SCHOOLMESSENGER®

SchoolMessenger App

Staff User Guide

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west®

Table of Contents

Welcome! **3**
SchoolMessenger and the TCPA 3
Important Staff Information – Please Read Carefully **4**
Help **4**
Creating a SchoolMessenger App Account **5**
Sign Up 5
Log In 6
When your email address isn't associated with district-enabled records… 6
When You First Sign In… **7**
Notification Preferences **7**
Contacts **8**
Messages **9**
Broadcast Message 9
Log Out **11**

Welcome!

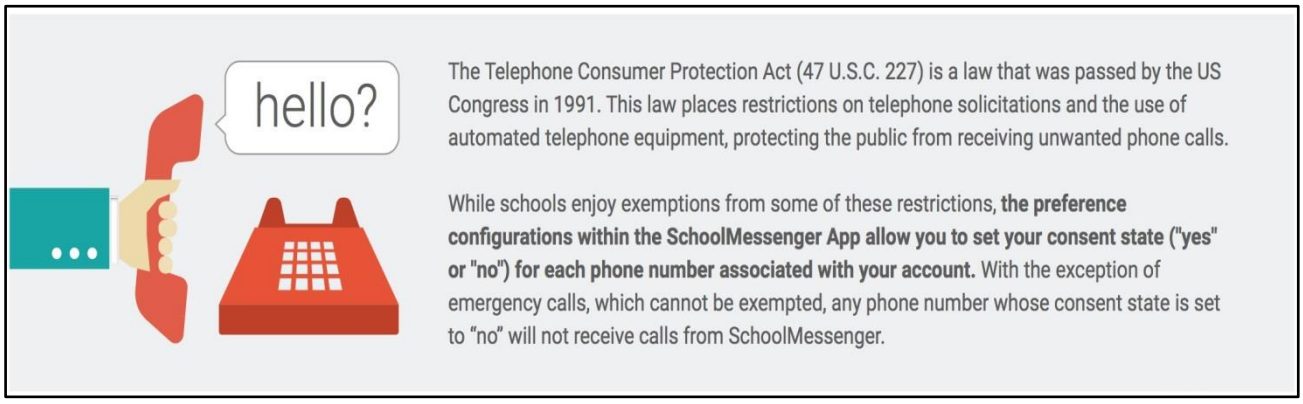
The SchoolMessenger app allows schools and school districts to inform you about school-related emergencies, school closures, attendance or other school-related issues.

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.

You will find all of these messages in an easily-accessible inbox. With flexible preference controls, most kinds of communication can be configured to be accessed exclusively via the SchoolMessenger app.

SchoolMessenger and the TCPA



Important Staff Information – Please Read Carefully

Contact information such as name and primary phone that were provided to Human Resources and your @westorangeschools.org email address have been uploaded into the SchoolMessenger App.

SchoolMessenger App is associated with your @westorangeschools.org email address. If you already have a SchoolMessenger account and it was created using your @westorangeschools.org email address then your information migrated to the new SchoolMessenger App.

What if I already have a SchoolMessenger account using the @westorangeschools.org email address?

- Visit: https://go.schoolmessenger.com/#/home
- Click "**Log in**" button located on the upper right-hand side
- Enter Username: your @westorangeschools.org email address
- Enter Password
- Click "**Log In"** button

** If you are unable to log in, please read below...

What if I already have a SchoolMessenger account but not sure if the @westorangeschools.org email address was used?

- Visit: https://go.schoolmessenger.com/#/home
- Click "**Log in**" button located on the upper right-hand side.
- Click on "**Forgot your password?"** link
- Enter your @westorangeschools.org email address
- Click **"Submit"** button
- SchoolMessenger will send you a confirmation email
- Access your district email account and click on the link in the email to confirm. You will then be routed to the SchoolMessenger page to authenticate with your new credentials (username/password)
- **If you do not receive an email within a few minutes,** then your account information was not migrated with the @westorangeschools.org email; **therefore, please read the section below...**

What if I never created a SchoolMessenger account?

