



SchoolMessenger App

Parent User Guide - Website

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Welcome!



Important: Parents 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.

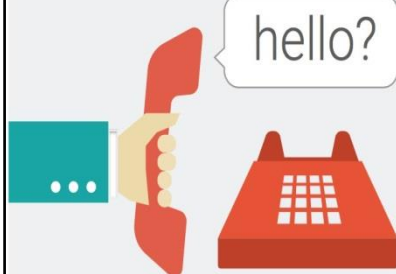
Once you've accessed your account, we'll automatically link the records associated with your email address. You can then:

- 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. If you are associated with students in different schools, 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.



Accessing SchoolMessenger App through PowerSchool Parent Portal

1. Log into your PowerSchool Parent Portal account (If you do not have a parent portal account, please contact your child's School Counselor for students in grades 6-12 or the school Administrative Assistant for students in grades K-5).
2. Click School Messenger icon from the menu on the left

PowerSchool

Welcome | Help | Sign Out

Navigation

- Grades and Attendance
- Grade History
- Attendance History
- Email Notification
- Teacher Comments
- Report Cards
- School Bulletin
- Class Registration
- My Schedule
- School Information
- Account Preferences
- SchoolMessenger**

Grades and Attendance:

Grades and Attendance

Exp	Last Week					This Week					Course	Attendance By Class					Absences	Tardies
	M	T	W	H	F	M	T	W	H	F		Q1	Q2	Y1	Q3	Q4		
5(A-D)											US HISTORY 2 Email Rm: 3234	[i]	[i]	[i]	[i]	[i]	0	0
6(A-D)										G	CONTEMPORARY WORLD LITERATURE Email n: 3205	[i]	[i]	[i]	[i]	[i]	0	0
7(A-D)										G	P.E./HEALTH 12 (5D) Email i: 2341	[i]	[i]	[i]	[i]	[i]	0	0
Attendance Totals																	0	0

Current West Orange HS Weighted GPA (Q1): 1.6950
Show dropped classes also

Last Week					This Week					Absences		Tardies	
M	T	W	H	F	M	T	W	H	F	18-19	YTD	18-19	YTD
										0	0	0	0
Attendance Totals										0	0	0	0

Legend

Attendance Codes: Blank=Present | P=College Visit | Q=Non-ChargeableTardy | C=Cut | A=Truant | U=Unexcused Late | T=Testing | B=Bedside | W=Waived Absence | V=Special Services | I=In School Suspension | S=Suspended | R=Religious | N=Nurse |

3. If your email address doesn't match with any records kept by the school, you will not be able to log into SchoolMessenger. Please contact the school to provide or update your email.

Messages

⚠️ Your email address jnarag@relianceceo.com is not associated with any SchoolMessenger-enabled records.

If this is your preferred email, please contact your school and ask them to add it to your record(s). Once updated, you should see your record(s) within 24 hours.

If you have any questions, or need assistance, please email us at appfeedback@schoolmessenger.com. We try to reply within 1 business day.

[Click here if you wish to search for contacts by phone.](#)




4. Once in School Messenger, you will need to verify the email address listed in the system. If you wish to use a different email address, please contact the School Counselor or Administrative Assistant in your child's school.
5. You will then receive a verification email. Click the link in the email to verify your account. A new page will open on your browser.

