



SchoolMessenger App

Parent and Student User Guide - Web

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Welcome!



Important: Parents and student users who require assistance, please contact your school or district.

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

Once you've created your account, we'll automatically link the records associated with your email address. You can then:

- View the records associated with your account - student, staff, parent records.
- Review the last 30 days-worth of messages for all your associated records.
- View your contact information and configure how you would like to receive notifications.

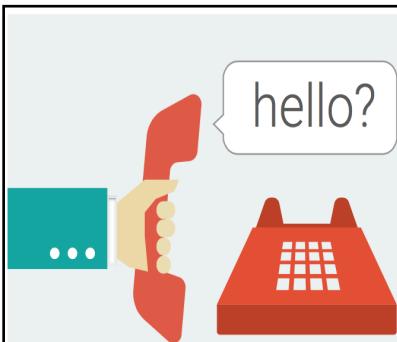


For schools subscribing to SchoolMessenger's SafeArrival system, parents have the ability to report planned absences, late arrivals, early departures to the school in advance.

For schools subscribing to SchoolMessenger's Plus Data system, parents have the ability to view student grades, lunch balance data, class and bus schedules, etc.

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.

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.



Welcome Page

The SchoolMessenger app welcome page is simple and uncluttered.

1. Click the  icon to access more options.
2. Click either **Log in** or **Sign up** to access the SchoolMessenger app.
3. Download the mobile app from either Apple's App Store or Android's Google Play page.
4. Click the link for a quick informational video.

The screenshot shows the SchoolMessenger app's welcome page. At the top, there is a blue header bar with the SchoolMessenger logo and three navigation icons: a blue square with three horizontal lines, a magnifying glass, and a gear. To the right of the logo are the words "SCHOOLMESSENGER®" and "Log in" and "Sign up" buttons. Below the header is a large text area with the slogan "A powerful new way to stay connected to your student's school or district". In the center is a circular illustration featuring a yellow school building, a megaphone, a smartphone displaying a messaging interface, and speech bubbles. Below this is another SchoolMessenger logo. At the bottom, there is a button with "Download on the App Store" and "ANDROID APP ON Google play" links, along with a "Parents and guardians: Click here for SchoolMessenger video" link and copyright information.

1. A blue circle with the number "1" is positioned above the first icon in the top navigation bar, which is circled in blue.
2. A blue circle with the number "2" is positioned above the "Log in" and "Sign up" buttons, which are also circled in blue.
3. A blue circle with the number "3" is positioned above the "Download on the App Store" button, which is highlighted with a blue border.
4. A blue circle with the number "4" is positioned above the "Parents and guardians: Click here for SchoolMessenger video" link, with an arrow pointing towards it.



Creating a SchoolMessenger App Account

Sign Up

1. Enter the following URL in your browser's address bar: go.schoolmessenger.com
2. Click **Sign up** on the menu.



Important: If you already have an email address that the school has on record, use this email address when you sign up.

3. 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.



Note: 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.

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.

Your school's district admin will configure your message settings and what features you will see when you log in.

Sign up

Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address.

Email
gchalmers@springfieldisd.com

Password
..... 

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

Location
 United States

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

Sign up

Have an account? [Log in](#)

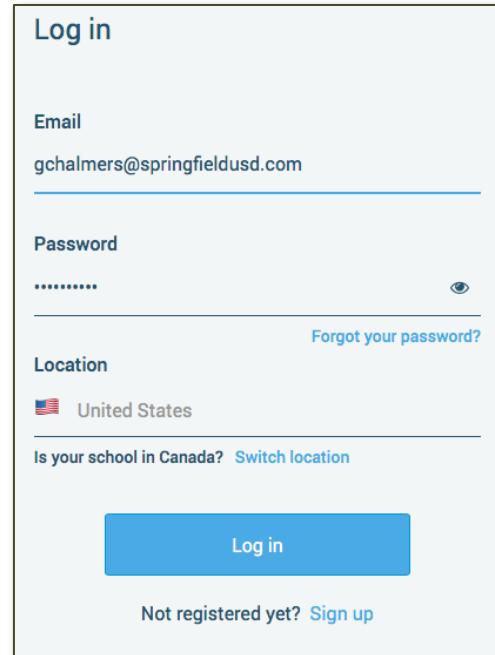


Log In

To log into the SchoolMessenger app:

1. Click **Log in** on the menu bar.
2. Enter the email address, password and location you used to register in the SchoolMessenger app.

