



EMPOWERING THE FUTURE – with Mattawan Pride

Guide to Setting Up: SchoolMessenger / InfoCenter



MATTAWAN CONSOLIDATED SCHOOL

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Table of Contents

Table of Contents 2

What is SchoolMessenger / InfoCenter 3

Communication Expectations 3

SchoolMessenger / InfoCenter Questions 3

Add, Edit, Remove Contact Info 3

Before You Begin 3

Parent Portal Users (Grades 6-12) 4

Non Parent Portal Users (Grades Y5-5)..... 9

Staff Members (MCS & EduStaff) 15

SMS Text Set-Up 21

What is SchoolMessenger / InfoCenter

SchoolMessenger is a rapid alert/notification system used by Mattawan Consolidated School. It allows for parents, guardians and staff to receive information and notifications from the district using different communication methods including telephone, SMS (text), and email.

InfoCenter is the portal used for parents, guardians and staff to modify their communication preferences. We tend to refer to “SchoolMessenger” and “InfoCenter” interchangeably but InfoCenter is the actual product provided by the SchoolMessenger company.

Communication Expectations

Within the SchoolMessenger system there are three (3) different types of notification urgencies. Listed below are the different types along with examples of how you can expect Mattawan Consolidated School to use each.

- **GENERAL**
 - Communications will be sent via email with the exception of student absences
 - Student Absence (phone call)
 - District reminders & event notifications
 - Weekly parent communications (per building)
- **NON-SCHOOL HOURS EMERGENCY**
 - Communications will be sent via phone call, email, and SMS (text)
 - School Closure (outside school hours, e.g. snow days)
 - School Delays
 - Closing and delay notifications are sent between approximately 5:00 – 5:15 am to accommodate bus riders and staff.
- **SCHOOL HOURS EMERGENCY**
 - Communications will be sent via phone call, email, and SMS (text)
 - School Emergency (during school hours, e.g. building evacuation, lockdown, fire)

SchoolMessenger / InfoCenter Questions

If you have questions or need help with InfoCenter or the SchoolMessenger system please email messengersupport@mattawanschools.org.

Add, Edit, Remove Contact Info

If you need to change your contact information please contact the appropriate building office or email messengersupport@mattawanschools.org.

Before You Begin

- If you have a parent portal account through PowerSchool (grades 6-12), refer to page 4.
- If you do not have a parent portal account through PowerSchool (grades Y5-5), refer to page 9.
- If you are a staff member (MCS & EduStaff), refer to page 15.

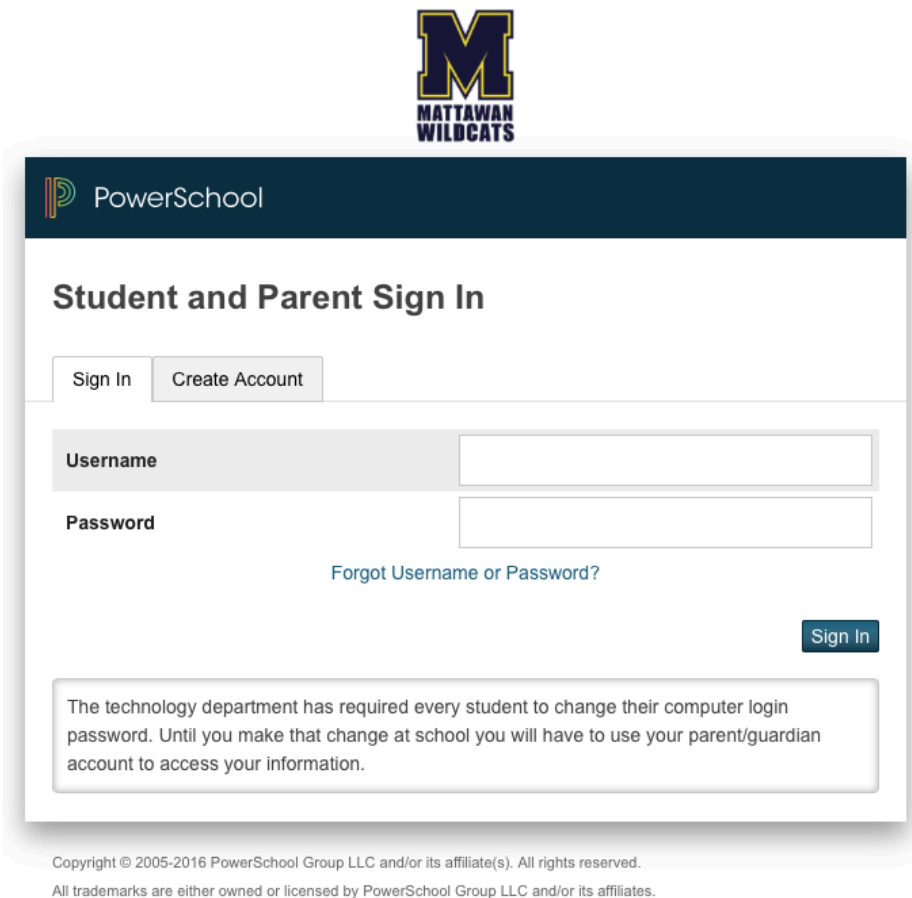
Parent Portal Users (Grades 6-12)

****If you are a Young 5's – 5th grade parent refer to page 9. If you are a staff member refer to page 15.**

Go to the parent portal website by following this link: <https://ps.mattawanschools.org>.

Enter your *Username* and *Password* to sign-in.

Once signed in, the *InfoCenter* app will be located at the bottom of the *Navigation* pane (left-hand side).



MATTAWAN WILDCATS

PowerSchool

Student and Parent Sign In

Sign In Create Account

Username

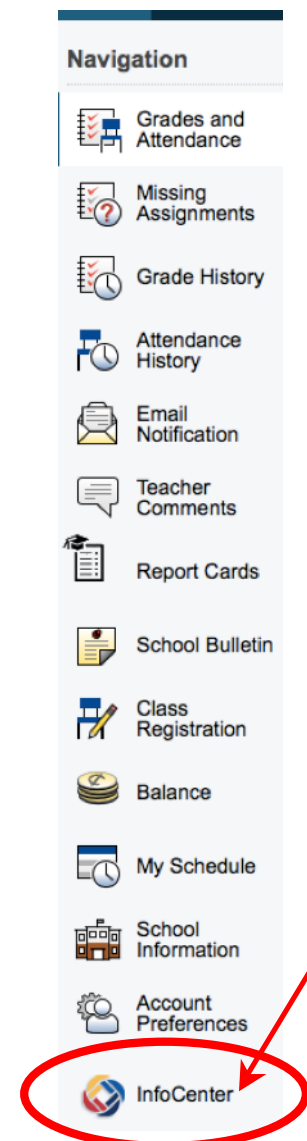
Password

[Forgot Username or Password?](#)

Sign In

The technology department has required every student to change their computer login password. Until you make that change at school you will have to use your parent/guardian account to access your information.

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Click on the *InfoCenter* app, you will be automatically routed to a new website.

A settings window will pop-up, you will be prompted to enter the following information, then click *Save*:

