Setting up your School Messenger App Account

All of our new electronic communications tools can be accessed anytime, anywhere online and/or via Smartphones through the SchoolMessenger App.

We encourage parents and guardians to create a School Messenger account on your desktop, laptop, tablet and/or download the SchoolMessenger app. While an account is not required to use these new tools, it will allow you to review your contact information and communication preferences, and it stores all of your alerts and messages sent to them by the district, their student's school and/or teachers/coaches.

SchoolMessenger
Education
for Parents,
Students and
Teachers

The School Messenger App **(Blue version)** app is available at go.schoolmessenger.ca or it can be downloaded from iTunes or Google Play. The app is free to download and use.

The Board will place the School Messenger App within the Board's new custom App soon. This App is compatible with the School Messenger Communicate broadcast system and Safe Arrival attendance system.

Setting up your account:

1. Visit go.schoolmessenger.ca or download the School Messenger App (Blue version) from iTunes or Google Play. The app is free to download and use.

2. Click Sign Up on the menu. **Important:** You must use the email address you have already provided to the school. If your email has changed, you will have to provide the school with your new address. Choose a password. Be sure to check Canada as the location. The link in the email is only valid for 24 hours. If you don't click on it and log into the SchoolMessenger app within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a renewed link. Be sure to check your clutter folder for the account registration/verification email.
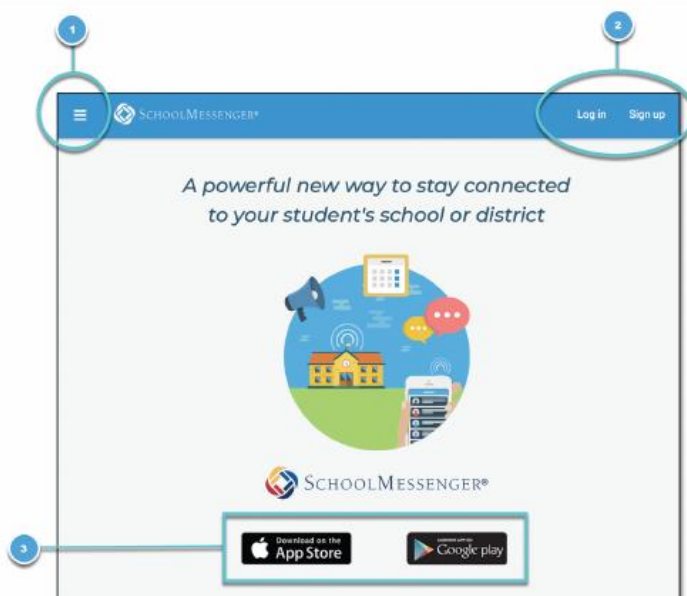
3. Once you have created an account, you can log in using your email and the password you have created.
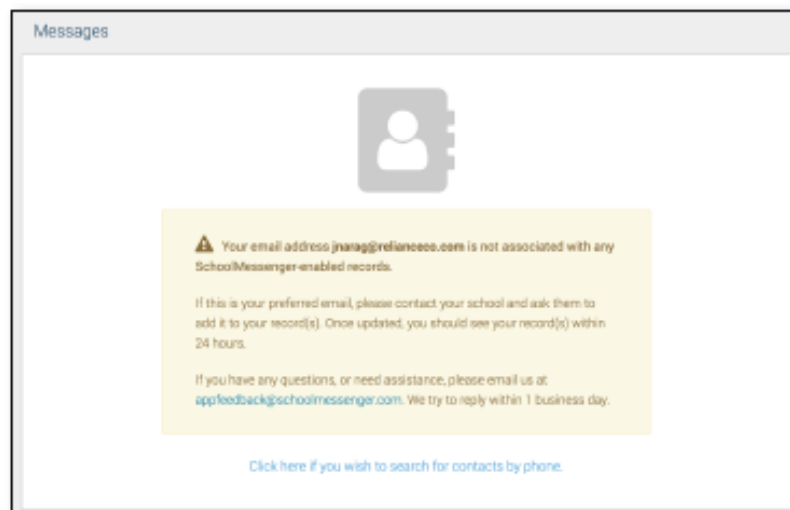
When you first sign in:

After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, staff, and/or guardian records - associated with your account email address. You can navigate through your district-enabled options by using the left navigation bar.

