



# SchoolMessenger App

*SchoolMessenger*

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[www.schoolmessenger.com](http://www.schoolmessenger.com)



## Welcome!

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

- 1) view and listen to messages sent from your school or district (students/parents/guardians with school/district affiliation only)
- 2) create one or more groups and invite students, parents, and guardians to participate in conversations that take place in those groups

**For schools subscribing to SchoolMessenger's SafeArrival system:**

- 3) receive notifications of planned absences, late arrivals, early departures to the school in advance submitted by parents or guardians

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.

## User Types

There are two types of SchoolMessenger App Users:

- **General User:** can be anyone who has signed up to use the SchoolMessenger App and has been granted access to one of the discussion groups created by a teacher. This user does not have to be directly affiliated with the school as a teacher, parent, or guardian. They could be a member of the community who has volunteered to participate in a discussion group and invited by a teacher (e.g. an aeronautical engineer offering advice and insights to senior high school students interested in the physics of flight and aircraft design).
- **School-Affiliated User:** a teacher, student, or parent who is directly affiliated with a school or district, and who receives various types of SchoolMessenger Broadcast messages from the school or district. This user will have the ability to retrieve all these messages in the SchoolMessenger App, in addition to participating in the groups that general users also have access to.



## 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.

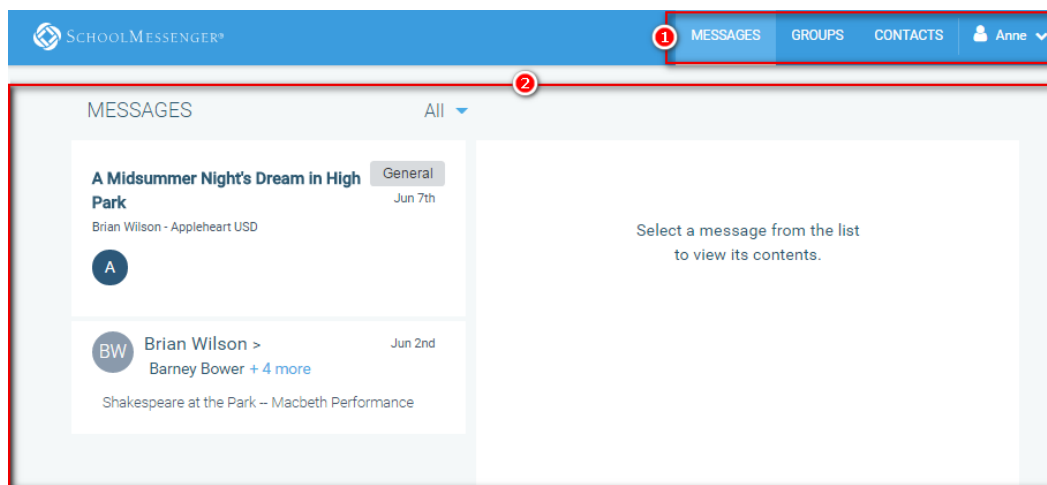


## Look and Feel

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.

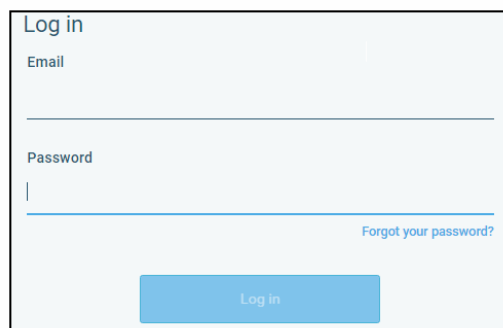
Or...

- 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

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.

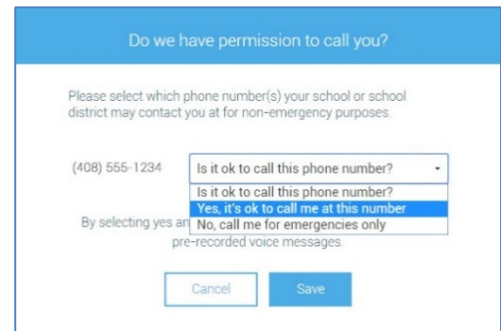


### Adding Additional Phone Numbers

When you first sign into the SchoolMessenger App, you will receive the following prompt for any phone numbers at which you have not already provided SchoolMessenger consent to receive voice calls.