- First Name
- Last Name
- Role
- School District

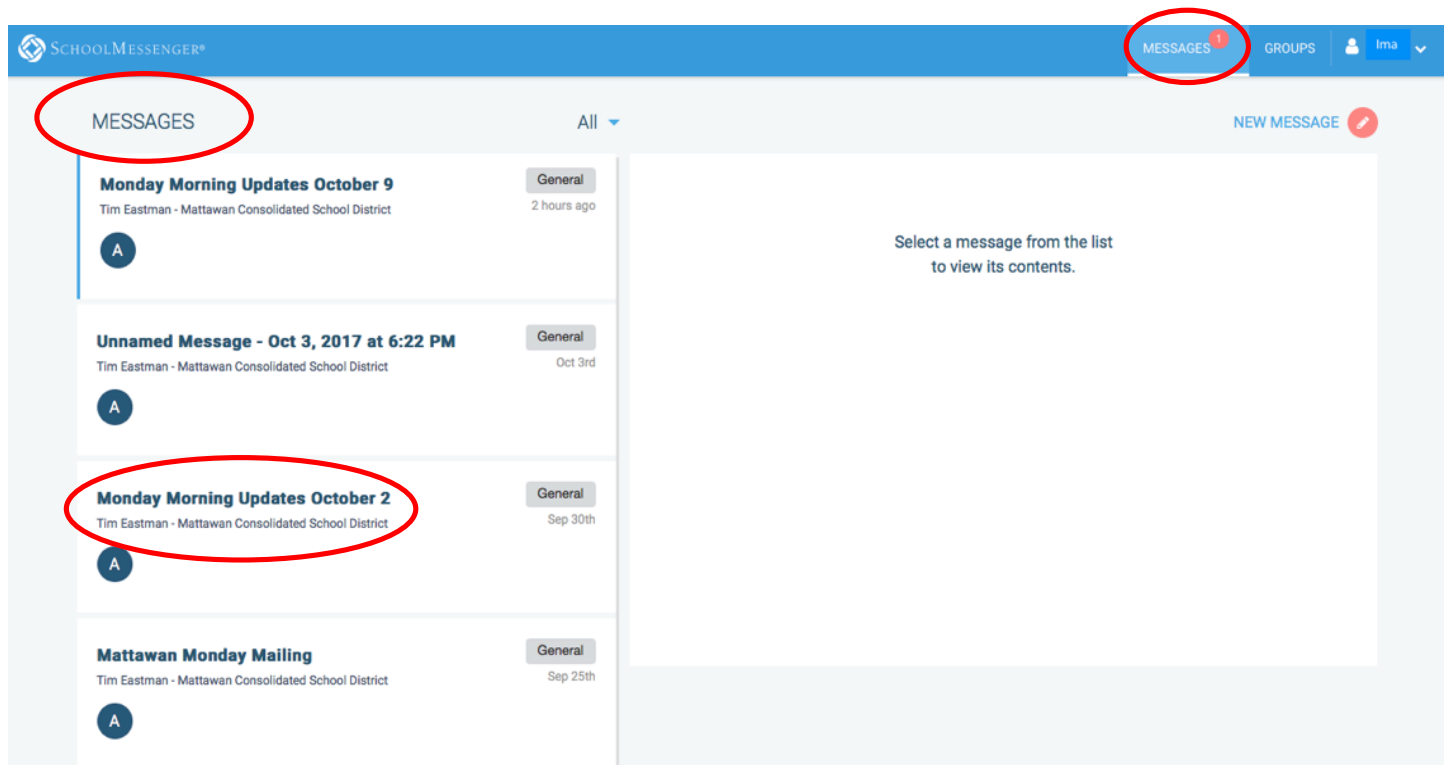
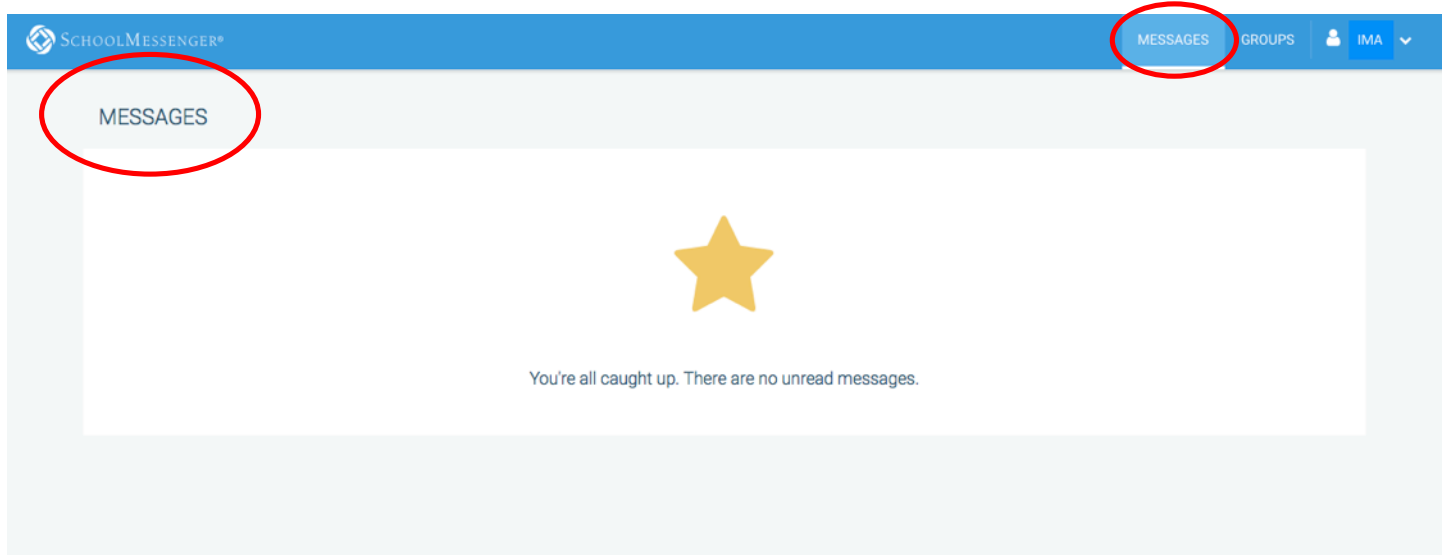
We recommend you spend a few moments considering your notification preferences to ensure you receive all the emails, phone calls, and SMS text messages you would like to receive.

When you first log in to the SchoolMessenger / InfoCenter system, you may receive a permission prompt for any phone number(s) that you have not provided consent to receive voice calls.

Consent preferences can be changed at any given time ([discussed on page 8](#)).

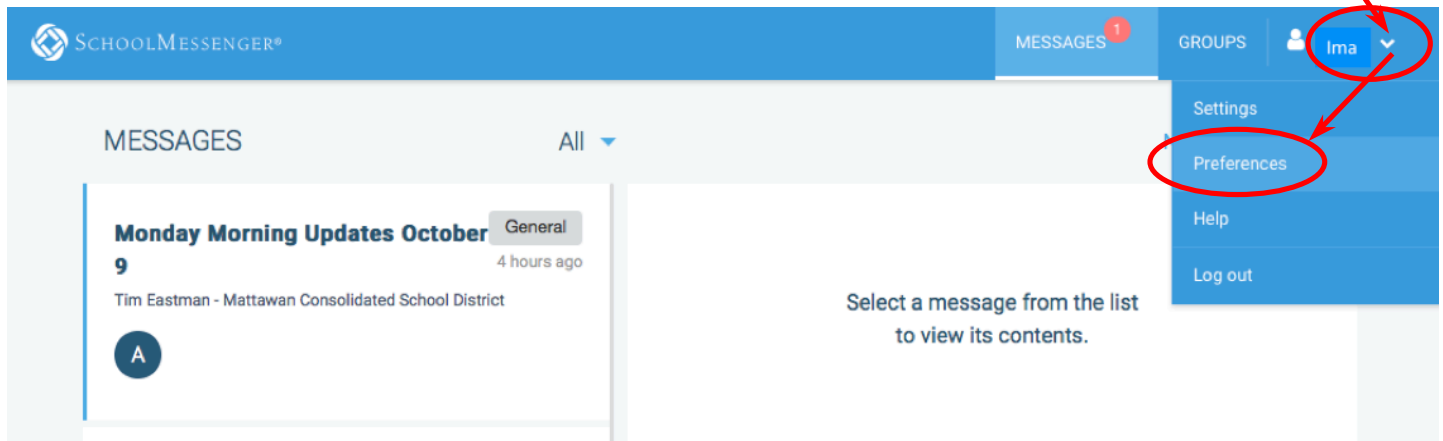
In an effort to be compliant with federal regulations it is required for MCS to have your permission to continue calling you with our SchoolMessenger system for non-emergency school situations ([refer to page 3](#) for examples).

The *Messages* screen is the default when you log in, this screen will display all messages (voice, email, or text) sent to you from Mattawan Consolidated School during the last 30 days. Messages are sorted newest (first) to oldest (last), and the heading of all messages will appear on the left side of the *Messages* screen.

