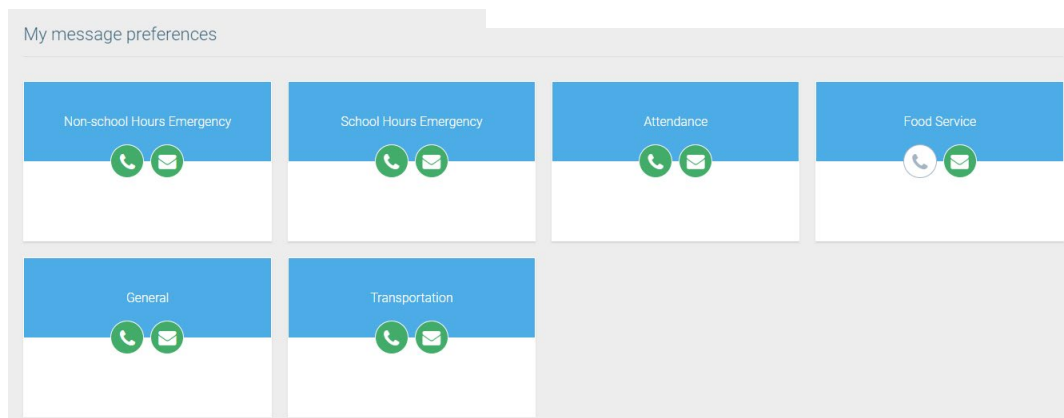
You cannot opt out of receiving emergency notifications sent via SchoolMessenger. However, you can set your preferences by signing into the SchoolMessenger or the SchoolMessenger Application.

To access SchoolMessenger preferences, access <https://go.schoolmessenger.com> and click on the three bars in the upper left corner.



The various types of SchoolMessenger notifications utilized by CCPS are as follows:

- Non-school Hours Emergency
- School Hours Emergency
- Attendance
- Food Service Balance
- General
- Transportation

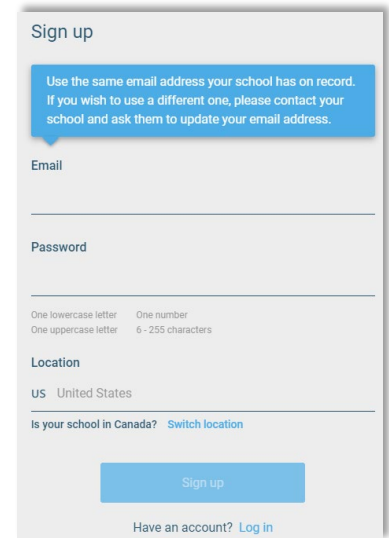


## Creating Account

### 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://go.schoolmessenger.com> or download the SchoolMessenger app or access the web 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.



The screenshot shows a 'Sign up' form with the following fields and instructions:

- Sign up** (title)
- Instruction: 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** (input field)
- Password** (input field)
- Requirements: One lowercase letter, One uppercase letter, One number, 6 - 255 characters
- Location** (input field)
- Default: US United States
- Link: Is your school in Canada? [Switch location](#)
- Sign up** (button)
- Link: Have an account? [Log in](#)

### How do I access the mobile app?

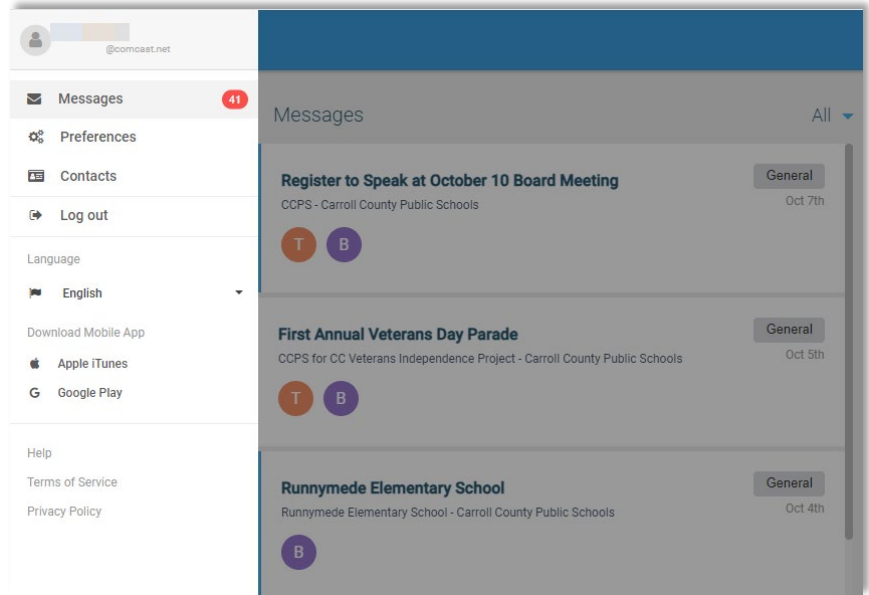
The SchoolMessenger app is available on the Android Google Play and Apple iOS app stores under the name "SchoolMessenger." Download the appropriate version and use the same credentials that were set up for the web application.