Your account information and contacts will already be inputted into the system based on the information you've provided to your school or district.
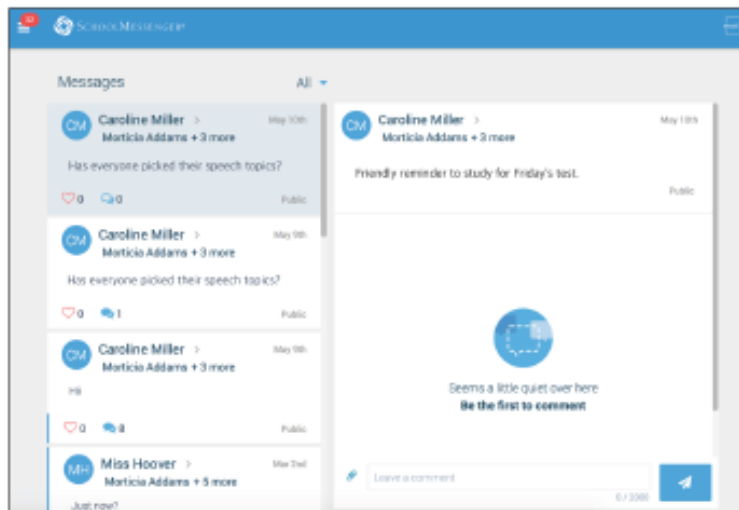
When your email address isn't associated with school-enabled records...

If your email address doesn't match with any records kept by the school, you'll see the below screen after your log in:

If the SchoolMessenger app isn't able to match your email to any contact data in their systems, your message inbox will appear empty. You'll have the option to try to match a potential school record using your phone number.

1. Click the "...search for contacts by phone" link at the bottom of the screen. A window pops up asking you to input your phone number.

2. Enter your phone number your school district has on file.

3. Select an option to receive a verification code.

4. Click **Send Code**. A verification code will be sent to the number you entered.

5. Input the verification code your received and click **Verify**.
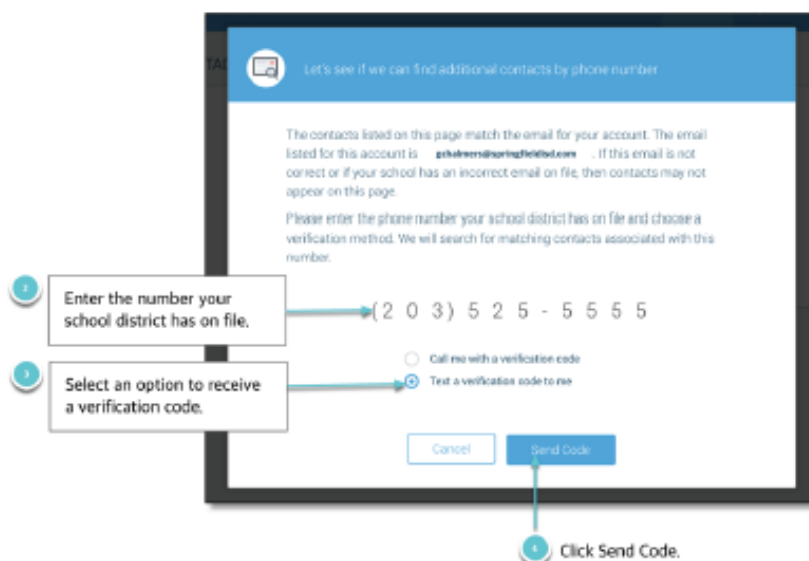
If verification was successful, you'll see the following screen:
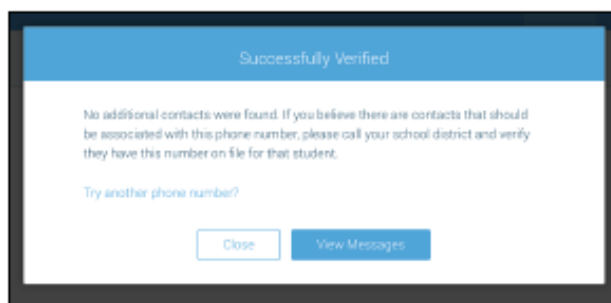
- **If the system found additional contacts**, they will be automatically added to your app under **CONTACTS**.

- **If the system didn't find additional contacts**, you can:
    - try another number by clicking the "**Try another phone number?**" link.
    - contact your school district to verify that you have the correct phone number and/or email address they have on file.
    - make sure the location you chose at Sign Up is correct.