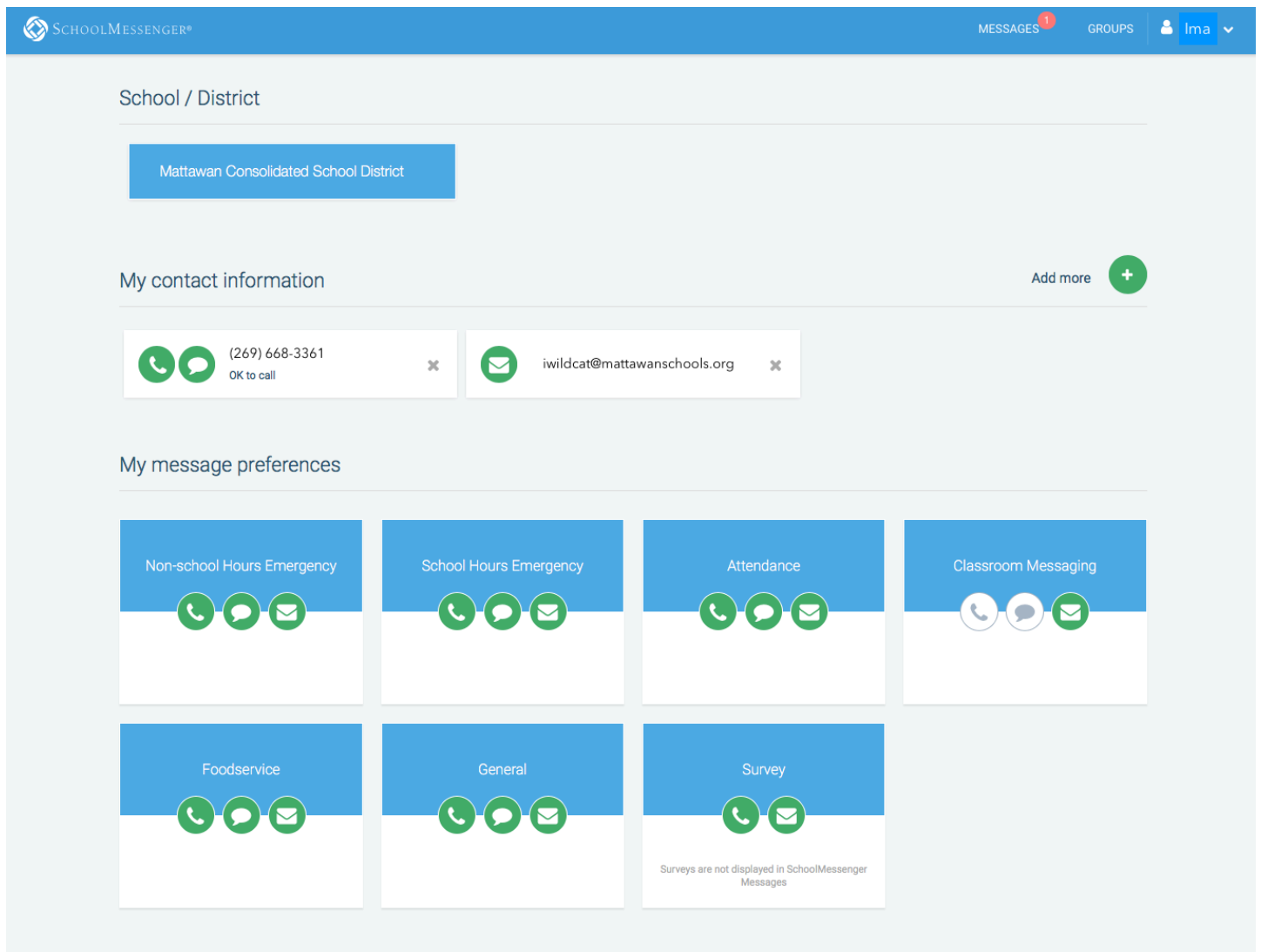


At this point you can set-up and manage your notification preferences.

Hover over the menu option where you see your name in the top right corner, then click on *Preferences*.



The *Preferences* screen will look like this:

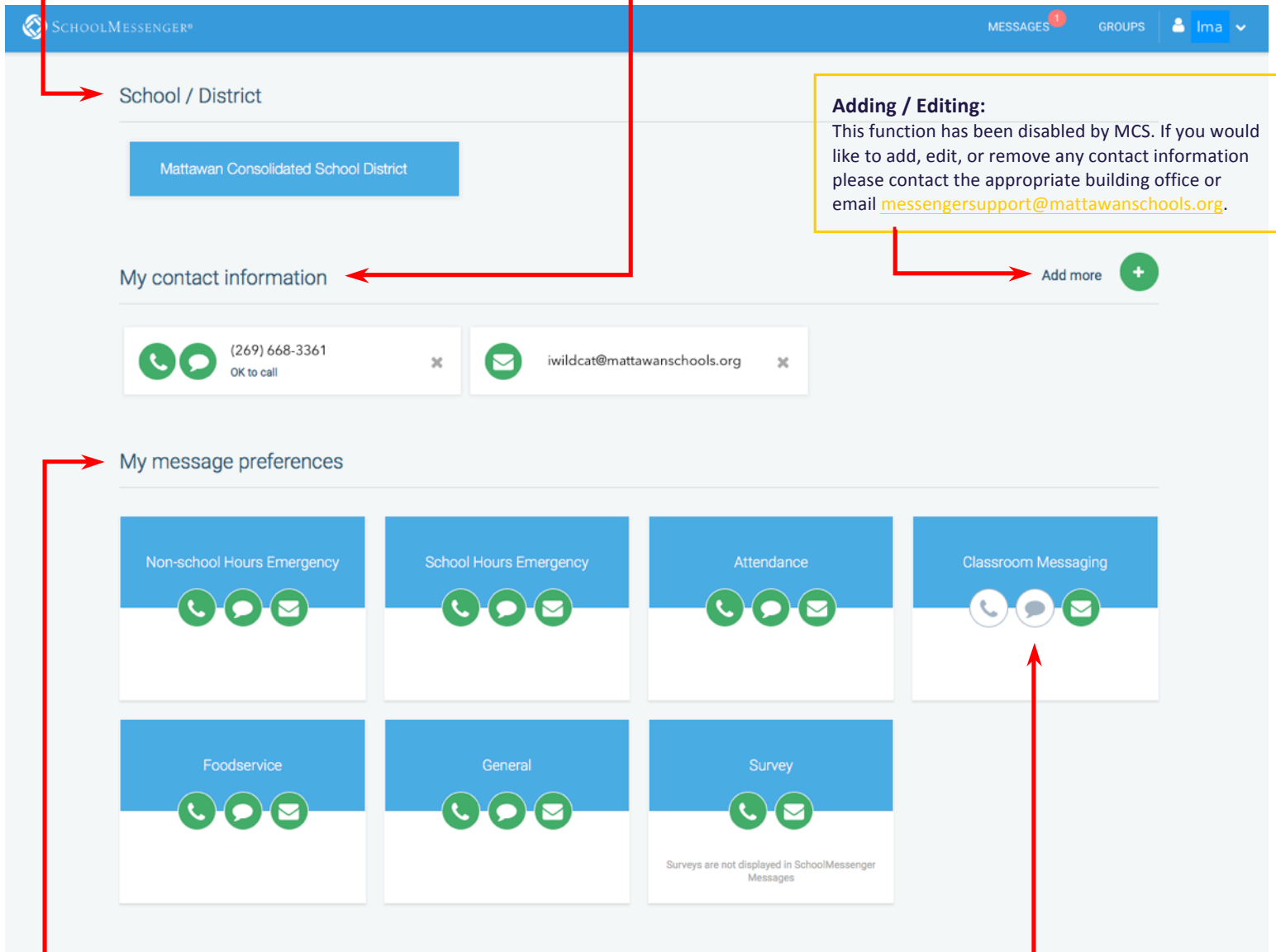


School / District:

Shows the school(s) and district(s) that you are connected with. There can be more than one school or district here, as it is possible for a parent/guardian/staff to have children in more than one school.

Contact Information:

Displays all email addresses  and telephone numbers (voice and SMS text) at which you can be contacted. Icons for voice  and SMS text  are selected.



The screenshot shows the SchoolMessenger interface. At the top, there's a blue header with the SchoolMessenger logo, a 'MESSAGES' button with a red notification badge, and a 'GROUPS' button. A user profile 'lma' is visible on the right. Below the header, the 'School / District' section shows 'Mattawan Consolidated School District'. The 'My contact information' section displays two contact cards: one for a phone number '(269) 668-3361' with voice and SMS icons, and another for an email 'iwildcat@mattawanschools.org' with an email icon. An 'Add more' button with a plus icon is to the right. The 'My message preferences' section shows seven message type cards: 'Non-school Hours Emergency', 'School Hours Emergency', 'Attendance', 'Classroom Messaging', 'Foodservice', 'General', and 'Survey'. Each card has icons for voice, SMS, and email. In the 'Classroom Messaging' card, the email icon is selected. A red arrow points from the 'Adding / Editing' text box to the 'Add more' button. Another red arrow points from the 'Message Preferences' text box to the 'My message preferences' section. A third red arrow points from the 'Communication Selection per Message Type' text box to the 'Classroom Messaging' card.

Adding / Editing:

This function has been disabled by MCS. If you would like to add, edit, or remove any contact information please contact the appropriate building office or email messengersupport@mattawanschools.org.

School / District

Mattawan Consolidated School District

My contact information

Add more






(269) 668-3361
OK to call



iwildcat@mattawanschools.org

My message preferences

Non-school Hours Emergency





School Hours Emergency





Attendance





Classroom Messaging





Foodservice





General





Survey




Surveys are not displayed in SchoolMessenger Messages

Message Preferences:

Shows all the types of messages that Mattawan Consolidated School has set up in our SchoolMessenger system. You can select how you wish to be contacted for each message type.