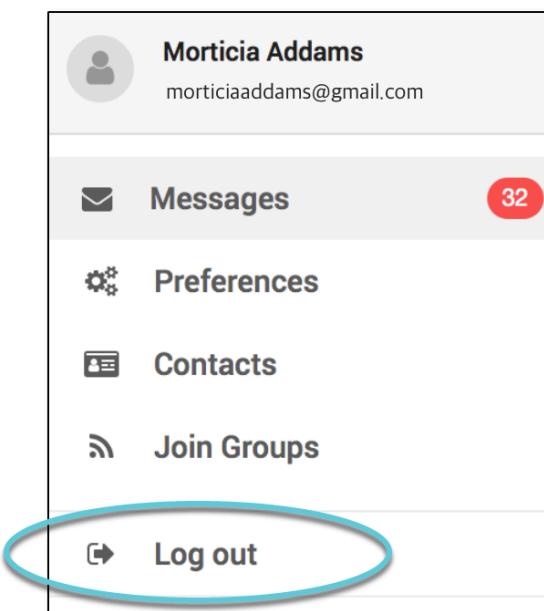
Click on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.



The form is titled "Log in". It contains fields for "Email" (gchalmers@springfieldusd.com), "Password" (represented by a series of dots), and "Location" (United States). There is a link "Forgot your password?" and a "Log in" button. At the bottom, there is a link "Not registered yet? Sign up" and a "Switch location" link.

Log Out

1. Click the  icon in the upper left corner of your screen.
2. Click **Log out**.

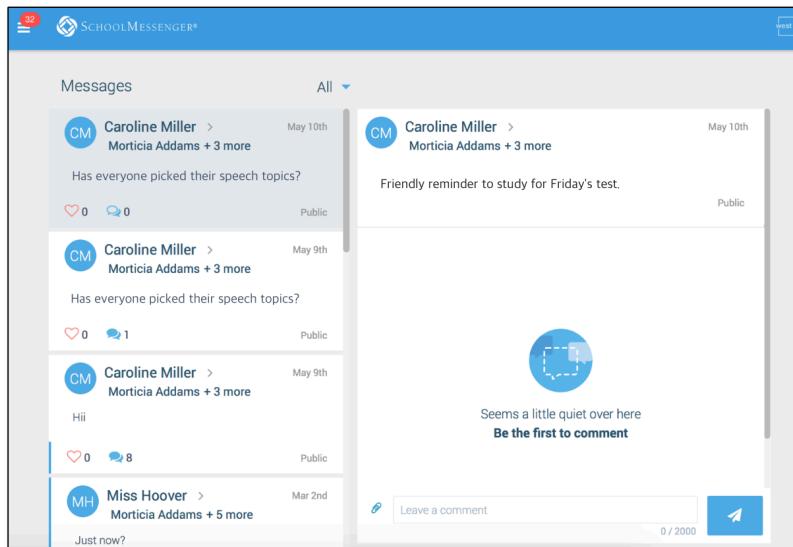




When You First Sign In...

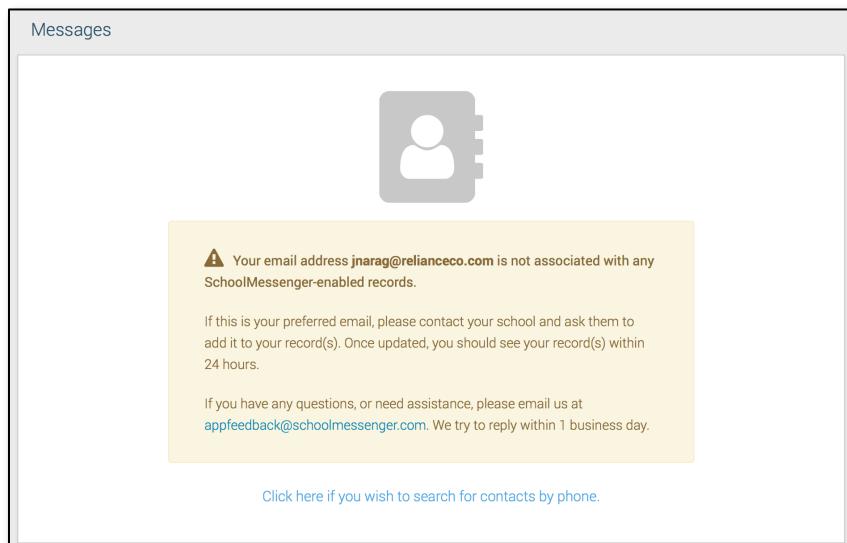
After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, staff, and/or guardian records - associated with your account email address. You can navigate through your district-enabled options by using the left navigation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

