



# SchoolMessenger App

*SchoolMessenger*

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## Welcome!

As a Parent, the **SchoolMessenger App** provides you with the ability to:

- 1) view and listen to messages sent from your school or district
- 2) join and participate in one or more groups created by teachers (by invitation only)
- 3) customize how you receive messages from the school or district



All of these messages are conveniently centralized 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 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.

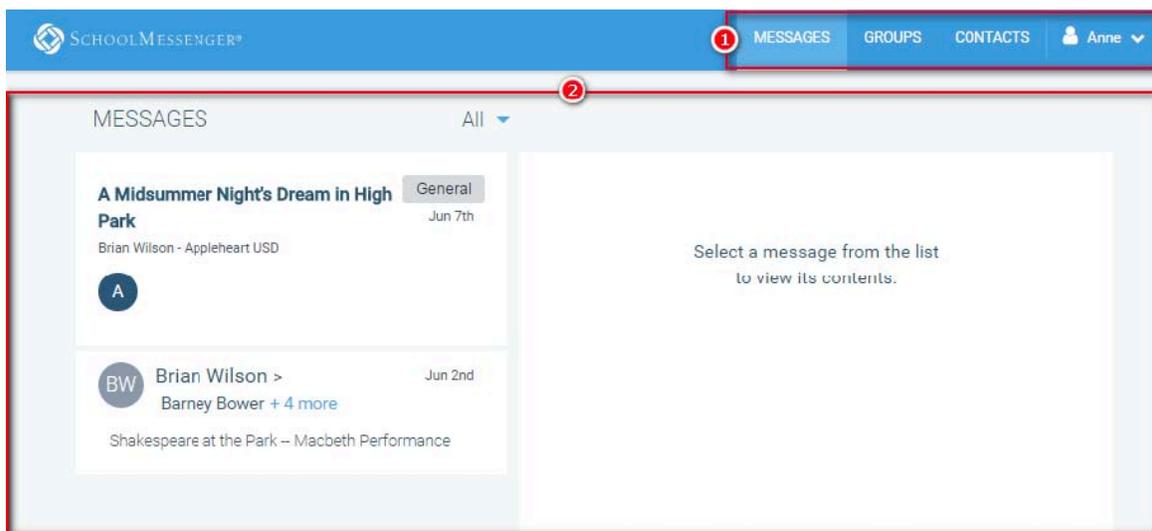


## Look and Feel

The SchoolMessenger App interface is simple and uncluttered. There are two main areas:

- 1) the menus at the top of the screen
- 2) the work area

The work area's appearance depends on the selected menu option. In the below screen shot, **Messages** is the currently selected item in the menu, and it displays messages in Anne's SchoolMessenger App Inbox.



## Initial Menu

The menu on the right will appear when you start the SchoolMessenger App. Click on:

- 1) **Log In** to log into the SchoolMessenger App, if you have already created an account.

Or...

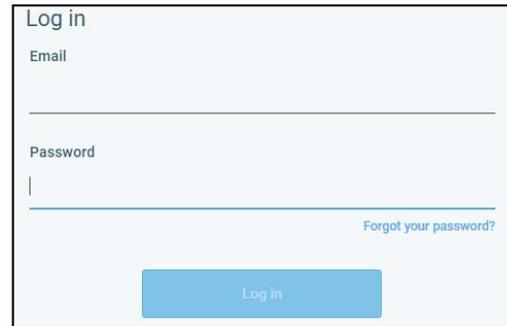
- 2) **Sign Up** to create an account.
- 3) **Learn More** for information about the SchoolMessenger App.
- 4) **App Store** to access either the Apple iTunes or the Google Play site to download the mobile versions of the SchoolMessenger App.



## Log In Screen

To log into the SchoolMessenger App:

- 1) Click on **Log In** on the menu in the upper right-hand corner of the login page.
- 2) Enter the email address you used to register in the SchoolMessenger App.
- 3) Click on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.