Communication Selection per Message Type:

Select the card for any type of message and specify your preference of communication for that specific topic. For example, the person in the above screenshot has opted to receive classroom messages via email, and not via voice call or SMS text.

Non Parent Portal Users (Grades Y5-5)

****If you are a 6th – 12th grade parent refer to page 4. If you are a staff member refer to page 15.**

Go to the InfoCenter website by following this link: <https://go.schoolmessenger.com>.

If you are not a parent new to Mattawan Consolidated School, please log in using the above link and proceed to page 11.

Parents new to the district, or parents who did not set-up an InfoCenter account last year will have to first sign-up.

The following information is required, then click *Sign Up*:

- Email
- Password
- Location

The email address you need to enter is the one you provided during enrollment, the one attached to your child's contact information.

If you do not know the email address, please contact the appropriate building office, or email messengersupport@mattawanschools.org.

A powerful new way to stay connected to your student's school or district



You are almost set!

Please verify your account by following instructions we sent to iwildcat@mattawanschools.org

[Resend verification email](#)

[Back to Log in](#)

Have an account? [Log in](#)

The Sign Up verification screen directs you to verify your account by following the instructions that were emailed to you.

The verification email will come from *Support* (support@accounts.schoolmessenger.com) and the subject line will read *Account Activation*.

Click on the link in the email to proceed with setting up your account.

Account Activation - Hello A request has been made to create a new user account. Please use the link below to complete your

Account Activation Inbox x

support@accounts.schoolmessenger.com [Unsubscribe](#) 9:23 AM (1 minute ago) ☆

to me ▾

Hello

A request has been made to create a new user account.

Please use the link below to complete your account registration, or copy and paste the link into your browser.

https://accounts.relianceco.com/#/processtoken?token=7M15ggpyRTC_Bbj2_9zqQ

Please also note that this link will expire on Oct 10 (6:23 AM) PDT.

DO NOT REPLY: This is an automatically generated email. Please do not send a reply message.

Thank you!

www.schoolmessenger.com

Update user settings

Please provide your name and role. This step **is required** and you will **only need to do this once**. You can always update this information later in your Settings.

First name

Required

Last name

Required

Role

Select what type of user you are...

▼

CANCEL

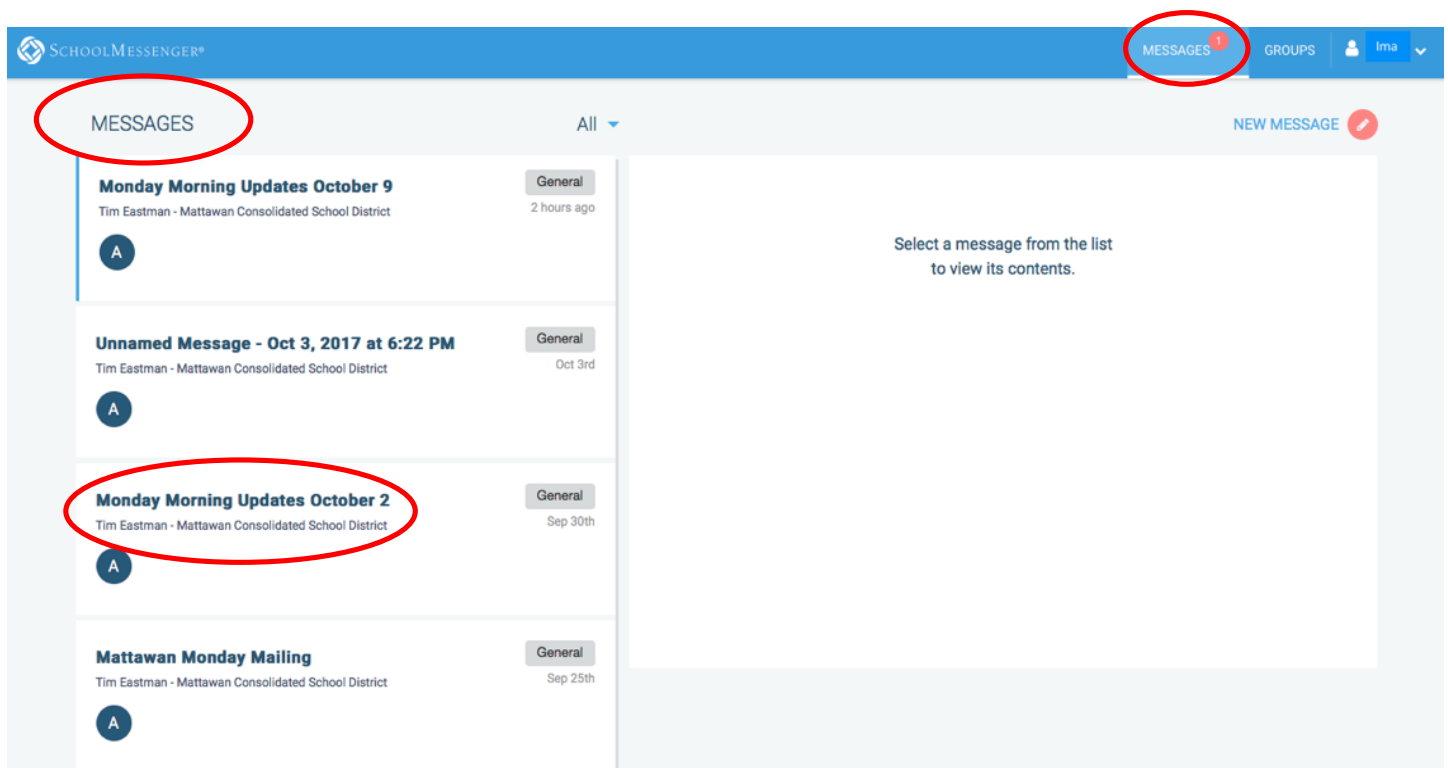
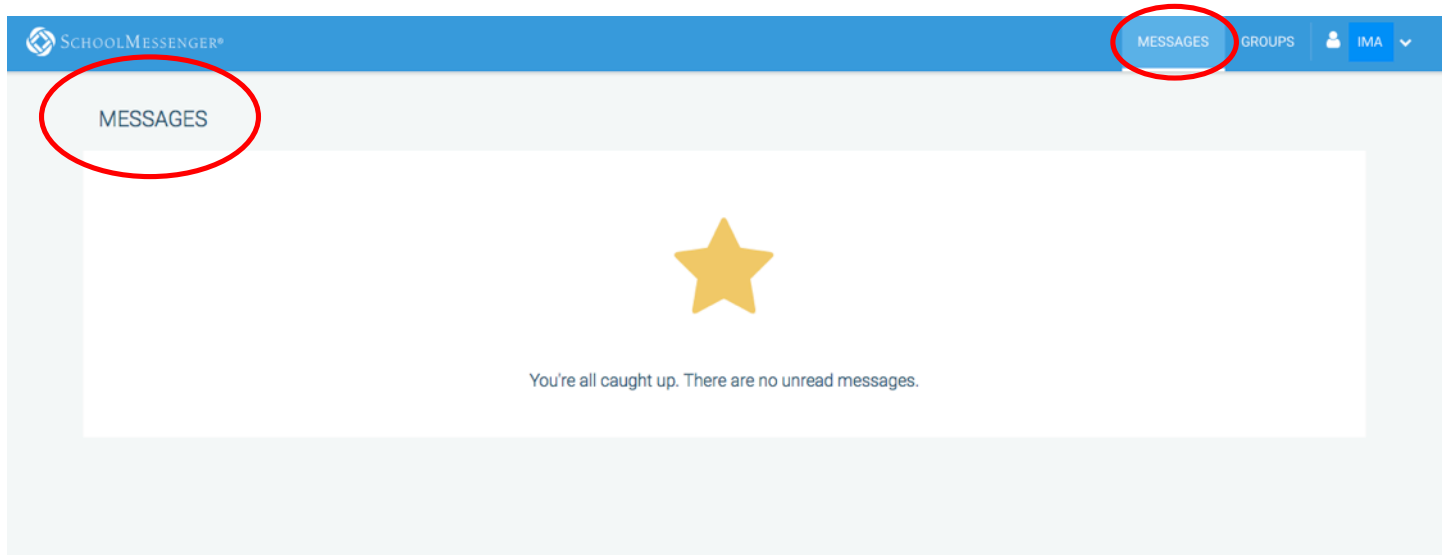
DONE

You will be prompted to update your user settings:

