

SchoolMessenger App Student & Parent User Guide Welcome!

The SchoolMessenger app allows our district to inform you about school-related emergencies, school closures, 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.

GNB Voc-Tech High School District's settings will allow you to:

- Send messages to automatically-created groups associated with your account.
- Create groups with generated codes you can distribute to those who you want to join.

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

On [SchoolMessenger’s home page \(go.schoolmessenger.com\)](http://go.schoolmessenger.com) you’ll see the following screen with the below options:

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.

Sign Up

1. Enter the following URL in your browser’s address bar:
go.schoolmessenger.com
2. Click **Sign Up** on the menu
3. Enter your email address, your location, and a password.

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

Your password must contain at least:

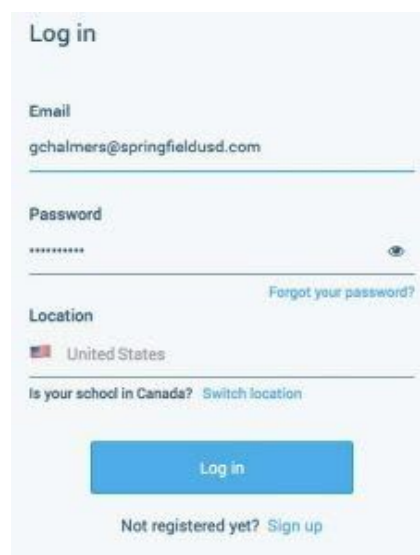
- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 6 characters

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 in 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 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.

The Communications Office will configure message settings and what features you see when you log in.



The screenshot shows a login form with the following fields and options:

- Log in** (header)
- Email**: gchalmers@springfieldusd.com
- Password**: masked with asterisks, with a toggle icon for visibility.
- Forgot your password?** (link)
- Location**: United States (with a flag icon)
- Is your school in Canada?** Switch location (link)
- Log in** (button)
- Not registered yet? Sign up** (link)

Log In

To log into the SchoolMessenger App:

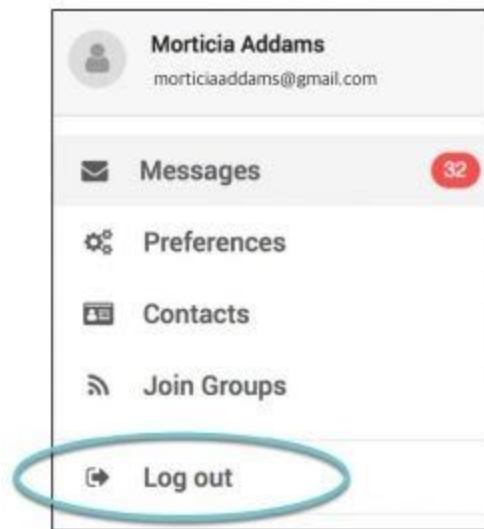
1. Click on **Log in** on the menu bar.

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.

