



COMMUNICATE

SchoolMessenger App

Parent Guide - Mobile

West Corporation

100 Enterprise Way, Suite A-300

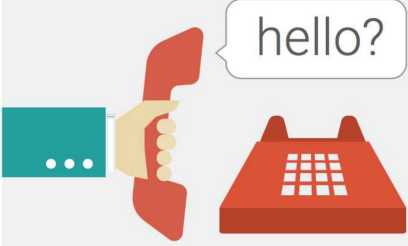
Scotts Valley, CA 95066

888-527-5225

www.schoolmessenger.com



SchoolMessenger and the TCPA

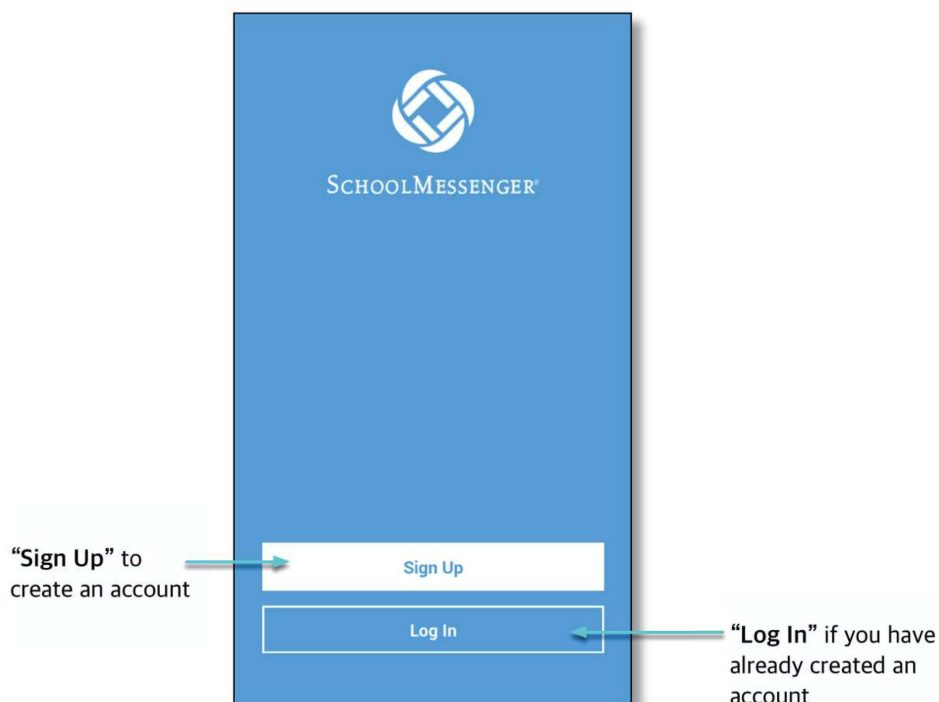


The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.

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.

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:



Creating a SchoolMessenger App Account

You must create an account in the SchoolMessenger app before you can start using it.

Sign Up

1. Tap **Sign Up** at the bottom of your phone screen.

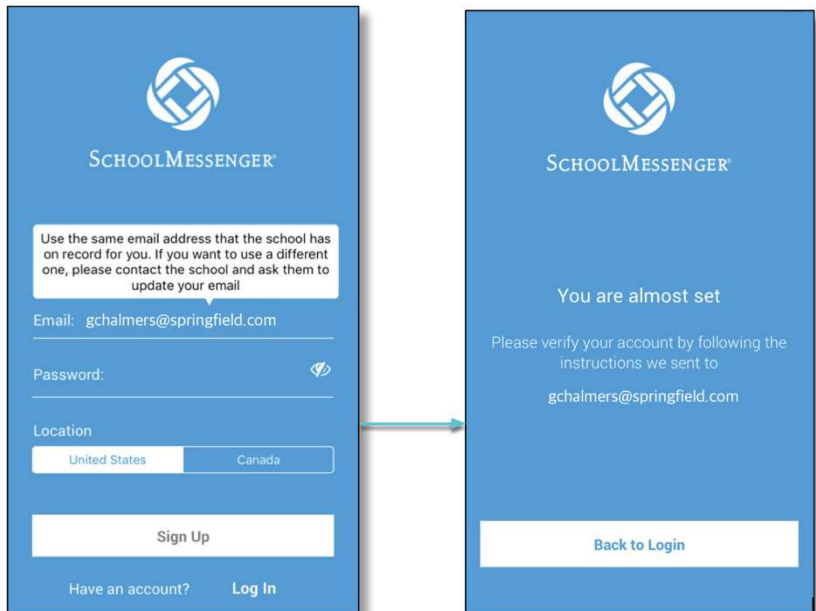


Important: If you already have an email address that the school has on record, use this email address when you sign up.