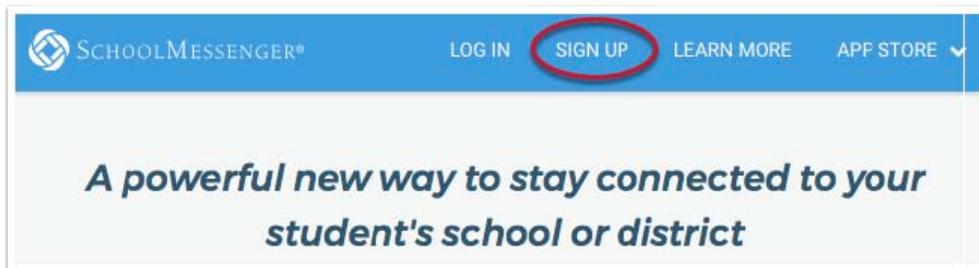


The screenshot shows a login form with the following elements:

- Title: Log in
- Label: Email
- Input field: A horizontal line representing the email input field.
- Label: Password
- Input field: A horizontal line representing the password input field.
- Link: [Forgot your password?](#)
- Button: A blue button labeled "Log in".

## Creating a SchoolMessenger App Account

You must create an account in the SchoolMessenger App before you can start using it. These instructions focus on the web app, but you may also use “Messages” from the My PWCS app.



To do so:

- 1) Click **Messages** from the My PWCS app or enter the following url in browser’s address bar: [go.schoolmessenger.com](http://go.schoolmessenger.com)
- 2) Click on **Sign Up** on the menu in the upper right-hand corner of the login page.
- 3) Enter the same email address you provided on the student emergency card (this is also your primary email in Parent Portal) and a password. Your password must: contain at least one uppercase character, one lowercase character, one digit, and that it must be no fewer than six characters in length.
- 4) Receive an email message at the email address you provided. Click on the link in the email. A new page will open up in your default browser. (Ignore the confirmation code at the top of the message; it is no longer being used.)

**Sign up**

**Email**

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**Password**

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One lowercase letter    One number  
 One uppercase letter    6 - 255 characters

**Note:** *The link in the above email is valid for only 24 hours. If you do not 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.*

- 5) **If the email address that you registered exists in the school or district records**, you will receive all the messages you have subscribed to receive from the school, *and* you will also have access to all the SchoolMessenger App groups you have been invited to participate in.

**If you expect to get messages from the school/district, but you do not** then you must contact the school to ensure that the email address you registered in the SchoolMessenger App is the same one that is on file with the school. (Submission is through the Emergency Card or Parent Portal.)

## Set up Your User Account

Once you have logged in successfully, you must set up the SchoolMessenger App for your use. Set up includes the following:

- setting up your **User Account**
- setting **Notification** preferences
- joining **Groups** that you have been invited by teachers to join

For all User Types, follow the below steps to set up your **User Account**:

- 1) Click on the menu option with your login name in it (e.g. ).



- 2) Click on the **Settings** option.

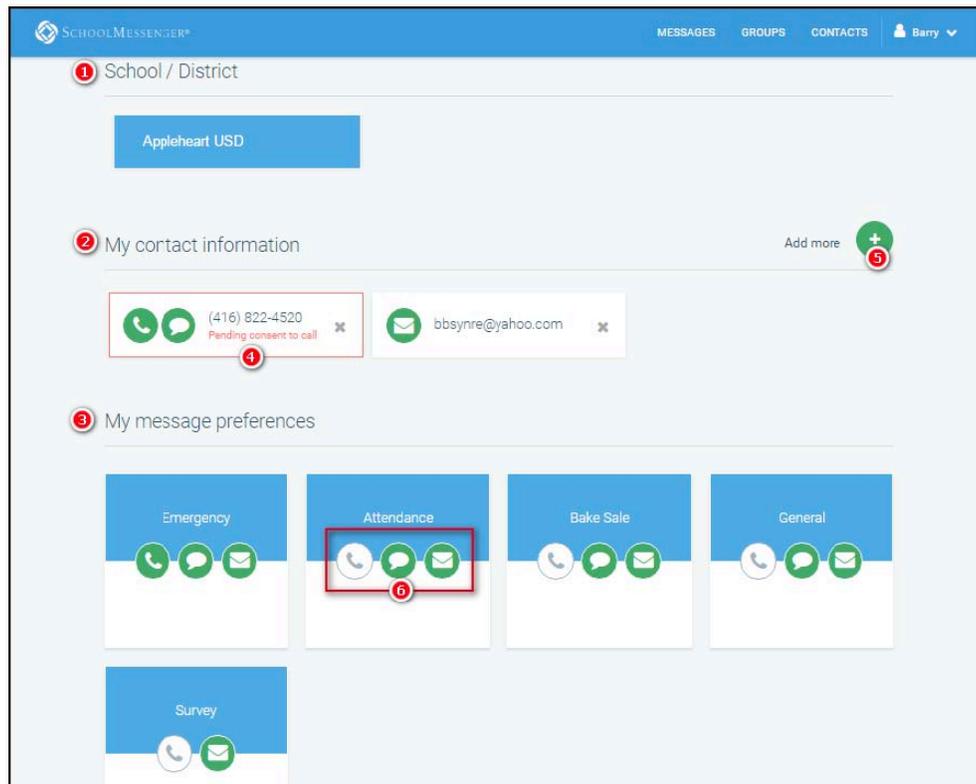
- 3) Enter your first name, last name, and your **Role** type (Student, or Parent). Your settings must be completed before an account can be used. Failure to do so will cause the system to log you out, and you will be prompted to enter this data next time you log in.