- Visit: https://go.schoolmessenger.com/#/home
- Click the "**Sign Up**" button located on the upper right-hand side
- Enter Username: enter your @westorangeschools.org email address
- Enter Password
- Click **"Log In"** button
- SchoolMessenger will send you a confirmation email
- Access your district email account and click on the link in your email to confirm, you will then be routed to the SchoolMessenger page to authenticate with your new credentials (username/password)

What if I don't have a @westorangeschools.org email account?

Your personal email address that was provided to Human Resources was uploaded into SchoolMessenger. Please use your personal email address to either sign in or sign up.

Help

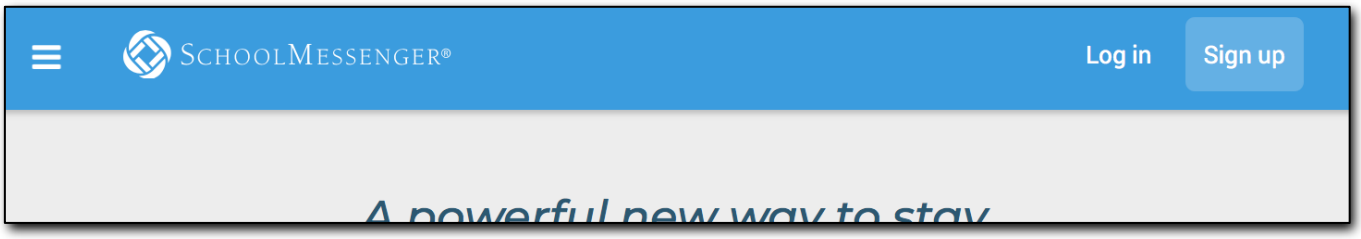
Who should I contact if the primary phone number listed in SchoolMessenger is incorrect?

Go to the District website under ***For Staff*** Section, click ***Staff Portal***, sign in using your network username and password, click ***Human Resources*** from the menu on the left and complete the Name/Address/Phone Change form**.**

Who should I contact if I receive an error message that states "your email address is not associated with any SchoolMessenger-enabled records" while trying to Sign Up for School Messenger App?

Send an email to Linda Torrisi at ltorrisi@westorangeschools.org and to Sintya Esquivel at sesquivel@westorangeschools.org

Creating a SchoolMessenger App Account



Sign Up

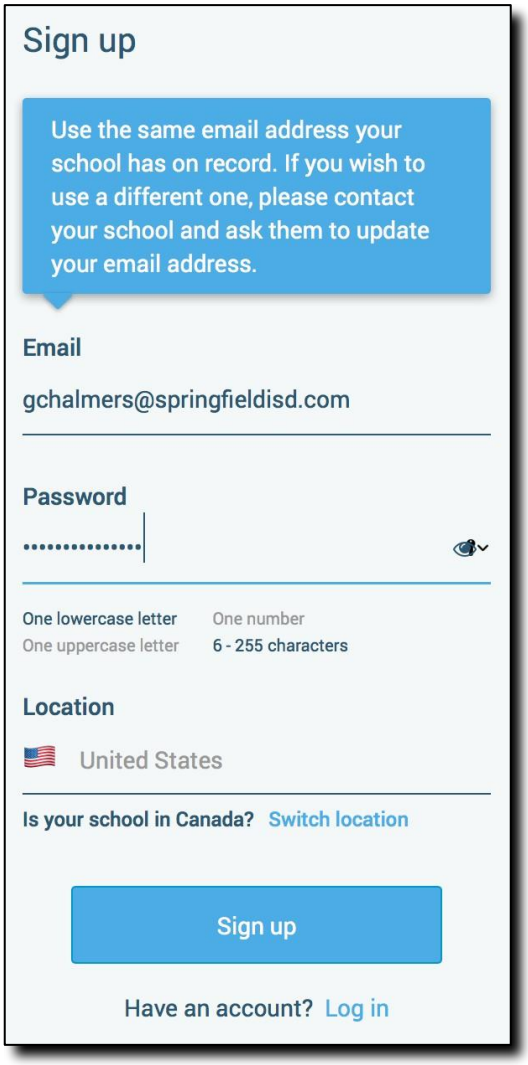
1. Enter the following URL in your browser's address bar: **https://go.schoolmessenger.com**
2. Click **Sign up** on the menu.

Important: Must use your @westorangeschools.org email address. If you don't have a district issued email, use your personal email that was provided to Human Resources.