2. Enter your email address, 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. Tap the link in the email to verify your account. A new page will open on your browser.



The first screenshot shows the SchoolMessenger sign-up screen. It features the SchoolMessenger logo at the top. Below the logo is a text box that reads: "Use the same email address that the school has on record for you. If you want to use a different one, please contact the school and ask them to update your email". Below this are three input fields: "Email: gchalmers@springfield.com", "Password:" (with an eye icon for visibility), and "Location" (with a dropdown menu showing "United States" and "Canada"). At the bottom is a "Sign Up" button and a "Log In" button.

The second screenshot shows the verification screen. It features the SchoolMessenger logo at the top. Below the logo is the text: "You are almost set" and "Please verify your account by following the instructions we sent to gchalmers@springfield.com". At the bottom is a "Back to Login" button.



Note: The link in the email is only valid for 24 hours. If you don't tap 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.

3. Return to the SchoolMessenger app.
4. Enter the same email address and password you used to create the account.
5. Tap **Log In**. A message appears that you've successfully logged in. You may now launch the app and log in using the same email address and password you used to create the account.

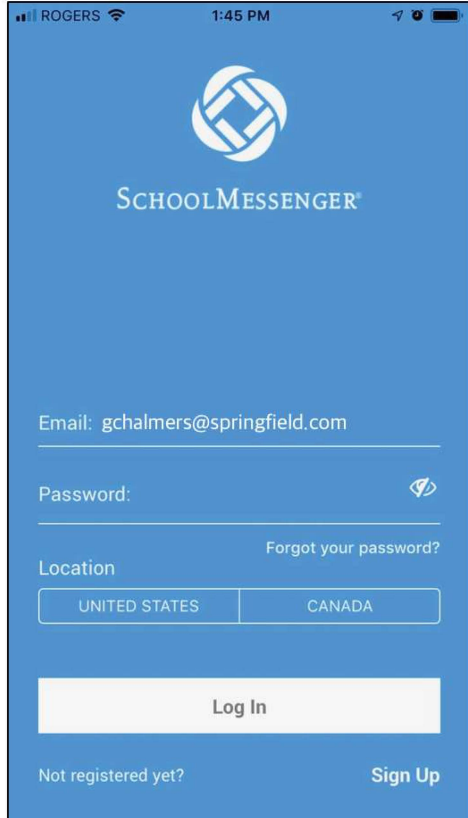
Your school's district admin will configure your message settings and what features you will see when you log in.

Log In


To log into the SchoolMessenger app:

1. Tap the **Log In button**.
2. Enter the email address you used to register in the SchoolMessenger app.
3. Enter your password.
4. Tap your **location**.
5. Tap the **Log In button**.

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




ROGERS 1:45 PM



SCHOOLMESSENGER®

Email: gchalmers@springfield.com

Password: 

Forgot your password?