- First name
- Last name
- Role

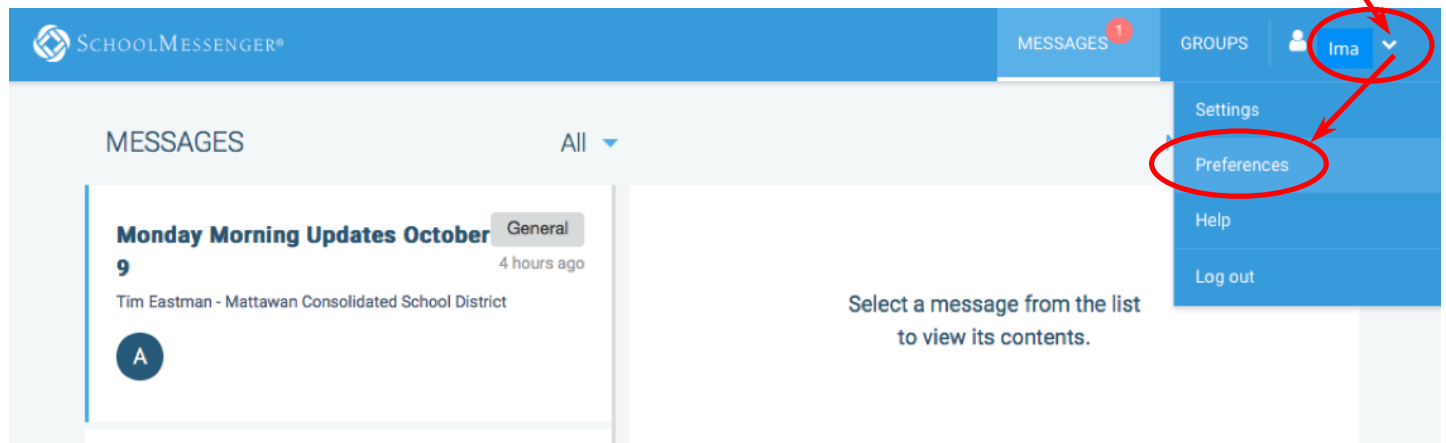
This step is required but you will only have to do this once. Click *Done* when your information is filled in.

You will be directed to the *Messages* screen, this is the default when you log in, this screen displays all messages (voice, email, or SMS text) sent to you from Mattawan Consolidated School during the last 30 days. Messages are sorted newest (first) to oldest (last), and the heading of all messages will appear on the left side of the *Messages* screen.

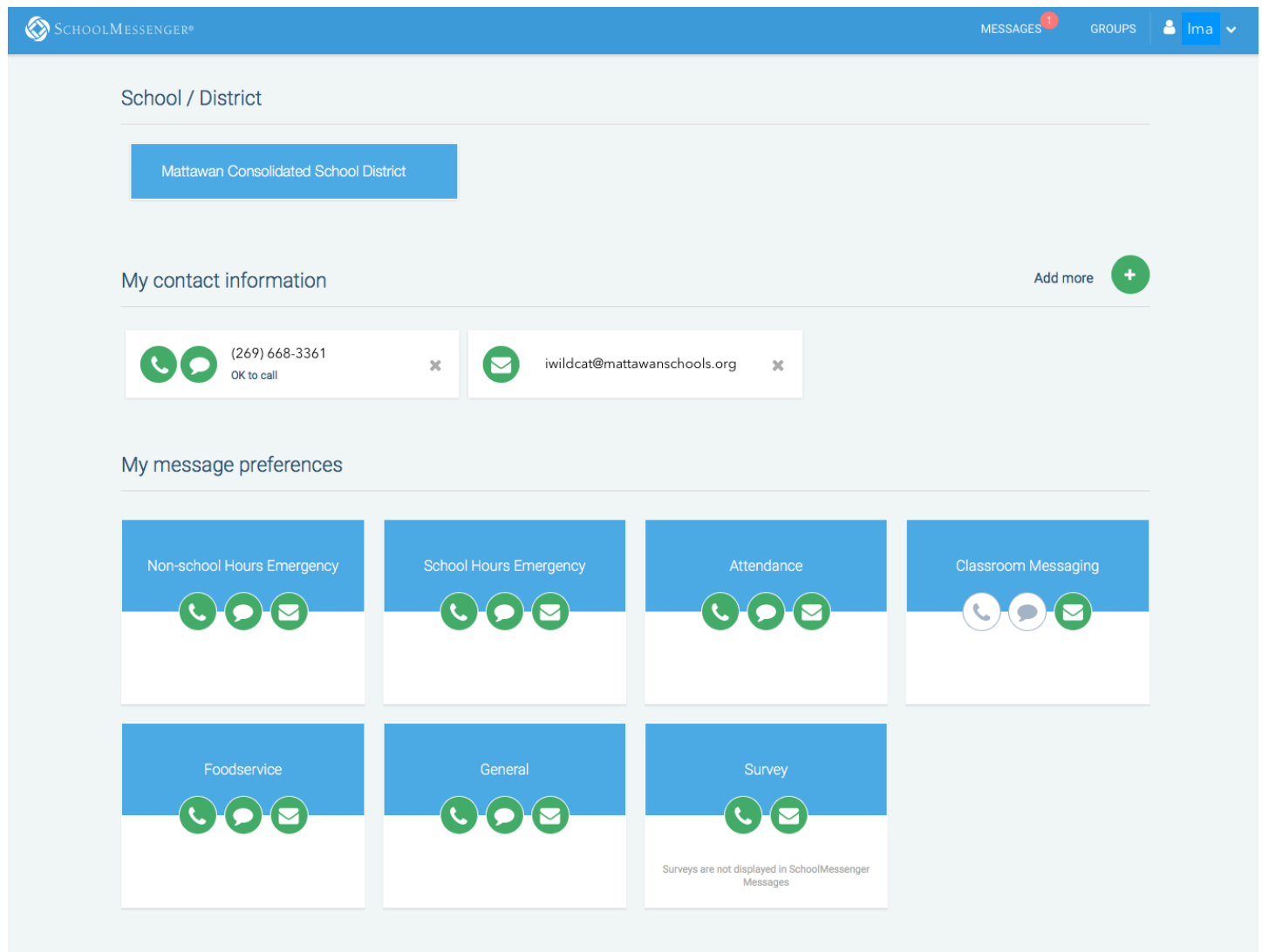


At this point you can set-up and manage your notification preferences.

Hover over the menu option where you see your name in the top right corner, then click on *Preferences*.



The *Preferences* screen will look like this:



School / District:

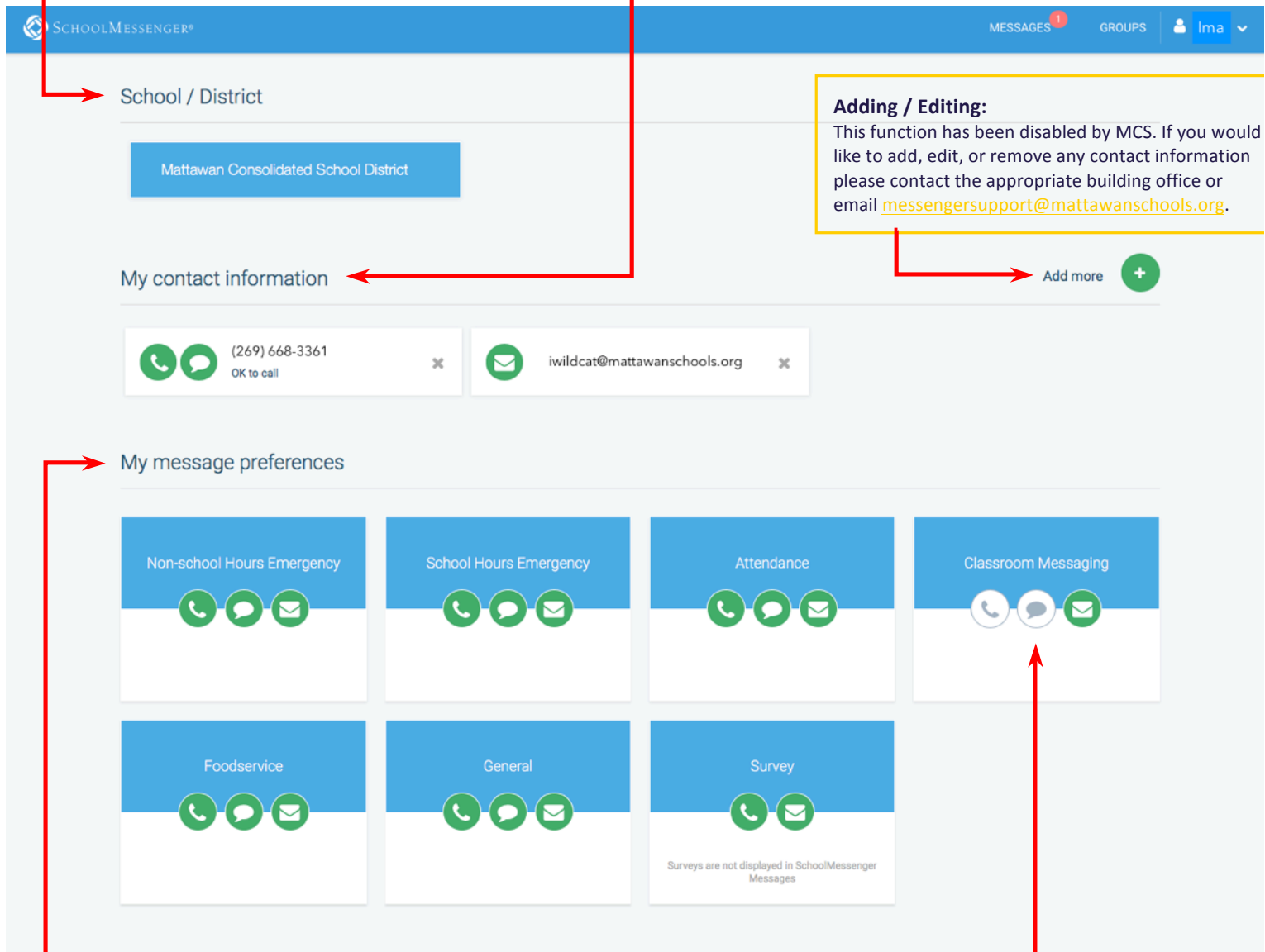
Shows the school(s) and district(s) that you are connected with. There can be more than one school or district here, as it is possible for a parent/guardian/staff to have children in more than one school.