Select “Yes” or “No” as your preference. Your preference will be saved for each of your phone numbers. Consent preferences can be changed at any time through the SchoolMessenger App's **Preferences** option (discussed later).

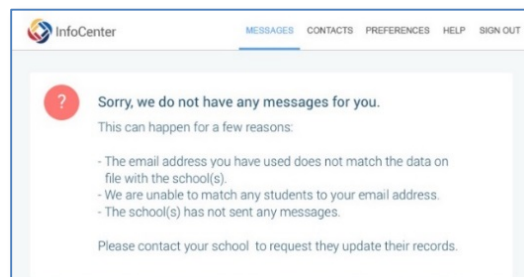
We recommend that you spend a few moments considering your notification preferences to ensure that you receive all the emails, phone calls, and text messages you would like to receive.



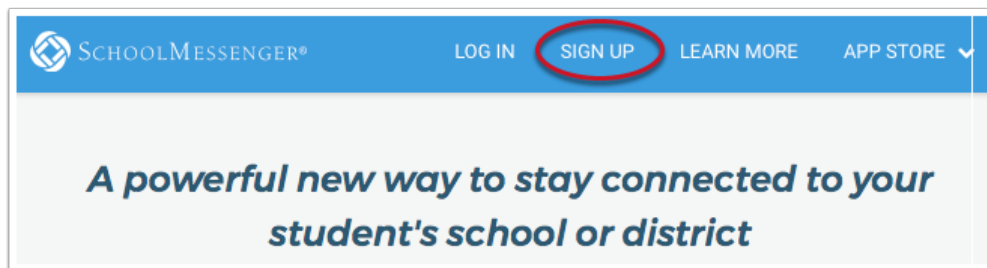

**Note:** *It is possible that certain factors, such as a recently changed phone number, change of billing info, or a temporary disconnection may nullify consent for a phone number for which you had previously provided consent. If this happens, you will see the above permission prompt reappear. Simply reselect and save your preference.*



**Important:** *If you see any variation on the following message when logging in to the SchoolMessenger App, please contact the school to ensure they have your email address associated with the appropriate school records. Once the corrections have been made, you will need to sign out, then sign back in again, at which point the problem will have been corrected.*



## Creating a SchoolMessenger App Account



You must create an account in the SchoolMessenger App before you can start using it. To do so:

- 1) Enter the following url in browser's address bar:  
[go.schoolmessenger.com](https://go.schoolmessenger.com)
- 2) Click on **Sign Up** on the menu in the upper right-hand corner of the login page.
- 3) Enter your email address 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


Password

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.

## Set up Your User Account

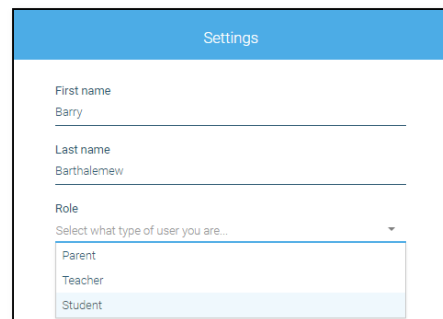
Once you have logged in successfully, you must set up the SchoolMessenger App for your use. Set up includes the following:

- setting up your **User Account**
- setting **Notification** preferences
- creating **Groups** that you will invite authorized members 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 (Teacher).



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.