Location

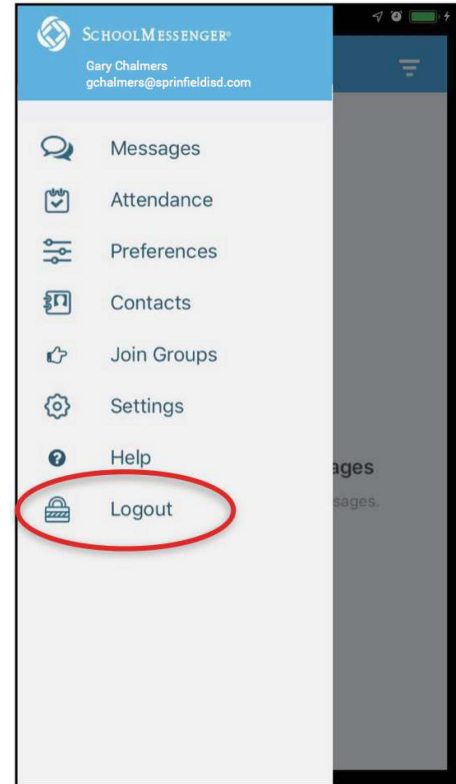
UNITED STATES CANADA

Log In

Not registered yet? Sign Up

Log Out

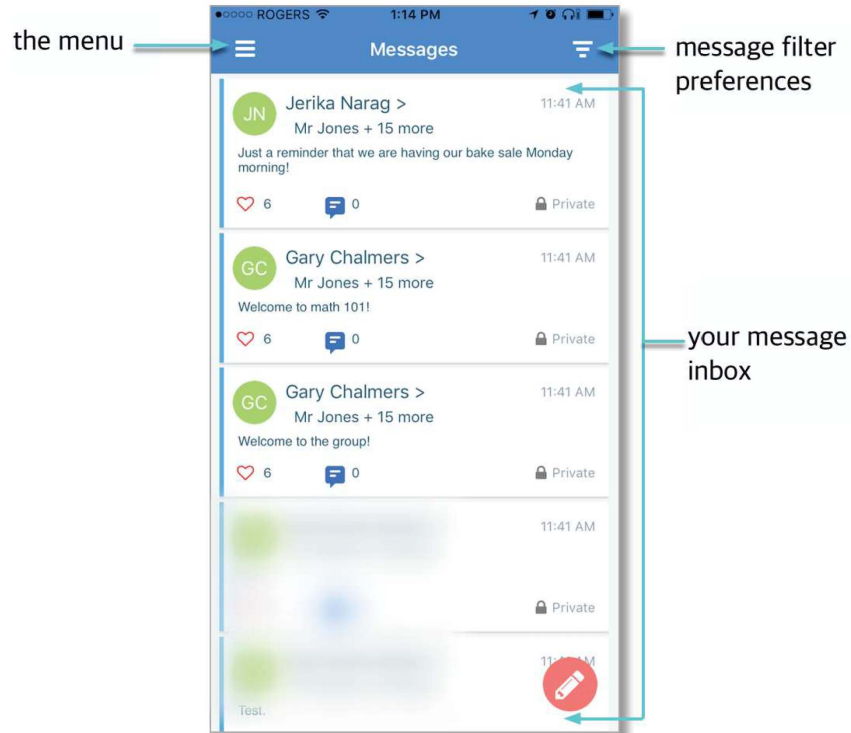
1. Tap the **main menu icon** in the top left corner of the app.
2. Tap **Logout**.



When You First Sign In...

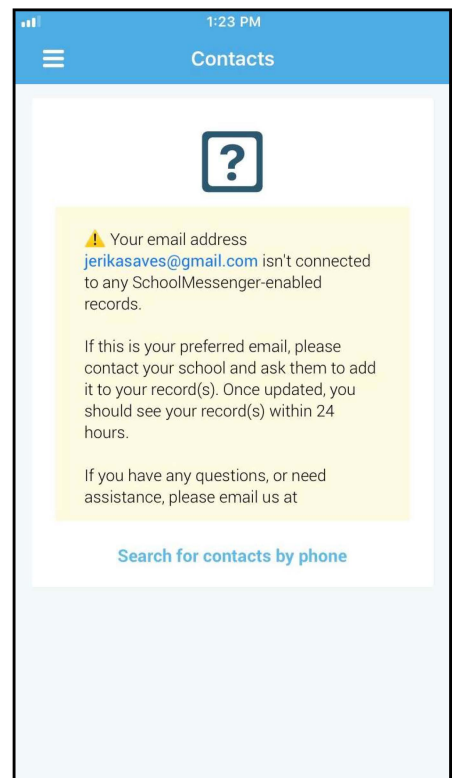
After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, staff, and/or guardian records - associated with your account email address. You can navigate through your district-enabled options by using the left navigation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



Notification Preferences

This page allows you to view and edit how you're contacted by your district when they send broadcast messages. 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 through teacher messaging within the SchoolMessenger app.

