



SchoolMessenger App

SchoolMessenger

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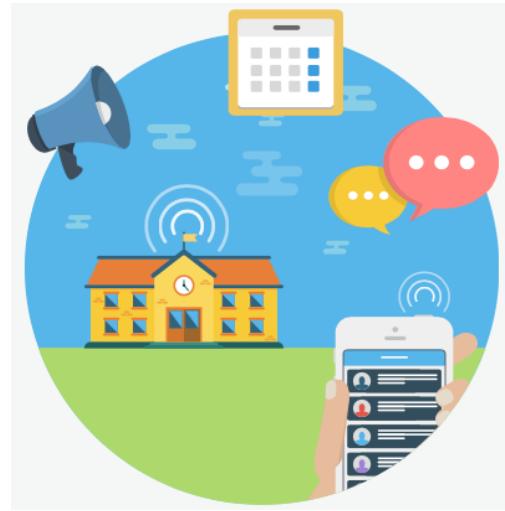
Welcome!

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
- 3) customize how you receive messages from the school or district

For schools subscribing to SchoolMessenger's SafeArrival system:

- 4) notify teachers of your children's planned absences, late arrivals, early departures to the school in advance



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.

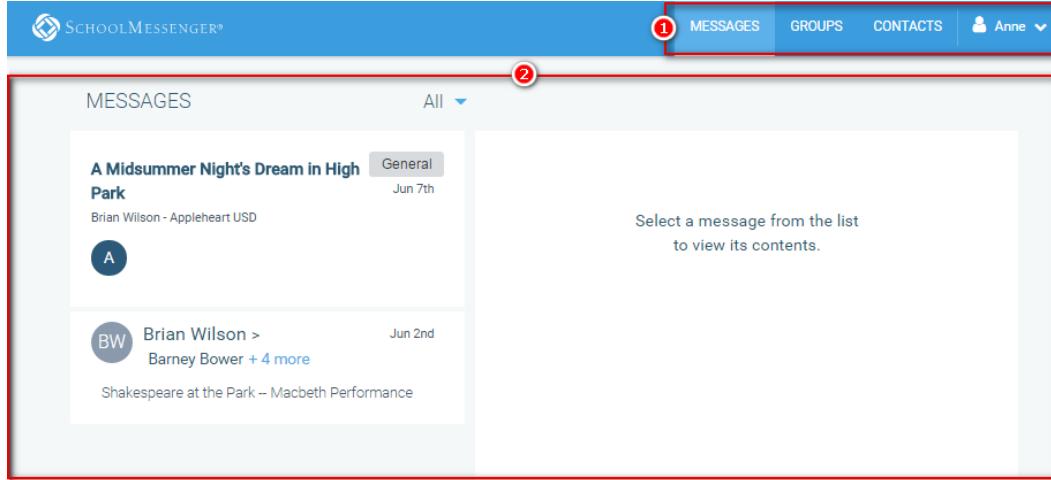


Look and Feel

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.



The screenshot shows the SchoolMessenger App interface with the following details:

- Top Bar:** SCHOOLMESSENGER® logo, a red notification badge with the number 1, and tabs for MESSAGES, GROUPS, CONTACTS, and a user profile for Anne.
- Middle Bar:** A red box highlights the "MESSAGES" tab, which is currently selected. A red circle with the number 2 is placed above the "MESSAGES" tab.
- Inbox Area:** A red box highlights the main content area. It shows two messages listed:
 - A Midsummer Night's Dream in High Park** (General) - Jun 7th. Sender: Brian Wilson - Appleheart USD. Preview: "A"
 - BW Brian Wilson > Barney Bower + 4 more** - Jun 2nd. Preview: "Shakespeare at the Park -- Macbeth Performance"
- Right Side:** A sidebar message: "Select a message from the list to view its contents."

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.

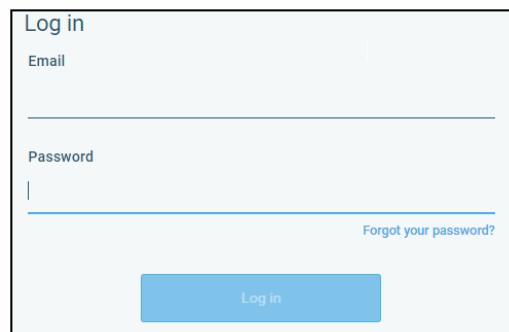
Or...

