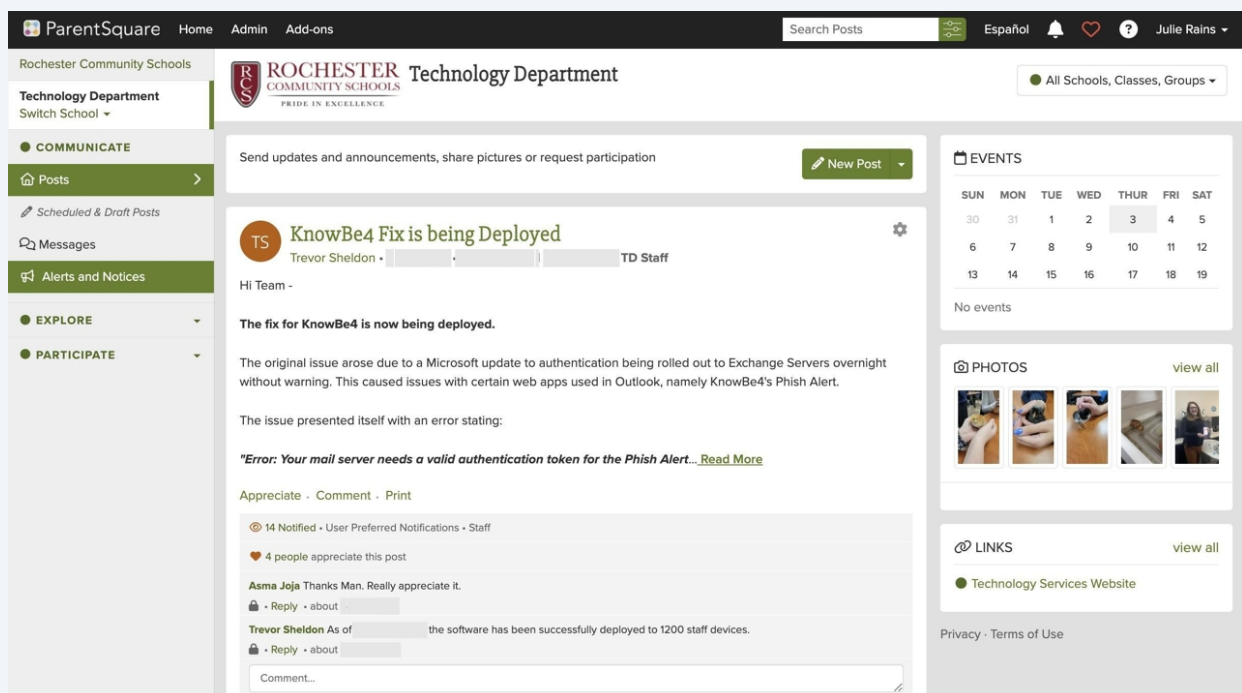


How To Create An Urgent Alert In ParentSquare

This guide provides a straightforward method for sending urgent alerts through ParentSquare, ensuring that critical emergency information reaches the entire school, department or district promptly.

- 1 Navigate to <https://www.parentsquare.com> and login



ParentSquare Home Admin Add-ons Search Posts Español Julie Rains

Rochester Community Schools Technology Department

Send updates and announcements, share pictures or request participation New Post

KnowBe4 Fix is being Deployed

Trevor Sheldon TD Staff

Hi Team -

The fix for KnowBe4 is now being deployed.

The original issue arose due to a Microsoft update to authentication being rolled out to Exchange Servers overnight without warning. This caused issues with certain web apps used in Outlook, namely KnowBe4's Phish Alert.

The issue presented itself with an error stating:

"Error: Your mail server needs a valid authentication token for the Phish Alert..." [Read More](#)

Appreciate · Comment · Print

14 Notified · User Preferred Notifications · Staff

4 people appreciate this post

Asma Joja Thanks Man. Really appreciate it.

· Reply · about

Trevor Sheldon As of the software has been successfully deployed to 1200 staff devices.

· Reply · about

Comment...