3. Enter your email address, your location and password.

   Your password must contain the following:

   - 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.

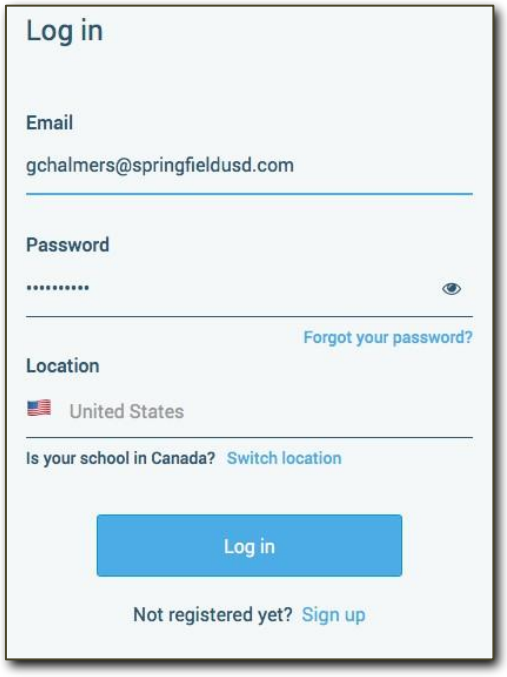
Log In

To log into the SchoolMessenger app:

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

2. Enter the @westorangeschools.org email address, password and location you used to register for SchoolMessenger.

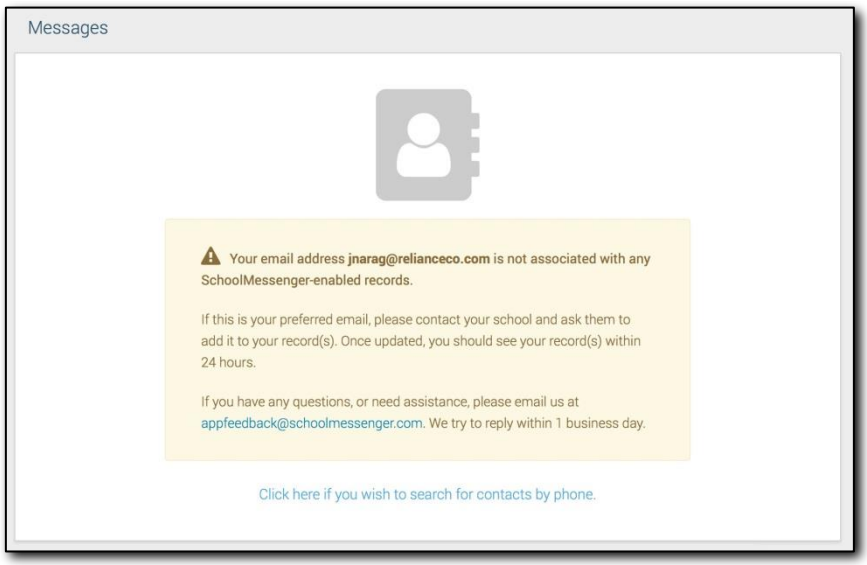
Click on **Forgot your password?** if you forgot your password. An email will be sent to you within a few minutes allowing you to register a new password.



Important: If you do not receive an email within a few minutes, please follow the instructions to **Sign Up**.

When your email address isn't associated with district-enabled records…

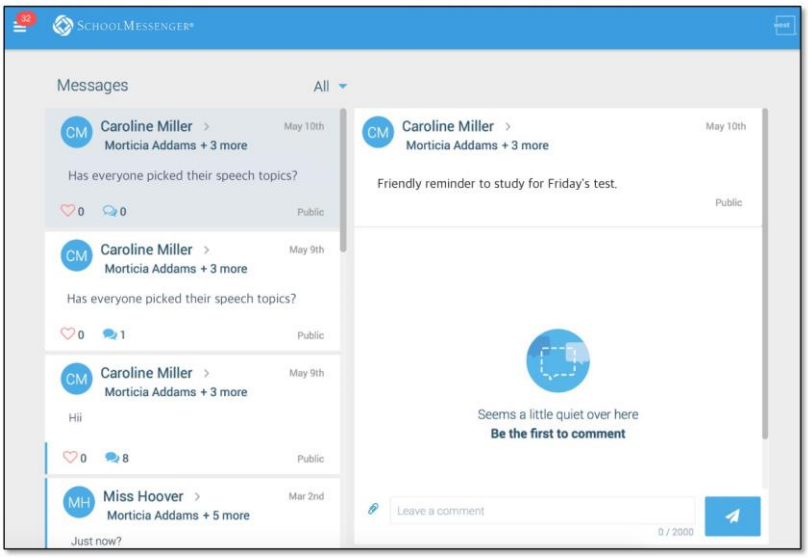
If you do not have a district issued email address and your email address doesn't match with any records kept by Human Resources you'll see the below screen after you log in. Please send an email to Linda Torrisi at ltorrisi@westorangeschools.org.