Setting how you wish to receive alerts and messages:

Notification Preferences

This page allows you to view and edit how you're contacted by your district when they send broadcast messages. Access your notification preferences by clicking the ☰ icon and clicking **Preferences**. You'll see the below screen:

1. **School / District:** The school district in which your email address is associated with is listed here.

2. **My contact information:** Displays all the email addresses and phone numbers (voice and SMS text) at which you can be contacted. The icons in green indicate that you've given your consent to be contacted via that message type (phone, text, or email). The icons in grey indicate you've chosen not to be notified on that number via that message type.
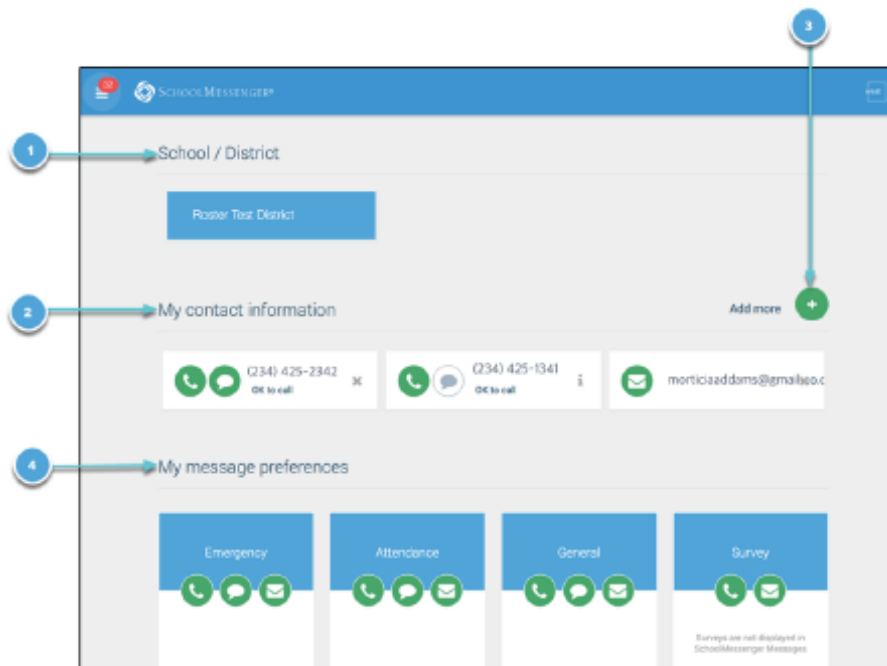
   Note: Your district will control over whether you'll be able to edit or delete this information. You will know which phone numbers or email addresses can be deleted if they have a small **X** next to it. While the ability to edit or delete contact information may be limited by your school district, you can change your consent selections and preferences at any time.

3. **Add more:** Click this button to add more email addresses or phone numbers that aren't already listed. If this button is not present, your district has disabled this ability.

4. **My message preferences:** Click each message category (emergency, attendance, etc.) to view which contact email addresses and phone numbers will be contacted. You can also adjust your notification preferences for each message type here.

   Note: The maximum number of phone numbers and email numbers you can enter into the system is controlled by your district admin.

Verifying your contact information:

Contacts

⚠ **Important**: The contacts listed here match the email for your account. If this email is not correct or if your school has an incorrect email on file, then contacts may not appear on this page.

Parent and guardian records in SchoolMessenger are linked to students attending one or more schools or districts.