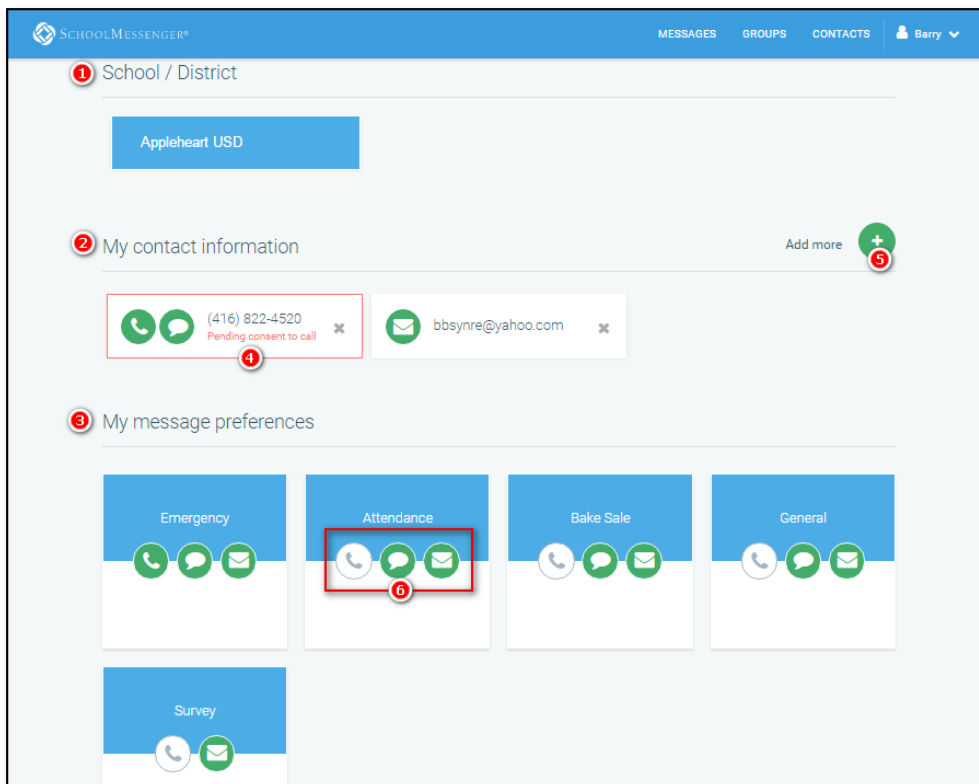


The screenshot shows the 'Settings' form in the SchoolMessenger app. It has a blue header with the title 'Settings'. Below the header, there are three input fields: 'First name' with the value 'Barry', 'Last name' with the value 'Bartholemew', and 'Role'. The 'Role' field is a dropdown menu with the text 'Select what type of user you are...' and a list of options: 'Parent', 'Teacher', and 'Student'. The 'Teacher' option is currently selected and highlighted in light blue.

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

## Notification Preferences (School-Affiliated Users Only)

- 1) Click on the menu option with your login name in it (e.g.  Barry ).
- 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. Additional email and telephone numbers can be added (5) by clicking on **Add more** (e.g. a workplace email address can be added in addition to the personal email address already on file in SchoolMessenger).
- **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.

## About Messages

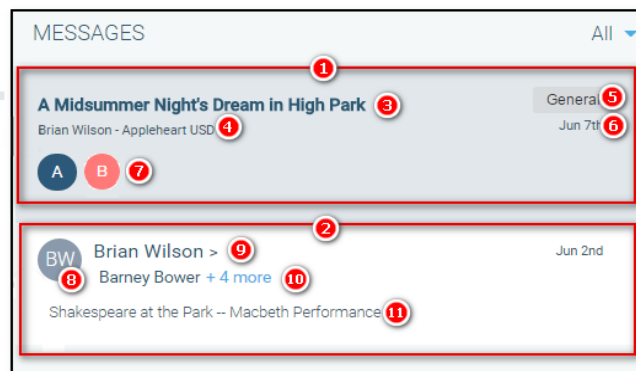
The SchoolMessenger App's **Messages** page displays all messages (voice, email, or text) that you've sent and messages sent to you from parents, school and/or district during the last 30 days

They are sorted newest first, oldest last.


The headings of all messages will appear on the left side of the **Messages** screen. 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

