



# SchoolMessenger App

## User Guide - Web

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## Welcome!



**Important:** Some features discussed in this help may need to be enabled by our support teams for your school district and user profile in order to access. If you don't have access or if certain functions are missing, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

The SchoolMessenger App allows schools and school districts to inform you about school related emergencies, school closures, attendance or other school-related issues.

**As a Teacher** you have the ability to invite students, parents and/or guardians to join groups you've created, and send chat messages to them directly.

**As a Student, Parent or Guardian** you can join a teacher-created group and participate in the classroom discussions. You can also customize how you receive those messages.

**For schools subscribing to SchoolMessenger's SafeArrival system**, parents have the ability to report planned absences, late arrivals, early departures to the school in advance



You will find all of these messages in an easily-accessible inbox. If you are associated with students in different schools or districts, all matching records will be linked to your account. With flexible preference controls, most kinds of communication can be configured to be accessed exclusively via the SchoolMessenger App.

## There are two types of SchoolMessenger App Users:

### School-Affiliated User:

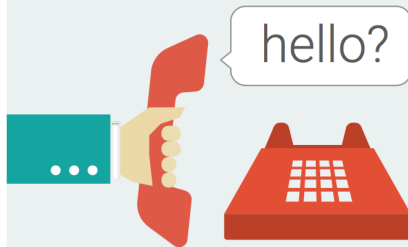
This is a teacher, student, or parent who is directly affiliated with a school or district, and who receives various types of SchoolMessenger Broadcast messages from the school or district. This user will have the ability to retrieve all these messages in the SchoolMessenger App, in addition to participating in the groups that general users also have access to.

### General User:

This can be anyone who has signed up to use the SchoolMessenger App and has been granted access to one of the discussion groups created by a teacher. They could be a member of the community who has been invited by a teacher (e.g. an aeronautical engineer offering advice and insights to senior high school students interested in the physics of flight and aircraft design).



## SchoolMessenger and the TCPA

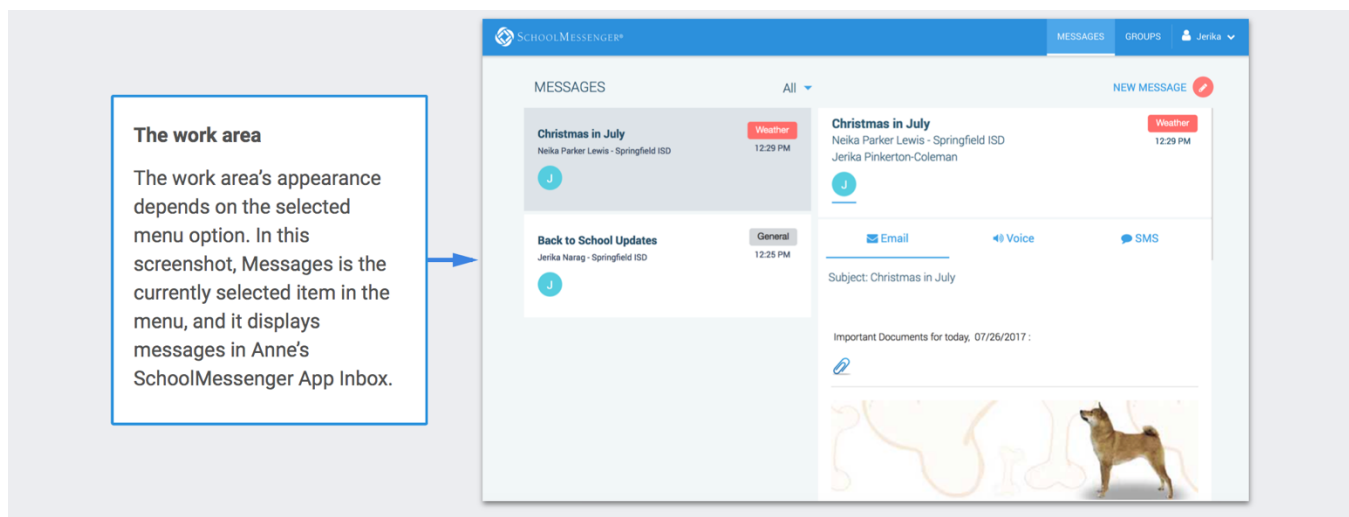
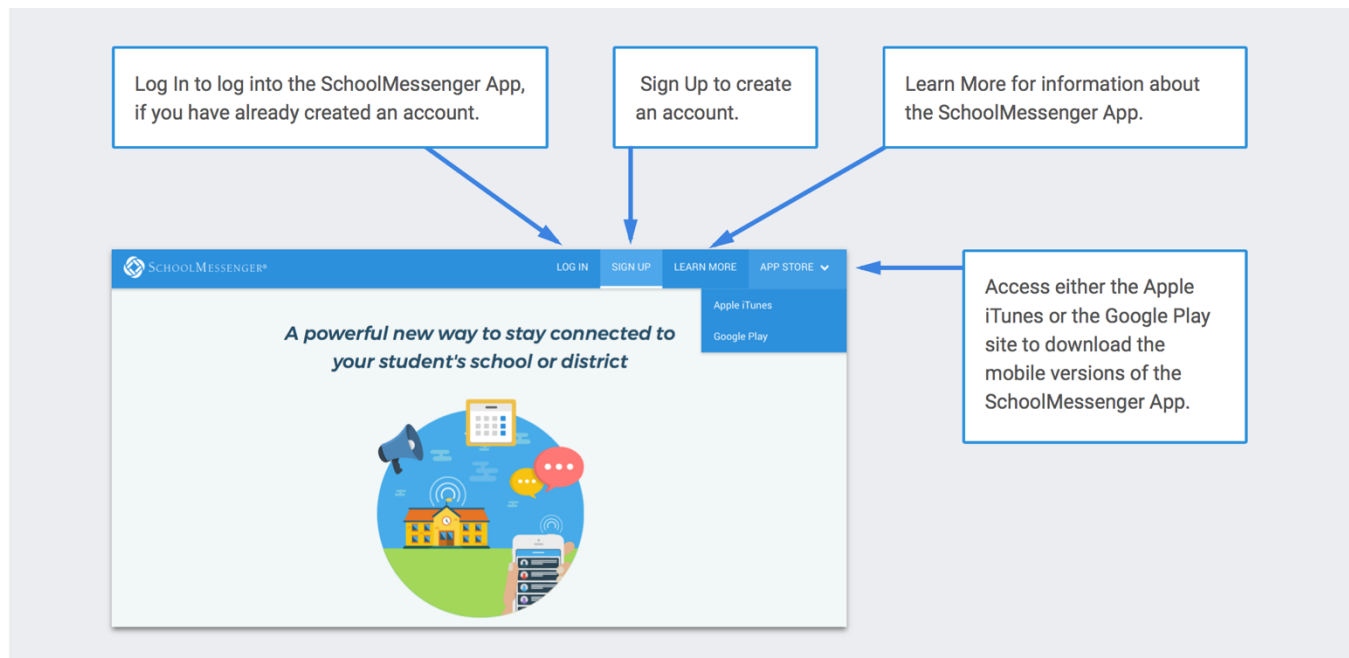


The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.

While schools enjoy exemptions from some of these restrictions, **the preference configurations within the SchoolMessenger App allow you to set your consent state ("yes" or "no") for each phone number associated with your account.** With the exception of emergency calls, which cannot be exempted, any phone number whose consent state is set to "no" will not receive calls from SchoolMessenger.