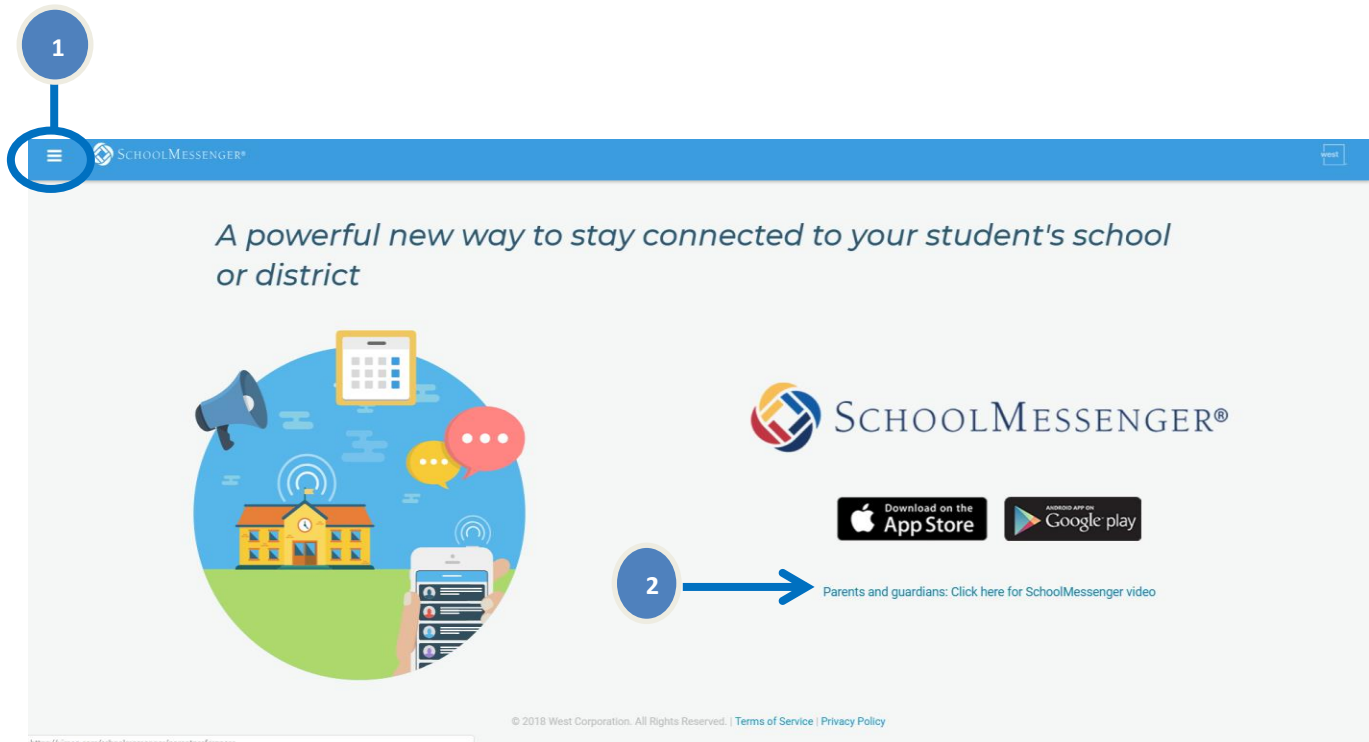


Note: The link in the email is only valid for 24 hours. If you don't click on the email link and log into SchoolMessenger app within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a renewed link.

Welcome Page

The SchoolMessenger app welcome page is simple and uncluttered.

1. Click the  icon to access more options.
2. Click the "Parents and guardians: Click here for SchoolMessenger video" link for a quick informational video.

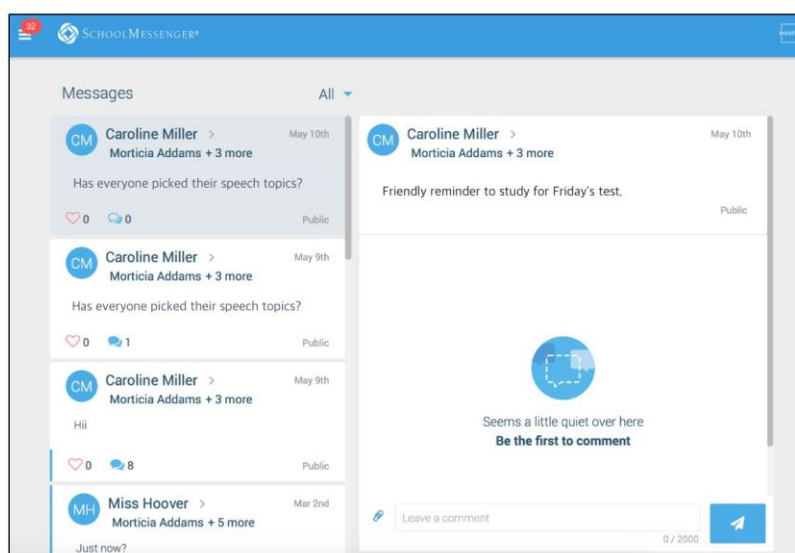




When You First Sign In...