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. You can navigate through your district-enabled options by using the left navigation bar.

Your account primary phone will already be inputted into the system based on the information you've provided to Human Resources. If the primary phone number needs to be changed, please go to the District website under ***For Staff*** Section, click ***Staff Portal***, sign in using your network username and password, click ***Human Resources*** from the menu on the left and complete the Name/Address/Phone Change form.



Notification Preferences

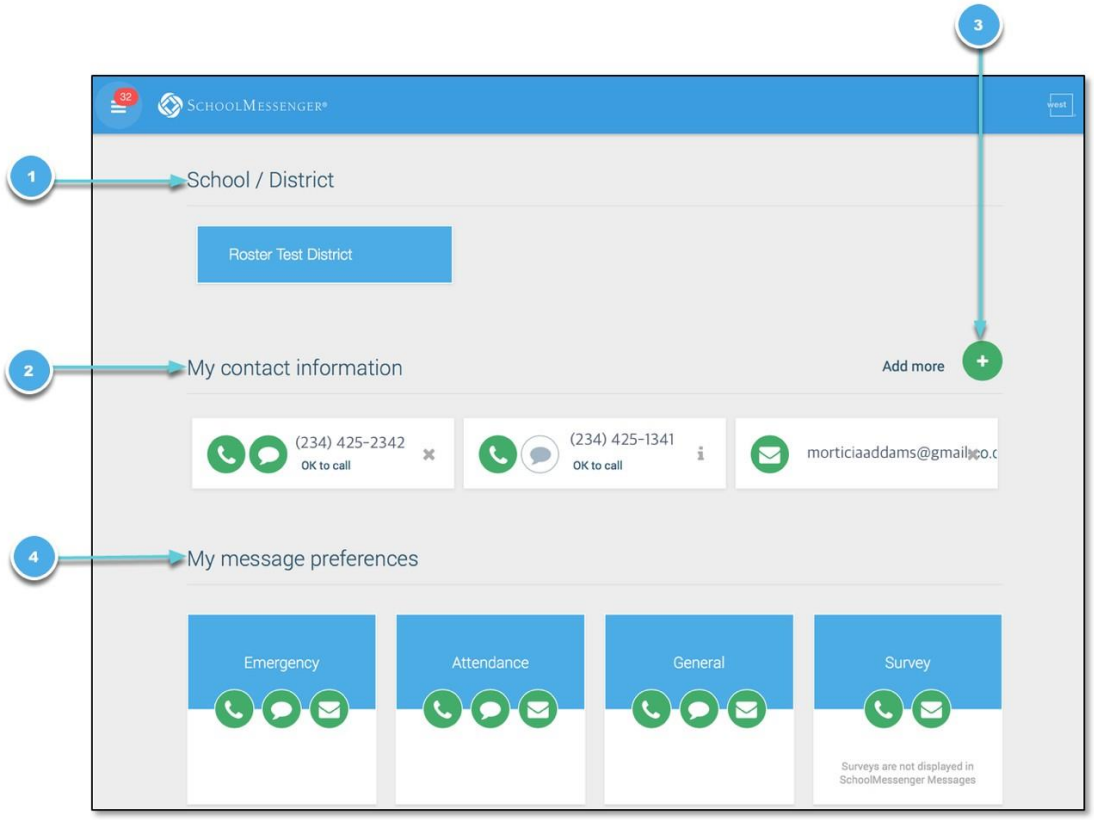
This page allows you to view and edit how you're contacted by your district when they send broadcast messages. Access your notification preferences by clicking the ☰ icon and clicking **Preferences**.