To configure your **Contact** and **Message Preferences**:

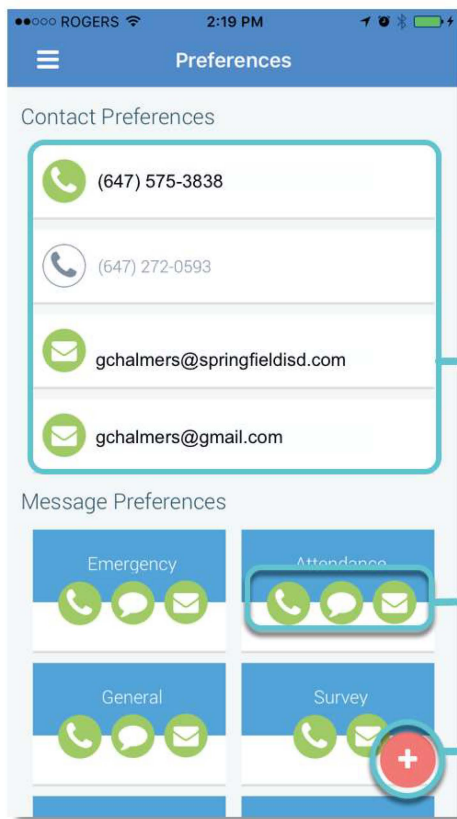
1. Tap on the  button on the upper left corner of your screen.
2. Tap on the **Preferences** option.



Note: Your district will control over whether you'll be able to add contact information. While the ability to add contact information may be limited by your school district, you can change your consent selections and preferences at any time.



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



Your Preferences screen shows your contact information and 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.

Your Contact Preferences shows all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Phone numbers that are grey are pending consent approvals.

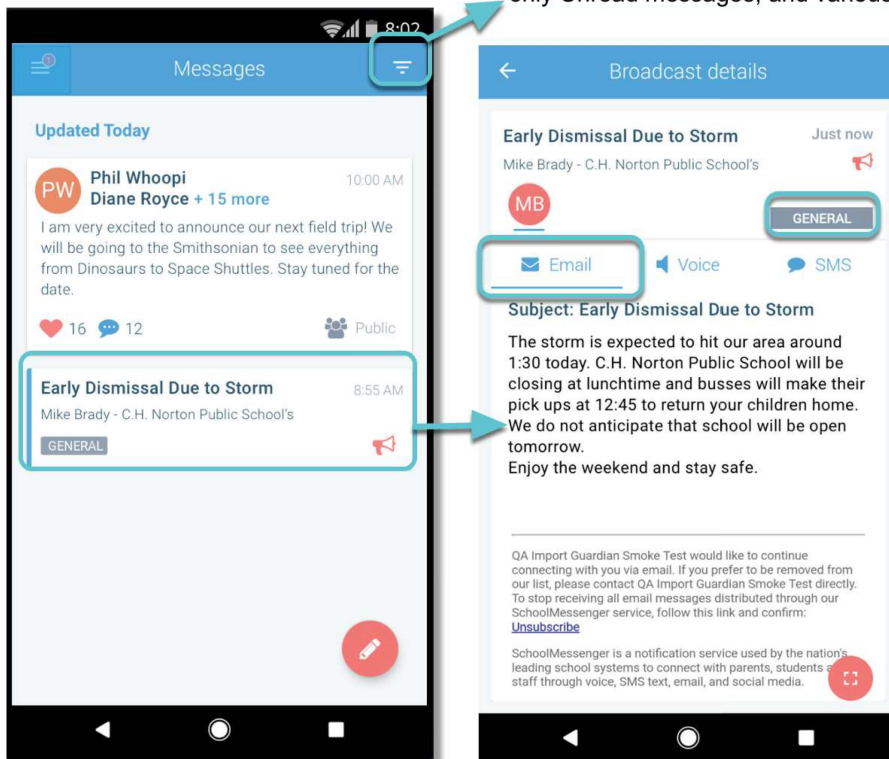
Select how you want to be contacted for each message type by clicking the icon. If green, the notification message type is enabled. If grey, you will not receive the notification in this message type.