Access your contacts by clicking the [≡] icon and clicking Contacts.
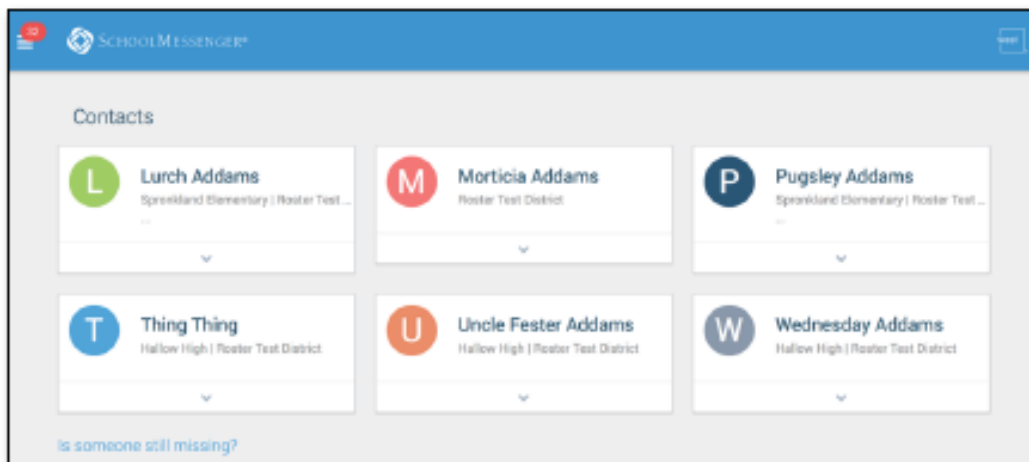
📝 **Note**: If you are missing contacts, click the **"Is someone still missing?"** link at the bottom of the screen to claim possible missing contacts using your phone number. If that doesn't work, please contact your school or district.

Viewing your messages – Broadcasts & Teacher-Sent Messages

The SchoolMessenger app's Messages page displays all messages (voice, email, or text) sent to you from your school and/or district during the last 30 days, as well as the messages and conversations that have taken place in the SchoolMessenger app group(s) you have joined.

They are sorted newest first, oldest last. The headings of all messages will appear on the left side of the Messages screen.
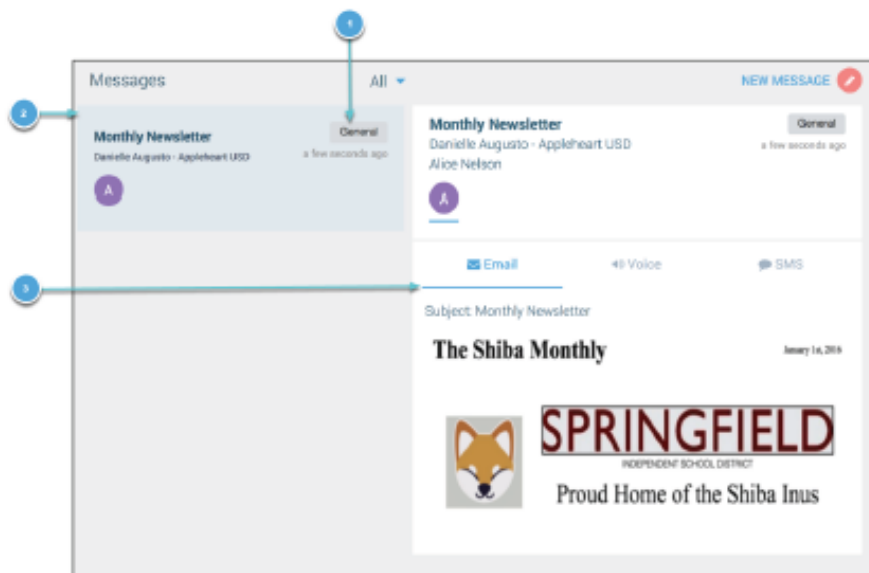
There are two types of messages:

- **Broadcast Messages:** Sent by the school or district as SchoolMessenger Broadcasts to school-affiliated users (Emergency, Attendance, General, etc.).

- **Teacher-Sent Messages:** Messages sent initially by teachers either publicly or privately to participants who are members of a SchoolMessenger app group.
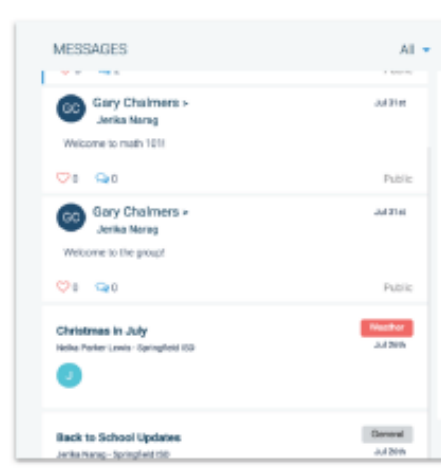
Broadcast Message

Unlike with teacher-sent messages, these are messages sent by the school or district and not meant to be replied to or to engage with within the SchoolMessenger app. Below is an example of how a broadcast message looks like in the SchoolMessenger app.