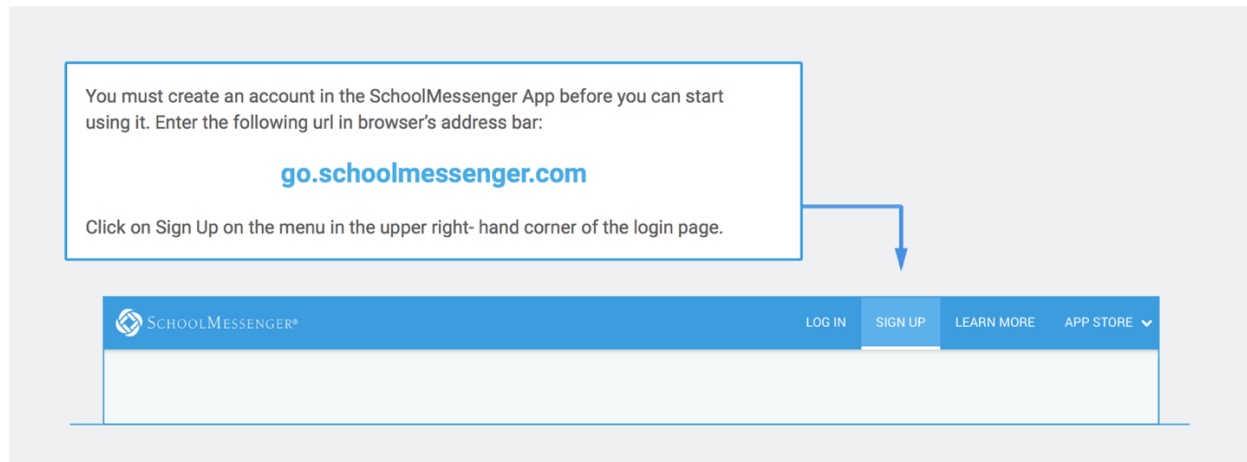
## Look and Feel

The SchoolMessenger App interface is simple and uncluttered.





## Creating a SchoolMessenger App Account



Enter your email address, your location and a password.

Your password must contain have at least:

- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 6 characters

You will be sent an email at the email address provided. Click the link in the email to verify your account. A new page will open on your browser.

The screenshot shows the "Sign up" form. It includes fields for Email (gchalmers@springfieldusd.com), Password (masked with dots), and Location (United States). Below the password field, there are requirements: "One lowercase letter", "One uppercase letter", "One number", and "6 - 255 characters". There is a "Switch location" link for users in Canada. A blue "Sign up" button is at the bottom, along with a "Log in" link for existing users.



### Note

The link in the above email is valid for only 24 hours. If you do not 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.

Your user type determines which messages you receive and how you receive them.

**If you are a school-affiliated user**, our support teams would have entered your email address into their system. As your information is registered in the school or district records, you will receive all the messages you have subscribed to receive from the school. You must use this same email address in creating your SchoolMessenger App account.

**If you are a general user**, you can still participate in any of the SchoolMessenger App groups that you have been invited to participate in, but you will not, of course, receive Broadcasts from the school or district.



## Log In

To log into the SchoolMessenger App:

1. Click on **Log In** on the menu in the upper right-hand corner of the login page.
2. Enter the email address, password and location you used to register in the SchoolMessenger App.

Click on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.

### School-Affiliated User Only

When you first sign into the SchoolMessenger App, you will receive the following prompt for any phone numbers at which you have not already provided SchoolMessenger consent to receive voice calls.

Select "Yes" or "No" as your preference. Your preference will be saved for each of your phone numbers. Consent preferences can be changed at any given time through the SchoolMessenger App's **Preferences** option (discussed later).

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



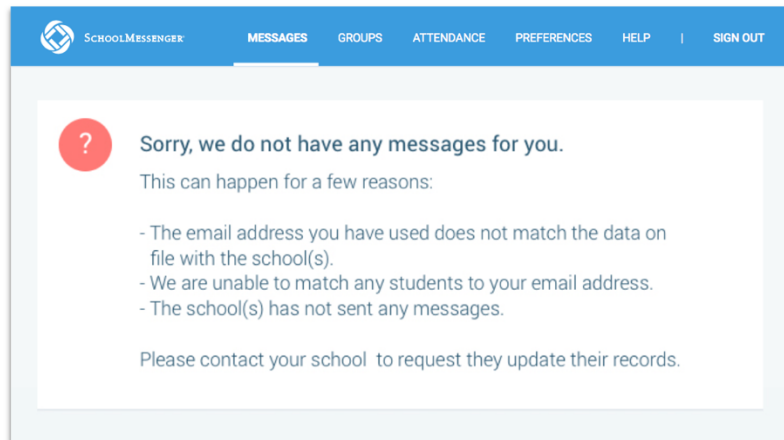
#### Note

It is possible that certain factors such as a recently changed phone number, change of billing info, or a temporary disconnection may nullify consent for a phone number for which you had previously provided consent. If this happens, you will see the above permission prompt reappear. Simply reselect and save your preference.



#### Important

If you see any variation on the following message when logging in to the SchoolMessenger App, please contact the school to ensure they have your email address associated with the appropriate school records. Once the corrections have been made, you will need to sign out, then sign back in again, at which point the problem will have been corrected.



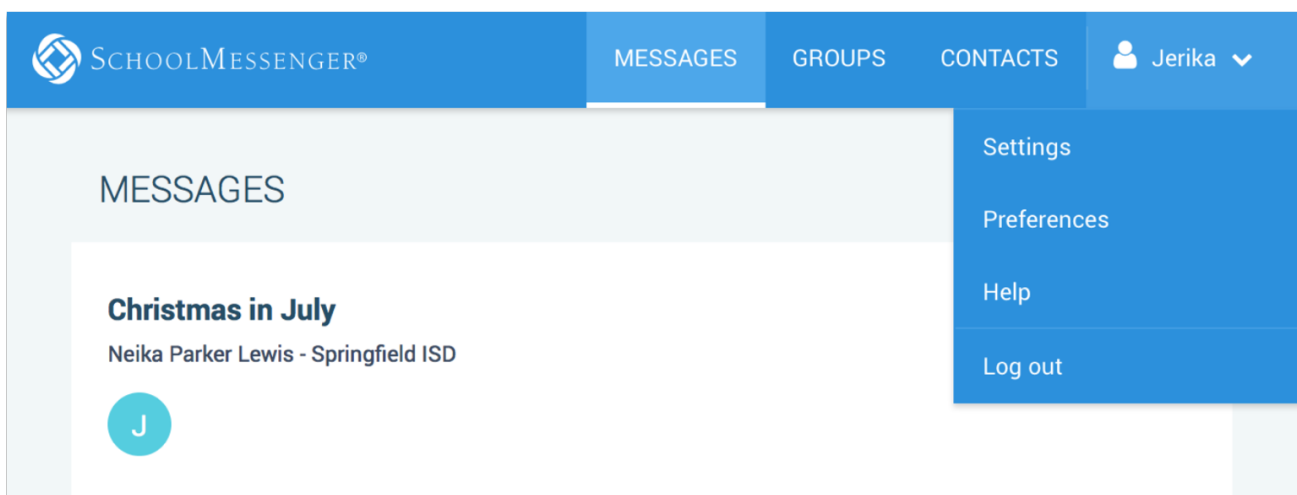
## Set up Your User Account

Once you have logged in successfully, you must set up the SchoolMessenger App for your use. Set up includes the following:

- setting up your **Profile and Role**
- setting **Notification** preferences (school-affiliated users only)
- joining **Groups** that you have been invited by teachers to join



**Note:** If you don't see **Groups** in your menu, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)





## Your Profile and Role

For all User Types, follow the below steps to set up your User Account:

1. Click on the menu option with your login name in it.
2. Click on the **Settings** option.
3. Enter your first name, last name, and your Role type (Teacher, Student, or Parent).