EVENTS

SUN	MON	TUE	WED	THUR	FRI	SAT
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

No events

PHOTOS

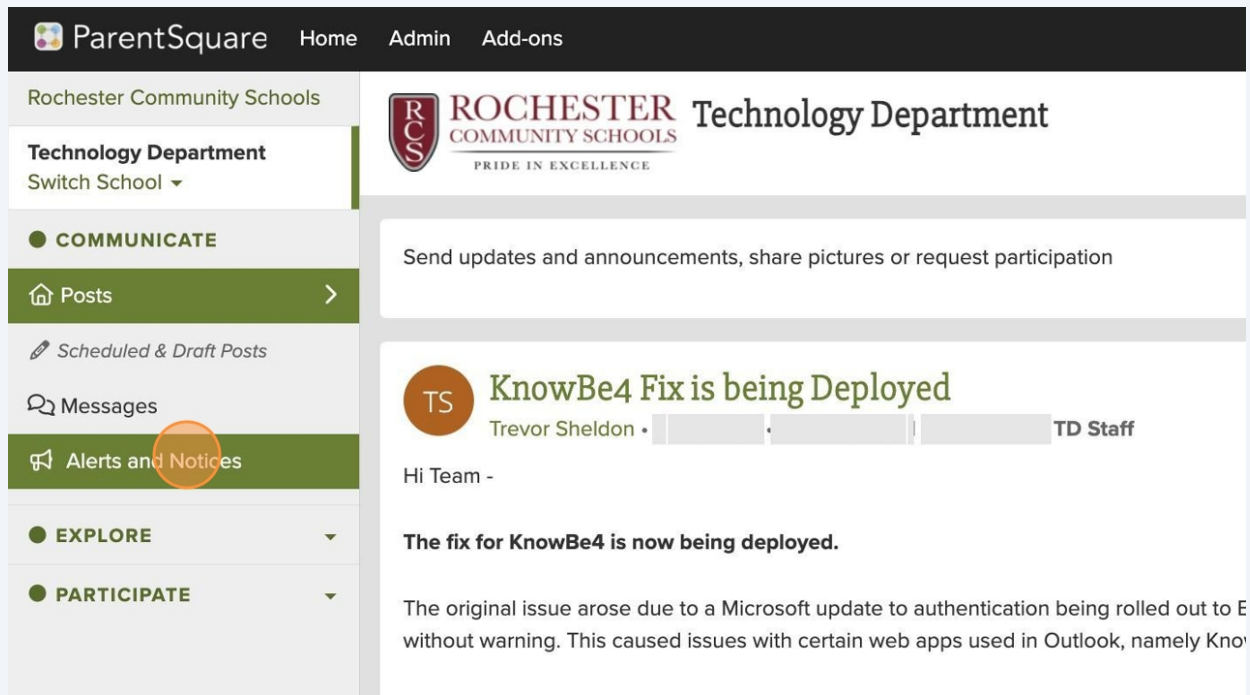
view all

LINKS

Technology Services Website

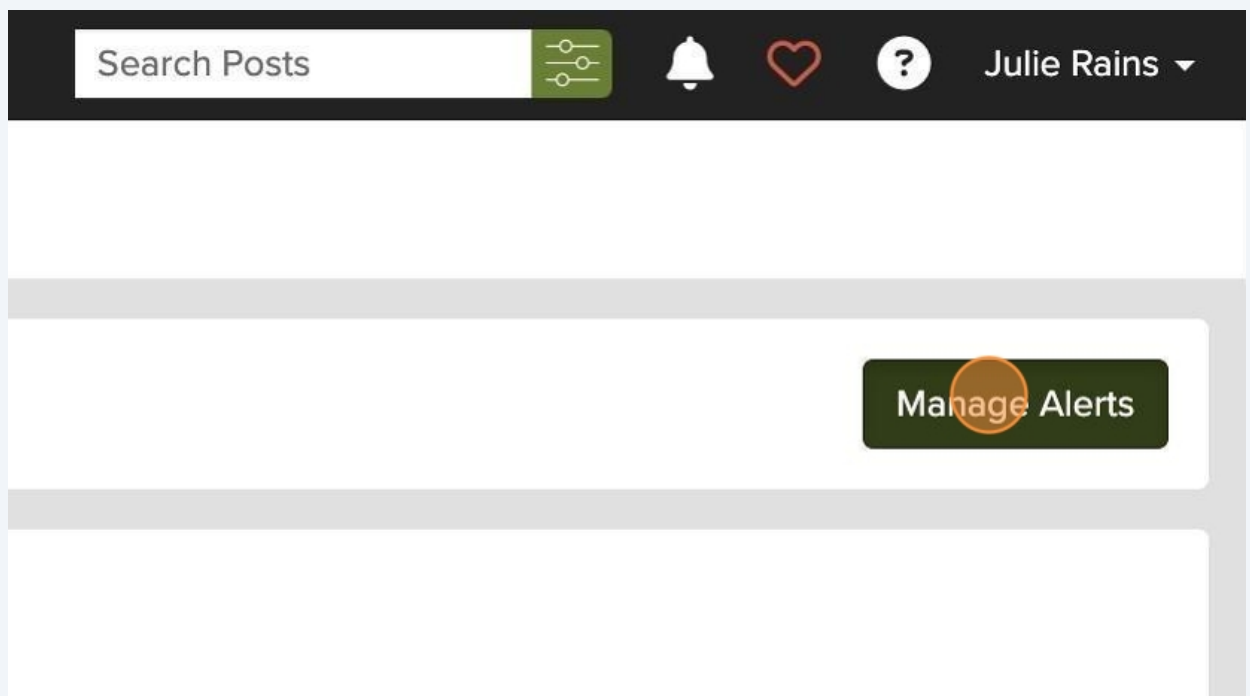
Privacy · Terms of Use

2 Click "Alerts and Notices"



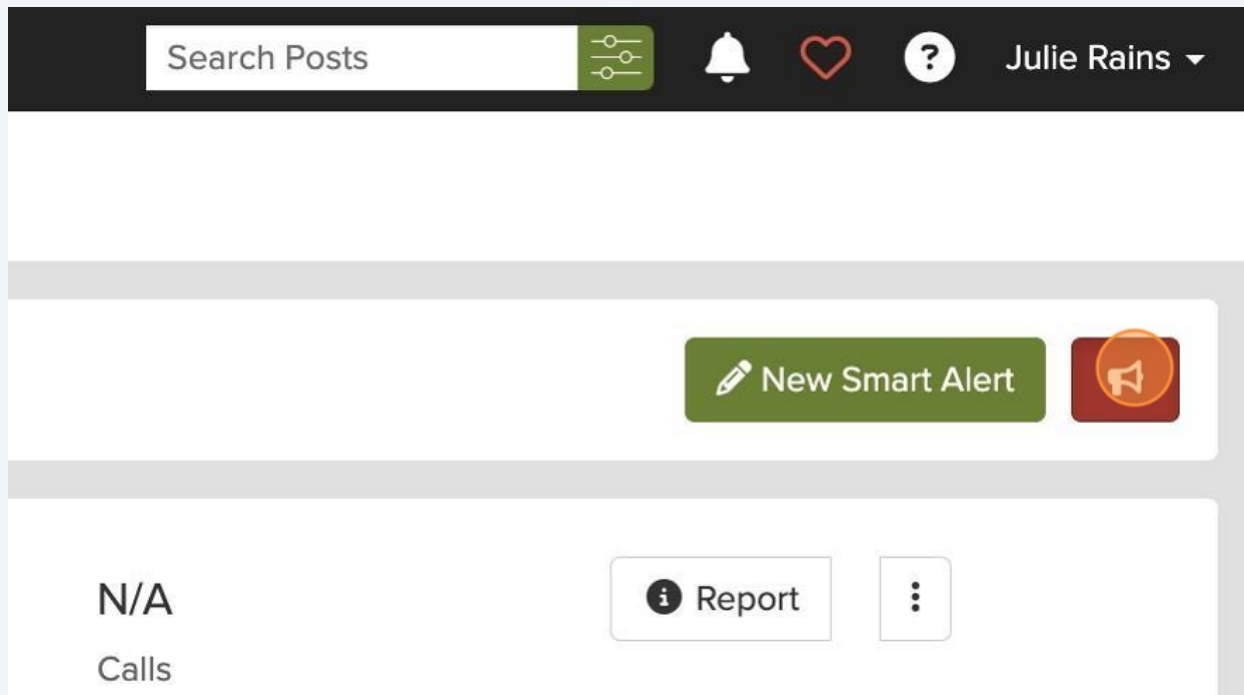
The screenshot shows the ParentSquare web interface. At the top, there is a navigation bar with 'ParentSquare', 'Home', 'Admin', and 'Add-ons'. Below this, the header area displays 'Rochester Community Schools' and the 'Technology Department' logo with the tagline 'PRIDE IN EXCELLENCE'. The left sidebar contains a menu with categories: 'COMMUNICATE', 'EXPLORE', and 'PARTICIPATE'. Under 'COMMUNICATE', the options are 'Posts', 'Scheduled & Draft Posts', 'Messages', and 'Alerts and Notices', which is highlighted with an orange circle. The main content area shows a post titled 'KnowBe4 Fix is being Deployed' by Trevor Sheldon, a TD Staff member. The post text reads: 'Hi Team - The fix for KnowBe4 is now being deployed. The original issue arose due to a Microsoft update to authentication being rolled out to E without warning. This caused issues with certain web apps used in Outlook, namely KnowBe4.'