Click the Add button to either add a new phone number or email address.

Broadcast Message

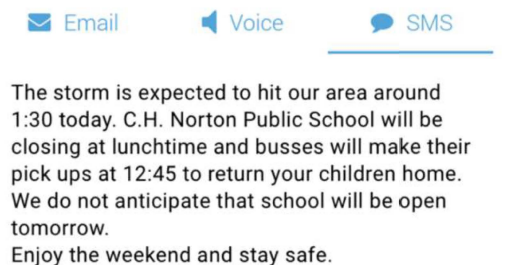
Unlike with teacher-sent messages, these are messages sent by the school or district and not meant to be replied to or engaged with within the SchoolMessenger app. These will expire and be removed from your messages page after 30 days.

Messages can be filtered to display all messages, only Unread messages, and various other categories.



Voice messages appear with audio controls and a timer, Play/Pause button, Stop button, and a seek bar

Broadcasts can also be sent in SMS text form.

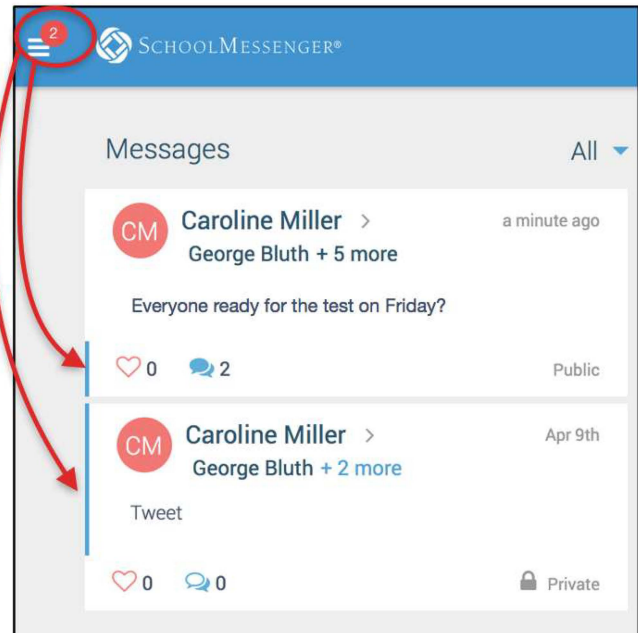


Receiving New Messages

If the user receives new comments within a conversation thread, the entire conversation counts as only 1 unread message. No matter how many unread messages a conversation thread contains, the unread messages count will only increment by 1.

In the example to the right, the unread messages number displays as 2 because there are 2 conversations in the user's message inbox that are either unread or contain unread comments. The example shows how both scenarios look like.

Unread comments within an already opened conversation are marked with a half blue line. Unread conversations not yet opened are marked by a full blue line.



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 menu option in the menu and your students listed.

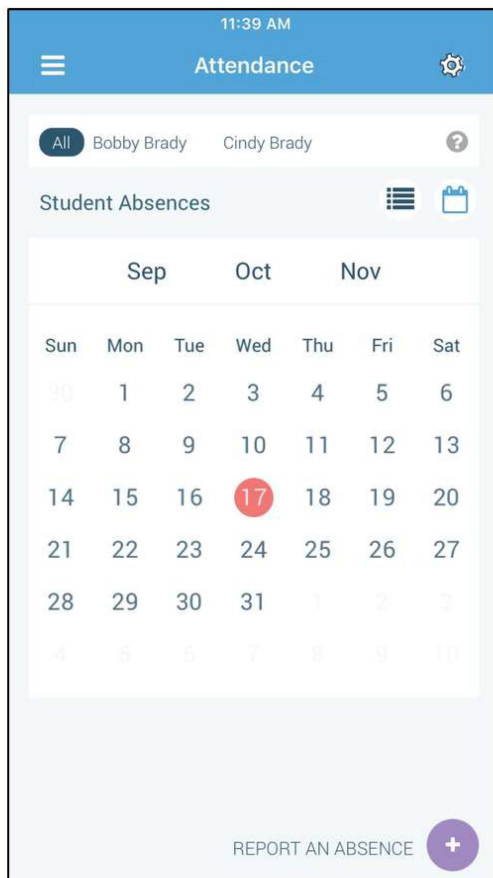


Note: If you don't see the Attendance option or your children, go to the Contacts page and tap the **Refresh icon** to upload the most up-to-date information. If that doesn't work, check with the school to ensure they are using SafeArrival and that you signed up with the email address they have on record for you.