A screenshot of the "Settings" form. It has a blue header with the word "Settings". Below the header are three input fields: "First name" with the value "Barry", "Last name" with the value "Barthalemeuw", and "Role" with a dropdown menu. The dropdown menu is open, showing three options: "Parent", "Teacher", and "Student". The "Student" option is highlighted in light blue.

**Important:** You can change your Role type (from parent to student) whenever you like, BUT in doing so, you obliterate your entire message history and essentially restart as a new user. If you are a PWCS teacher **and** a parent, you can use two different email addresses to register and to login into the system.

## Notification Preferences

- 1) Click on the menu option with your login name in it (e.g.  ).
- 2) Click on the **Preferences** option. 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 from within the SchoolMessenger App.



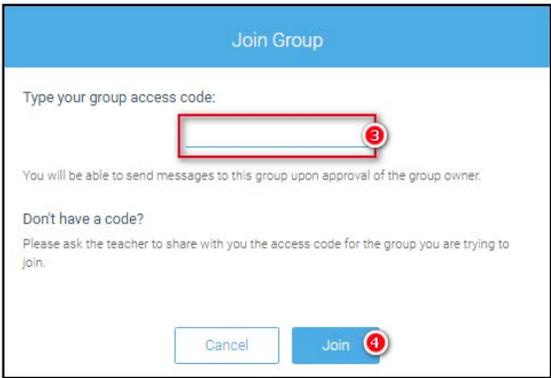
- **School/District: (1)** simply displays the school(s) and district(s) that you are connected with. There can be more than one school or district here, as it is possible for a student to be enrolled at more than one school, a parent/guardian to have children/wards in more than one school or district, and a teacher to teach at more than one school/district.
- **Contact Information: (2)** displays all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Icons for voice and SMS text are selected **(4)** in this example, and they are awaiting consent approvals from Barry. [Students may add a cell phone numbers by clicking on \(5\) Add more.](#)
- **Message Preferences (3)** shows all 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. You can select how you wish to be contacted for each message type **(6)**. For example, Barry, the parent in the above screenshot, has opted to receive attendance messages via email and SMS, but not via voice call.

## Join the Groups You've Been Invited to Join

Teachers can set up conversation or discussion groups in which students and parents can participate. But before such participation can occur, participants must be invited and provided an access code to join the group.

Participants can join as many groups as they are invited to participate in. To join a group:

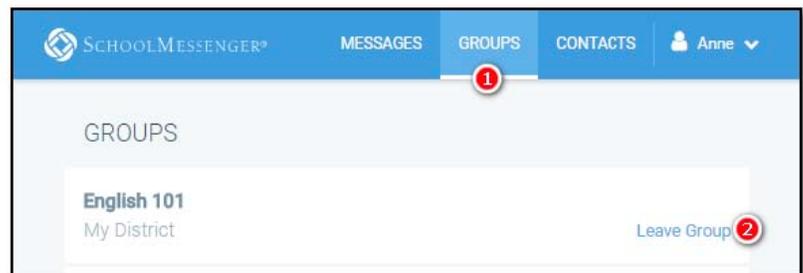
- 1) Click on the **Groups** menu option.
- 2) Click on **Join Group**.
- 3) In the **Join Group** window, enter the **access code** that was provided to you.
- 4) Click on **Join**.



## Leave a Group

Leaving a group is very simple.

- 1) Click on the **Groups** menu option.
- 2) Click on **Leave Group** to the left of the group you wish to leave, and then confirm your leave in the next window.