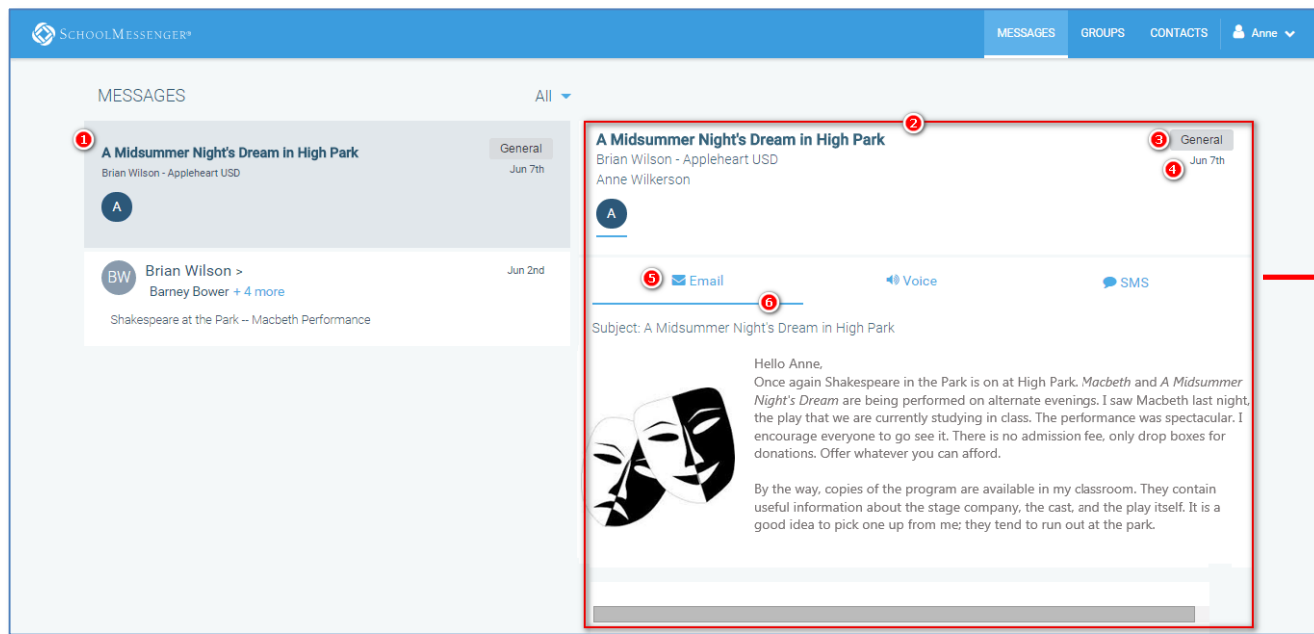


<i>The (1) school/district messages will include:</i>	<i>The (2) the SchoolMessenger App-only messages will include:</i>
<p>3) the name of the school/district message in bolded type</p> <p>4) the name of the sender and the name of the school/district</p> <p>5) the message type (e.g. General, Emergency, Survey, etc.)</p> <p>6) the date on which the message was sent</p> <p>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</p>	<p>8) the initial-icon of the group sender</p> <p>9) the name of the sender</p> <p>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</p> <p>11) the name of the message</p>

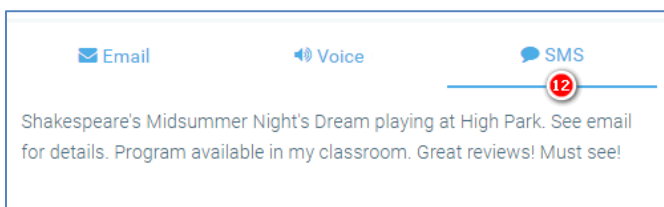
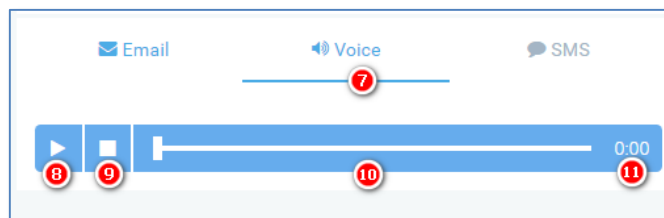
 **Note:** The SchoolMessenger App automatically assigns the color and initial of the each of the student-identification circles. Neither the color nor the initial are editable.

## Anatomy of a Broadcast Message (School-Affiliates Users Only)

The following screen shot shows a SchoolMessenger Broadcast message sent from teacher Brian Wilson to Anne Wilkerson. Brian is the drama teacher, and this message (concerning a performance of Shakespeare's *A Midsummer Night's Dream*) was sent to all of Brian's students and their parents.