Your settings must be completed before an account can be used. Failure to do so will cause the system to log you out, and you will be prompted to enter this data next time you log in.

Settings

First name  
Jerika

Last name  
Chalmers

Role  
Select what type of user you are...  
Parent  
Teacher  
Student



### Note

You can change your Role type (from teacher, to student, to parent) whenever you like, BUT in doing so, you obliterate your entire message history and essentially restart as a new user. If you are a teacher and a parent, you can use two different email addresses to register and to login into the system.





## Notification Preferences (School-Affiliated Users Only)

For all User Types, follow the below steps to set up your User Account:

1. Click on the menu option with your login name in it.
2. Click on the **Preferences** option. The preferences on this page affect SchoolMessenger Broadcasts that may be sent to you from the school/district. They do not affect messages sent and received from within the SchoolMessenger App.

Additional email and telephone numbers can be added by clicking on Add more (e.g. a workplace email address can be added in addition to the personal email address already on file in SchoolMessenger).

### 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 student to be enrolled at more than one school, a parent/guardian to have children/wards in more than one school or district, and a teacher to teach at more than one school/district.

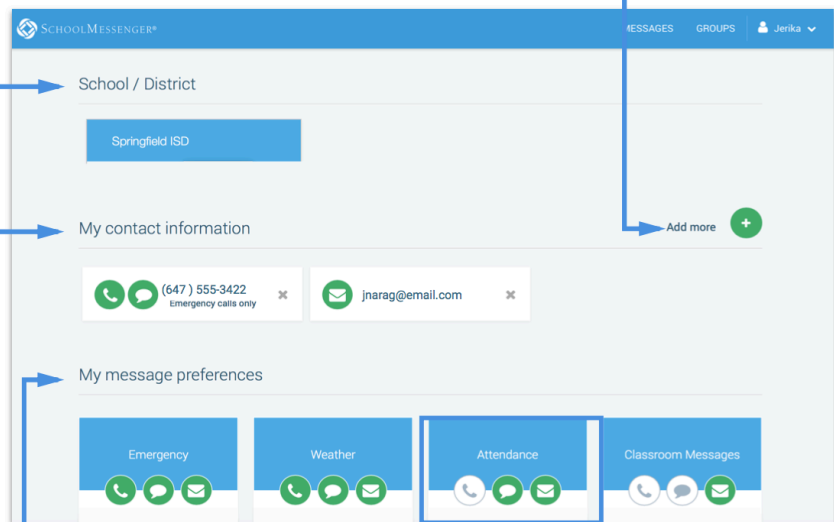
### Contact Information:

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

### Message Preferences:

Shows all the types of messages which the school/district has set up in their SchoolMessenger setup. Hence, more or fewer message types may appear here with unique names, defined as such by the school/district. You can select how you wish to be contacted for each message type.

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





## Joining a Group



**Note:** If you don't see **Groups** in your menu, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

Teachers can set up conversation or discussion groups in which students and parents can participate. But before such participation can occur, participants must be invited and provided an access code to join the group.

Participants can join as many groups as they are invited to participate in. To join a group:

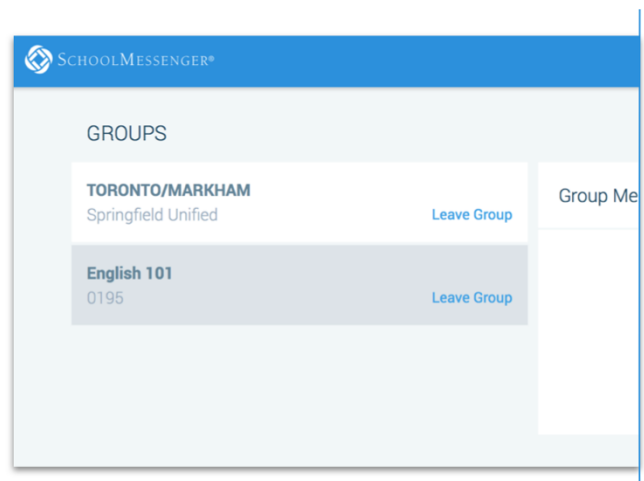
1. Click on the **Groups** menu option.
2. Click on **Join Group**.
3. In the Join Group window, enter the **access code** that was provided to you.
4. Click on **Join**.

The 'Join Group' dialog box has a blue header with the text 'Join Group'. Below the header, it says 'Type your group access code:' followed by a text input field containing 'SFUF39'. Below the input field, it says 'You will be able to send messages to this group upon approval of the group owner.' There is a section titled 'Don't have a code?' with the text 'Please ask the teacher to share with you the access code for the group you are trying to join.' At the bottom, there are two buttons: 'Cancel' and 'Join'.

## Leaving a Group

Leaving a group is simple:

1. Click on the **Groups** menu option.
2. Click on **Leave Group** 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.





## Contact Links - Parents and Guardians

### (Plus Module-Subscribed School-Affiliated Users Only)

The Contacts menu option will only appear in the SchoolMessenger App implementation in which the school/district has subscribed and purchased the SchoolMessenger App Plus Module.

Parent and guardian records in SchoolMessenger are linked to students attending one or more schools or districts. In fact, the SchoolMessenger App accounts are validated with reference to those records. To see which students parent/guardian accounts are linked to click on the **Contacts** menu option. In the sample screen shot you will see:

The screenshot shows the 'CONTACTS' menu in the SchoolMessenger app. On the left, a list of contacts includes Vivian Bower (Appleheart USD). On the right, the details for Billy Bower (Appleheart USD) are expanded, showing meal balance (\$27.50), attendance (4 Absence, 0 Tardy), bus routes, and class schedule. A message at the bottom states 'You are the primary guardian'.

Vivian Bower is the mother logged into the SchoolMessenger App. She appears as a contact for messages that will be sent to her. She is also the contact for messages sent on Billy's behalf.

She will be receiving ongoing meal balance and attendance messages for Billy.

Numerous other kinds of information may appear in the dropdown list for any student, depending on how the SchoolMessenger App Plus Module has been configured by the school and the types of information that are being tracked for students by the school.

Expanding the entry for Billy Bower reveals that She is listed as the primary guardian for Billy in the school's student records.

Use the arrow to expand and contract the entry for each of the contacts that appear on the Contacts page.

Finally, both Vivian and Billy can participate equally in the SchoolMessenger App discussion groups that they have joined and been selected to participate in.



#### Important

If there is a school or district that you expect to see on the Contacts page, but is not there, you will need to contact the specific school or district to ensure that the email address in the school records matches the one that you use to sign into the SchoolMessenger App. It is on the basis of that match that messages from the school or district make their way to your SchoolMessenger App account. Once the two email addresses have been harmonized, you will need to sign out, then sign in again, to see them take effect.