- 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.

Do we have permission to call you?

Please select which phone number(s) your school or school district may contact you at for non-emergency purposes.

(408) 555-1234

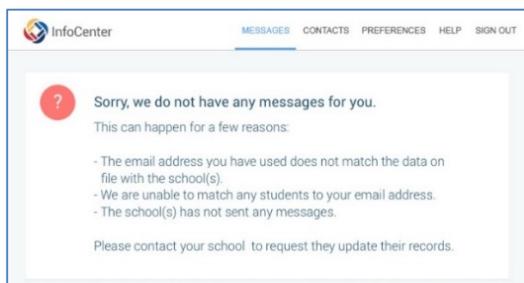
Is it ok to call this phone number?
Is it ok to call this phone number?
Yes, it's ok to call me at this number
No, call me for emergencies only pre-recorded voice messages

By selecting yes an

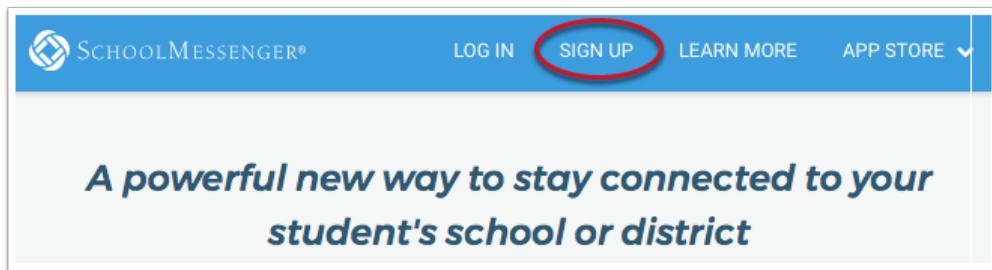
Cancel **Save**

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
- 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.

- 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 the email address that you registered does not exist in the school or district records, you can still participate in any of the SchoolMessenger App groups that you have been invited to participate in, but you will not, of course, receive Broadcasts from the school or district.

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.

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:

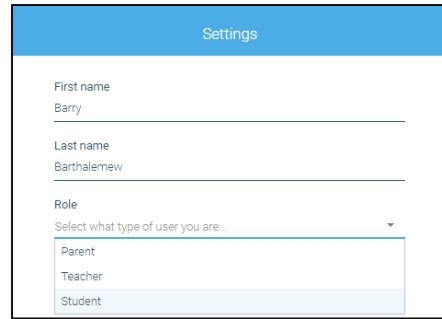
- setting up your **User Account**
- setting **Notification** preferences
- joining **Groups** that you have been invited by teachers to join

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.  **Barry**).
- 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.