Contact Information:

Displays all email addresses  and telephone numbers (voice and SMS text) at which you can be contacted. Icons for voice  and SMS text  are selected.

Adding / Editing:

This function has been disabled by MCS. If you would like to add, edit, or remove any contact information please contact the appropriate building office or email messengersupport@mattawanschools.org.



The screenshot shows the SchoolMessenger interface. At the top, there's a blue header with the SchoolMessenger logo, a 'MESSAGES' button with a red notification badge, a 'GROUPS' button, and a user profile 'Ima'. Below the header, the 'School / District' section shows 'Mattawan Consolidated School District'. The 'My contact information' section displays two contact cards: one for '(269) 668-3361' with voice and SMS icons, and another for 'iwildcat@mattawanschools.org' with an email icon. An 'Add more' button with a plus icon is to the right. The 'My message preferences' section shows seven cards for different message types: 'Non-school Hours Emergency', 'School Hours Emergency', 'Attendance', 'Classroom Messaging', 'Foodservice', 'General', and 'Survey'. Each card has icons for voice, SMS, and email. In the 'Classroom Messaging' card, the email icon is selected. A red arrow points from the 'Adding / Editing' text box to the 'Add more' button. Another red arrow points from the 'Message Preferences' text box to the 'Classroom Messaging' card. A third red arrow points from the 'Contact Information' text box to the contact cards.

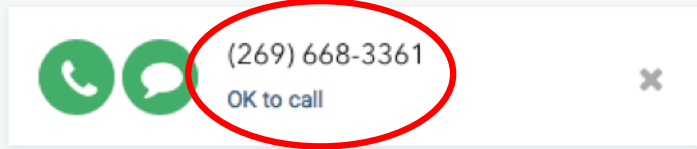
Message Preferences:

Shows all the types of messages that Mattawan Consolidated School has set up in our SchoolMessenger system. You can select how you wish to be contacted for each message type.

Communication Selection per Message Type:

Select the card for any type of message and specify your preference of communication for that specific topic. For example, the person in the above screenshot has opted to receive classroom messages via email, and not via voice call or SMS text.

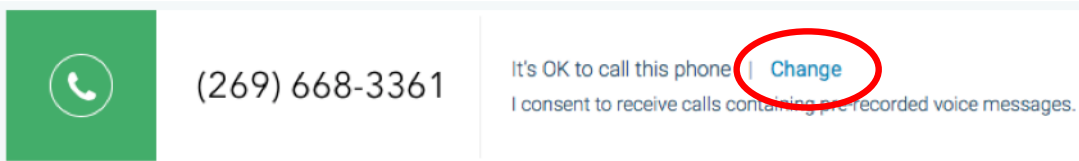
My contact information



When you are in the *Preferences* screen please verify your phone number is marked *OK to call*.

If it says *Pending* under the phone number please click on the tile, then *Change*.

Choose your permission setting for the listed phone number and click *Save*.



Permission settings for (269) 668-3361

Would you like to receive other pre-recorded messages from your school or school district for topics that you select, such as school closures and attendance notifications?

☒ Yes, it's ok to call me at this number
☐ No, call me for emergencies only

By selecting yes and save, I consent to receive calls containing pre-recorded voice messages.

Cancel

Save

Consent preferences can be changed at any given time ([discussed on page 13](#)).

In an effort to be compliant with federal regulations it is required for MCS to have your permission to continue calling you with our SchoolMessenger system for non-emergency school situations ([refer to page 3](#) for examples).

We recommend you spend a few moments considering your notification preferences to ensure you receive all the emails, phone calls, and SMS text messages you would like to receive.

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By selecting yes and save, I consent to receive calls containing pre-recorded voice messages.

Cancel

Save

Staff Members (MCS & EduStaff)

****If you are a 6th – 12th grade parent refer to page 4. If you are a Young 5's – 5th grade parent refer to page 9.**

Go to the InfoCenter website by following this link: <https://go.schoolmessenger.com>.

If you are not a new staff member please log in using the above link and proceed to page 17.

New staff and staff who did not set-up an InfoCenter account last year will have to first sign-up.

The following information is required, then click *Sign Up*:

- Email
- Password
- Location

The email address you need to enter is the one attached to your district contact information. Most employees, that will be your @mattawanschools.org address.

If you do not know the email address, please email

messengersupport@mattawanschools.org.

A powerful new way to stay connected to your student's school or district

Sign up

Email

Password

One lowercase letter One number
One uppercase letter 6 - 255 characters

Location

United States

Is your school in Canada? [Select location](#)

Sign up

Have an account? [Log In](#)

A powerful new way to stay connected to your student's school or district



You are almost set!

Please verify your account by following instructions we sent to iwildcat@mattawanschools.org

[Resend verification email](#)

[Back to Log in](#)

Have an account? [Log in](#)

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Account Activation Inbox x

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to me ▾

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Please also note that this link will expire on Oct 10 (6:23 AM) PDT.

DO NOT REPLY: This is an automatically generated email. Please do not send a reply message.

Thank you!

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Update user settings

Please provide your name and role. This step **is required** and you will **only need to do this once**. You can always update this information later in your Settings.

First name
Required

Last name
Required

Role
Select what type of user you are...