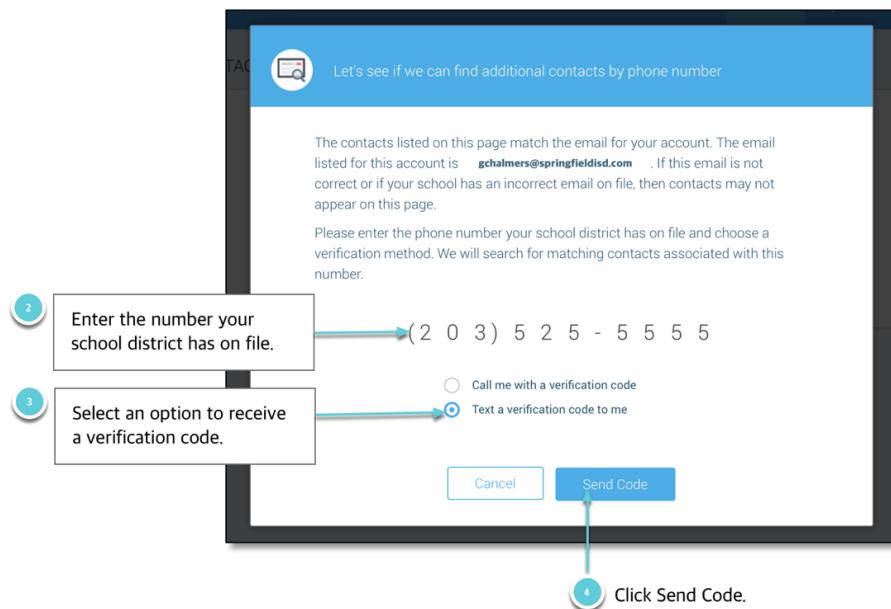




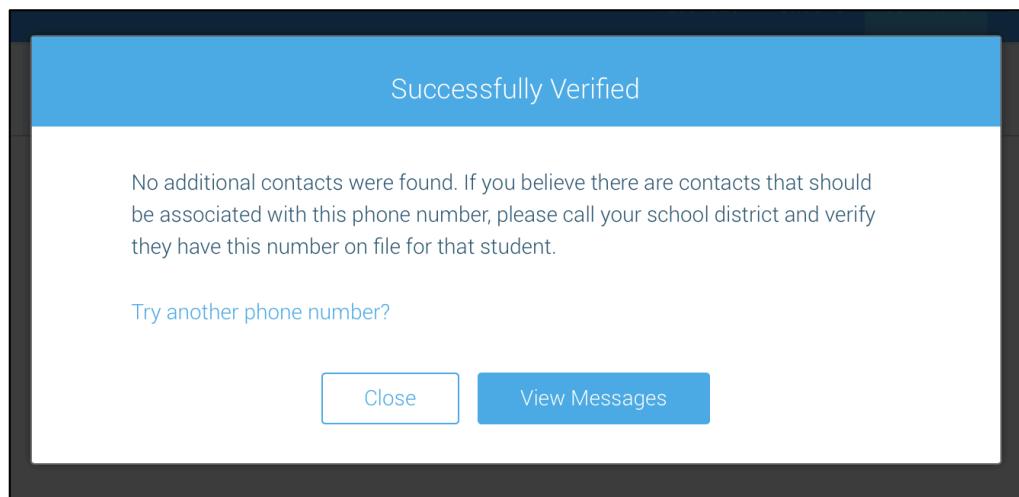
Claim by Phone

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 you 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.

Notification Preferences

Access your notification preferences by clicking the  icon and clicking **Preferences**.

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. 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 type to view which contact email addresses and phone numbers will be contacted. You can also adjust your notification preferences for each message type here.

The screenshot shows the 'School / District' section with 'Roster Test District' listed. In the 'My contact information' section, there are three entries: '(234) 425-2342 OK to call', '(234) 425-1341 OK to call', and 'morticiaaddams@gmail.com'. The 'My message preferences' section contains four tabs: 'Emergency', 'Attendance', 'General', and 'Survey'. Each tab has a row of three icons representing phone, text, and email.