1. Broadcast messages are labelled with their type in the upper right-hand corner of the message.

2. Selected messages to be read will be highlighted in blue.

3. The message view type (Email, Voice or SMS) will be highlighted with a blue line.
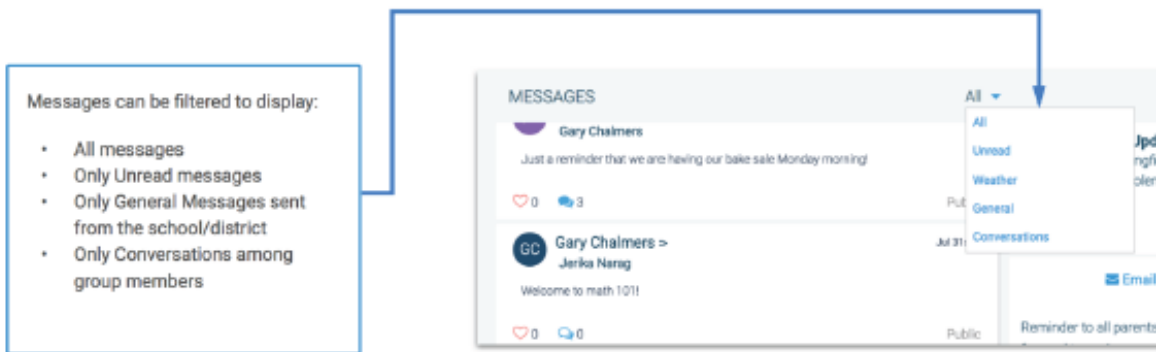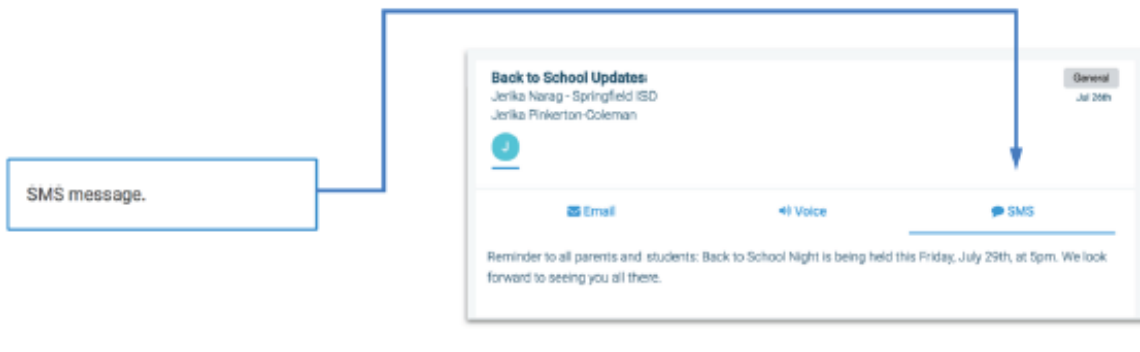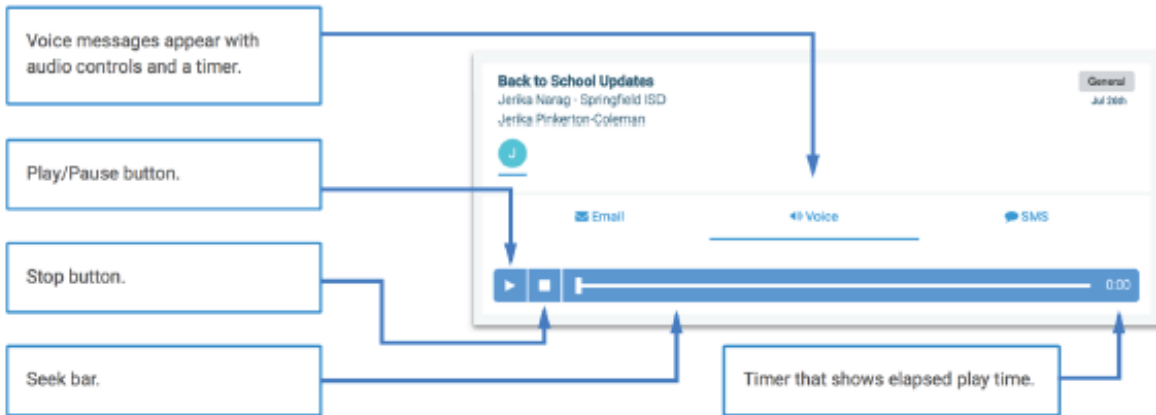
Voice messages appear with audio controls and a timer.