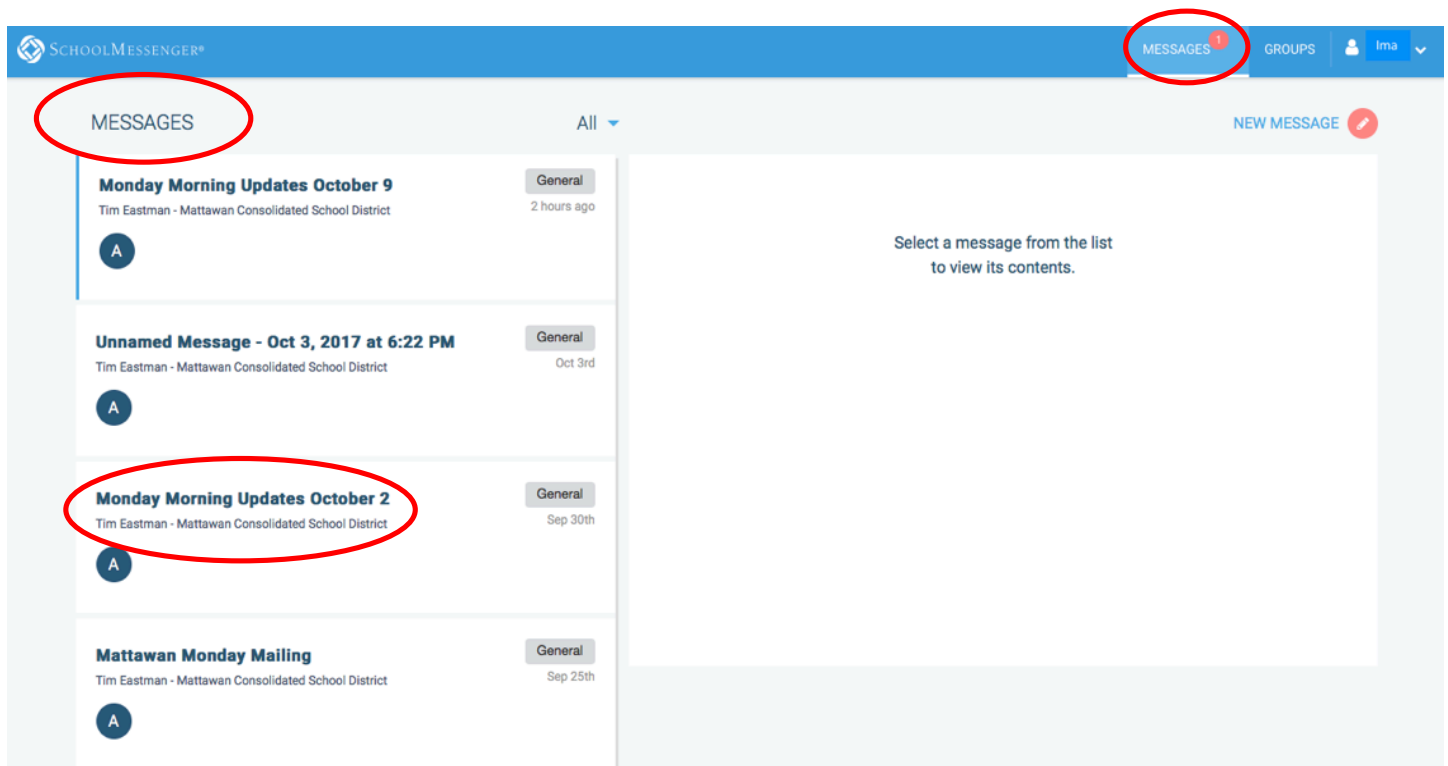
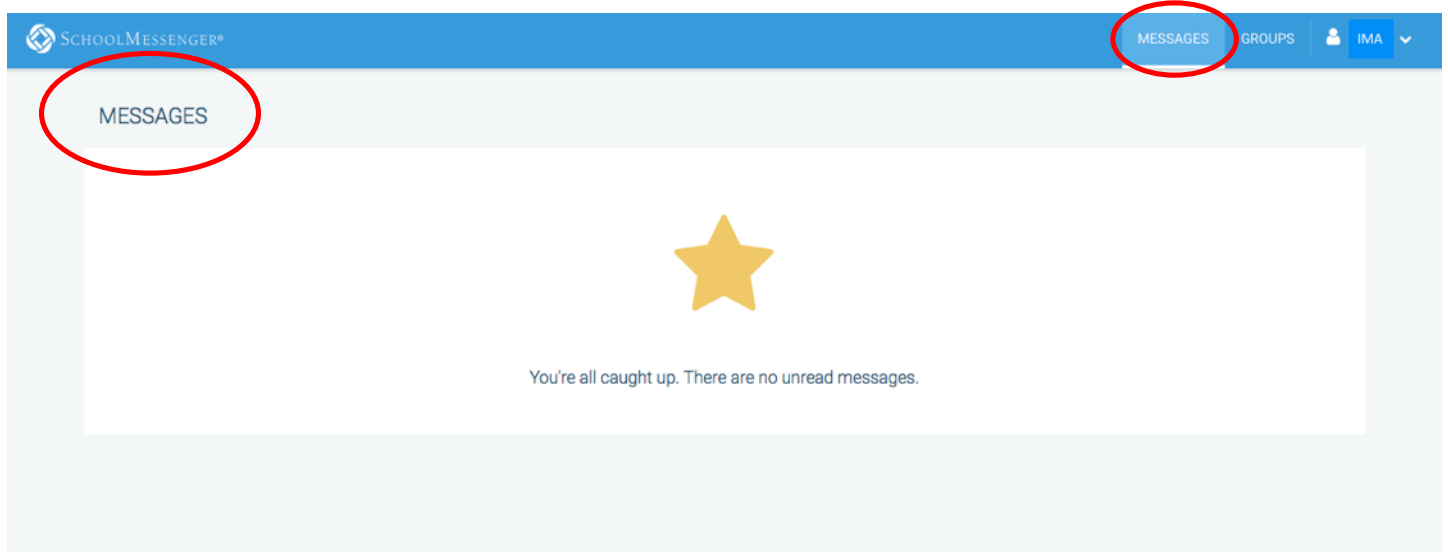
[CANCEL](#) [DONE](#)

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- First name
- Last name
- Role

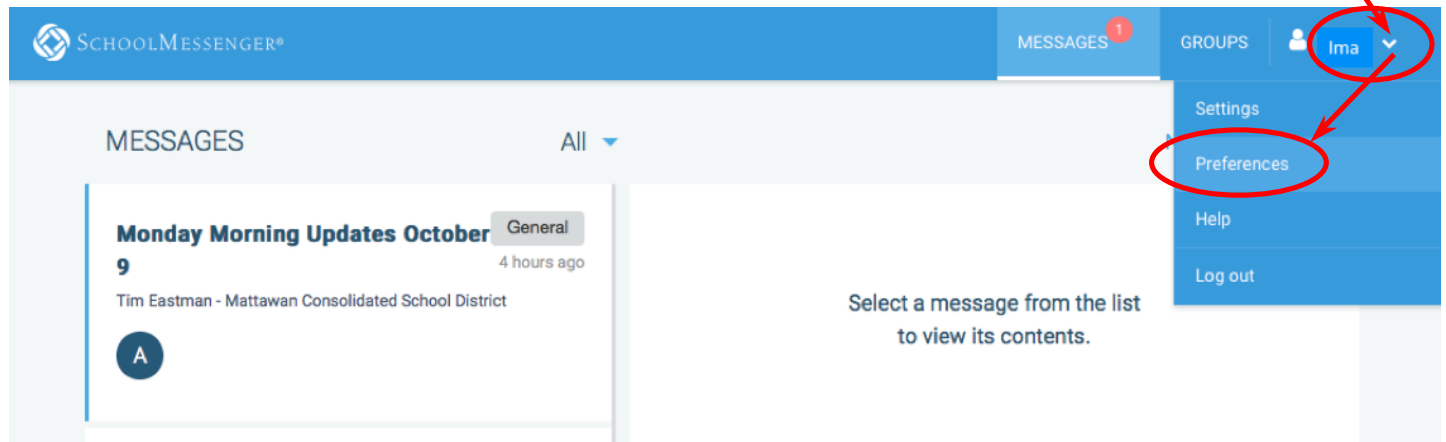
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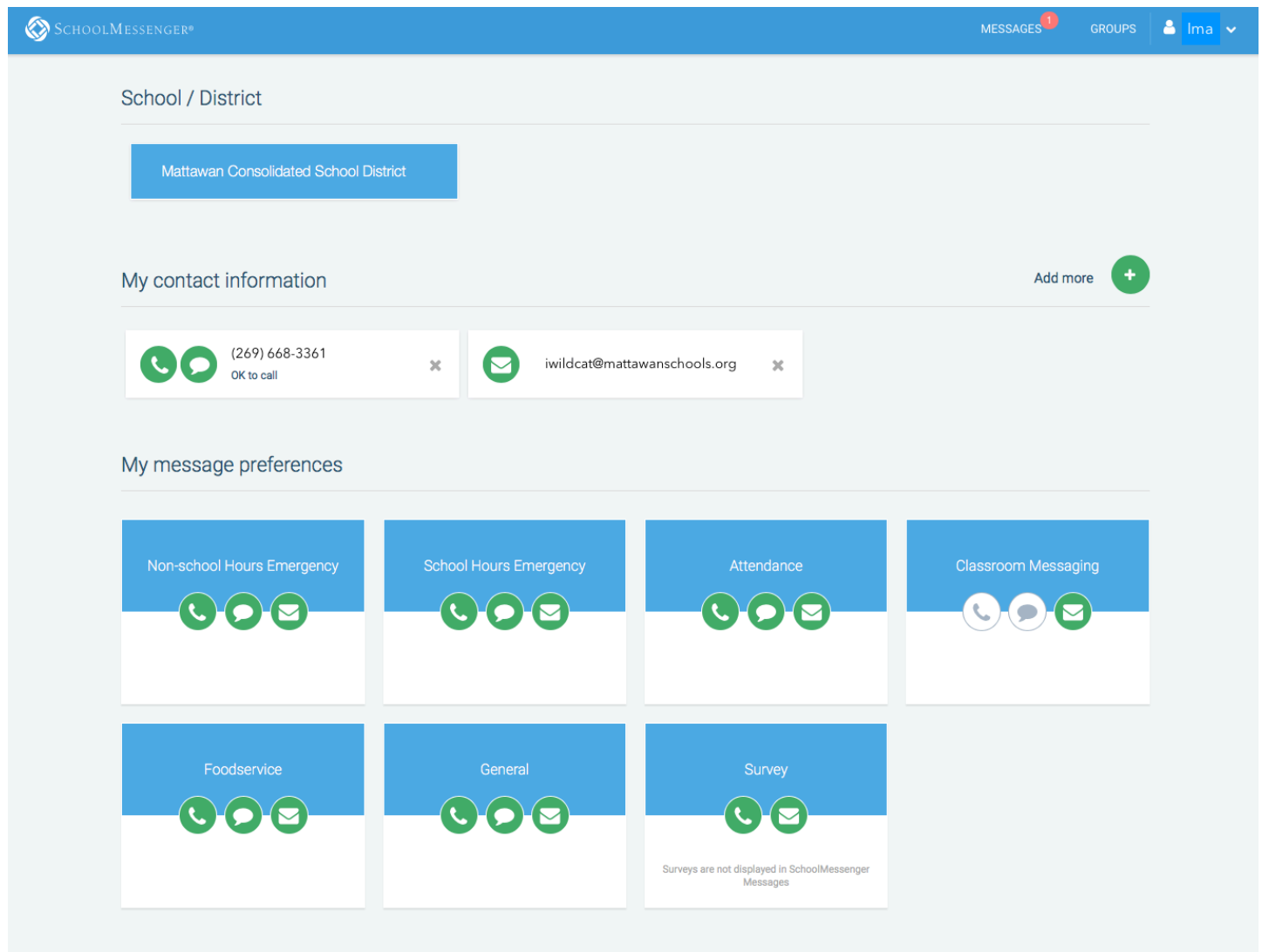