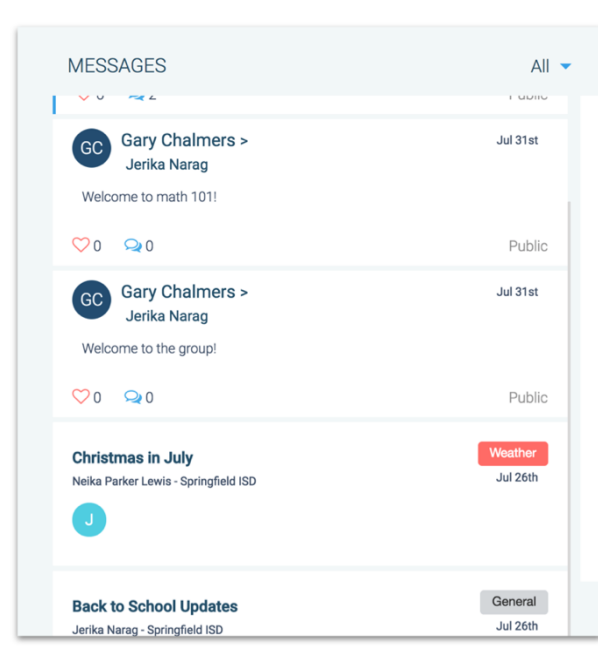
## About Messages

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.

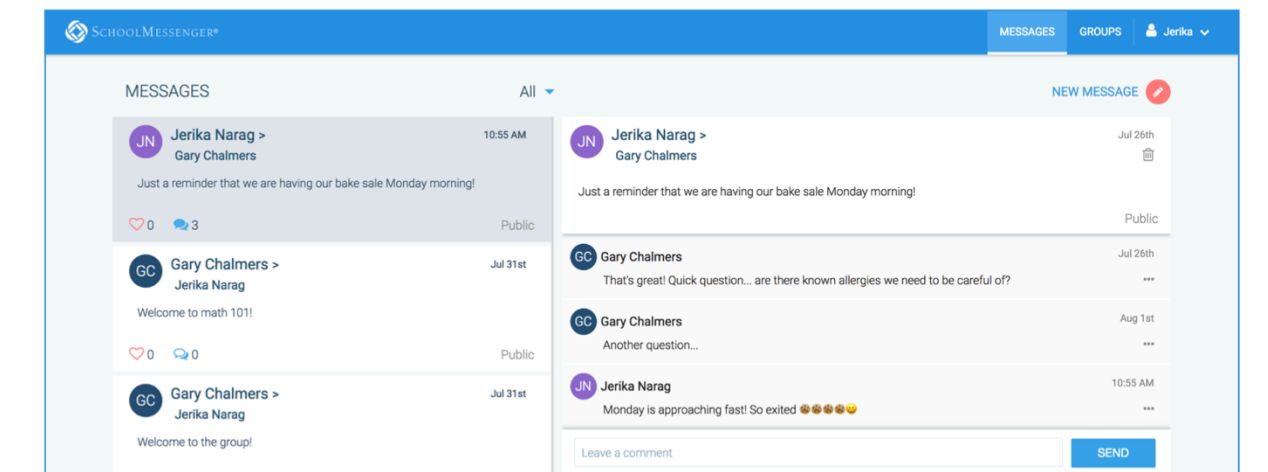
They are sorted newest first, oldest last. The headings of all messages will appear on the left side of the Messages screen.

There are two types of messages:

1. Sent by the school or district as SchoolMessenger Broadcasts to school-affiliated users (e.g. Emergency or Attendance messages).
2. Sent either publicly or privately by participants who are members of a SchoolMessenger App group.



## Message Components



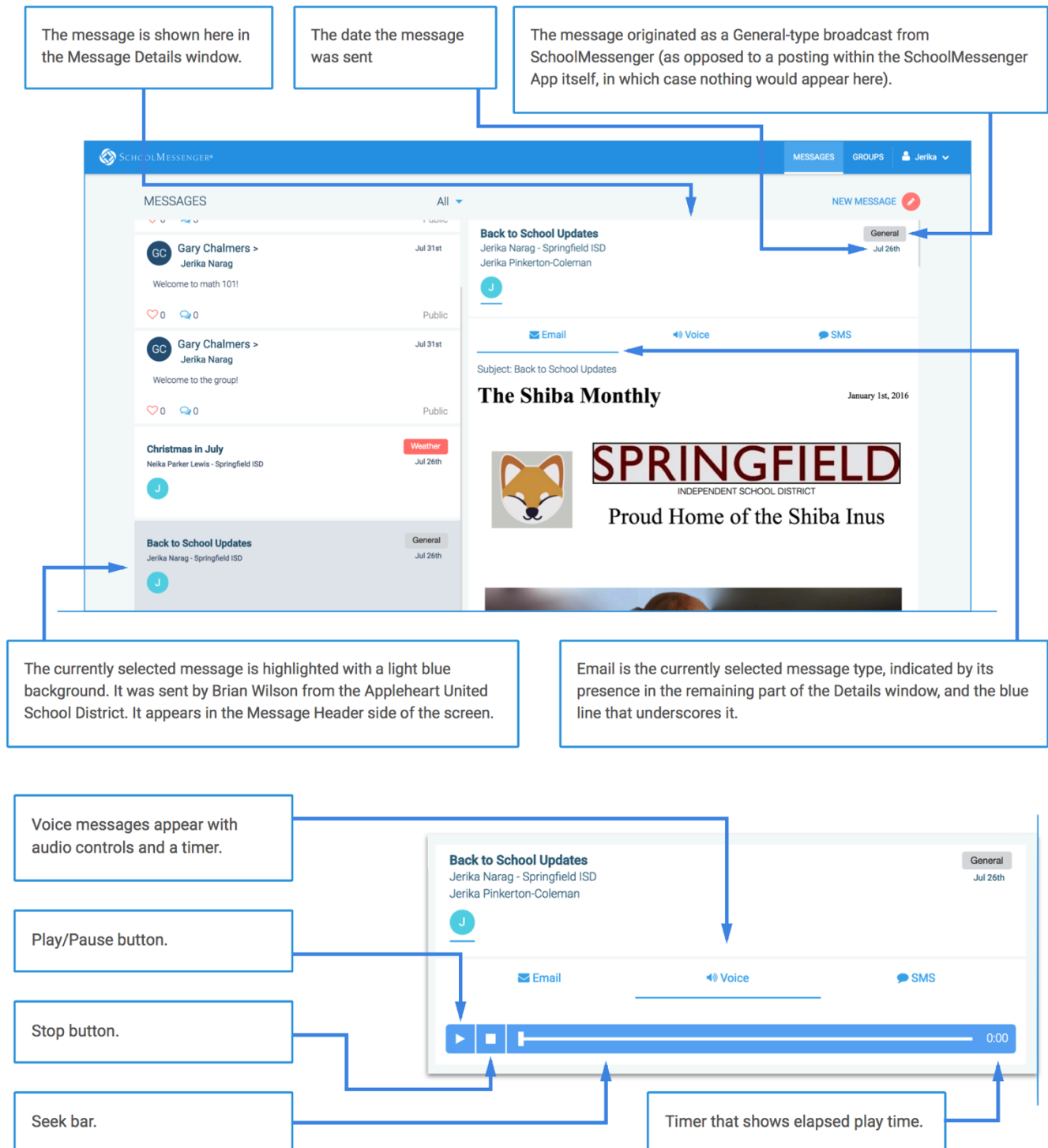
### Note

The SchoolMessenger App automatically assigns the color and initial of the each of the student- identification circles. Neither the color nor the initial are editable.