## What info can I see in the SchoolMessenger App?

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

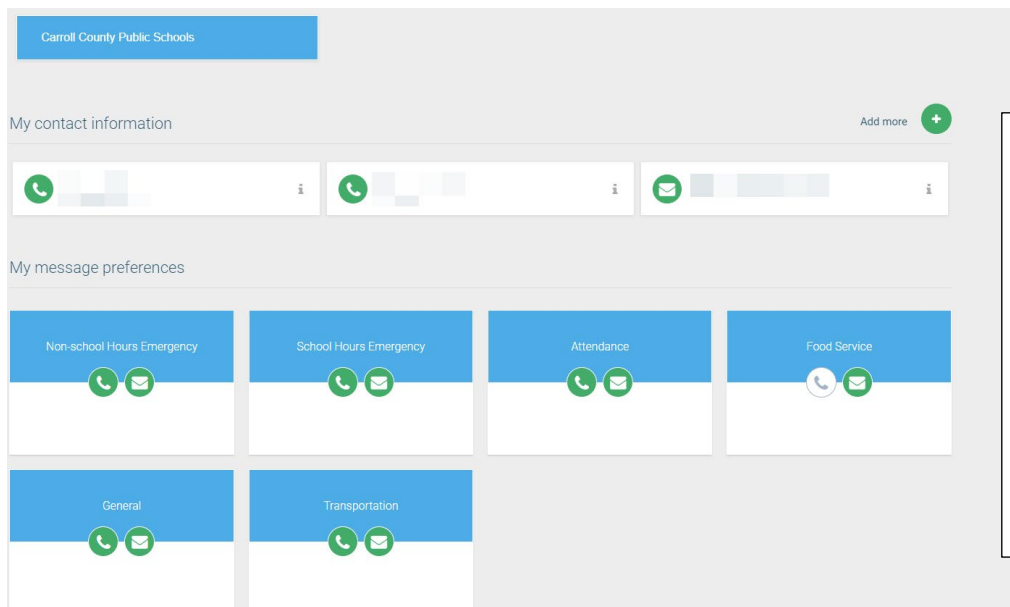
- **Messages:** Review the last 30 days' worth of messages for each associated contact. If you have more than one child in CCPS, you will see all messages.
- **Preferences:** Configure the types of notifications you would like to receive.
- **Contacts:** View contact information associated with your account, both student and guardian records.



## Preferences

Determine what types of messages you would like to receive. Upon logging into the application, click your profile icon in the upper right corner and choose Preferences.

Contact information will appear as well as your message preferences:



Green icons indicate that they are currently enabled for phone or email.

Gray icons indicate that setting is not enabled.

Toggle the icons to match the phone and email settings you prefer for each mail category.

## Is my info secure?

The sign-up process creates a secure link between yourself and SchoolMessenger. 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.

