



# SCHOOLMESSENGER TROUBLESHOOTING GUIDE FOR FAMILIES

Updated February 2026

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This guide is intended for **parents and guardians** who are not receiving school communications by **text, phone, or email**.

**NOTE:** Updates to contact information can only be completed by the parent/guardian requesting them. Updates cannot be made by one parent or guardian on behalf of another.

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## Step 1: Check Send and Receive History

Before taking next steps, please check the following:

- Search your **email inbox, spam, junk, and trash**
- Search for messages from the school's sending address or domain
  - **Phone: 317-867-8000**
  - **Text/SMS: 67587**
  - **Email/domain: @wws.k12.in.us**
- If possible, use your email client's **advanced search** to search *all folders*

Tip: Click into your spam/trash folders. Some email apps do not search spam or trash by default.





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## **Step 2: Search Your Entire Email Mailbox**

Use your email's search bar and search for: @[www.k12.in.us](mailto:www.k12.in.us) in all of your folders.

Check:

- Inbox
- Spam
- Junk
- Trash
- Promotions (Gmail)
- Quarantine (if your provider has one)

Some email apps do NOT search spam or trash unless you specifically open those folders.

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## **Step 3: Mark Emails as "Not Spam"**

If you find a school email in Spam or Junk:

- Open the message
- Click "Not Spam" or "Not Junk"
- Move the message to your Inbox

This helps train your email provider to deliver future messages correctly.





## **Step 4: Add the District Email Domain to Your Safe Senders List**

To prevent filtering, add: [@www.k12.in.us](mailto:@www.k12.in.us) to your safe sender or allowed sender list.

Below are quick instructions for common providers.

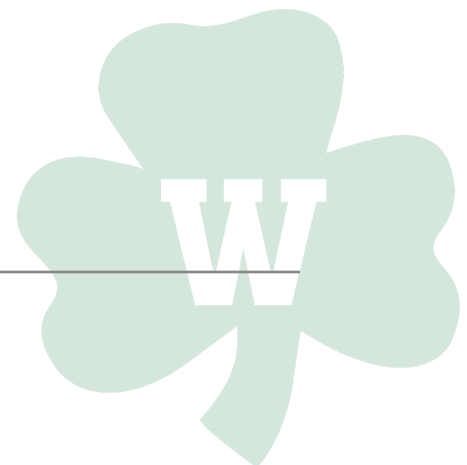
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### **Gmail**

1. Open Gmail
  2. Click the gear icon → See all settings
  3. Go to Filters and Blocked Addresses
  4. Click Create a new filter
  5. In the "From" field, enter:
  6. Click Create filter
  7. Select:
    - Never send it to Spam
    - (Optional) Always mark as important
  8. Click Create filter
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### **Outlook / Hotmail / Live**

1. Click the gear icon
  2. Select Mail
  3. Go to Junk Email
  4. Under Safe Senders, click Add
  5. Enter: [@www.k12.in.us](mailto:@www.k12.in.us)
  6. Save
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## **Yahoo Mail**

1. Click the gear icon → More Settings
  2. Click Filters
  3. Add a new filter
  4. Set rule:
    - From contains → [@wws.k12.in.us](mailto:@wws.k12.in.us)
  5. Choose folder: Inbox
  6. Save
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## **Step 5: Check for Corporate or Work Email Filters**

### **If you use:**

- A work email address
- A corporate-managed account
- A hospital or business domain

**Your employer's IT department may block mass emails automatically.**

### **In this case:**

- Contact your company's IT department
- Ask them to allow emails from: [@wws.k12.in.us](mailto:@wws.k12.in.us)

**The school cannot override corporate email security systems.**

### **Different providers interpret delivery differently:**

- Gmail may deliver directly to Inbox
- Outlook may accept but route to Junk
- Corporate systems may silently quarantine





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## **Step 6: Confirm You Are Opted In to Text Messages**

The SchoolMessenger platform that sends our most important messages requires **explicit opt-in** for SMS messages.

### **How to opt in:**

- Open your phone's text messages
- Send the word **YES** (or the letter **Y**) to **67587**

If you are not opted in you will **not receive SMS texts**.

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## **Step 7: If You Are Not Receiving Phone Calls**

- Opting into texts does **not** automatically enable phone calls: phone calls are **separate** from text messages
- Very few devices block calls, but it can happen

If you believe phone calls are blocked:

- Contact your school's office and request verification of your phone number and opt in status





## **Step 8: If Messages Still Do Not Arrive**

If you've completed all steps above and are still not receiving messages:

- Your phone carrier or email provider may be blocking delivery
- The school/district **cannot control carrier-level filtering**
- At this point, troubleshooting must occur between you and your carrier or device provider

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## **Optional: If You Have an iPhone – Check Message Filtering Settings**

Apple devices may block SchoolMessenger messages **without notifying you**.

On your iPhone:

1. Open **Settings**
2. Scroll down and tap **Apps**
3. Tap **Messages**
4. Review these settings:
  - **Screen Unknown Senders** → Turn **OFF**
  - **Filter Spam** → Consider turning **OFF**
  - **Text Message Filtering** → Set to **None**

**!** IMPORTANT: Turning these off may increase spam texts, but it can allow school messages through if other troubleshooting is not working.