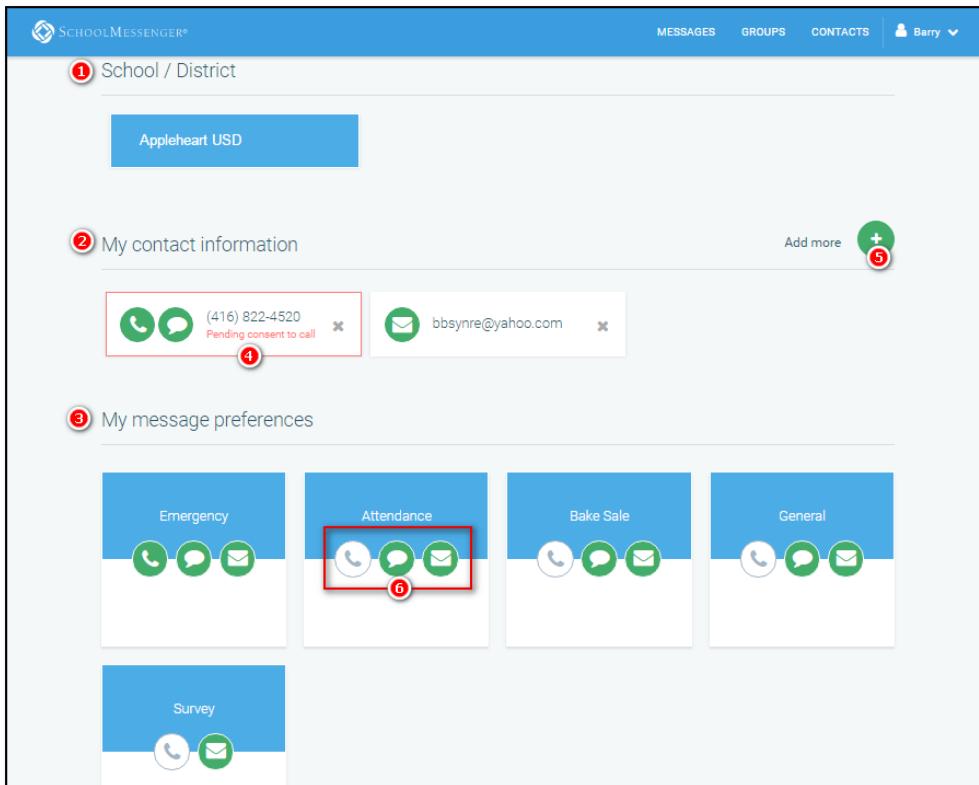


The screenshot shows the 'Settings' screen of the SchoolMessenger App. It has three input fields: 'First name' with 'Barry' typed in, 'Last name' with 'Bartholemew' typed in, and a 'Role' dropdown menu with 'Select what type of user you are...' at the top, and 'Parent' selected. Below the dropdown are options 'Teacher' and 'Student'.

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 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.



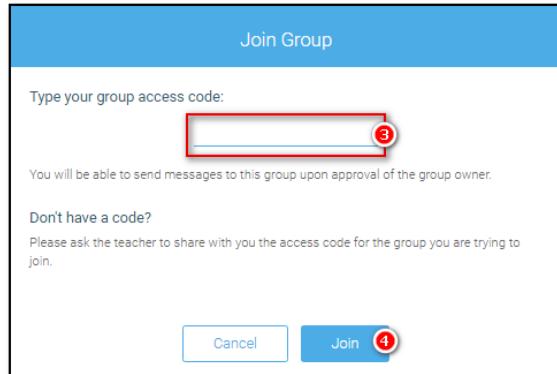
- **School/District:** (1) simply displays the school(s) and district(s) that you are connected with. There can be more than one school or district here, as it is possible for a student to be enrolled at more than one school, a parent/guardian to have children/wards in more than one school or district, 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. 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.

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:

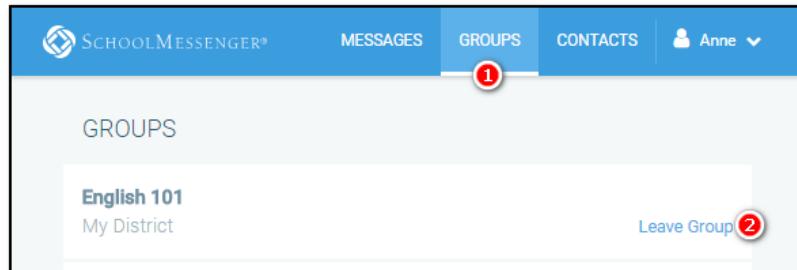
- 1) Click on the **Groups** menu option.
- 2) Click on **Join Group**.
- 3) In the **Join Group** window, enter the **access code** that was provided to you.
- 4) Click on **Join**.



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.



Contact Links - Parents and Guardians (Plus Module-Subscribed School-Affiliated Users Only)

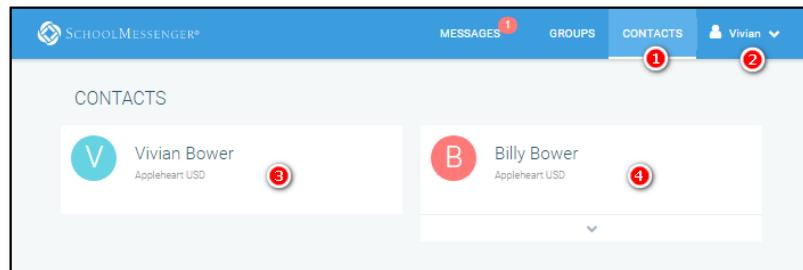
The **Contacts** menu option will only appear in the SchoolMessenger App implementation in which the school/district has subscribed and purchased the SchoolMessenger App Plus Module.

Parent and guardian records in SchoolMessenger are linked to students attending one or more schools or districts. In fact, the SchoolMessenger App accounts are validated with reference to those records. To see which students parent/guardian accounts are linked to:

- 1) Click on the **Contacts** menu option.