## SMS (Text) Notifications

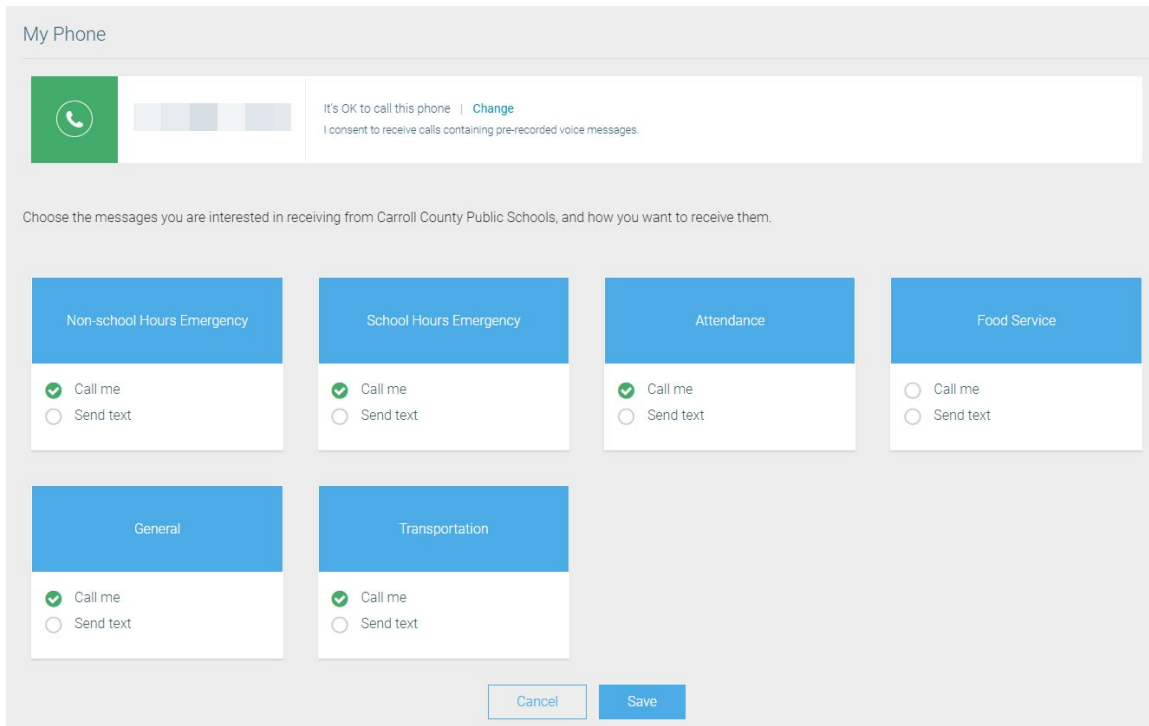
To sign up for School Messenger SMS notifications, you first need to establish an account (instructions above).

## 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.

## How do I sign up for SMS notifications?

1. Log into SchoolMessenger (instructions are shown in above section).
2. Select **Preferences** in your account menu.
3. You will see the phone number(s) that CCPS has on file in your child's record. If this number is incorrect, please contact your child's school front office to have them update this information. You can also add additional cell phone numbers to receive text notifications on by clicking the 'Add more' button.
4. Click the box that contains your cell phone number.
5. Select or deselect the types of messages you are interested in receiving and how you want to receive them.
6. Click Save.



My Phone

Call me  
 Send text

It's OK to call this phone | [Change](#)  
I consent to receive calls containing pre-recorded voice messages.

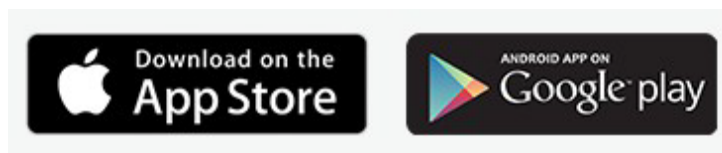
Choose the messages you are interested in receiving from Carroll County Public Schools, and how you want to receive them.

| Category                   | Call me                             | Send text                |
|----------------------------|-------------------------------------|--------------------------|
| Non-school Hours Emergency | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| School Hours Emergency     | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Attendance                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Food Service               | <input type="checkbox"/>            | <input type="checkbox"/> |
| General                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Transportation             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

## 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.

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



## 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, go to <https://go.schoolmessenger.com> or contact your student's school office.

## School Messenger Tips

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

Contact your child's school office. The school office can research issues related to SchoolMessenger notifications.

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

### **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.

### **Can I opt out of SchoolMessenger notifications?**

You cannot opt out of emergency notifications. However, you can set your preferences by signing into the SchoolMessenger web app or SchoolMessenger mobile app via the instructions above.

Types of notifications sent by CCPS:

- School Hours Emergency
- Non-School Hours Emergency
- Attendance
- General
- Transportation
- Food Service Balance

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

First, check any SPAM or Junk folders to see if the emails are in there. If they are not, please visit your email provider's 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 provider's Customer Support or call the school to update the email address on file to a different one.