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The *Preferences* screen will look like this:



School / District:

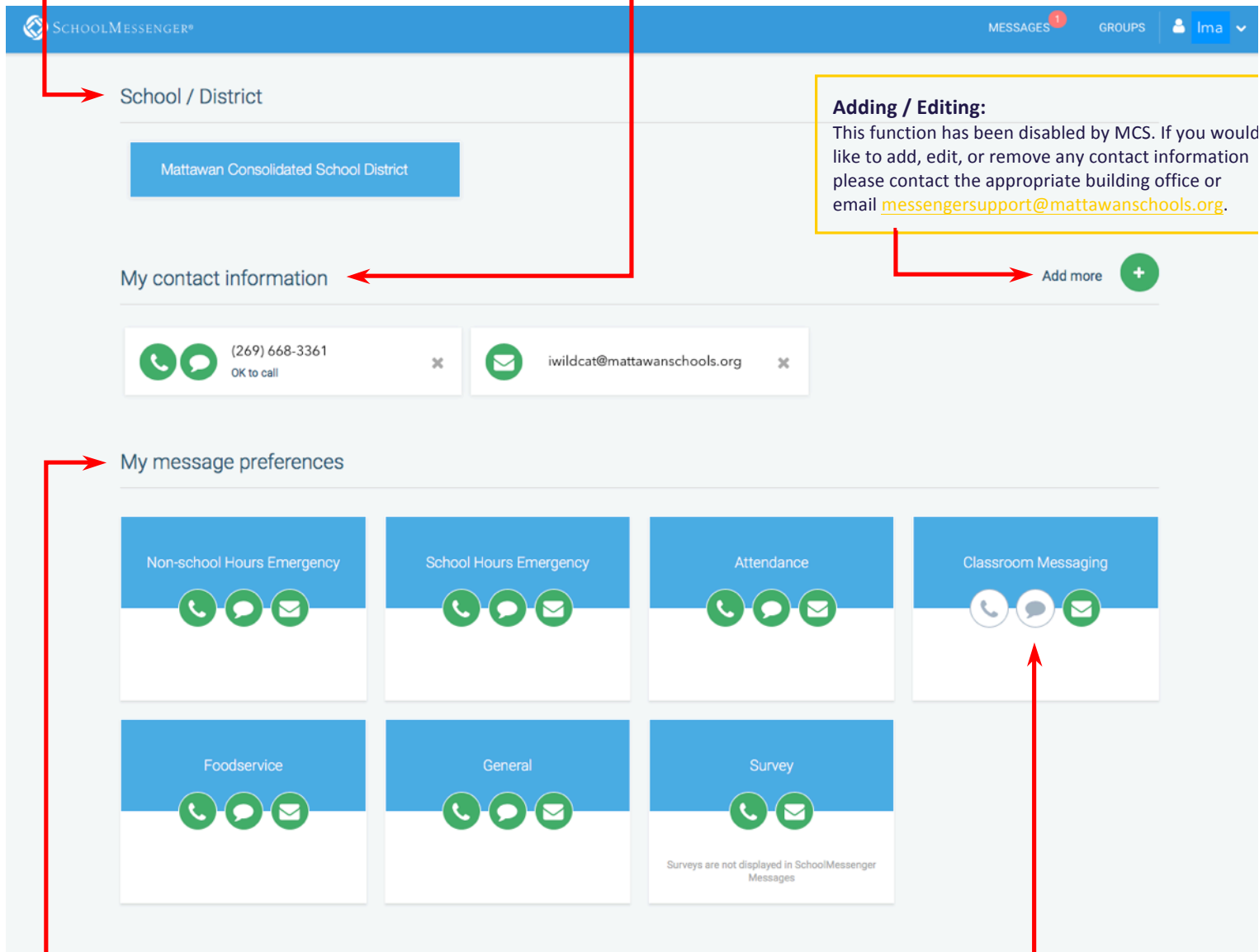
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Contact Information:

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Adding / Editing:

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Message Preferences:

Shows all the types of messages that Mattawan Consolidated School has set up in our SchoolMessenger system. You can select how you wish to be contacted for each message type.

Communication Selection per Message Type:

Select the card for any type of message and specify your preference of communication for that specific topic. For example, the person in the above screenshot has opted to receive classroom messages via email, and not via voice call or SMS text.

My contact information



(269) 668-3361

OK to call



When you are in the *Preferences* screen please verify your phone number is marked *OK to call*.

If it says *Pending* under the phone number please click on the tile, then *Change*.

Choose your permission setting for the listed phone number and click *Save*.



(269) 668-3361

It's OK to call this phone

Change

I consent to receive calls containing pre-recorded voice messages.

Permission settings for (269) 668-3361

Would you like to receive other pre-recorded messages from your school or school district for topics that you select, such as school closures and attendance notifications?

✓ Yes, it's ok to call me at this number
No, call me for emergencies only

By selecting yes and save, I consent to receive calls containing pre-recorded voice messages.

Cancel

Save

Consent preferences can be changed at any given time ([discussed on page 19](#)).

In an effort to be compliant with federal regulations it is required for MCS to have your permission to continue calling you with our SchoolMessenger system for non-emergency school situations ([refer to page 3](#) for examples).

We recommend you spend a few moments considering your notification preferences to ensure you receive all the emails, phone calls, and text messages you would like to receive.

Permission settings for (269) 668-3361

Would you like to receive other pre-recorded messages from your school or school district for topics that you select, such as school closures and attendance notifications?

Yes, it's ok to call me at this number

By selecting yes and save, I consent to receive calls containing pre-recorded voice messages.

Cancel

Save

SMS Text Set-Up



EMPOWERING THE FUTURE – with Mattawan Pride

Wildcat Families

You can take advantage of our Text Messaging Service

Our school utilizes the SchoolMessenger system to deliver text messages, straight to your mobile phone with important information about events, school closings, safety alerts and more.

You can participate in this free service* just by sending a text message of “Y” or “Yes” to our school’s short code number, **68453**.

You can also opt out of these messages at any time by simply replying to one of our messages with “Stop”.



SchoolMessenger is compliant with the Student Privacy Pledge™, so you can rest assured that your information is safe and will never be given or sold to anyone.

Opt-In from
your mobile
phone now!



Just send
“Y” or “Yes”
to **68453**

i Information on SMS text messaging and Short Codes:

SMS stands for Short Message Service and is commonly referred to as a “text message”. Most cell phones support this type of text messaging. Our notification provider, SchoolMessenger, uses a true SMS protocol developed by the telecommunications industry specifically for mass text messaging, referred to as “short code” texting. This method is fast, secure and highly reliable because it is strictly regulated by the wireless carriers and only allows access to approved providers. If you’ve ever sent a text vote for a TV show to a number like 46999, you have used short code texting.