Log Out

4. Click on the  icon in the upper left corner of your screen.

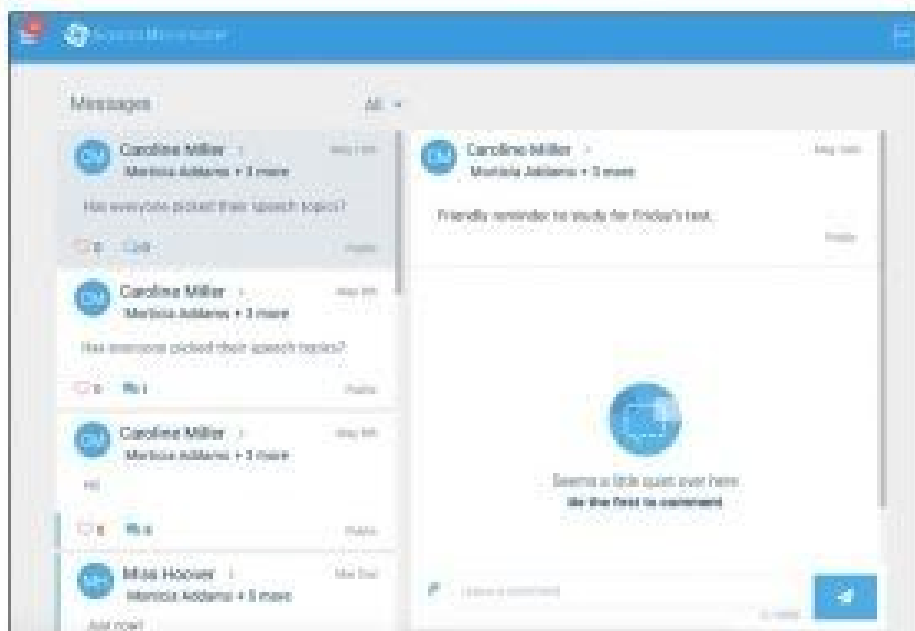


5. Click **Log out**.

When You First Sign In

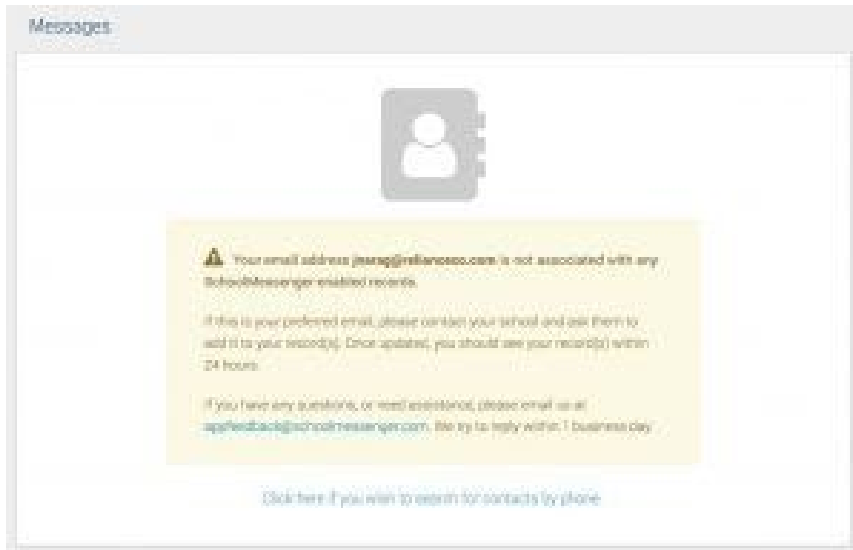
After successfully logging in with a verified email, you should expect to see any messages that you've recently received from any Contacts – student, staff, and/or guardian records – associated with your account email address. You can navigate through your district-enabled options by using the left navigation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



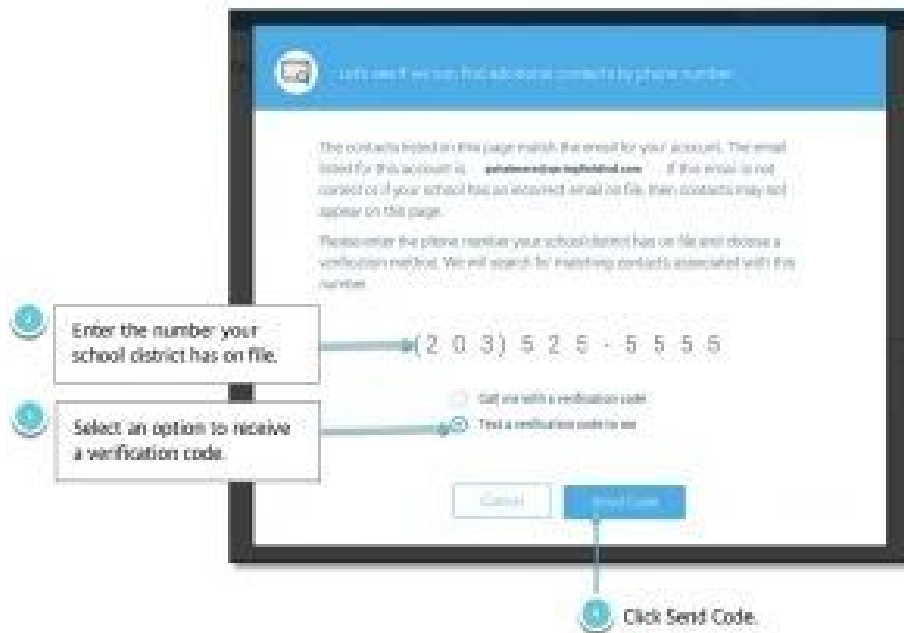
When your address isn't associated with school-enabled records