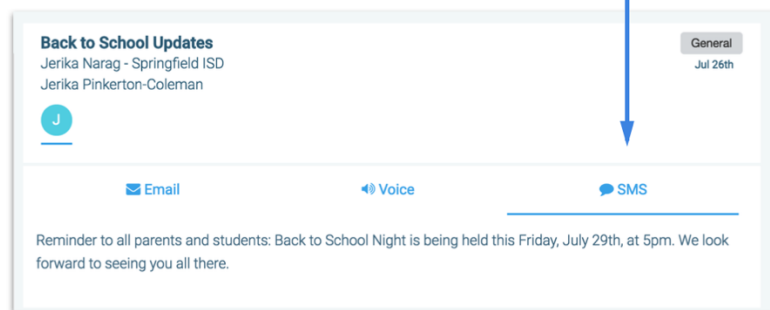
## Anatomy of a Broadcast Message

(School-Affiliates Users Only)



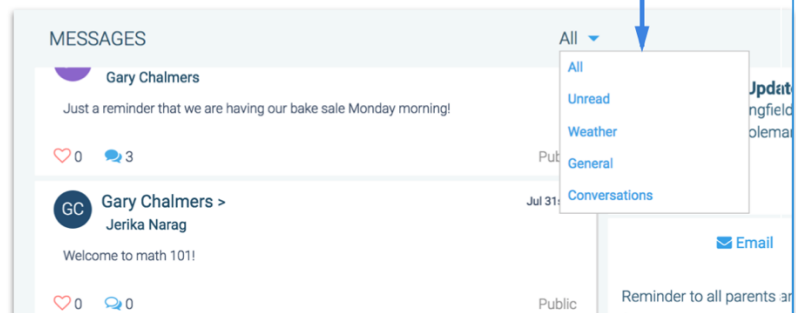


SMS message.



Messages can be filtered to display:

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



## Teacher Messaging



**Important:** For school-affiliated users, to access the features discussed in this topic, Teacher Messaging has to be enabled for your school district and user profile. If you don't have access or if certain functions are missing, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

### Differences between Teacher Accounts and Student/Parent Accounts:

In addition to receiving school/district messages and engaging in the SchoolMessenger App-based discussions just like any other SchoolMessenger App user, teachers have additional abilities that students and parents do not have.

#### Only teachers can do all the following:

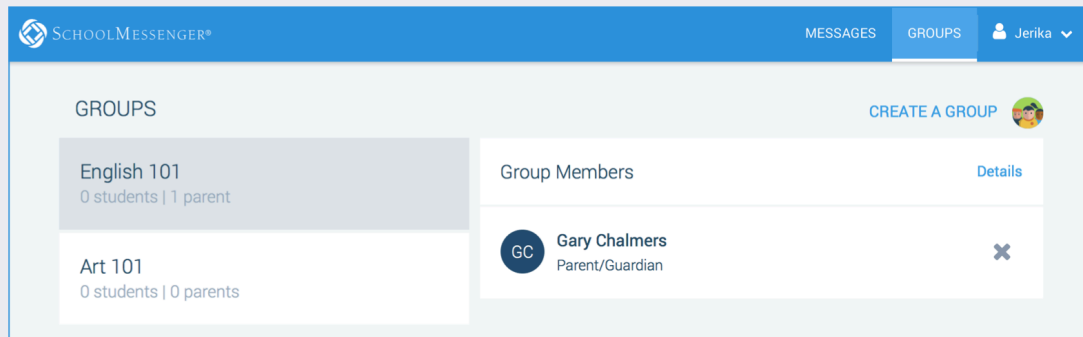
- Receive SchoolMessenger messages sent from the school or district.
- Create SchoolMessenger App groups and invite students and parents to participate in them.
- Send messages to selected recipients (any combination of all/selected students/parents).
- Delete messages that have been posted in any of the forums that they have created and control.
- Engage in discussions and conversations in any of the forums that they have created.

#### While students and parents can only:

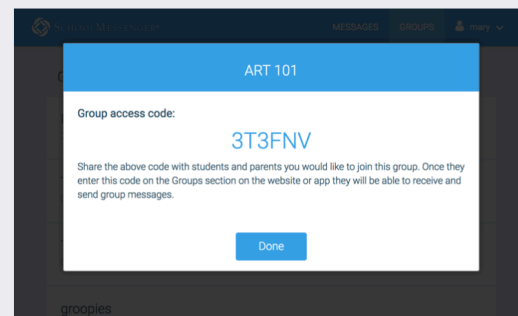
- Receive SchoolMessenger messages sent from the school or district (if their account is school-affiliated).
- Engage in discussions and conversations in any of the forums they have group participation in.



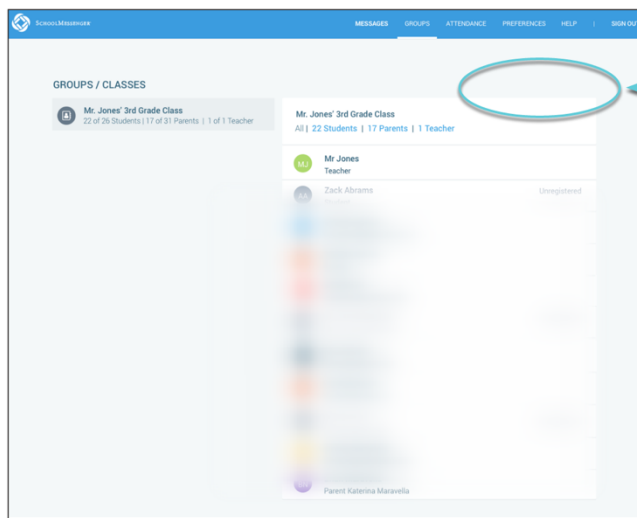
## Create a Group (Teachers Only)



1. Click on Create a Group from within the Groups page. If you already have one or more groups, their headers will be displayed on the left side and the member list will be displayed on the right side. Otherwise, you will see only a prompt to create a new group
2. In the Create Group window, give your group a name (e.g. Chess Club).
3. The SchoolMessenger App will create your group, and then generate and assign a group access code. This is the code that anyone wishing to join the group will be required to enter before they can become a member of the group. A unique code is generated for each group you create. Distribute it to all those you would like to invite to the group you created.
4. Click on Done. The group you just created will appear on the next screen. It will have 0 members.
5. You cannot add members; only students and parents with the SchoolMessenger App accounts can add themselves.



If your group creation is **disabled**, your Groups page will appear as below:



No CREATE A GROUP button will be found if Group Creation is disabled.



**Note:** If you would like group creation enabled, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)



## Viewing /Edit Groups Membership

Group headers appear on the left side of the screen.

The currently-selected group is highlighted with a blue background.

Group member lists appear on the right side of the screen.

The screenshot shows the 'GROUPS' section of the SchoolMessenger app. On the left, a list of groups is displayed: 'After School Program' (2 students | 2 parents), 'Yearbook Committee' (0 students | 0 parents), 'Grade 10 - Mathletes' (0 students | 0 parents), 'Debate Club' (0 students | 0 parents), and 'Grade 12 - Prom Committee'. The 'After School Program' group is highlighted with a blue background. On the right, the 'Group Members' list for the selected group is shown, listing four members: Silva Thomas (Parent/Guardian), Dave Peters (Parent/Guardian), Nick Thomas (Student), and Sarah Peters (Student). Each member has a red 'X' icon next to their name, indicating they can be removed. A 'Details' link is also visible. A 'CREATE A GROUP' button is located at the top right of the groups list.

Group headers appear on the left side of the screen.

The currently-selected group is highlighted with a blue background.

Group member lists appear on the right side of the screen.

Name of the group.

Breakdown of the number of students and parents in the group.

Remove a group member

## Delete / Rename a Group

### Delete a Group

1. Click on **Details** in the group members heading.
2. Click on **Delete**.
3. Confirm the deletion of the entire group.

