How to Register for an Instant Connect Portal Account

Mount Vernon City Schools uses **BrightArrow Instant Connect** to keep parents, employees, and community members informed about important school information, including attendance notifications, school announcements, transportation updates, community information, and school closings and delays.

Even if you are already receiving messages from Instant Connect, it is important that you register as a New User to set up your dashboard and select the communications you would like to receive.

Step 1 — Open the Instant Connect Portal

- Select the **Instant Connect Link**
- Select **|Register New User|**.



Step 2 — Enter Your Registration Information

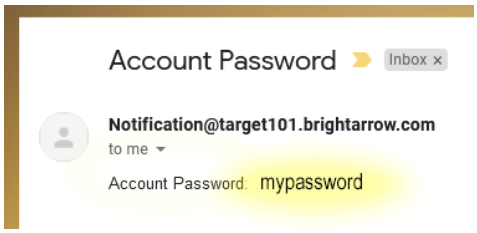
- Your Email Address
- A password of your choice
  - (at least 6 characters).
- Confirm your password
- Enter your First Name and Last Name
- Select **|Register|**.

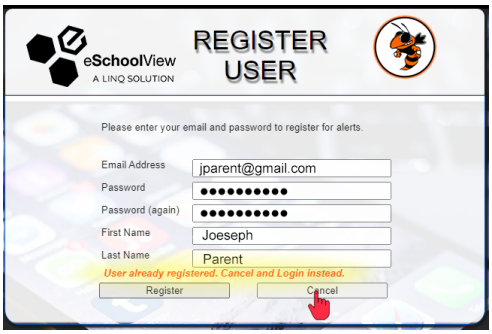


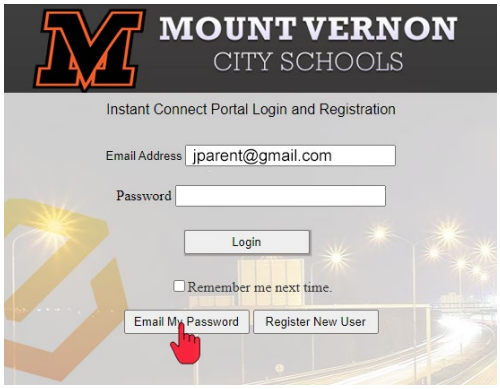
Already Registered ?

If you receive a message stating that you are already registered in the system.

- Select **|Cancel|**
- **Enter your Email Address**
- Select **|Email My Password|**
- Check your email for instructions from Instant Connect.
- Return to the **Instant Connect Portal** and log in.





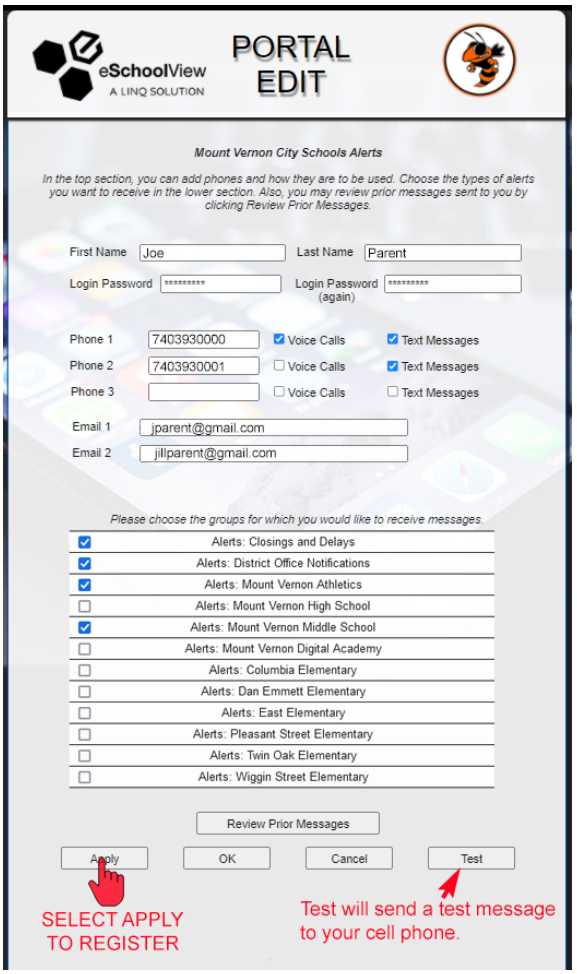


Step 3 — Manage Your Contact Information

After registering, you will be directed to the **Portal Edit** dashboard.

From this dashboard, you can:

- Enter up to three contact numbers
- Please select Voice Calls and Text Messages (for phones that can receive text messages).
    - MOST ALERTS FROM MVCSD WILL BE TEXT MESSAGES and EMAILS
- You can enter up to two email addresses.
- Select the group(s) for which you would like to receive messages.
    - DISTRICT OFFICE NOTIFICATIONS INCLUDE ALERTS FROM THE SUPERINTENDENT'S OFFICE, FOOD SERVICE, TRANSPORTATION AND CENTRAL OFFICE.



Step 4 — Save Your Preferences

- Click **|Apply|** to register for this service.

Your contact information will be uploaded to BrightArrow's secure server. You may return to your Instant Connect Portal dashboard whenever you need to update your preferences.

Select **|Test|** to have a test message sent to your phone and email.

Text Communication: the first test you receive is an introductory text message from **79041**, our District, prompting you to **opt-in** to continue receiving text communication from Mount Vernon City Schools.