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



Update Student Emergency Contact Information [HERE](#).

Claim by Phone



If the SchoolMessenger App isn't available 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:




6. If the system found additional contacts, they will be automatically added to your app under **CONTACTS**.
7. If the system didn't find additional contacts, you can:
 - a. Try another number by clicking the "**Try another phone number?**" link.
 - b. Contact your school district to verify that you have the correct phone number they have on file.
 - c. Make sure the location you chose at Sign Up is correct.

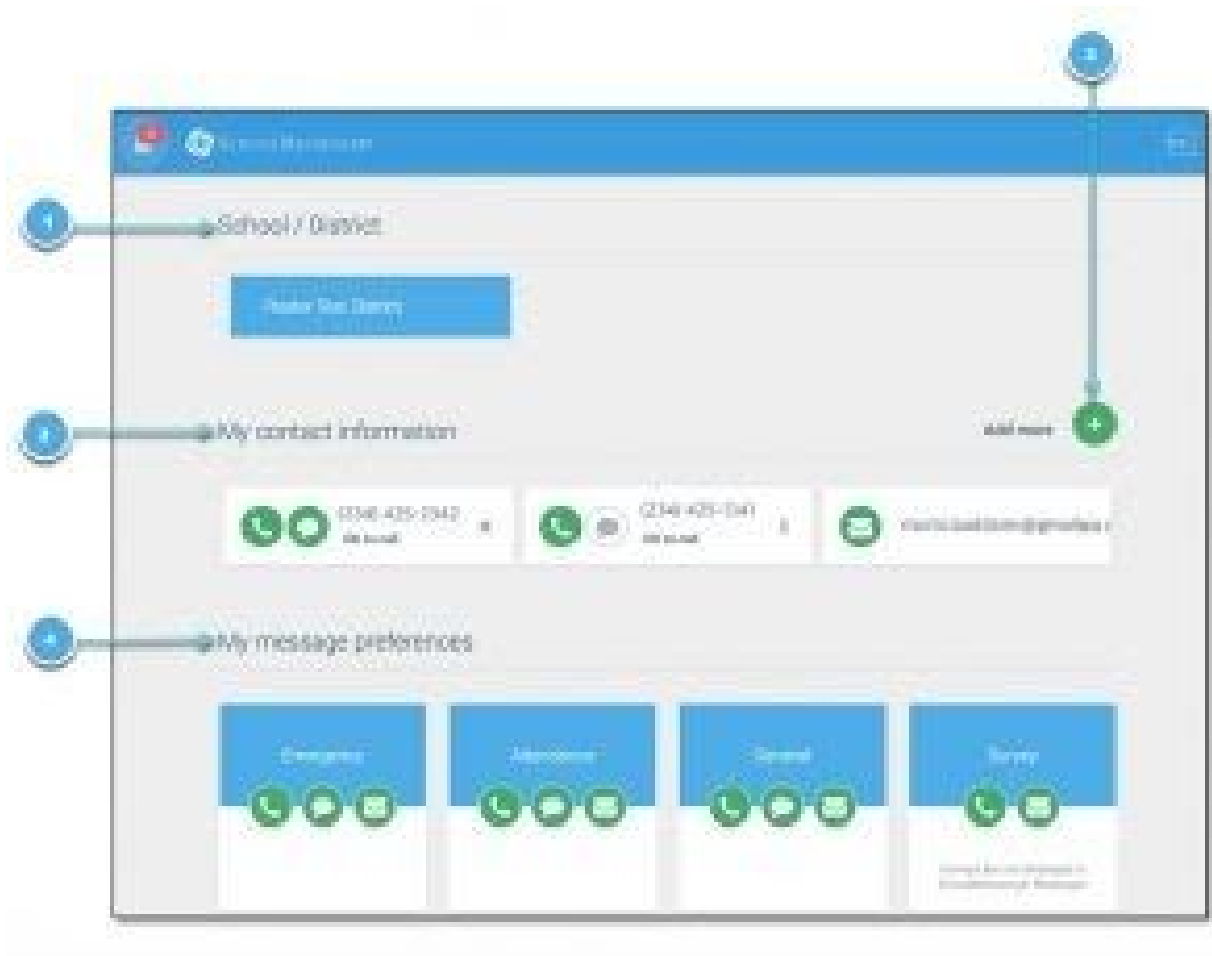
8. Click the link for a quick informational video.



