SchoolMessenger®

SchoolMessenger App

Parent and Student User Guide - Mobile

Introduction

***Note**: Parents and student users who and require further 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.

Depending on your district's settings, you'll be able to:

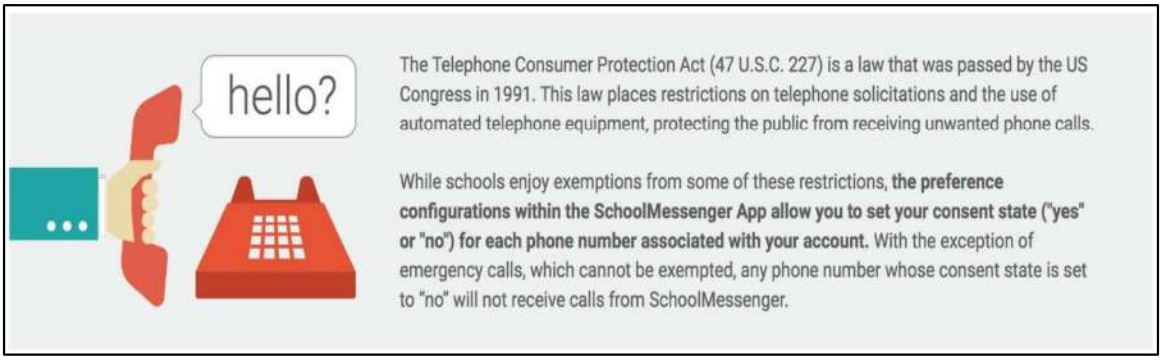
- Receive teacher-sent messages from groups automatically associated with your account or groups you've joined manually.
- Join groups with generated codes provided to you by a teacher.

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 TCPA



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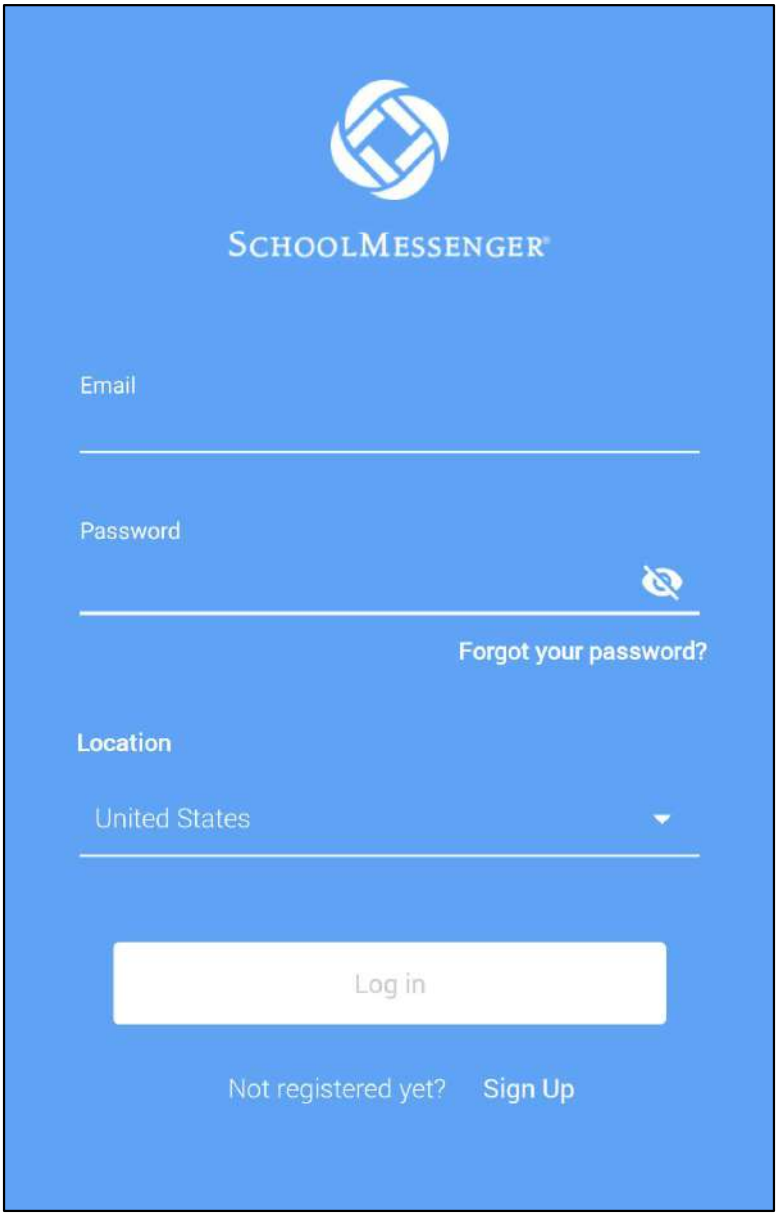
Initial Menu