## About 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:

- 1) Sent by the school or district as SchoolMessenger Broadcasts to school-affiliated users (e.g. Emergency or Attendance messages).
- 2) Sent either publicly or privately by participants who are members of a SchoolMessenger App group.

## Message Components



*The (1) school/district messages will include:*

- 3) the name of the school/district message in bolded type
- 4) the name of the sender and the name of the school/district
- 5) the message type (e.g. General, Emergency, Survey, etc.)
- 6) the date on which the message was sent
- 7) initial-icon indicating whom the message was sent to (when sent to a student) or the student concerning whom the message is about (when sent to e.g. a parent). Multiple circles indicate that the same message has been sent for multiple students

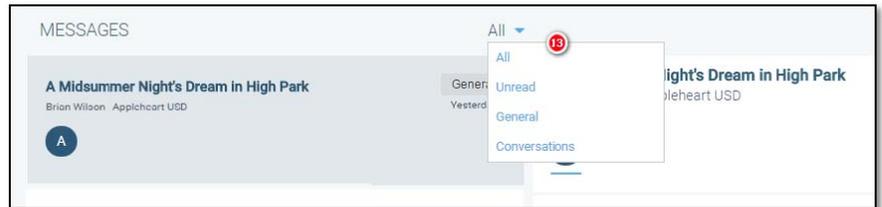
*The (2) the SchoolMessenger App-only messages will include:*

- 8) the initial-icon of the group sender
- 9) the name of the sender
- 10) the name of the contact the message has been sent to, followed by the number of other group members who have received the same message. Clicking on the + [number] more link will produce a list of the names and roles (student/parent/guardian) of all the other recipients of the message
- 11) the name of the message

*Note: The SchoolMessenger App automatically assigns the color and initial of the each of the student-identification circles. Neither the color nor the initial are editable.*

13) Messages can be filtered to display:

- **All** messages
- Only **Unread** messages
- Only **General** Messages sent from the school/district
- Only **Conversations** among group members



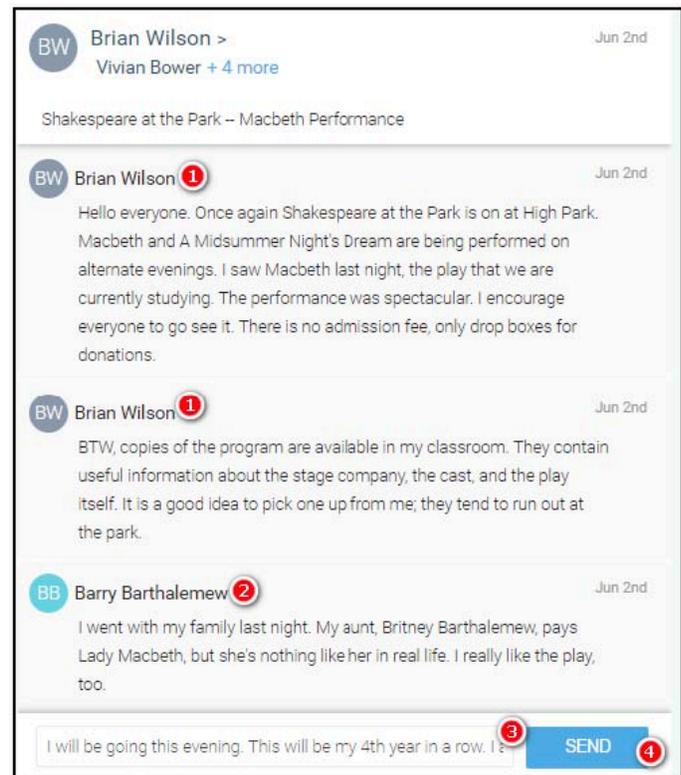
## Responding to a SchoolMessenger App Message

Anyone receiving a SchoolMessenger App-based message created by a teacher may read the message, and, under the appropriate circumstances, read the comments of other group members and offer their own comments.

The circumstances are defined by the teacher who created the original message.

**In the example to the right:**

- 1) Teacher Brian Wilson has created a message and immediately followed it with a second afterthought message.
- 2) Group member Barry Barthalemew has commented on it, and, as a public message, it is readable by all group members.
- 3) The currently logged in group member is in the process of entering his/her own comment. The same **Comments** box is used for both public and private messages.



 **Note:** *The message content scrolls within the small comments window.*

- 4) To send and post the message that has been entered, the user clicks on **SEND**