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 via that message type (phone, text, or email). 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: You will know which phone numbers or email addresses can be deleted if they have a small **X** next to it. You can change your consent selections and preferences at anytime.

3. **Add more:** Click this button to add more email addresses or phone numbers that aren't already listed.
4. **My message preferences:** Click each message category (emergency, attendance, etc.) to view which contact email addresses and phone numbers will be contacted. You can also adjust your notification preferences for each message type here.

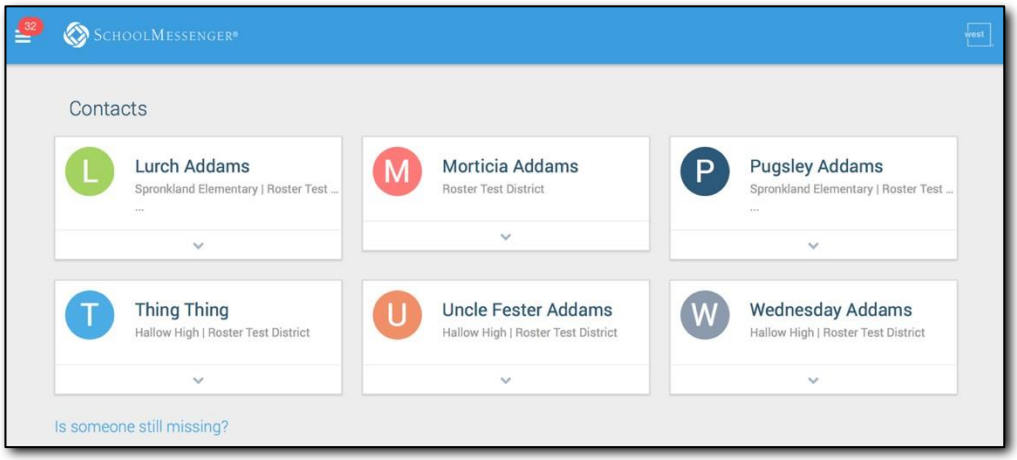
Note: The system is limited to two emails and three phone numbers.



Contacts

Important: The contacts listed here match the email for your account. If this email is not correct or if the district has an incorrect email on file, then contacts may not appear on this page.

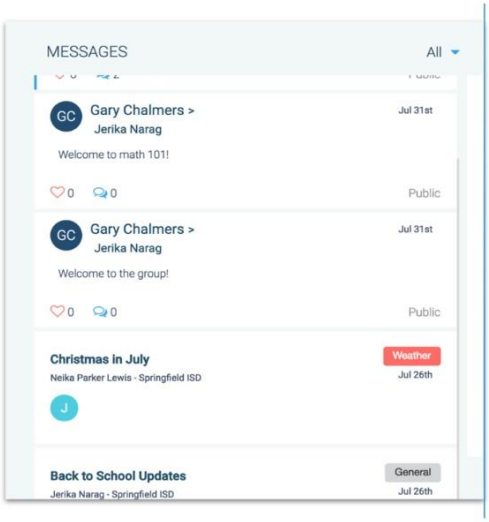
Access your contacts by clicking the ☰ icon and clicking **Contacts**.



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.