In the sample screen shot on the right:

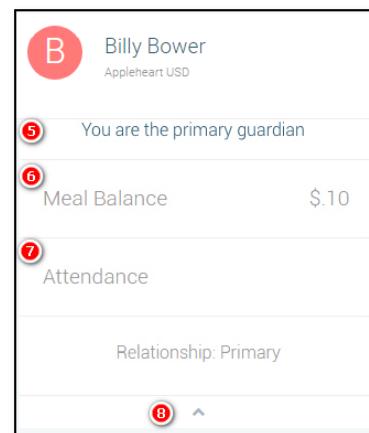
- 2) Vivian Bower is the mother logged into the SchoolMessenger App.
- 3) She appears as a contact for messages that will be sent to her.
- 4) She is also the contact for messages sent on Billy's behalf.



Expanding the entry for Billy Bower reveals that:

- 5) She is listed as the primary guardian for Billy in the school's student records.
- 6) She will be receiving ongoing Meal Balance messages for Billy.
- 7) She will also receive Attendance messages for Billy.
- 8) Use the arrow to expand and contract the entry for each of the contacts that appear on the Contacts page.

Numerous other kinds of information may appear in the dropdown list for any student, depending on how the SchoolMessenger App Plus Module has been configured by the school and the types of information that are being tracked for students by the school.



Finally, both Vivian and Billy can participate equally in the SchoolMessenger App discussion groups that they have joined and been selected to participate in.

Important: If there is a school or district that you expect to see on the Contacts page, but is not there, you will need to contact the specific school or district to ensure that the email address in the school records matches the one that you use to sign into the SchoolMessenger App. It is on the basis of that match that messages from the school or district make their way to your SchoolMessenger App account. Once the two email addresses have been harmonized, you will need to sign out, then sign in again, to see them take effect.

About Messages

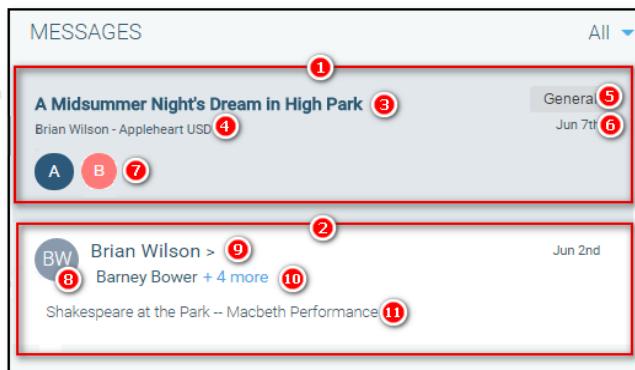
The SchoolMessenger App's **Messages** page displays all messages (voice, email, or text) sent to you from your school and/or district during the last 30 days, as well as the messages and conversations that have taken place in the SchoolMessenger App group(s) you have joined.