Play/Pause button.

Stop button.

Seek bar.

Back to School Updates
Jerika Narag - Springfield ISD
Jerika Pinkerton-Coleman

General

Jul 26th

J

✉ Email   ◀》 Voice   💬 SMS

▶ ■   0:00

Timer that shows elapsed play time.

SMS message.

Back to School Updates
Jerika Narag - Springfield ISD
Jerika Pinkerton-Coleman

General

Jul 26th

J

✉ Email   ◀》 Voice   💬 SMS

Reminder to all parents and students: Back to School Night is being held this Friday, July 29th, at 5pm. We look forward to seeing you all there.

Messages can be filtered to display:

- All messages
- Only Unread messages
- Only General Messages sent from the school/district
- Only Conversations among group members

MESSAGES   All ▼

Gary Chalmers

Just a reminder that we are having our bake sale Monday morning

♡ 0   💬 3   Pub

GC   Gary Chalmers >
     Jerika Narag

Welcome to math 101!

♡ 0   💬 0   Public

All
Unread
Weather
General
Conversations

Jpdat
ngfield
oleman

✉ Email

Reminder to all parents a

Teacher Messaging

If enabled by your district, you will see messages sent by teachers to groups. These are different from Broadcast messages in that as a participant, you may be able to reply and engage with the sender and other participants. Your ability to comment depends on the message settings determined by either the district, teacher, or both.
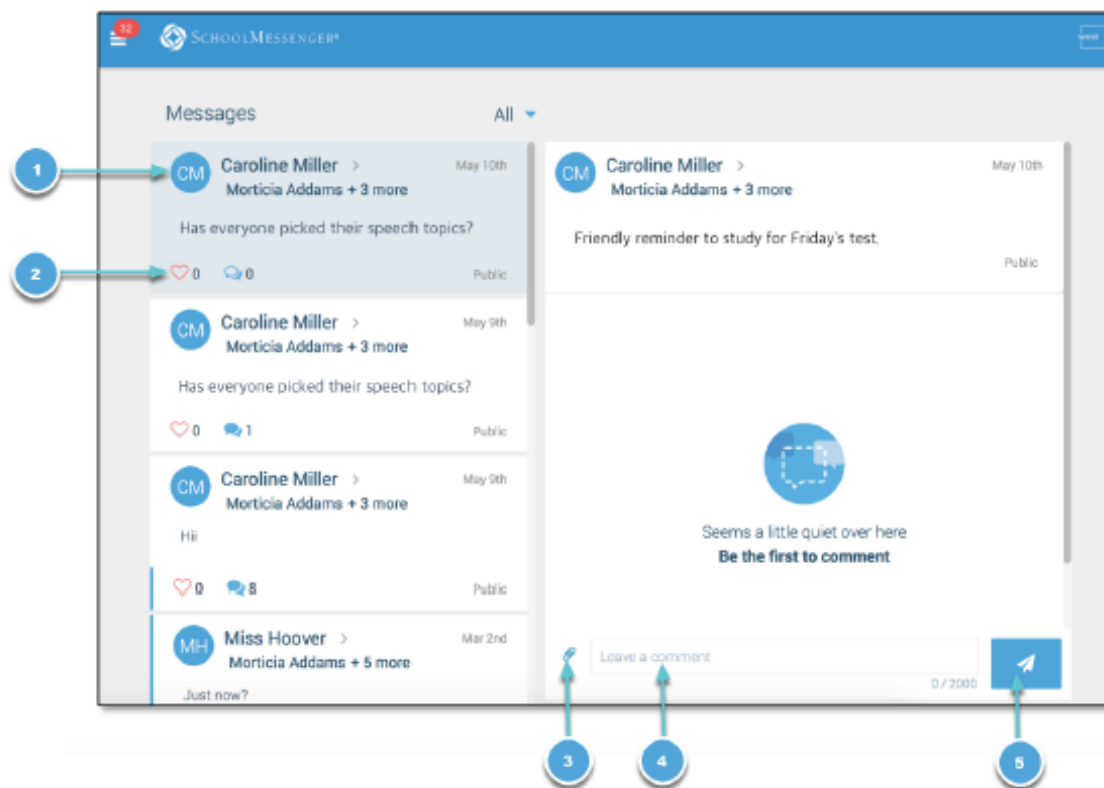
Messages Page

Below is an example of what your Messages Page will look like.