After successfully logging in with a verified email, you should expect to see any messages that you've recently received that are associated with your account email address. You can navigate through your district-enabled options by using the left navigation bar.

Your primary phone number and email address will already be inputted into the system based on the information you've provided to your school or district. If the primary phone number and/or primary email address need to be changed, please contact the school.





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.

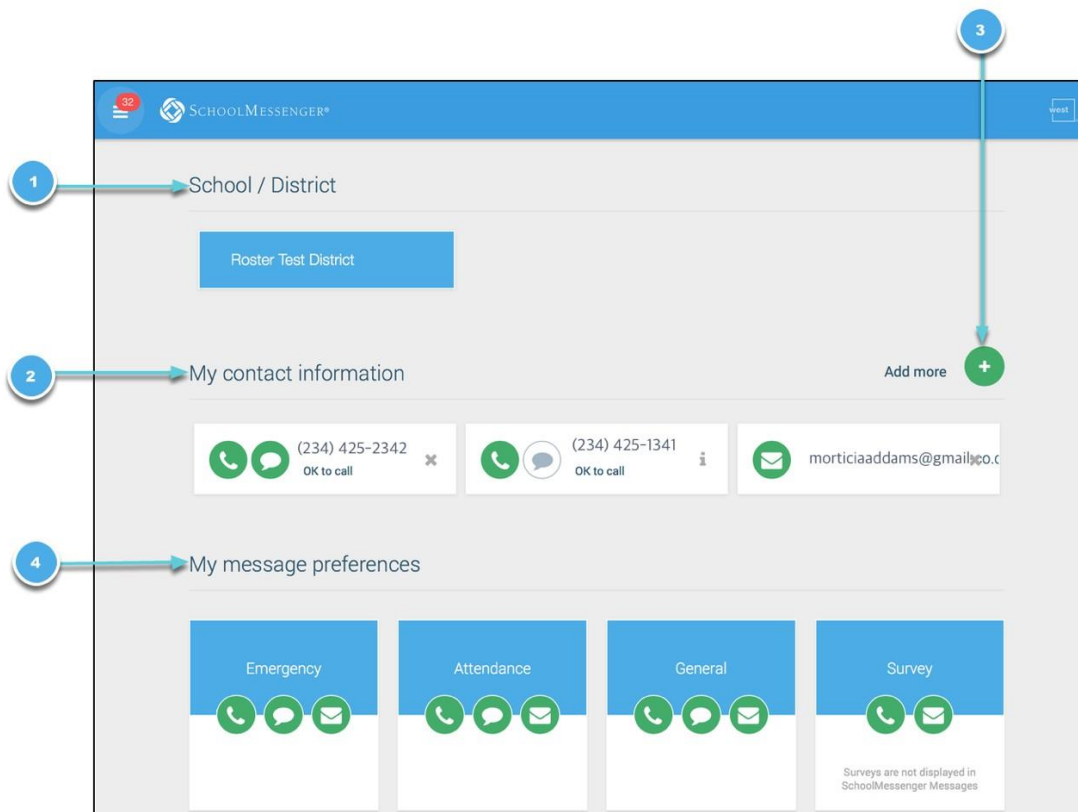


Note: You will know which phone numbers or email addresses can be deleted if they have a small **X** next to it. You can change your consent selections and preferences at any time.

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.






