

SchoolMessenger Home: Parent User Guide

Introduction

Thank you for using SchoolMessenger Home! This guide will help you get started with the product and make the most of its features. Follow the steps below to set up your account and navigate through the application.

Getting Started

SchoolMessenger Home is meant to serve as a central hub for school communications. Depending on the features your school or district has enabled, you may be able to:

- **See the last 30 days of phone, email, and text broadcasts your child's school or district has sent**
- **Manage your communication preferences**
- **Enjoy live chat communications with teachers and staff**
- **Report and explain any student absences**

Creating An Account

- **Option 1: Download the SchoolMessenger Home app onto your mobile device**
 - Visit the Apple App Store or Google Play and search for SchoolMessenger Home
 - Download and install the app onto your mobile device
- **Option 2: Access the SchoolMessenger Home website from any web browser**
 - Open up the web browser (i.e. Google Chrome or Microsoft Edge) on any internet-connected device
 - U.S. users should visit home.schoolmessenger.com
 - Canadian users should visit home.schoolmessenger.ca
- **Once you've accessed the app or the website, choose the "Sign Up" option**
 - Use the email address you have on file with your school or district (i.e. the email address where you receive school emails); this ensures authentication and grants access to relevant student information
 - Enter that email address and create a password
 - Verify access to your email address by clicking on the link in the confirmation email sent to your inbox after registering your account (Note: You may need to check your spam or junk folders to find the confirmation email)

Logging In

- **Use your registered email address and password to log in**
- **If you receive a message stating that your email address is not associated with any SchoolMessenger records, it could be because:**
 - Your school has a different email address on file
 - Your school accidentally entered your email address incorrectly
 - Your school didn't upload your email address to SchoolMessenger Communicate
- **Please contact your school office for any changes or updates to your contact data**
 - SchoolMessenger support is unable to change parent data on file with the school or district
 - Please contact your school or district directly to request changes to your data

Navigating SchoolMessenger Home

Once logged in, you can navigate through the application with the icons on the screen.

- **Inbox:**
 - This is a centralized location for accessing your school communications
 - All messages sent to you by the school or district via phone, email, or text message will be displayed here
 - You can mark messages as read or delete them from this view

- **My Profile:**

This section offers multiple options:

- **Contacts:** Displays all contacts associated with your email address, including student names, school names, and school district names; your name will also appear here as a contact
- **Preferences:** Manage your communication preferences for different types of broadcasts (i.e. general, emergency, lunch balance, etc.); specify whether you want email, text, and phone notifications for different kinds of broadcasts
- **Online Help:** Provides links to various help documents for the application
- **Settings:** Customize push notifications, access the app's version information, and review the Terms of Service and Privacy Policy
- **Delete My Account (mobile app only):** Erases your account and all data from your mobile phone related to the app (Note: You can sign up for a new account at any time)

- **Chat:**

If enabled, this feature allows you to engage in live two-way messaging within the app.

- You may see three options within Chat: **Sections**, **Groups**, and **Direct Messages**.
- **Sections** are automatically created based on your children's enrolled classes. You cannot leave or join Sections.
- **Groups** are ad-hoc groups created by teachers or joined by you. You may leave and join Groups as you please. You may or may not see anything under Groups when you first login.
- **Direct Messages** enable one-on-one communication with teachers or staff members. You can delete Direct Messages. You may or may not see anything under Direct Messages when you first login.
- Conversations involving parents or students must always include a teacher or staff member.
- If enabled by your school or district, you can also join Groups (if you know the group code) and initiate Direct Messages with teachers of your students.

- **Attendance:**

If enabled, this section allows you to report your children's absences in advance or respond to unexplained absences recorded by the school during attendance.

- See the built-in online help to learn more about SafeArrival absence reporting.

Enjoy!

You are now ready to make the most out of SchoolMessenger Home. Should you require any further assistance, please reach out to your school or district office for assistance.