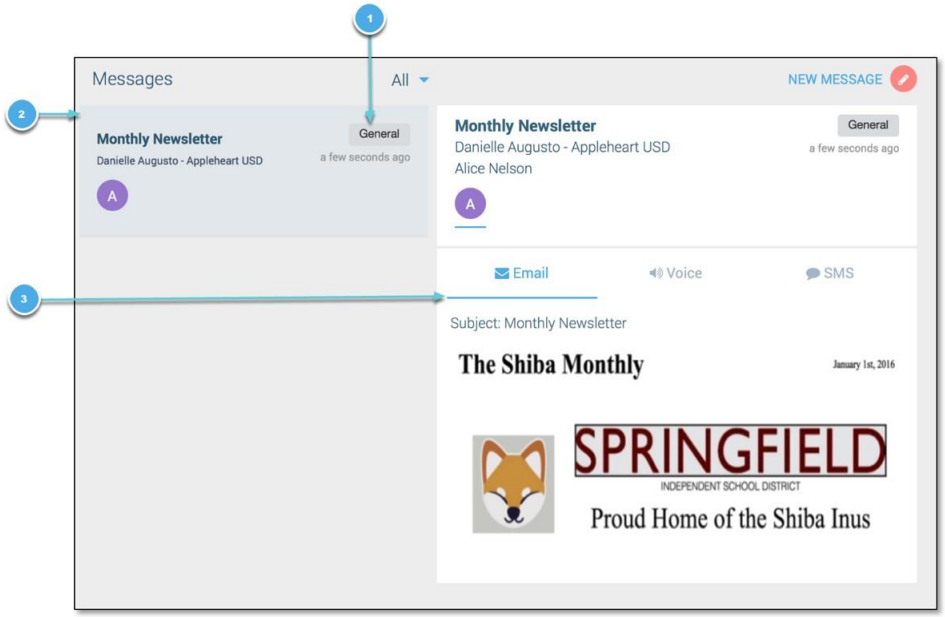
There are two types of messages:

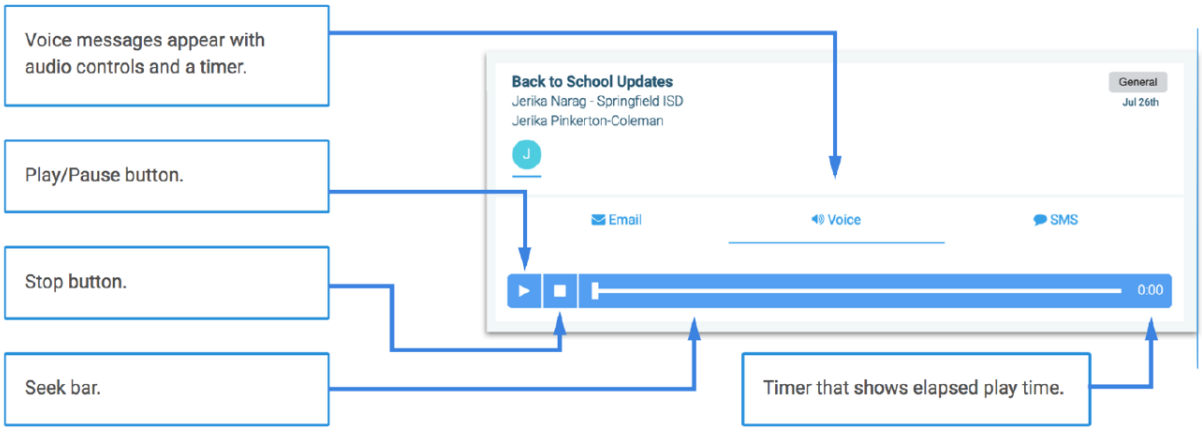
- **Broadcast Messages:** Sent by the school or district as SchoolMessenger Broadcasts to school-affiliated users (Emergency, Attendance, General, etc.).
- **Teacher-Sent Messages:** Messages sent initially by teachers either publicly or privately to participants who are members of a SchoolMessenger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