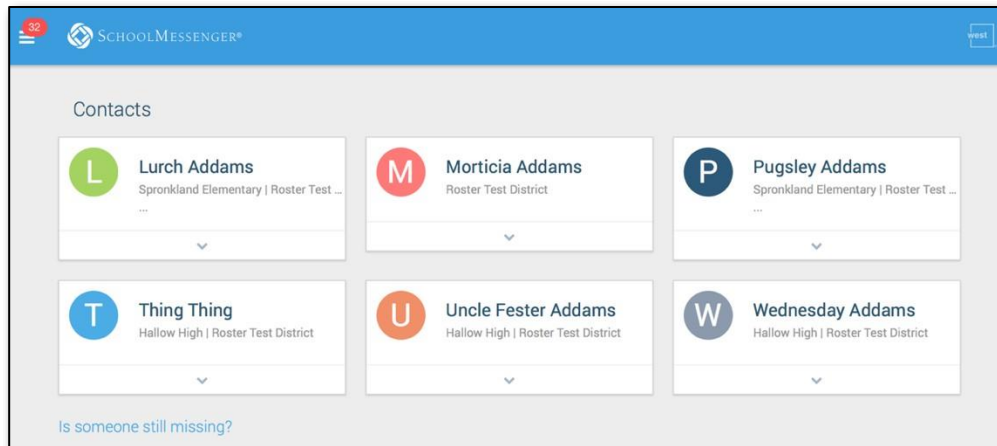
Contacts



Important: The contacts listed here match the email for your account. If this email is not correct or if 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, please contact your child's school.

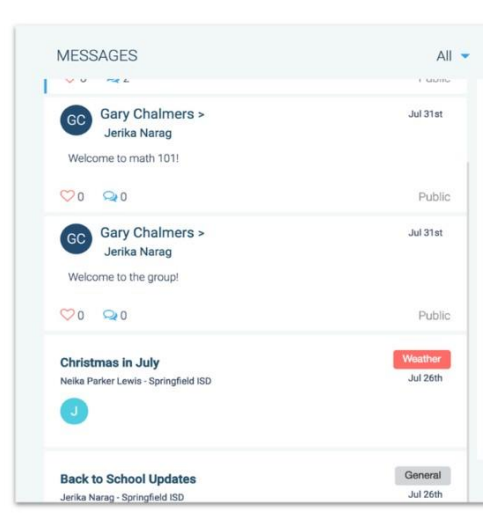


Messages

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.

They are sorted newest first, oldest last. The headings of all messages will appear on the left side of the Messages screen.

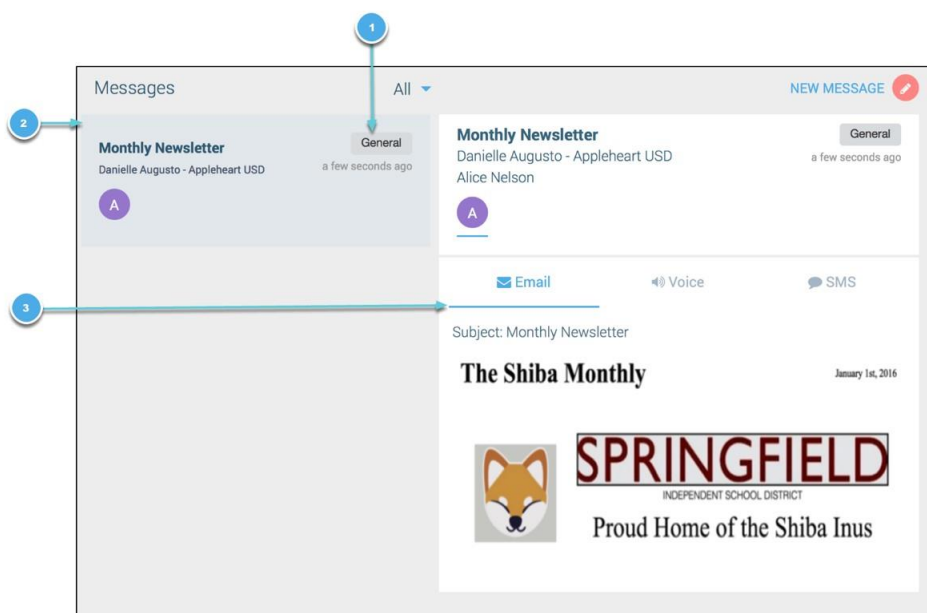
- **Types of Messages:** Sent by the school or district as SchoolMessenger Broadcasts to school-affiliated users (Emergency, Attendance, General, etc.).