1. Message senders will have their own colored icon with their initials.

2. Recipients can like a message.

If enabled...

3. Attach a file to your comment.

4. Write your comment in the provided field.

5. Click the send button to send your comment.

Responding to a SchoolMessenger App Message

Anyone receiving a SchoolMessenger app-based message created by a teacher may read the message, and, if enabled, read the comments of other group members and reply.

The circumstances are defined by the teacher who created the original message or the district. Messages may be configured so that:

- comments can be entered and read by everyone.

- comments can be entered by group members but will be received privately and read only by the teacher.

- no comments are allowed.

The below is an example of how a message thread appears to a recipient:
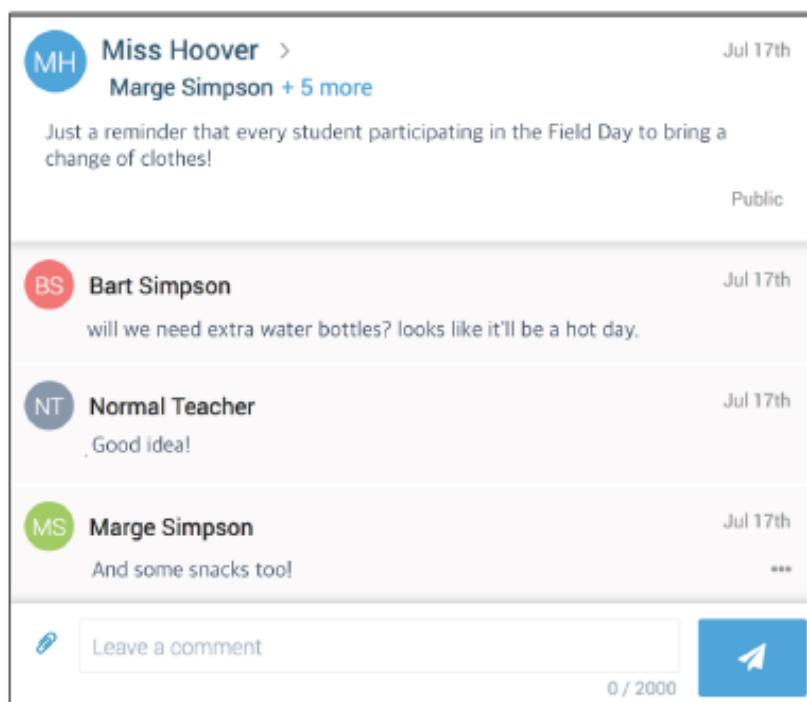
Delete Your Comment

Participants can delete their own comments by clicking the [...] button to the right of their comment.

Joining a Teacher-Sent Messages Group:

Teachers and coaches may choose to send families reminders about classroom events, field trips or sports or extra-curricular activities. These reminders will be attached to a group. If your teacher/coach chooses to use this feature, you will receive an invitation and be provided with an access code to join the group. You can join as many groups as you are invited to participate.

Joining a Group

1. Click on the [🔊 Join Groups] menu option.

2. Click on the [JOIN GROUP 🙂] link at the top of the screen.

3. In the Join Group window, enter the **access code** that was provided to you.

4. Click on **Join**.

> **Join Group**
>
> Type your group access code:
>
> SFUF39
>
> You will be able to send messages to this group upon approval of the group owner.
>
> **Don't have a code?**
> Please ask the teacher to share with you the access code for the group you are trying to join.
>
> Cancel   Join

Leaving a Group

1. Click on the [🔊 Join Groups] menu option.

2. Click on **Leave Group** link to the left of the group you wish to leave, and then confirm that you no longer want to be part of the group in the next window.

> **SCHOOLMESSENGER**
>
> Groups   JOIN GROUP 🙂
>
> **Book Club**
> A-C CENTRAL CMTY UNIT SD 262   Leave Group   Group Members
>
> **Debate Team**
> A-C CENTRAL CMTY UNIT SD 262   Leave Group   👤
>   Group Teacher:
> **Parent Volunteers**   Phineas J. Whoopi
> A-C CENTRAL CMTY UNIT SD 262   Leave Group   A-C CENTRAL CMTY UNIT SD 262