App Views

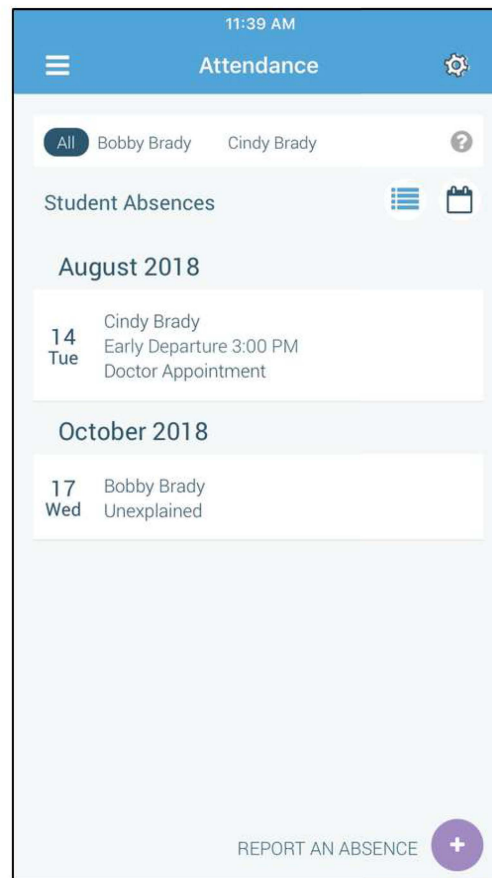
Calendar View

Tap the calendar icon to see your child's absences in a calendar. The absence dates will be circled in red.



List View

To scroll through the list of absences, tap the list icon and drag your finger up or down the screen to move the list.



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.

Report an Absence

1. Tap the **REPORT AN ABSENCE** button.

2. Select a student by tapping their name.
3. Select an absence type.
4. Be sure to enter your selections for all of the requested items. If the **SEND** button is not activated, it means you've missed something.
5. Tap **SEND** to report the absence.

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. Tap the **absence** (in List View) or the day of the absence (in Calendar View), then **EDIT**.
2. Make the required changes then tap **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

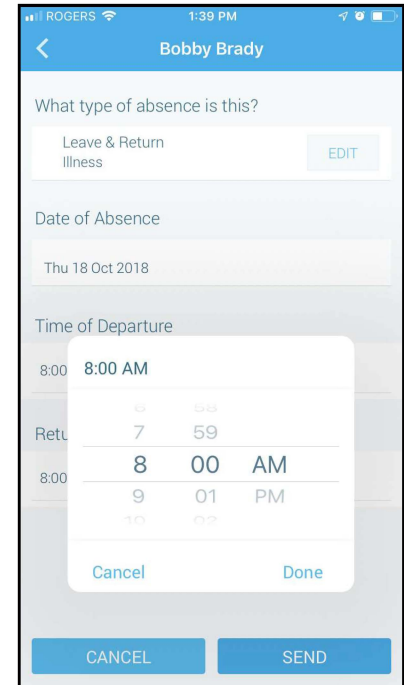
If you have reported an absence in advance and decide that you need to delete the absence **BEFORE** the cut-off time on the day of the absence, follow these steps:

1. Tap the **absence** (in List View) or the day of the absence (in Calendar View), then **DELETE**.
2. Tap **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 app to explain your student's absence.



Manage PIN Settings

Parents/guardians may assign their own 4-digit Personal Identification Number (PIN) to an individual student through their SchoolMessenger app. If guardian assigns a student a PIN, this number will need to be entered before an absence can be reported or explained for this particular student when using the SafeArrival phone system (using a mobile device or a landline). This provides an additional layer of security and also prevents students from reporting their own absences.

When more than 2 or more parents/guardians are connected to a student...

Once a PIN is set for a child, a PIN must always be used to report or explain that child's absences. Multiple guardians connected to the same students can share and use the same PIN, or they can set their own individual PINs for the same student. All PINs assigned will work when reporting or explaining an absence for that child.