### Rename a Group

1. Click on **Details** in the group members heading.
2. Enter a new group name.
3. Click **Update**.


The screenshot shows the 'Group Details' modal. At the top right, there is a red 'X Delete' button. Below this, the 'Group access code' is displayed as 'Z2JSD6'. A message states: 'Share the above code with students and parents you would like to join this group. Once they enter this code on the Groups section on the website or app they will be able to receive and send group messages.' The 'Group name' field is currently 'Debate Club'. At the bottom, there are 'Cancel' and 'Update' buttons. The user's profile 'emilia rojas Student' is visible at the bottom right.





## Create a Message

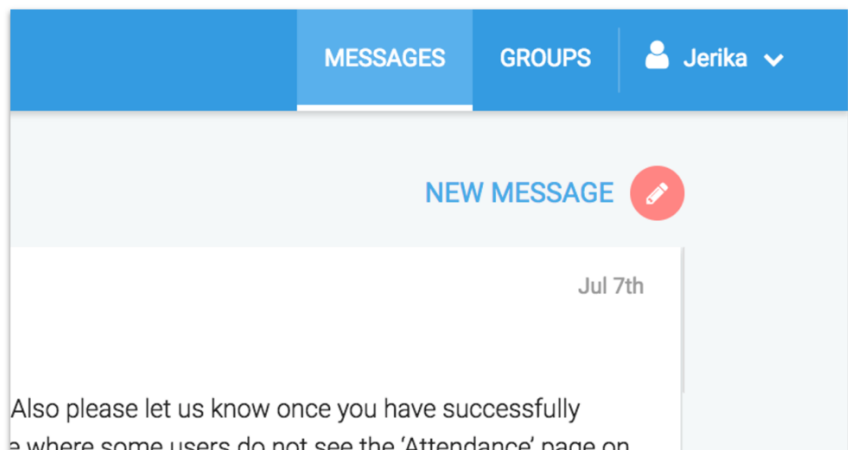


**Note:** If you don't see the  button, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

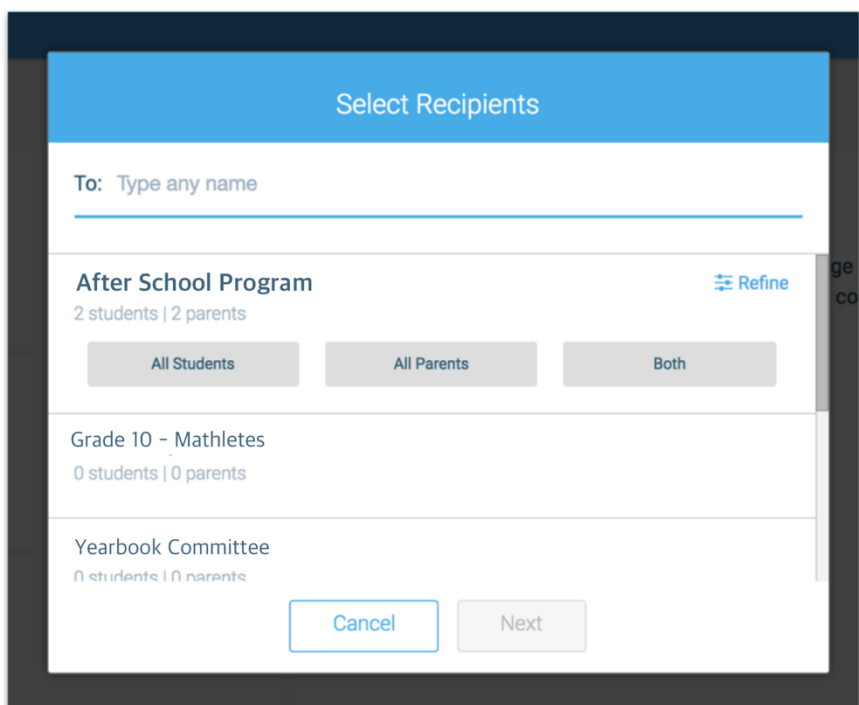
Creating a message is a very simple process. You select the recipients your message will be sent to, designate whether their comments will be readable to others in the group, solely by the teacher, or not at all (comment not permitted).

To create a Message:

1. Click on New Message.



2. The Select Recipients window appears. You can select an individual for your message or you can select numerous individuals from amongst the groups you have created.





3. Start entering the first or last name of any individual recipient that you would like this message to be sent to, and the SchoolMessenger App will locate and display all records that contain the sequence of letters you typed in either the first or last name. Click to select the appropriate individual from the list.

Select Recipients

To: CA

co Catherine Oster

cr Carla Reynolds

All Students All Parents Both

Grade 10 - Mathletes  
0 students | 0 parents

Yearbook Committee  
0 students | 0 parents

Cancel Next

4. Click on the group that you would like to draw the recipients from. You can only select one group at a time.
5. The group section expands, allowing you to select your recipients from among only students, only parents, or from among both sub-groups.
6. When you click on one of the subgroups, the names of all the individuals in that subgroup will appear in the To: section, indicating that they have all been selected as recipients for the messages. Clicking on the X next to each name that you wish to remove from the recipient list. (Selection here is by exclusion.)
7. Click on Refine if you want to be able to select individuals separately from the Students and Parents subgroups. (Selection here is by inclusion.)

Select Recipients

To: Type any name

Cathy Oster X Peggy Smith X

After School Program [Refine](#)  
2 students | 2 parents

All Students All Parents Both

Yearbook Committee  
0 students | 0 parents

Grade 10 - Student Council  
0 students | 0 parents

Cancel Next

8. Click **Next**.

The **Compose Message** window appears.



## Select your Comment Settings:

If you're ready to send your message, select your **Comment Settings**:

- **The Group:** comments to your message will be seen by the entire group
- **Me Privately:** only the teacher will see comments sent by individuals
- **Comments not allowed:** no one will be able to send a response

## Replies Disabled

If your replies have been disabled by a system administrator, you will only have 1 option when sending your message – “Comments not allowed”:




**Note:** If you would like comments enabled, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)



## Add Attachments



**Note:** If you don't see the  button, please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

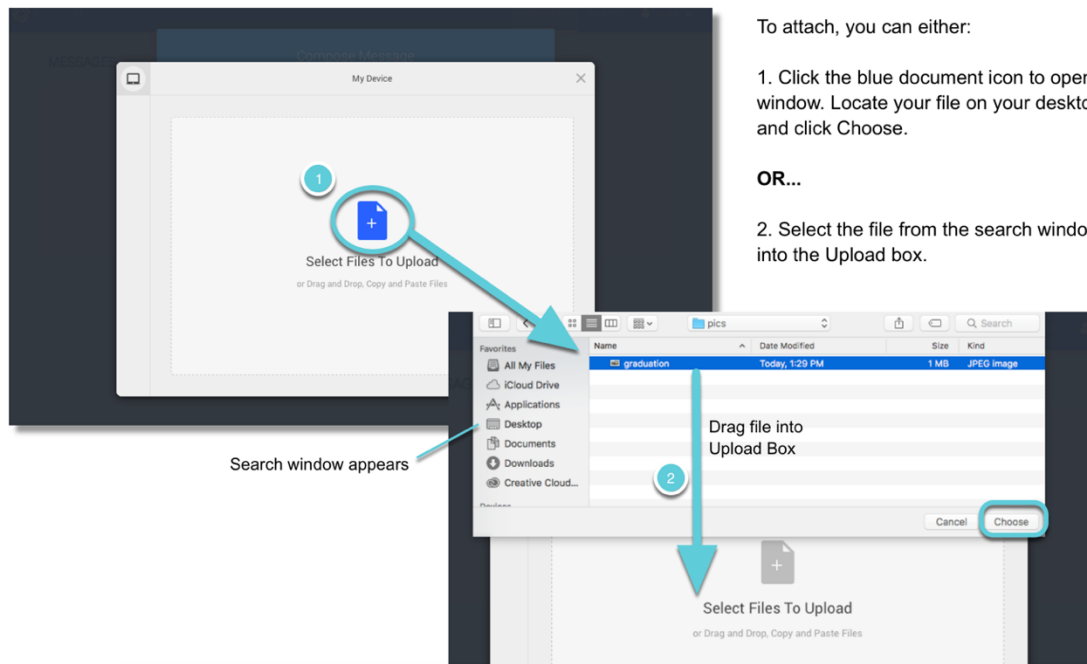
Use attachments to send the following file types to parents, guardians and students:

- images (PNG, JPG)
- documents (PDF, DOC, DOCX, PPT, PPTX)
- video (MP4)
- audio (MP3, WAV, M4A)

Note that the **max file size** is 20MB and you can only send **1 attachment** per message.