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Notification Preferences

Access your notification preferences by clicking the  icon and clicking **Preferences**. You'll see the below screen:

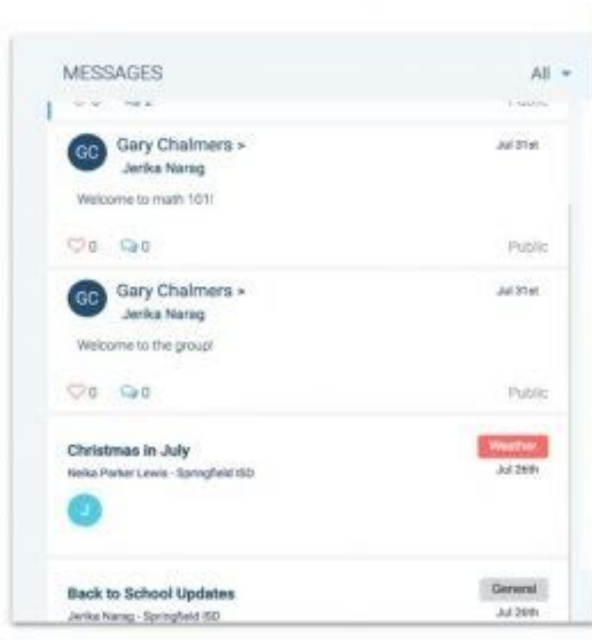


- **School/District:** the school district in which your email address is associated with is listed here.
- **My contact information:** Displays all the email addresses and phone numbers (voice and SMS text) at which you can be contacted. The icons in green indicate that you've given your consent to 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 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 the contact information may be limited by your school district, you can change your consent selections and preferences at any time.

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

About Messages

The SchoolMessenger App's Messages page displays all messages (voice, mail, 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:

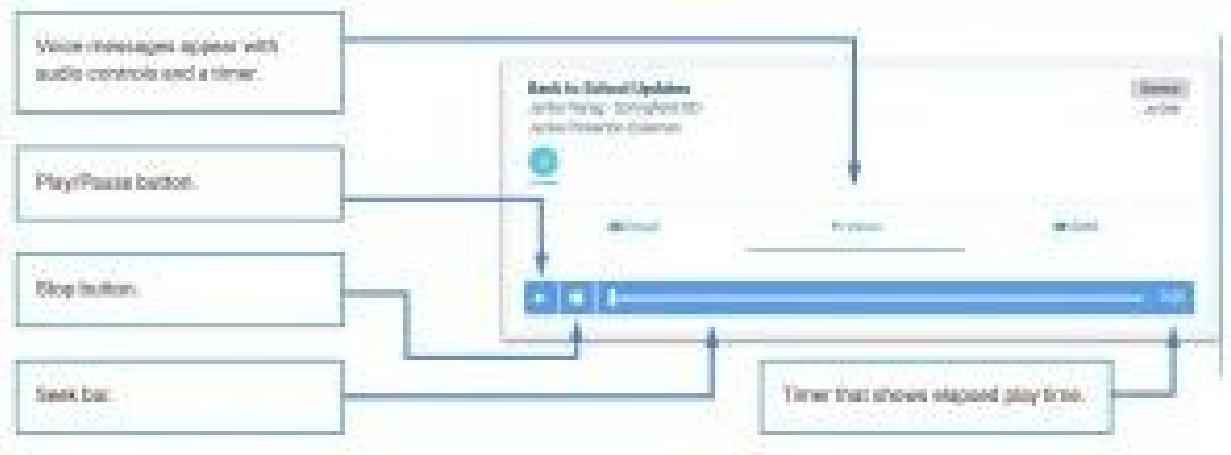
- **Broadcast Messages:** Sent by the school or district as SchoolMessenger Broadcasts to school-affiliated users (Emergency, Attendance, General, etc.)
- **Teacher-Sent Messages:** Messages sent initially by teachers, either publicly or privately, to participants who are members of a SchoolMessenger App group.

Broadcast Message

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.





Teacher Messaging

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.

Teacher Accounts vs Student/Parent Accounts

The below table lists what each account type is available to do, depending on their district settings. Users who are both a teacher and a parents will have the ability to do all of the below.

Teachers	Parents and Students
Receive SchoolMessenger messages sent from the school/district.	Receive SchoolMessenger messages sent from the school or district.
If enabled, create SchoolMessenger app groups and invite students, parents, and other teachers to participate in them.	Engage in discussions and conversations in any of the groups they're a part of.
Create and send messages to selected recipients (any combination of all/selected students/parents).	Delete any of their own messages that they've sent to a message thread.
Delete any messages that have been posted in any of the groups that they have created.	Leave teacher-created groups.

Engage in discussions and conversations in any of the forums they they've created.

View all members within a group (if they're the main group teacher).

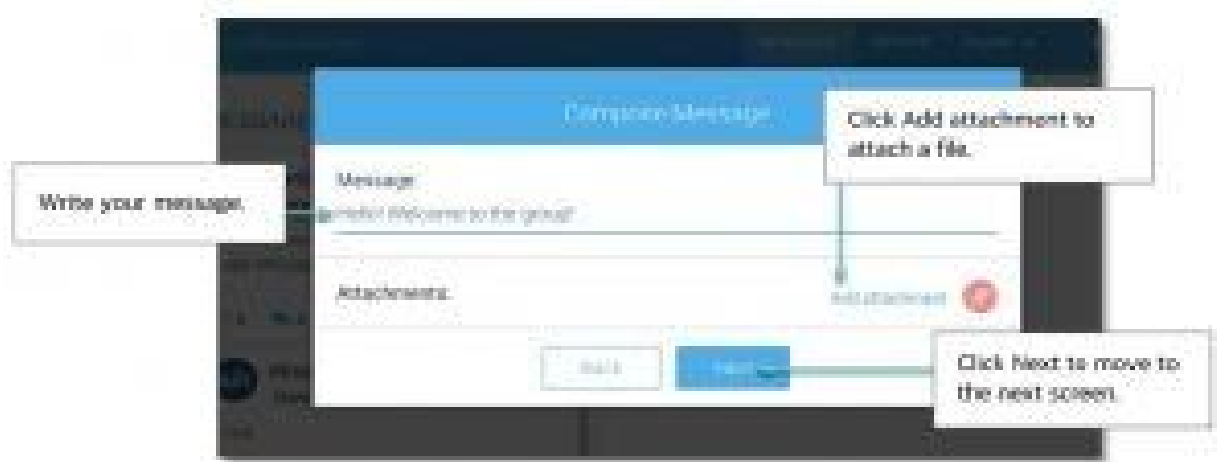
Create a Message

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).