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

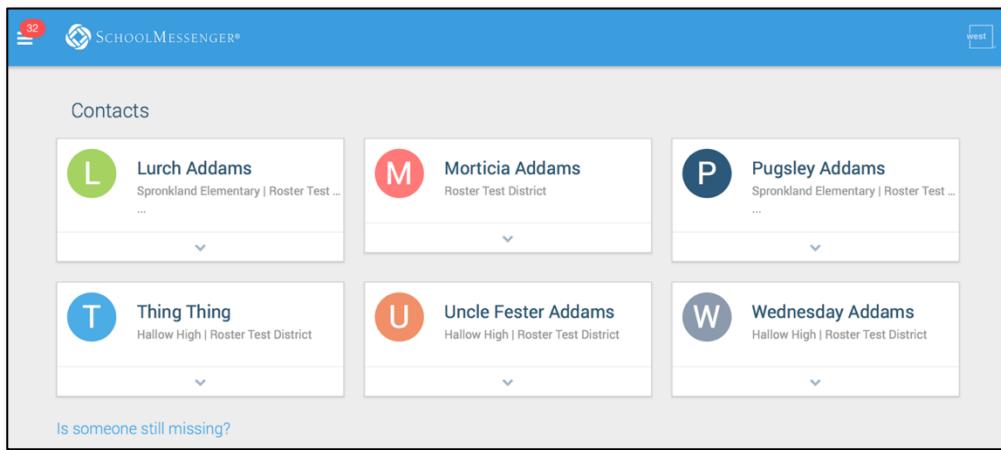


Contacts

 **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**.



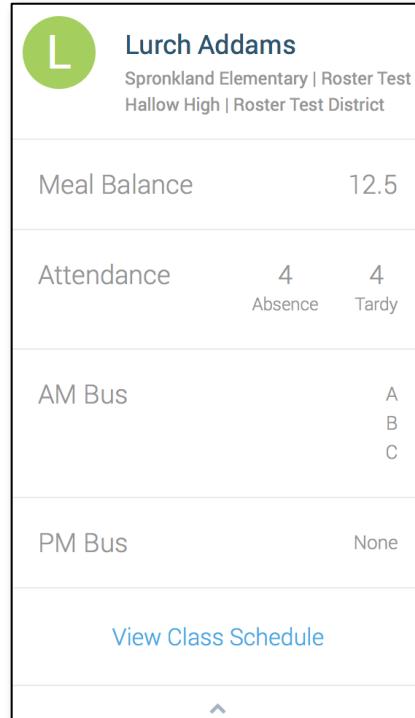
Note: If you are missing contacts, click the “Is someone still missing?” link at the bottom of the screen to claim possible missing contacts using your phone number. If that doesn’t work, please contact your school or district.

Plus Data

You will see more information for each contact if your school or district have subscribed and purchased the SchoolMessenger App Plus Module. The data shown depends on what your school and district have chosen to record and display.

You will know if your school has purchased the Plus Module if you see the small arrow  beneath the contact. Clicking the contact displays the Plus data.

In the example to the right, this school district has chosen to display the student's meal balance, attendance, bus and class schedule.





Groups

If enabled by your district, you will see a **Join Groups** option in your menu. Clicking this will take you to the Groups page where you may see groups that your account is automatically linked to.

Depending on what your district has enabled, there are two types of groups:

- Groups automatically created based on your account.
- Groups created by teachers that you can join if given an access code.

Automatic Groups



Automatic groups will have a user icon next to its name. Clicking the group will display the Group Teacher and the district connected to the group. Other than the Group Teacher, you won't be able to see any of the other members of the group.

These groups are created at the district level and you will need to speak with your school if you're a part of a group you shouldn't be in, or if there's a participant in your group that shouldn't be there.

The screenshot shows the 'Groups' page of the SchoolMessenger app. At the top, there are three icons: a red circle with '33', a blue square with 'SCHOOLMESSENGER®', and a white square with 'west'. Below the header, the word 'Groups' is displayed. On the right side, there is a 'JOIN GROUP' button with a person icon and a small profile picture. The main content area lists five groups:

- English 205 (LAKE FOREST SCHOOL DISTRICT)
- Grade 3 (LAKE FOREST SCHOOL DISTRICT)
- Grade 5 (LAKE FOREST SCHOOL DISTRICT)
- MATH 101 (LAKE FOREST SCHOOL DISTRICT)
- Secret Science (LAKE FOREST SCHOOL DISTRICT)

Each group entry features a user icon. To the right of the group list, under 'Group Members', there is a placeholder for the 'Group Teacher' (Caroline Miller) from the 'LAKE FOREST SCHOOL DISTRICT', represented by a blue user icon and a small profile picture.