Download the mobile app from either Apple's App Store or Android's Google Play page. You have 2 options after downloading the app and launching it on your mobile device:



You will be taken to the log-in page. Here you can log into an existing account or you can tap **Sign Up** to create a new account.

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Creating a SchoolMessenger App Account

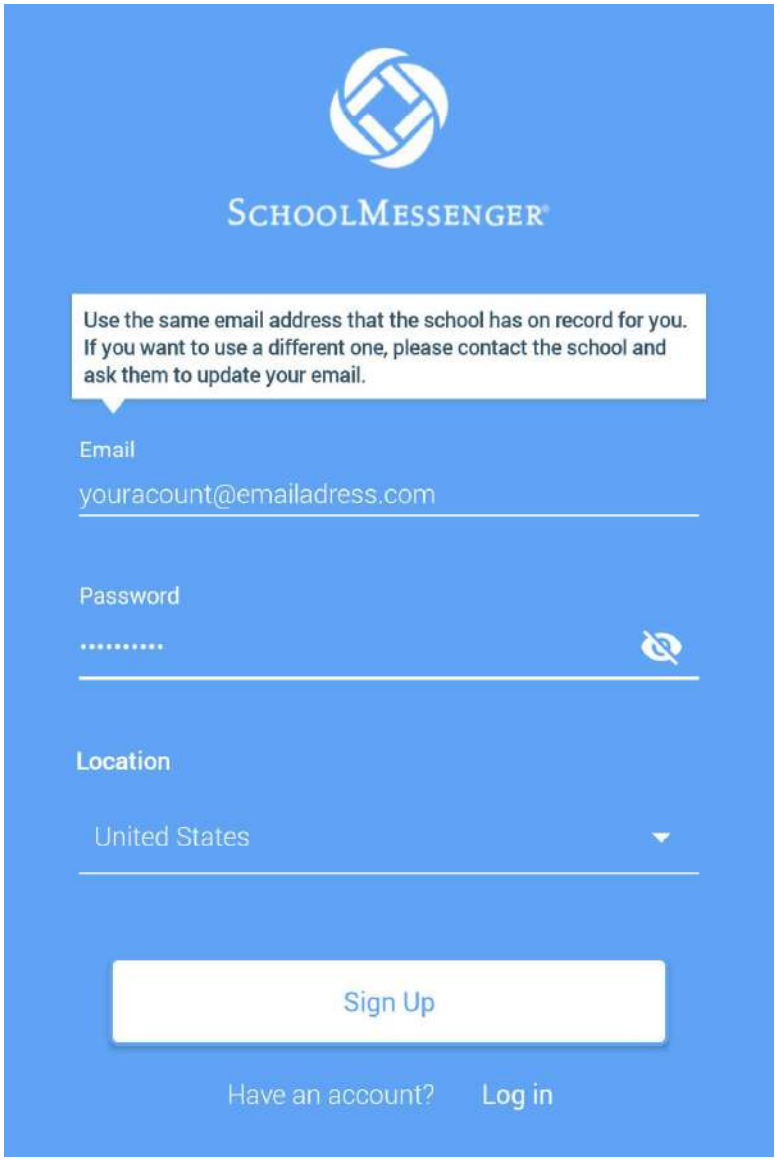
If you do not already have an account, you must create one (either through the app or through go.schoolmessenger.com) before you can log in.