The screenshot shows a 'Select Recipients' window. At the top is a blue bar with the text 'Select Recipients'. Below it is a search bar with the placeholder text 'To: Type any name'. Underneath the search bar, there are six recipient tags: 'Mike Brady', 'Peggy Garcia', 'Peggy Garcia', 'Alice Nelson', 'bobby brady', and 'cindy brady'. Below the tags, there are three group selection options: 'SCI201' (2 contacts, 0 guardians, 3 teachers), 'MTH101' (6 contacts, 3 guardians, 2 teachers), and 'SCI201' (2 contacts, 0 guardians, 3 teachers). The 'MTH101' group has a 'Refine' button and four selection buttons: 'All Contacts', 'All Guardians', 'All Teachers', and 'All'. At the bottom of the dialog are 'Cancel' and 'Next' buttons.

- Click on the **Messages** menu option.
- Click on the **New Message** button. The Select Recipients window appears.
- Click the group that you would like to draw recipients from. You can select recipients by:
 - **All Contacts** – All the students in your class.
 - **All Guardians** – All the guardians associated to the students in your class.
 - **All Teachers** – All the teachers associated with the class.

- **All** – Everyone in the class including contact, guardians, and teachers
- Clicking the **Refine** button. You can select specific individuals from all the subgroups.
- Typing an individual's name in the **"To"** field. 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.
- You can remove individuals from the recipient list by clicking the **"X"** next to their name.
- Click **Next**. The **Compose Message** window appears.



Add Attachments

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 **maximum file size** is 20MB and you can only send **1 attachment** per message.

To attach a file, click the **Add Attachment** icon.

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



Select Your Message Settings

If you're ready to send your message, select your **Message Settings**.

- **Everyone in the conversation:** 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.

- **Commenter's names:** check the box to allow everyone to see everyone's



Replies Disabled

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



Delete an Entire Message Thread or Member Comment

- **Teachers** can delete whole message threads or single comments.
- **Parents and students** can delete their own comments.



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 your district admin. 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:

The screenshot shows a message thread in a group chat. On the left, four callout boxes with arrows point to specific parts of the thread:

- Callout 1:** Points to the first message from Jerika Nang. Text: "Teacher Jerika Nang has created a message and immediately followed it with a second afterthought message."
- Callout 2:** Points to the first reply from Gary Chalmers. Text: "Group member Gary Chalmers has commented on it, and, as a public message, it is made by all group members."
- Callout 3:** Points to the second reply from Gary Chalmers. Text: "The currently logged in group member is in the process of entering his/her own comment. The same Comments box is used for both public and private messages. Note: The message content scrolls within the email comments window."
- Callout 4:** Points to the bottom of the thread where a new message is being typed. Text: "To send and post the message that has been entered, the user clicks on SEND."

The message thread itself contains the following messages:

- Message 1:** From Jerika Nang (Jul 26th), Public. Content: "Just a reminder that we are having our bake sale Monday morning!"
- Message 2:** From Gary Chalmers (Jul 26th). Content: "That's great! Quick question... are there known allergies we need to be careful of?"
- Message 3:** From Gary Chalmers (Aug 1st). Content: "Another question..."
- Message 4:** From Jerika Nang (10:00 AM). Content: "Monday is approaching fast! So excited 🍪🍪🍪🍪🍪"
- Message 5:** Partially visible at the bottom: "Is anyone bringing in Lemon cake for next Monday?"

Add an Attachment to a Reply

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 **maximum file size** is 20MB and you can only send **1 attachment** per message.

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