Teacher-Created Groups

Teachers can create 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.

Joining a Group

1. Click on the  **Join Groups** menu option.
2. Click on the  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

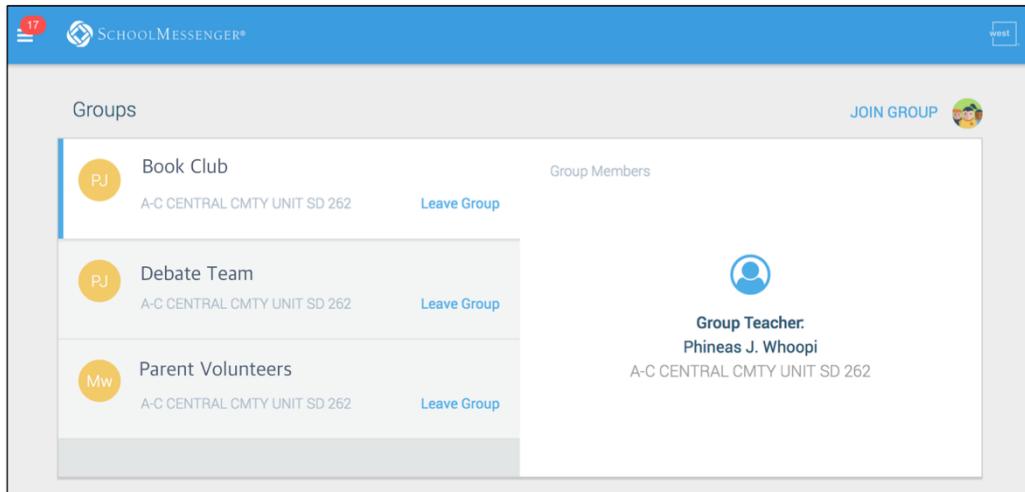
Type your group access code:

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.

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.



Groups

Group	Leave Group
PJ Book Club A-C CENTRAL CMTY UNIT SD 262	Leave Group
PJ Debate Team A-C CENTRAL CMTY UNIT SD 262	Leave Group
Mw Parent Volunteers A-C CENTRAL CMTY UNIT SD 262	Leave Group

JOIN GROUP 

Group Teacher:
Phineas J. Whoopi
A-C CENTRAL CMTY UNIT SD 262



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.

The screenshot shows the 'MESSAGES' screen with a 'All' dropdown menu at the top right. Below it is a list of messages:

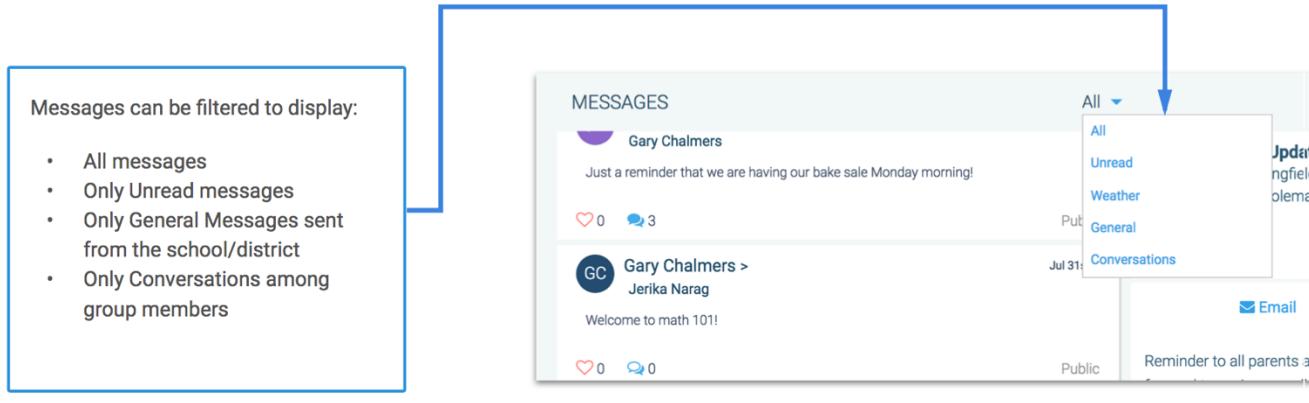
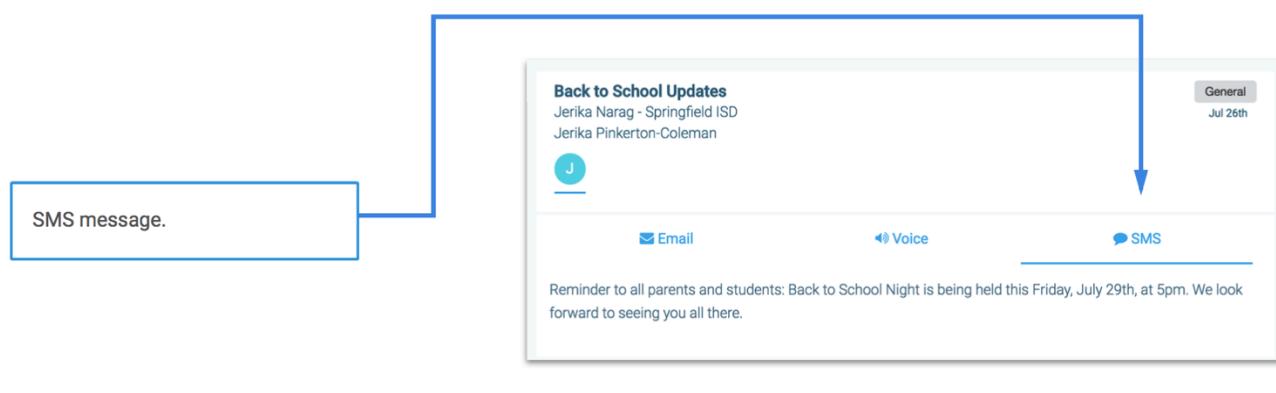
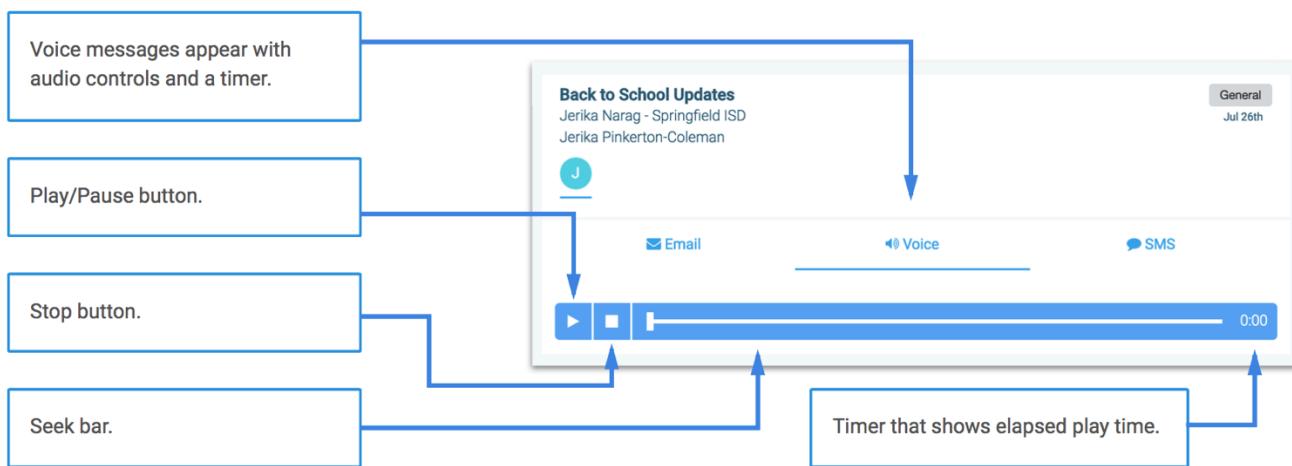
- Two messages from 'Gary Chalmers > Jerika Narag' dated Jul 31st, both labeled 'Public'. The second message is highlighted in blue.
- A message from 'Christmas in July' dated Jul 26th, labeled 'Weather'.
- A message from 'Back to School Updates' dated Jul 26th, labeled 'General'.

Broadcast Message

These are messages sent by the school or district and not meant to be replied to or to engage with.