To attach a file, click the **Attachment icon: the red paperclip**.

After clicking the **Attachment** icon, the **Upload** box appears:

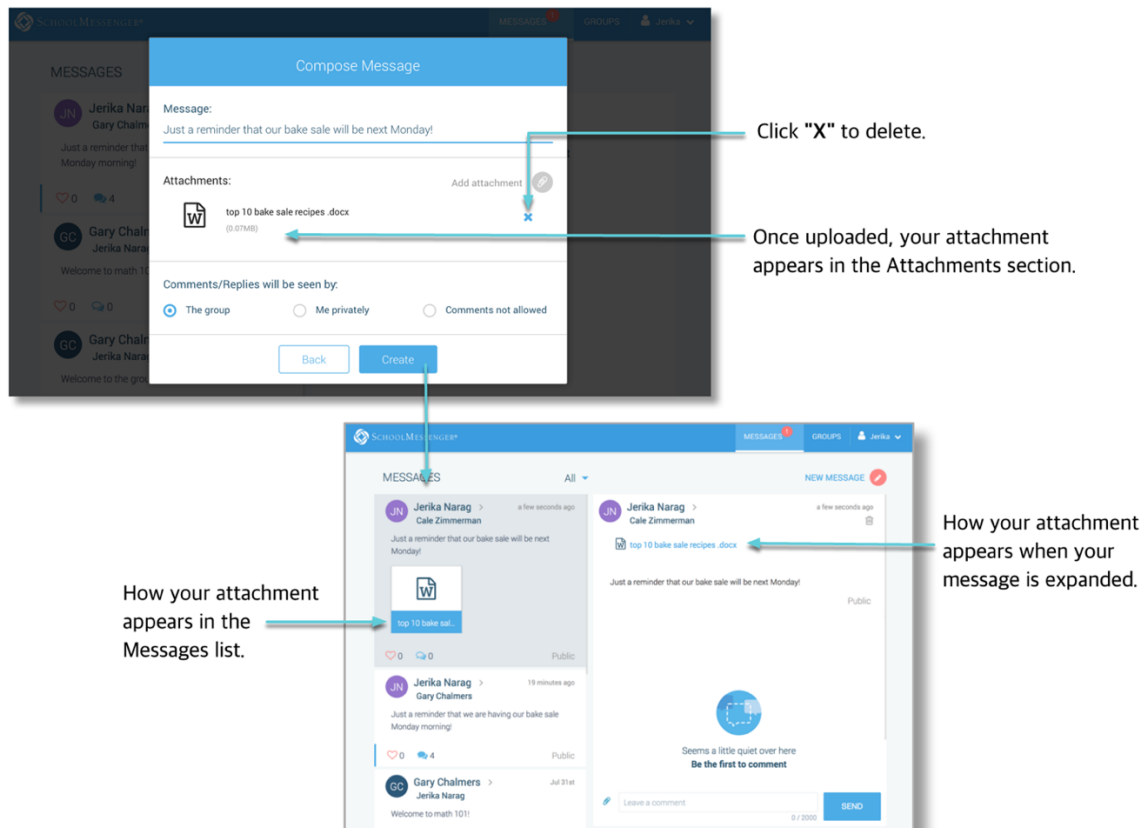


To attach, you can either:

1. Click the blue document icon to open a search window. Locate your file on your desktop. Select the file and click Choose.

**OR...**

2. Select the file from the search window and click drag into the Upload box.



## Delete an Entire Message Thread or a Member Comment

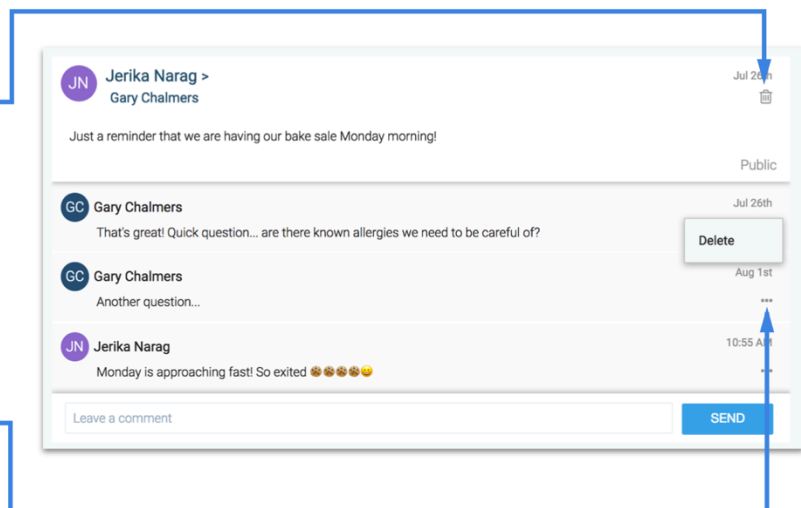
Teachers can delete whole message threads or single comments.

### Delete an entire message thread

1. Click on **Messages** in the menu.
2. Click on the trash bin icon in the message header to delete the entire message thread
3. Confirm the deletion of the entire message thread

### Delete a member comment

1. Click on **Messages** in the menu.
2. Click on the three dots (⋮) next to the comment that you wish to delete
3. Click Delete (it's the option that will pop up in place of the dots). Confirm the deletion in the next screen.





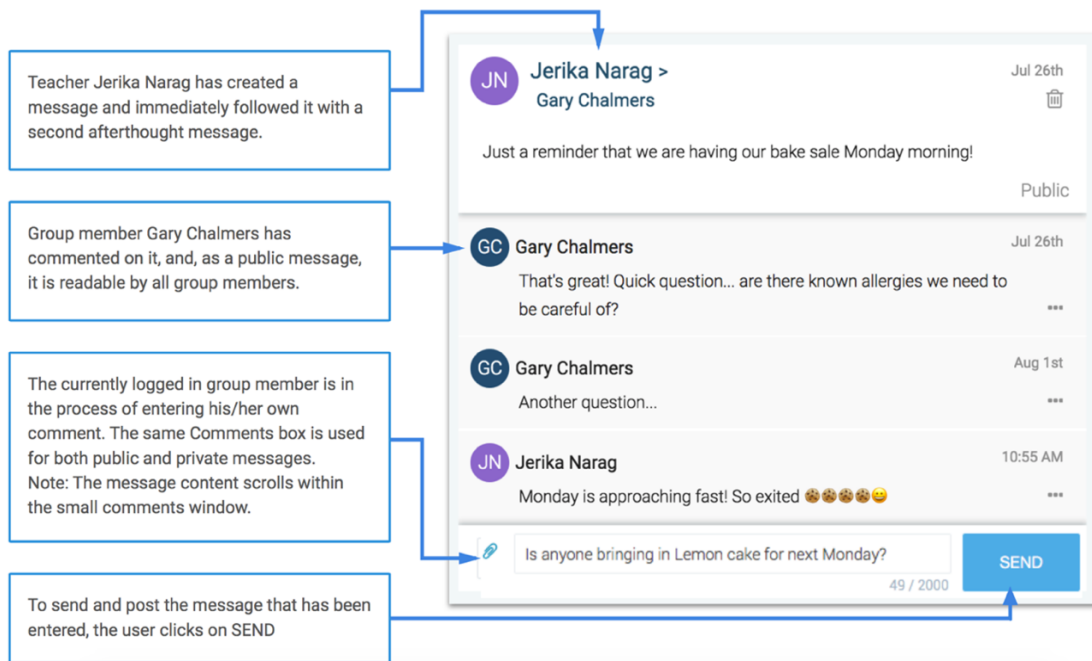
## Responding to a SchoolMessenger App Message