Signing Up

Tap the **Sign Up** link.

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

Enter your email address, your location and a password.



Your password must contain have at least:

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

After inputting your information, tap **Sign Up**.

You will be sent an email to the email address you provided. Click the link in the email to verify your account.

***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.

Return to the SchoolMessenger app.

Enter the same email address and password you used to create the account.

Click **Log In**. A message appears that you've successfully logged in. You may now launch the app on the web and log in using the same email address and password you used to create the account.

Logging In

To log into the SchoolMessenger app:

Open the app.

Enter the email address you used to register in the SchoolMessenger app.

Enter your password.

Select your location. Choose either the United States or Canada.

Tap **Log in**.

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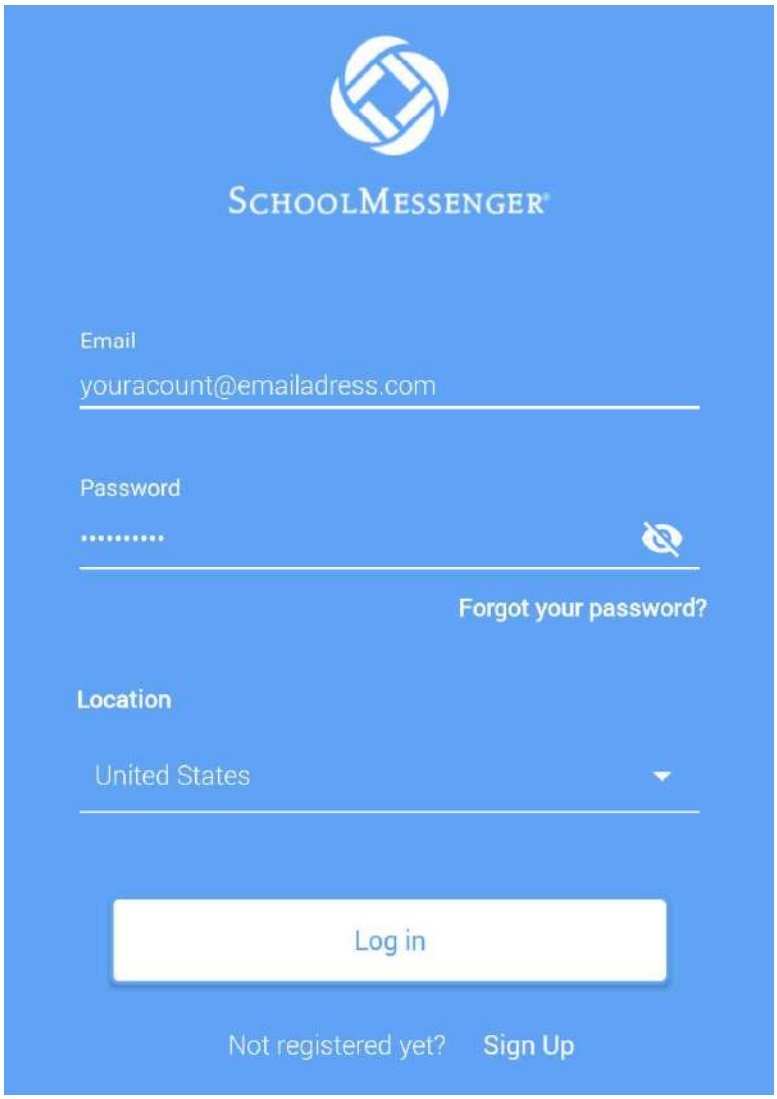

Click on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.

Logging Out

Tap the icon in the upper left corner of your screen.