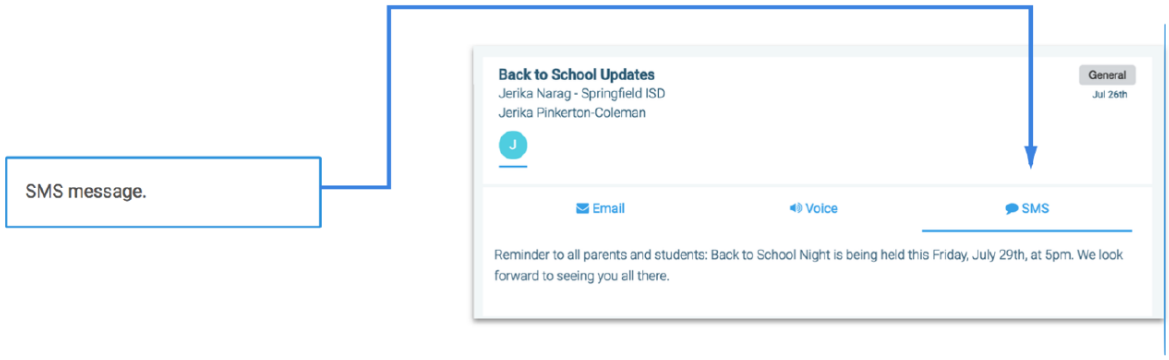
Broadcast Message

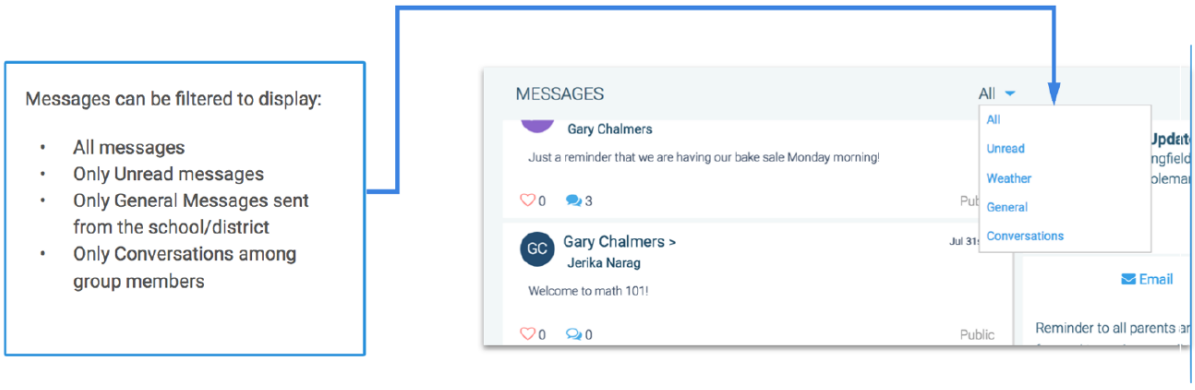
These are messages sent by the school or district and are not meant to be replied to or engaged with within the SchoolMessenger app. Below is an example of how a broadcast message looks like in the SchoolMessenger app.

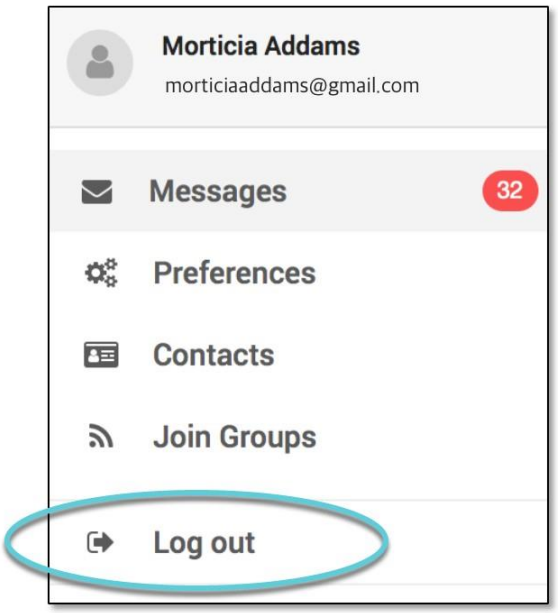
1. Broadcast messages are labeled with their type in the upper right-hand corner of the message.
2. Selected messages to be read will be highlighted in blue.
3. The message view type (Email, Voice or SMS) will be highlighted with a blue line.




Voice messages appear with audio controls and a timer.
Play/Pause button.
Stop button.
Seek bar.
Timer that shows elapsed play time.
Back to School Updates
Jerika Narag - Springfield ISD
Jerika Pinkerton-Coleman
General
Jul 26th
Email
Voice
SMS
0:00


SMS message.
Back to School Updates
Jerika Narag - Springfield ISD
Jerika Pinkerton-Coleman
General
Jul 26th
Email
Voice
SMS
Reminder to all parents and students: Back to School Night is being held this Friday, July 29th, at 5pm. We look forward to seeing you all there.


Messages can be filtered to display:
All messages
Only Unread messages
Only General Messages sent from the school/district
Only Conversations among group members
MESSAGES
All
Gary Chalmers
Just a reminder that we are having our bake sale Monday morning!
All
Unread
Weather
General
Conversations
Gary Chalmers >
Jerika Narag
Welcome to math 101!
Email
Public

Log Out

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