

## FAQs (Frequently Asked Questions)

### **What contact information does the district currently have in the SchoolMessenger system to communicate with parents?**

Contact information such as **primary phone number** and **primary email address** provided upon registration or update via the Main Office in your child's school are uploaded/updated into SchoolMessenger every night from PowerSchool, our student information system.

### **If I already have a SchoolMessenger account do I need to update the information?**

Yes, all parents/guardians must access SchoolMessenger App to verify the current primary phone, primary email and to set preferences for their account..

### **How do I access School Messenger?**

School Messenger is accessed through the PowerSchool Parent Portal. It can also be accessed via the School Messenger App, but we are asking parents to initially go through the PowerSchool Parent Portal to confirm their primary contact number and email address is correct/updated.

### **How do I access the Parent Portal?**

Link to Parent Portal <https://woboe.powerschool.com/public/home.html>

Link for detailed instructions <https://www.woboe.org/Page/412>

### **Who should I contact if I have problems logging into the Parent Portal or do not have an account?**

**Elementary Schools:** Administrative Assistant in the main office

**Middle Schools:** Your child's school counselor

**High School:** Your child's school counselor

### **What if I don't know who my child's school counselor is?**

Please click on the following link: [List of School Counselors](#)

### **How does a parent/guardian add and update contact information for the SchoolMessenger notification system?**

A School Messenger Parent User Guide with detailed instructions has been created and posted on our District website under the ***For Parents*** Section.

### **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 launch the School Messenger Application?**

**Elementary Schools:** Administrative Assistant in the main office

**Middle Schools:** Your child's school counselor

**High School:** Your child's school counselor

### **Who should I contact if SchoolMessenger is asking me to verify my primary email with an email account that I no longer use or is incorrect?**

**Elementary Schools:** Administrative Assistant in the main office

**Middle Schools:** Your child's school counselor

**High School:** Your child's school counselor

### **Will I be able to add additional emails and phone numbers?**

Yes, you will be able to enter additional contact information and set up your communication preferences in SchoolMessenger once your email is verified and you successfully log into the new SchoolMessenger system.