3 Click "Manage Alerts"

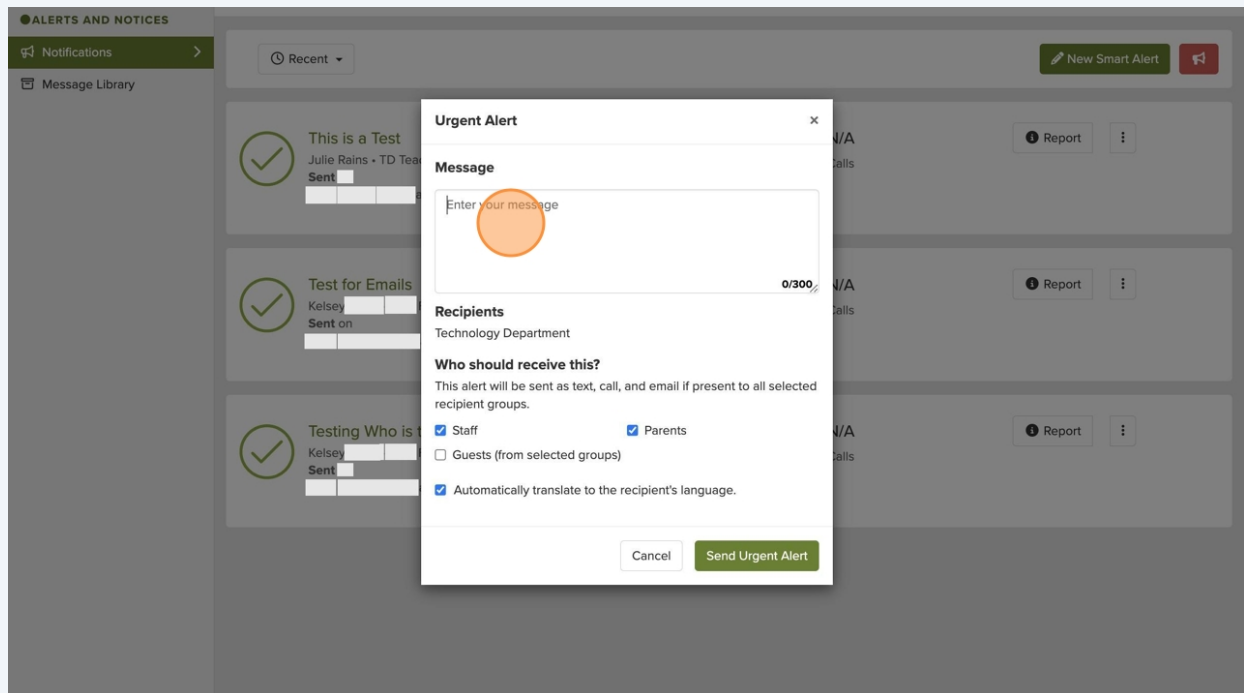


The screenshot shows the ParentSquare interface with a dark header bar. It includes a 'Search Posts' input field, a settings icon, a notification bell icon, a heart icon, a help icon, and a user profile for 'Julie Rains'. The main content area is mostly blank, with a 'Manage Alerts' button highlighted by an orange circle in the bottom right corner.

4 Click the "Megaphone" icon



5 Click to "Enter Your Message"



6

Important Note: The recipients will *automatically include* your whole school or department as this is an Urgent Alert

The screenshot shows the 'Urgent Alert' dialog box. The 'Recipients' section is highlighted with an orange box. It shows 'Technology Department' as the selected recipient. Below this, the 'Who should receive this?' section is visible, with checkboxes for 'Staff', 'Parents', and 'Guests (from selected groups)'. The 'Staff' and 'Parents' checkboxes are checked, and the 'Automatically translate to the recipient's language.' checkbox is also checked. The 'Send Urgent Alert' button is at the bottom right.

7

You do still have the option of sending this to "Staff, Parents or Guests (from selected groups)." Check boxes for all of the groups you'd like to receive the message.

The screenshot shows the 'Urgent Alert' dialog box. The 'Who should receive this?' section is highlighted with an orange box. It shows the checkboxes for 'Staff', 'Parents', and 'Guests (from selected groups)'. The 'Parents' checkbox is checked, and the 'Automatically translate to the recipient's language.' checkbox is also checked. The 'Send Urgent Alert' button is at the bottom right.

8

Make sure the box is checked to "Automatically translate to the recipient's language"

Technology Department

Who should receive this?

This alert will be sent as text, call, and email if present to all selected recipient groups.

☐ Staff ☐ Parents

☐ Guests (from selected groups)

☒ Automatically translate to the recipient's language.

Cancel Send Urgent Alert

9

Click "Send Urgent Alert" to send the message immediately via text, call and email to all selected groups

Urgent Alert

Message

Enter your message

Recipients

Technology Department

Who should receive this?

This alert will be sent as text, call, and email if present to all selected recipient groups.

☒ Staff ☒ Parents

☒ Guests (from selected groups)

☒ Automatically translate to the recipient's language.

Cancel Send Urgent Alert