Tap **Log out**.

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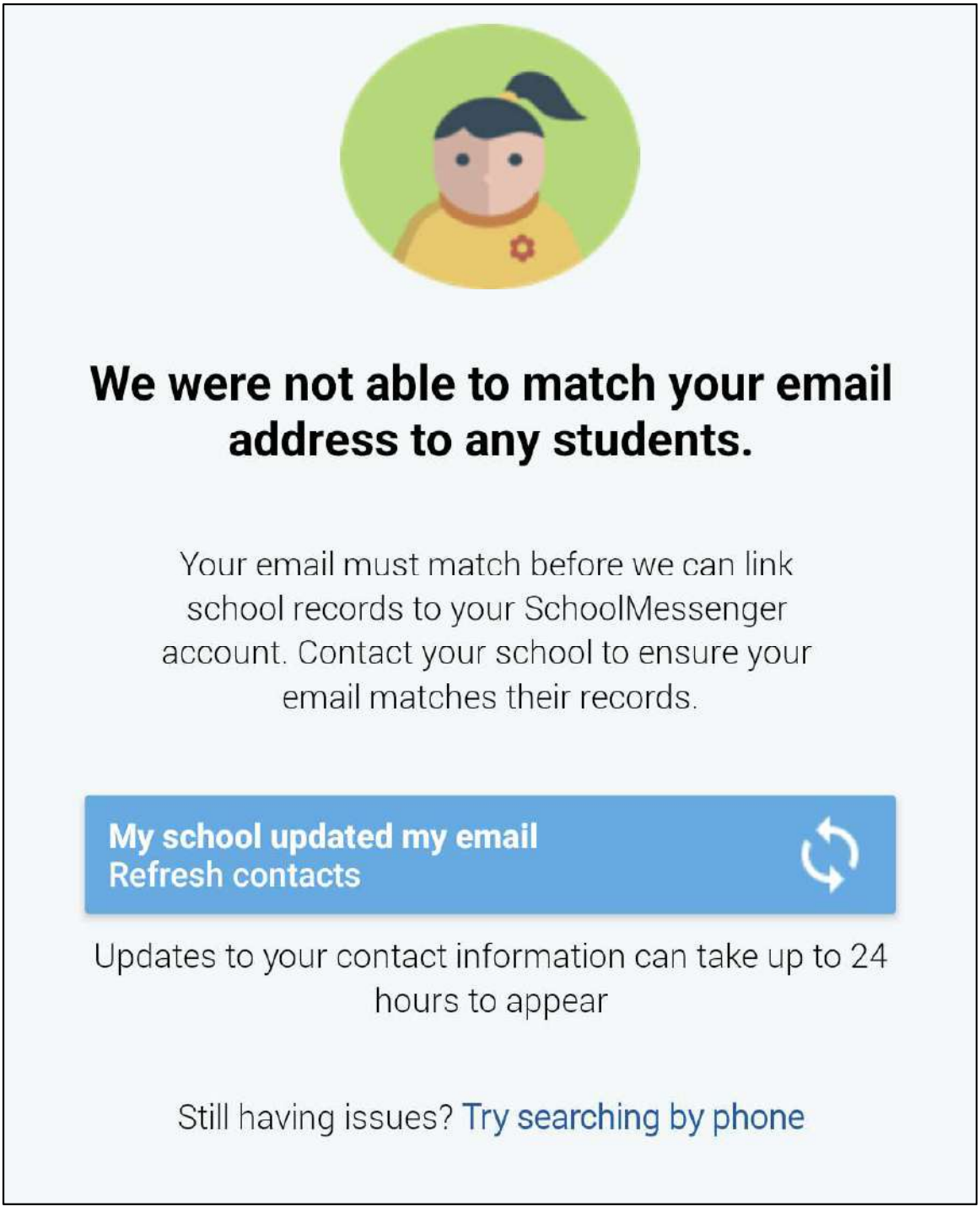

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