Frequently Asked Questions

What information do you already have in your system? At the beginning of each school year, parents log into PowerSchool Parent Portal to update their student's Emergency Medical Form. Contact information: home phone, cell phone, and email addresses are pulled into the student data system and used by Instant Connect to contact parents.

I am already receiving notifications from Mount Vernon City Schools, do I really need to register again? Yes, by registering as a new user, you will be able to manage your own alert/notification dashboard and select communication that is pertinent to your family.

Parents and guardians of currently enrolled students automatically receive regular school and district notifications using the contact information maintained in the district's Student Information System.

> However, creating an Instant Connect Portal account allows you to select additional notification groups and manage your communication preferences.

Why am I asked if I want to Opt-in for Texting? Some individuals may not want to receive Text messages. We are giving you the ability to allow texting from the district. The first text message you receive from the district will allow you to continue receiving texts from MVCSD.

You can opt-in for text messaging at any time by sending the word Yes or Sí to the short code - 79041. Once you opt-in, Instant Connect will send you a confirmation that your phone number is subscribed to Mount Vernon City Schools.

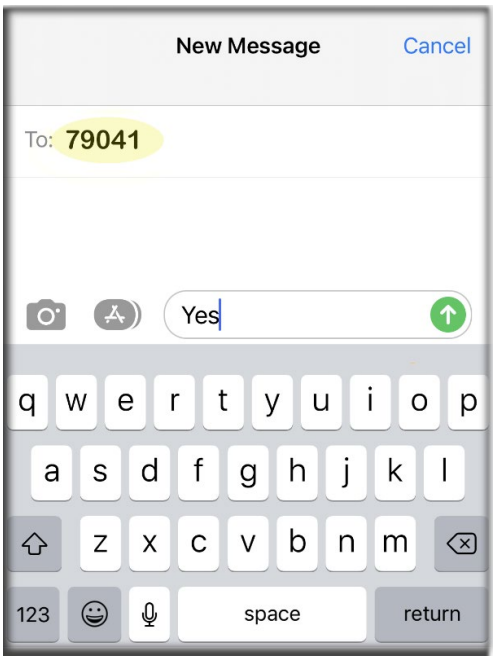
I received an email notification about closings and delays but am not receiving text messages? It is possible that text messaging was opted-out sometime in the past or never activated.

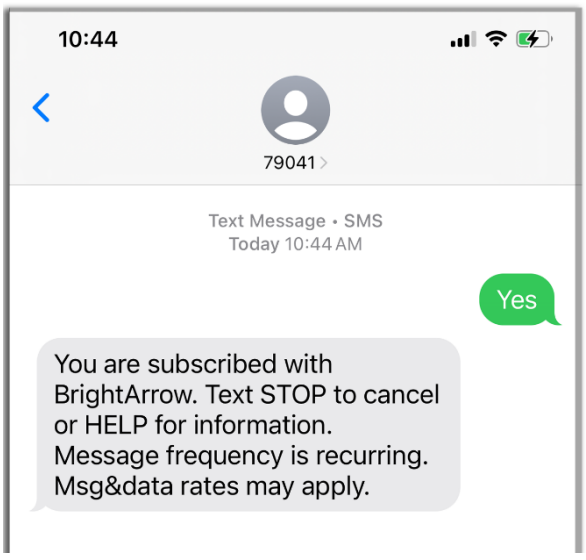
If you are receiving email notifications but not receiving text messages from MVCSD, you will need to reactivate this feature.

1. Text Yes to 79041 on your cell phone.

2. You will receive a message from 79041 that they are now subscribed with BrightArrow.

All text messages from Mount Vernon City Schools Instant Connect will come from this number. Please be aware that text messages from **79041** are coming from your school.





What will happen when the voice call system is used? When an attendance call or alert call is placed, you will receive a phone call at each phone number in our system. You may also receive a text notification and email.

Can I receive notifications from another school building? Yes! By registering for an Instant Connect Portal account, you can select additional notification groups.

For example, an elementary school parent may also subscribe to Mount Vernon High School athletic updates.

If I have children in more than one school, will I get repeat calls? No. The system will call each of your numbers only once.

My work phone number requires dialing an extension. Should I include my work number on the list? Not for the Instant Connect service. We still want your work contact information for our records, however Instant Connect is not capable of dialing an extension. Only direct-dialed lines can be reached.

What if a called number is not answered? The announcement will be left on your voicemail or an answering machine if there is no answer. If you do not have an answering machine or voicemail service, or your voice mailbox is full, the system will redial your number up to three times.

Will the district continue using other methods to communicate? Yes, we will continue using other electronic and traditional means to communicate alerts and announcements, including our District website, radio, TV, and Twitter.

I am already receiving notifications from Mount Vernon City Schools, do I really need to register again? Yes, by registering as a new user, you will be able to manage your own alert/notification dashboard and select communication that is pertinent to your family.

Is there an app for my mobile phone? Yes, download the **BrightArrow Mobile 2.1** app from the app store for your mobile device:



BrightArrow Mobile 2.1
Apple App Store | Google Play Store

I am not receiving any communication from Mount Vernon City Schools? If you are registered and are not receiving communication, please contact:

- Deb Doup, District Registrar *dedoup@mvcsd.us* or by phone at *(740) 397-7422 ext. 6000*
- John Frye, District Web Manager *jfrye@mvcsd.us* or by phone at *(740) 397-7422 ext. 6038*

Stay Connected. Stay Informed.

Mount Vernon City Schools encourages all parents, employees, and community members to take advantage of Instant Connect to stay informed about the schools and activities that matter to them.