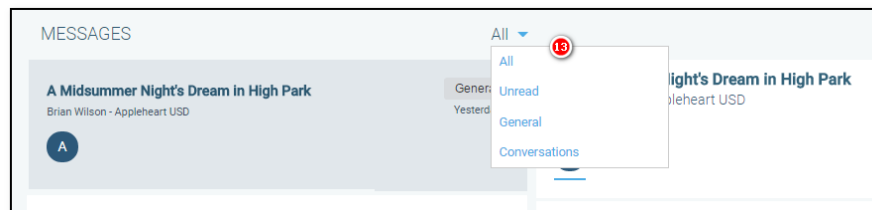


- 1) The currently selected message is highlighted with a light blue background. It was sent by Brian Wilson from the Appleheart United School District. It appears in the Message Header side of the screen.
- 2) The message is shown here in the **Message Details** window.
- 3) The message originated as a General-type broadcast from SchoolMessenger (as opposed to a posting within the SchoolMessenger App itself, in which case nothing would appear here).
- 4) The date the message was sent.
- 5) Email is the currently selected message type, indicated by its presence in the remaining part of the Details window, and the blue line that underscores it (6).
- 7) Voice messages appear with audio controls and a timer.
- 8) Play/Pause button.
- 9) Stop button.
- 10) Seek bar.
- 11) Timer that shows elapsed play time.
- 12) SMS message.



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



## Teacher Initiated Messaging (TIM)

### Differences between Teacher Accounts and Student/Parent Accounts:

In addition to receiving school/district messages and engaging in the SchoolMessenger App-based discussions just like any other SchoolMessenger App user, teachers have additional abilities that students and parents do not have.

Only **teachers** can do all the following:

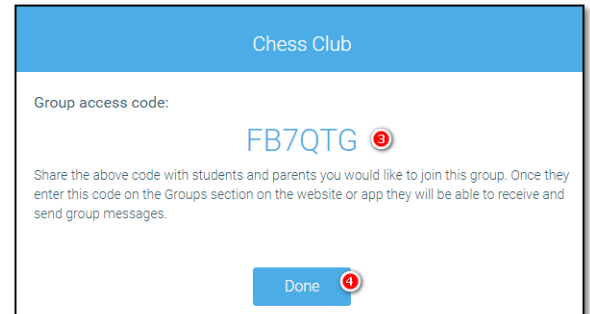
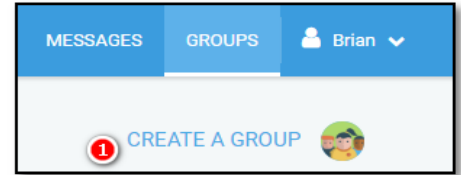
- receive SchoolMessenger messages sent from the school or district
- create SchoolMessenger App groups and invite students and parents to participate in them
- send messages to selected recipients (any combination of all/selected students/parents)
- delete messages that have been posted in any of the forums that they have created and control
- engage in discussions and conversations in any of the forums that they have created

While **students and parents** can only:

- receive SchoolMessenger messages sent from the school or district (if their account is school-affiliated)
- engage in discussions and conversations in any of the forums they have group participation in

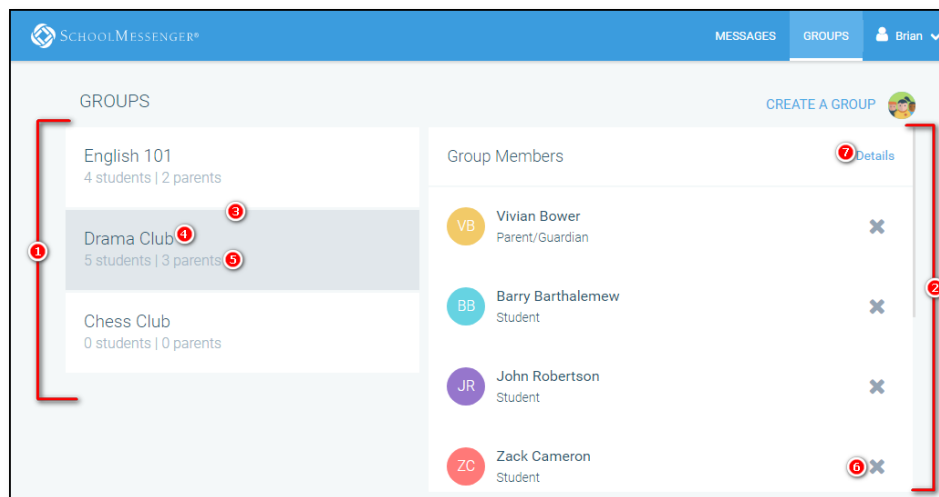
## Create a Group (Teachers Only)