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 our support teams. 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:



## Add an Attachment to a Reply

 **Note:** If you don't see the  button please contact support: (phone) 800-920-3897, (email) [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

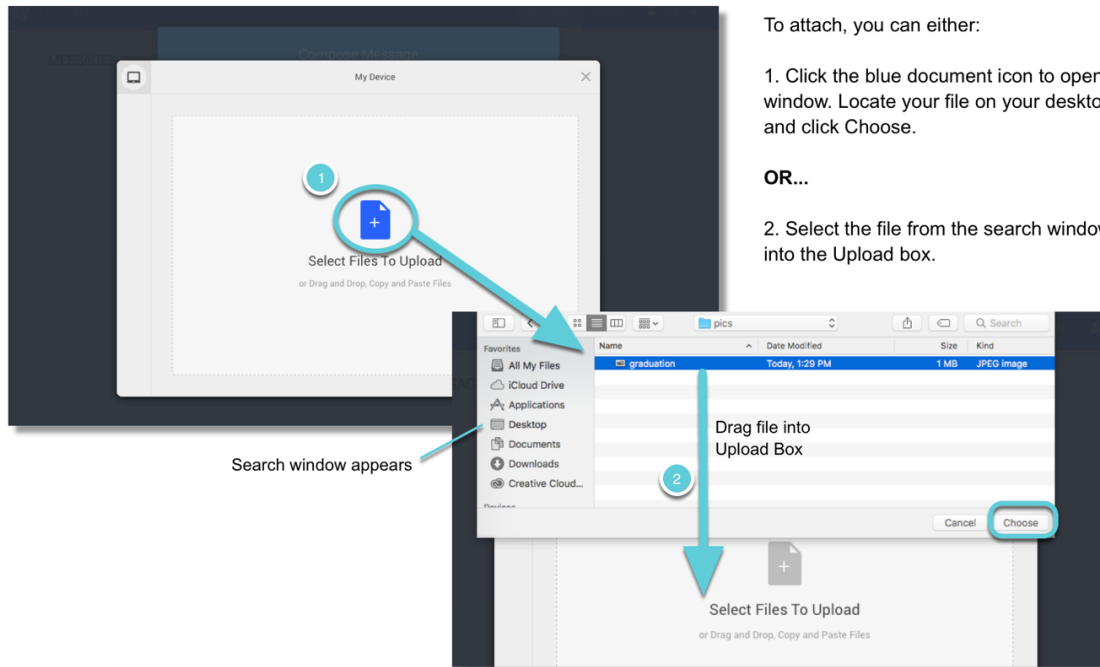
Use attachments to send the following file types in your reply:

- images (PNG, JPG)
- documents (PDF, DOC, DOCX, PPT, PPTX)
- video (MP4)
- audio (MP3, WAV, M4A)

Note that the **max file size** is 20MB and you can only send **1 attachment** per message.



After clicking the **paperclip icon**, the **Upload box** appears:

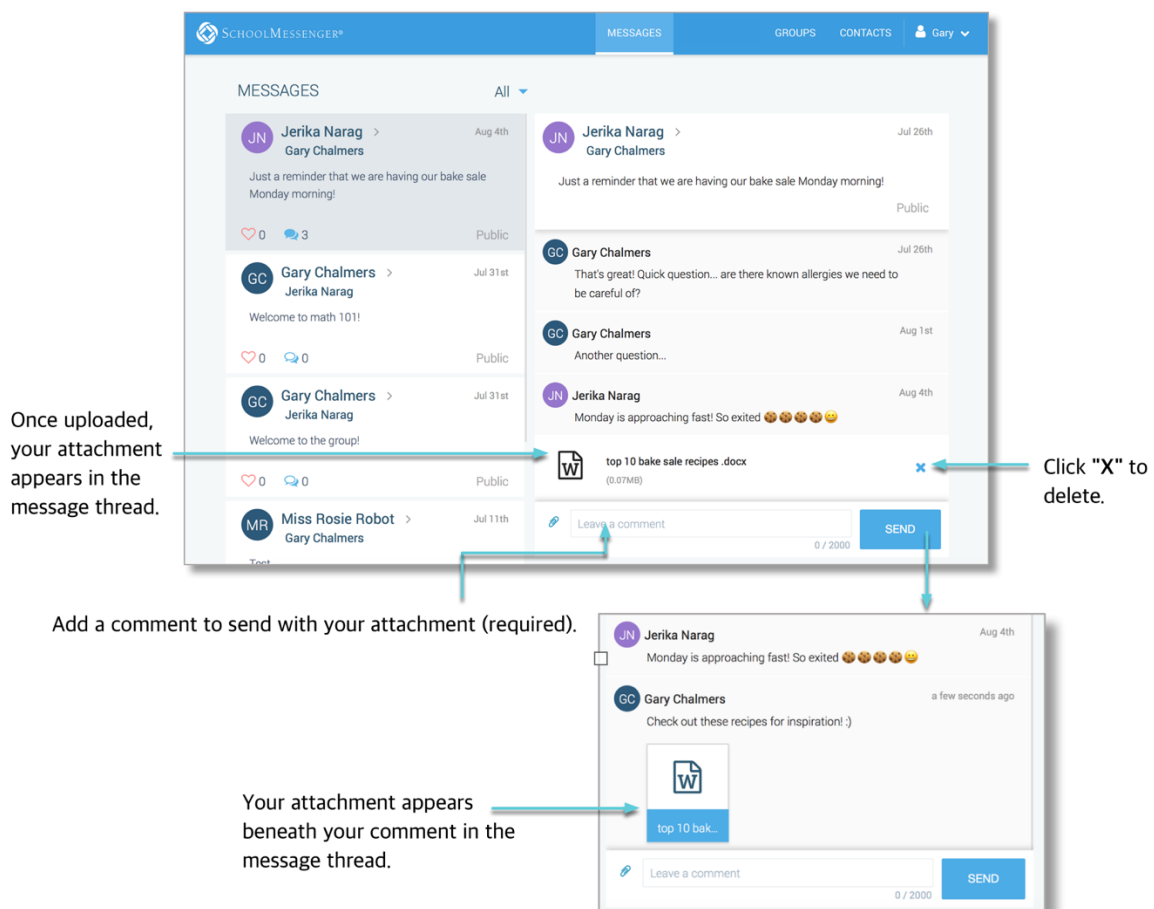


To attach, you can either:

1. Click the blue document icon to open a search window. Locate your file on your desktop. Select the file and click Choose.

OR...

2. Select the file from the search window and click drag into the Upload box.





## Questions?

If you have any questions regarding the above, please contact support.

**SchoolMessenger Solutions Support**

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