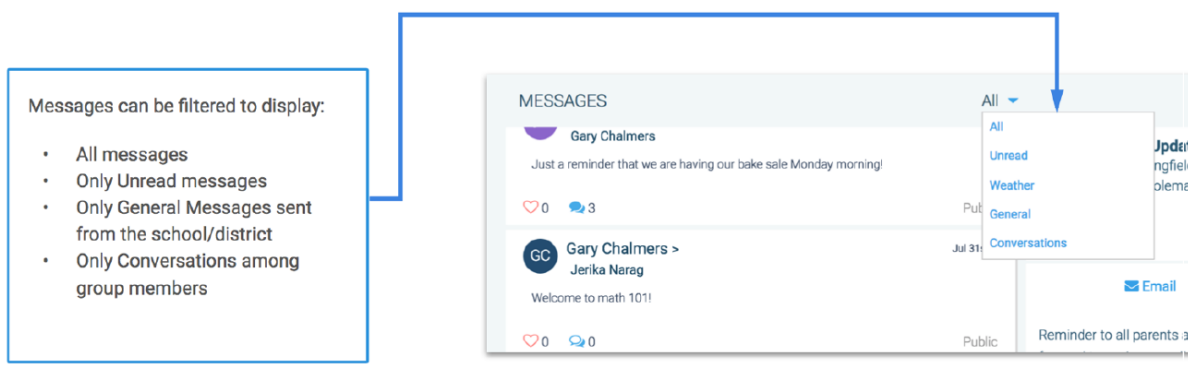
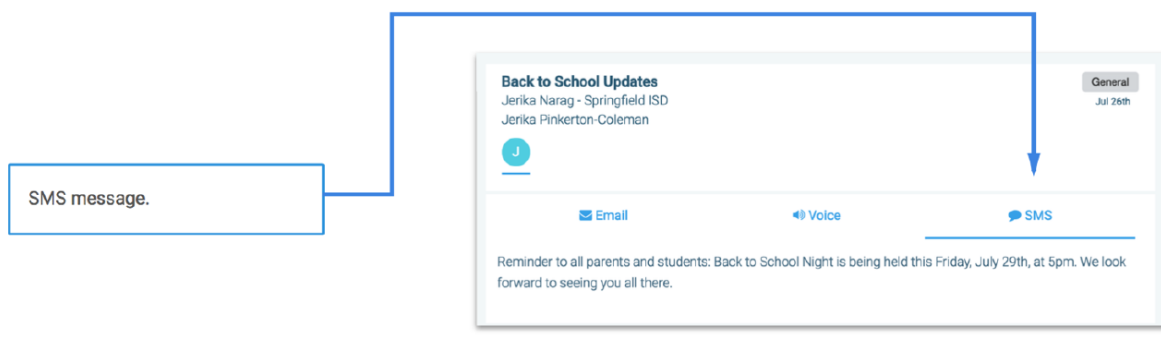
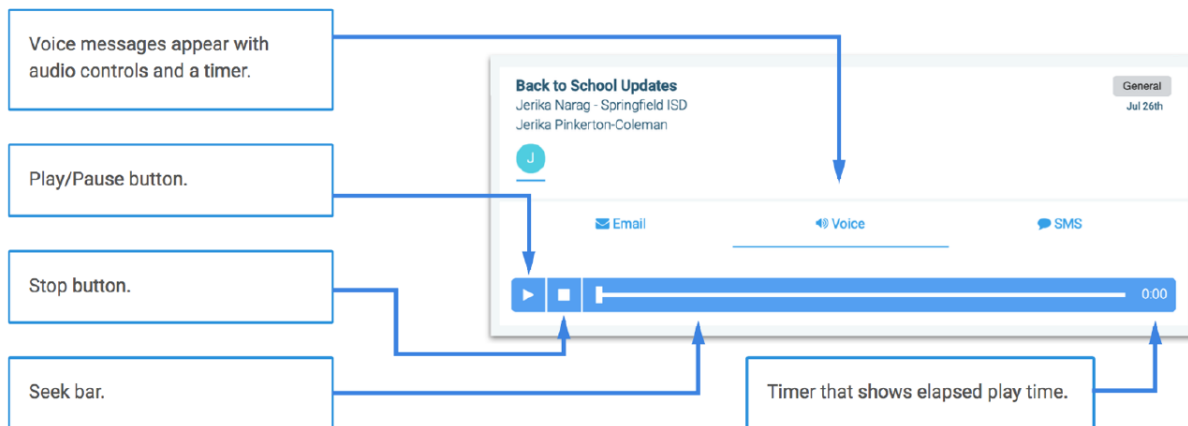


Broadcast Message

Messages sent by the school or district and not meant to be replied to or to engage 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 (General, Emergency, Attendance, etc.) 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.







Log Out

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