- 1) Click on **Create a Group** from within the **Groups** page. If you already have one or more groups, their headers will be displayed on the left side and the member list will be displayed on the right side. Otherwise, you will see only a prompt to create a new group.
- 2) In the **Create Group** window, give your group a name (e.g. Chess Club).
- 3) The SchoolMessenger App will create your group, and then generate and assign a **group access code**. This is the code that anyone wishing to join the group will be required to enter before they can become a member of the group. A unique code is generated for each group you create. Distribute it to all those you would like to invite to the group you created.
- 4) Click on **Done**. The group you just created will appear on the next screen. It will have 0 members.



You cannot add members; only students and parents with the SchoolMessenger App accounts can add themselves.

## Viewing Groups Membership



- 1) **Group** headers appear on the left side of the screen.
- 2) **Group member** lists appear on the right side of the screen.
- 3) The currently-selected group is highlighted with a blue background.
- 4) Name of the group.
- 5) Breakdown of the number of students and parents in the group.

## Delete a Group or Member(s)

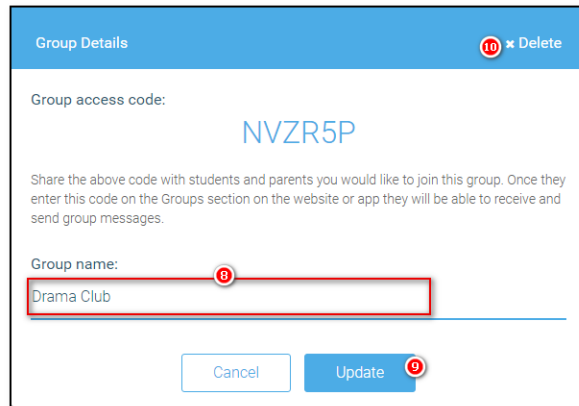
- 6) Click on the **X** for each group member you wish to delete from the group.
- 7) Click on **Details** in the **Group Members** heading to either rename the group or delete it entirely.

## Rename a Group

- 8) Enter a new Group name.
- 9) Click **Update**.

## Delete the Entire Group

- 10) Click on **Delete**, and then confirm the deletion of the entire group.



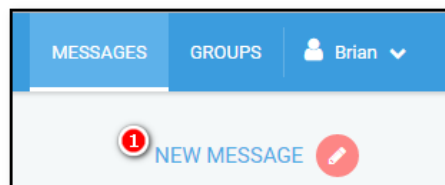
## Create a Message

Creating a message is a very simple process. You select the recipients your message will be sent to, designate whether their comments will be readable to others in the group, solely by the teacher, or not at all (comment not permitted).

To create a Message:

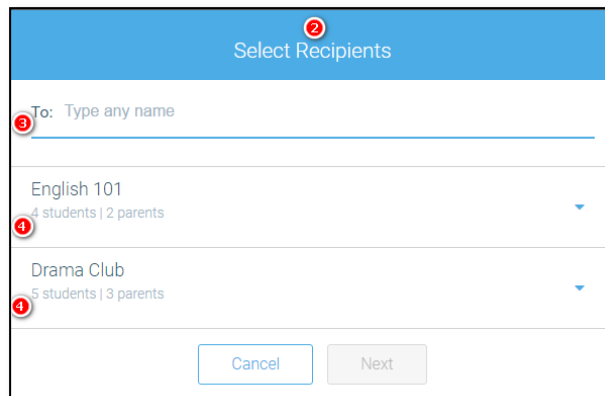
- 1) Click on **New Message**.
- 2) The **Select Recipients** window appears.

You can select an individual (3) for your message or you can select numerous individuals from amongst the groups you have created (4).



3) Start entering the first or last name of any individual recipient that you would like this message to be sent to, and the SchoolMessenger App will locate and display all records that contain the sequence of letters you typed in either the first or last name. Click to select the appropriate individual from the list.

4) Click on the group that you would like to draw the recipients from. You can only select one group at a time.