Note: PINs are not associated with the phone number the parent calls from to report the absence or the mobile device the parent is using the app on. PINs are managed within the app and all guardians associated with the student who know/share a PIN or set their own PIN for that child will be able to report or explain an absence for that student from any device or landline they choose.

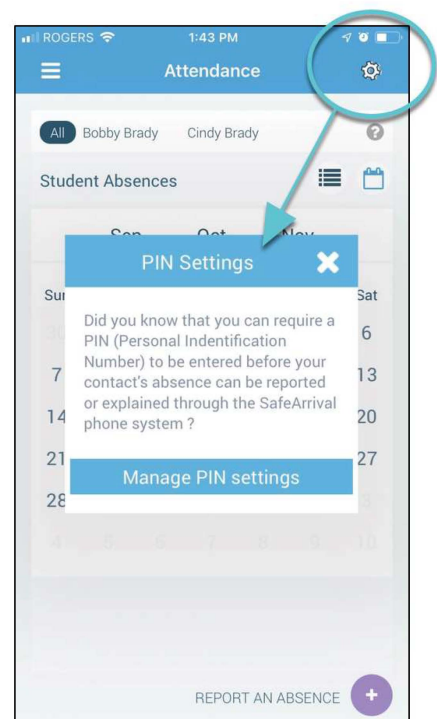
For parents/guardians who do not use the SchoolMessenger app, staff with access to the SchoolMessenger Communicate Contacts page can manage the PIN settings.

Set a PIN for a Student

Using the mobile app, tap the **gear icon** in the upper right-hand corner of the Attendance page. You will be shown a brief description of PIN settings. Tap the **Manage your PIN settings link** to continue.

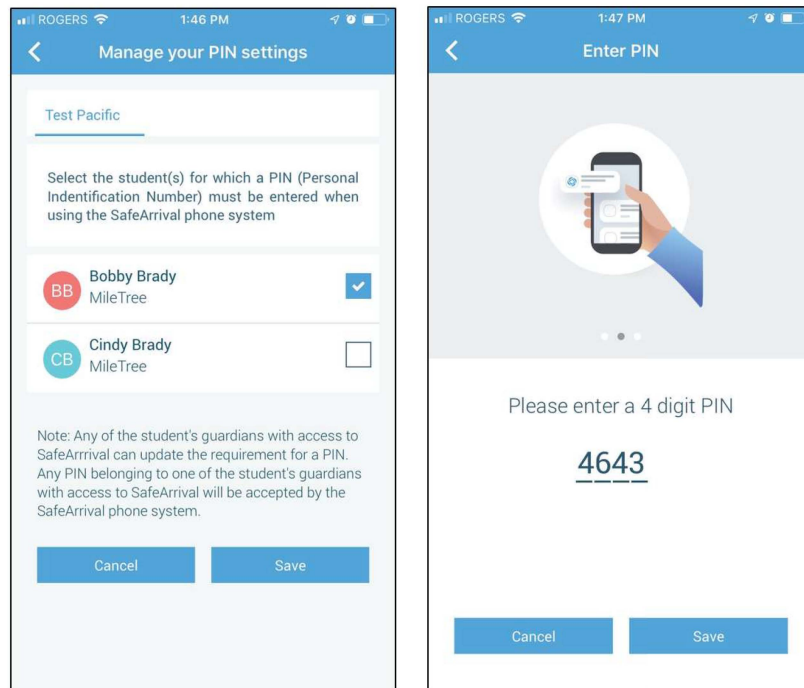
On the Manage your PIN Settings screen, you can choose the district in which the student is enrolled (if the parent has students enrolled in more than 1 district). The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered. Changes made on this screen will be saved automatically.

1. Tap the **eye icon** to see the PIN.



2. Tap the **edit icon** to modify the PIN.

This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.



Push Notifications

If you would like to receive notifications of specific message types directly to the SchoolMessenger app on your mobile device:

1. Tap the **Settings** menu option.
2. Tap **Push Notifications**.
3. Tap the name of your child's school district.
4. Select which types of messages that you want to receive as push notifications.