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.

The screenshot shows the 'Messages' screen with a 'General' filter selected. A message from 'Danielle Augusto - Appleheart USD' titled 'Monthly Newsletter' is highlighted in blue, indicating it is selected for reading. The message was sent 'a few seconds ago'. Below the message are three options: 'Email', 'Voice', and 'SMS'. The 'Email' option is highlighted with a blue line. The message content is partially visible, showing 'The Shiba Monthly' and the Springfield Independent School District logo.





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.

The screenshot shows the SchoolMessenger Messages page. At the top, there is a blue header bar with the SchoolMessenger logo and a 'west' logo on the right. Below the header, the main content area has a light gray background. It displays a list of messages in a card-based format. Each card includes the sender's initials and name, the recipient(s), the date, and the message content. There are also icons for likes and replies, and a 'Public' label. On the right side of the list, there is a large, semi-transparent callout box with rounded corners. Inside the callout box, there is a blue circular icon with a dashed outline, followed by the text "Seems a little quiet over here" and "Be the first to comment". Below this text is a comment input field with a placeholder "Leave a comment" and a character count of "0 / 2000". To the right of the input field is a blue send button with a white paper airplane icon. Arrows numbered 1 through 5 point to specific elements: 1 points to the first message card; 2 points to the like/reply icons; 3 points to the input field; 4 points to the send button; and 5 points to the top of the callout box.



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:

MH Miss Hoover > Jul 17th
Marge Simpson + 5 more

Just a reminder that every student participating in the Field Day to bring a change of clothes!

Public

BS Bart Simpson Jul 17th
will we need extra water bottles? looks like it'll be a hot day.

NT Normal Teacher Jul 17th
Good idea!

MS Marge Simpson Jul 17th
And some snacks too! ...

Leave a comment 0 / 2000

Delete Your Comment

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



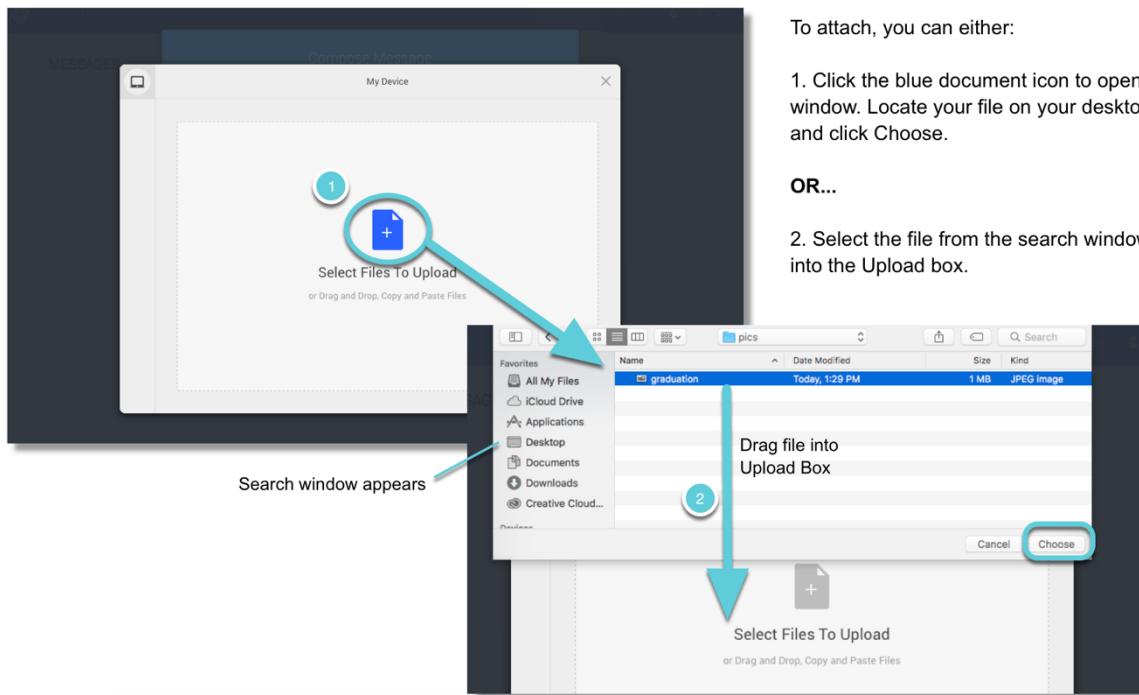
Add an Attachment to a Comment

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:





SchoolMessenger App with SafeArrival

If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the **Attendance** option on the menu.