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

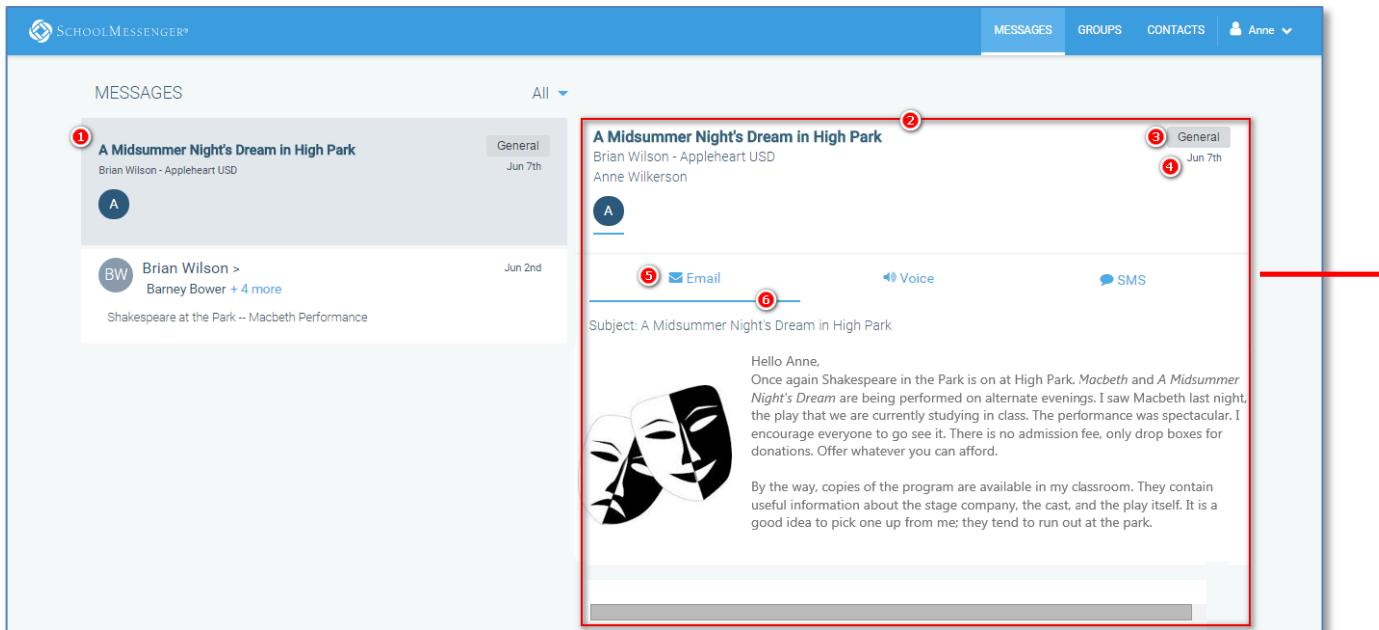


The (1) school/district messages will include:	The (2) the SchoolMessenger App-only messages will include:
<p>3) the name of the school/district message in bolded type</p> <p>4) the name of the sender and the name of the school/district</p> <p>5) the message type (e.g. General, Emergency, Survey, etc.)</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)

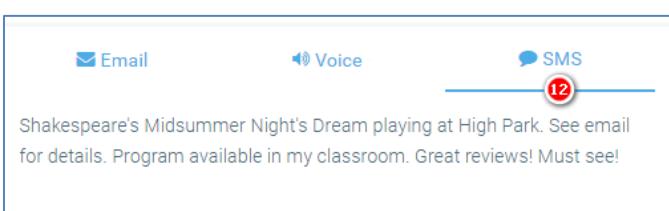
The following screen shot shows a SchoolMessenger Broadcast message sent from teacher Brian Wilson to Anne Wilkerson. Brian is the drama teacher, and this message (concerning a performance of Shakespeare's *A Midsummer Night's Dream*) was sent to all of Brian's students and their parents.



The screenshot shows the SchoolMessenger App interface. At the top, there are tabs for MESSAGES, GROUPS, and CONTACTS, with 'Anne' selected. The main area shows a list of messages. One message is highlighted with a red box and numbered callouts:

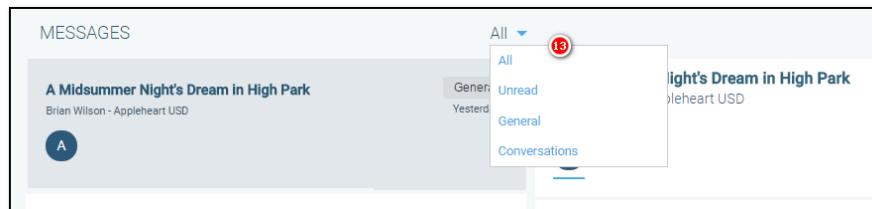
- ①** A Midsummer Night's Dream in High Park
- ②** A Midsummer Night's Dream in High Park
- ③** General
- ④** Jun 7th
- ⑤** Email
- ⑥** Voice
- ⑦** SMS
- ⑧** Subject: A Midsummer Night's Dream in High Park
- ⑨** Hello Anne,
Once again Shakespeare in the Park is on at High Park. *Macbeth* and *A Midsummer Night's Dream* are being performed on alternate evenings. I saw *Macbeth* last night, the play that we are currently studying in class. The performance was spectacular. I encourage everyone to go see it. There is no admission fee, only drop boxes for donations. Offer whatever you can afford.
- ⑩** By the way, copies of the program are available in my classroom. They contain useful information about the stage company, the cast, and the play itself. It is a good idea to pick one up from me; they tend to run out at the park.

- 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).
- 6) Voice messages appear with audio controls and a timer.
- 7) Play/Pause button.
- 8) Stop button.
- 9) Seek bar.
- 10) Timer that shows elapsed play time.
- 11) 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



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**.