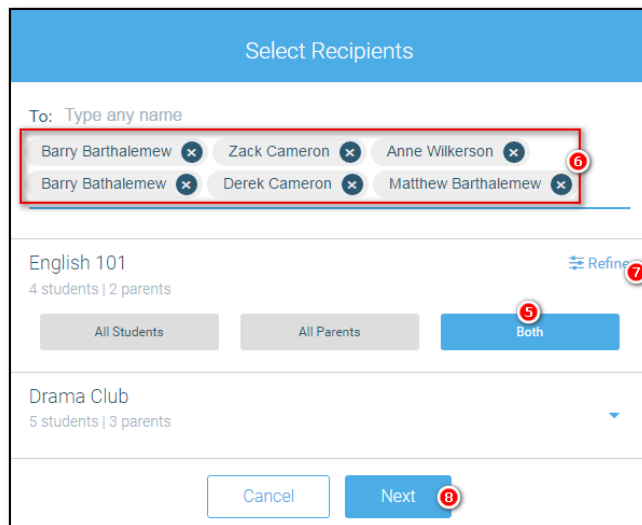


5) The group section expands, allowing you to select your recipients from among only students, only parents, or from among both sub-groups.



6) When you click on one of the (5) subgroups, the names of all the individuals in that subgroup will appear in the **To:** section, indicating that they have all been selected as recipients for the messages.

Clicking on the **X** next to each name that you wish to remove from the recipient list. (Selection here is by *exclusion*.)



7) Click on **Refine** if you want to be able to select individuals separately from the Students and Parents subgroups. (Selection here is by *inclusion*.)

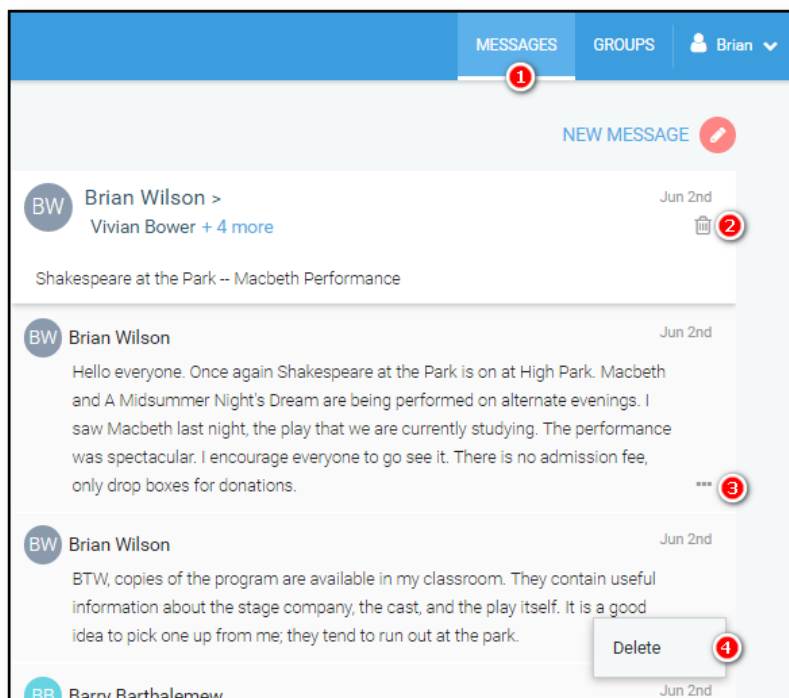
8) Click on **Next**.

9) The **Compose Message** window appears.

## Delete an Entire Message Thread or a Member Comment

Teachers can delete whole message threads or single comments.

- 1) Click on **Messages** in the menu.
- 2) Click on the trash bin icon in the message header to delete the entire message thread.
- 3) Click on the three dots ( . . . ) next to the comment that you wish to delete
- 4) Click **Delete** (it's the option that will pop up in place of the dots). Confirm the deletion in the next screen.




## Responding to a SchoolMessenger App Message

Anyone receiving a SchoolMessenger App-based message 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. The teacher can set up the message so that 1) comments can be entered and read by everyone, 2) comments can be entered by group members but will be received privately and read only by the teacher, or 3) no comments are allowed.

**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**.