Note: If you don't see the Attendance option or your children, check with the school to ensure they are using SafeArrival and that you signed up with the email address they have on record for you.

The screenshot shows the main menu of the SchoolMessenger app. On the left, there's a sidebar with user information ('Mom', 'mom@mail.com'), a list of menu items ('Attendance' is highlighted with a red box), and language settings ('English'). The main area displays a calendar for July 2018, with days 2 through 6 visible. A callout box points to the 'Attendance' menu item with the text: 'Not seeing the Attendance option? Check with the school to ensure they are using SafeArrival and that you have signed up with the email address they have on record for you.'

The screenshot shows the 'Student Absences' screen. At the top, there are tabs for 'All', 'Bobby', and 'Betsy', with 'All' being the active tab (highlighted with a red box). A callout box points to the tabs with the same text as the previous note: 'Not seeing your child(ren)? Check with the school to ensure you signed up with the email address they have on record for you.' Below the tabs is a calendar for July 2018, showing days 2 through 6.



Views

You can review and edit your child's reported absences in two views: Calendar and List View.

Calendar View



Click the icon to see your child's absences in a calendar. To go to the previous or next month, click the < or > at the top of the calendar.

The screenshot shows the SchoolMessenger Student Absences interface. At the top, there are tabs for 'All', 'Bobby', and 'Betsy'. On the right, there are buttons for 'REPORT AN ABSENCE' and '+'. Below the tabs is a search bar with a magnifying glass icon. The main area is a calendar for July 2018, showing days from Monday to Friday. The days are numbered 1 through 31. Two specific days have callout boxes: July 27 has a blue box for 'Betsy - Illness or Injury - Full ...' and July 28 has a teal box for 'Bobby - Vacation - Full Day'. A yellow box highlights July 30. At the bottom, there is a note about requiring a PIN for reporting absences via the SafeArrival phone system, with a link to 'Manage your PIN settings'.

Did you know that you can require a PIN to be entered before your student's absence can be reported or explained through the SafeArrival phone system?
[Manage your PIN settings](#)



List View



Click the icon to view your child's absences in a list. To scroll through the list of absences, the scroll bar on the right-hand side of the screen to move the list.

The screenshot shows a list of student absences for the month of July. At the top left, it says "July". At the top right, there are two circular icons: one with a calendar and another with a list. The list contains three entries:

Date	Student Initials	Student Name	Status
Tue	B	Bailey	Unexplained
Tue	B	Blaze	Unexplained
Tue	C	Clementine	Unexplained

Absences

Absences can be reported in advance for the school year. On the day of the absence however, absences cannot be reported after the school's cut-off time. The cut-off time is determined by the school and may vary. If SafeArrival tells you it is past the cut-off time for reporting absences for the current day, you will need to contact the school directly.

Reporting an Absence

1. Select .
 - REPORT AN ABSENCE 
2. Be sure to enter your selections for all of the requested items:
 - Select which student will be absent.
 - Select the type and reason for the absence.
 - Select the date(s) and any time(s) of the absence.
- If the **Send** button is not activated, it means you've missed something.
3. Select **Send** to report the absence.



Reporting absences just got a whole lot easier

Just tell us who will be absent, when and why, and we inform the school.

Who will be absent?

B Bailey Flat Burlington Central Elementary

Type of absence Reason

Full Day Doctor Appointment

Date of Absence

September 19, 2018

Cancel **Send**

Editing an Absence

If you have reported an absence in advance and decide that you need to edit the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Click the absence (in List View) or the day of the absence (in Calendar View), then **Edit**.
2. Make the required changes then click **Send**.

If you need to change the details for an absence after the cut-off time on the day of the absence, contact the school directly.

Deleting an Absence

If you have reported an absence in advance and decide that you need to delete the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Click the absence (in List View) or the day of the absence (in Calendar View), then **Delete**.
2. Click **Delete** to confirm that you want to delete the absence.

If you need to delete an absence after the cut-off time on the day of the absence, contact the school directly.

Explaining an Absence

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile apps or website to explain your student's absence.



Questions?

If you have any questions regarding the above, please contact your school or district.

Feel free to forward app inquiries or feedback to the following:

appfeedback@schoolmessenger.com