

How to create a new SchoolMessenger account

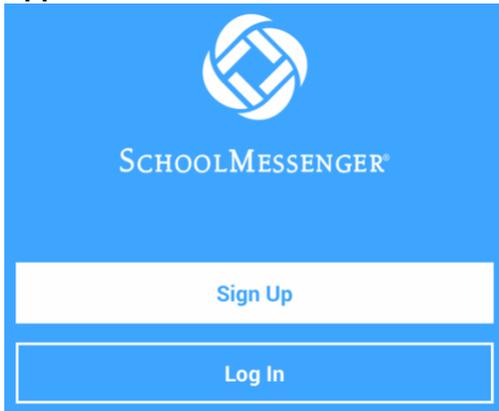
To create an account, Follow these steps:

1. Go to <https://go.schoolmessenger.com> or download the SchoolMessenger App from the Apple App Store or Google Play Store. You can also watch a [video](#) on getting started.
2. Click “Sign up” at the top right corner of the page (browser) or bottom of the welcome screen (app).

Web



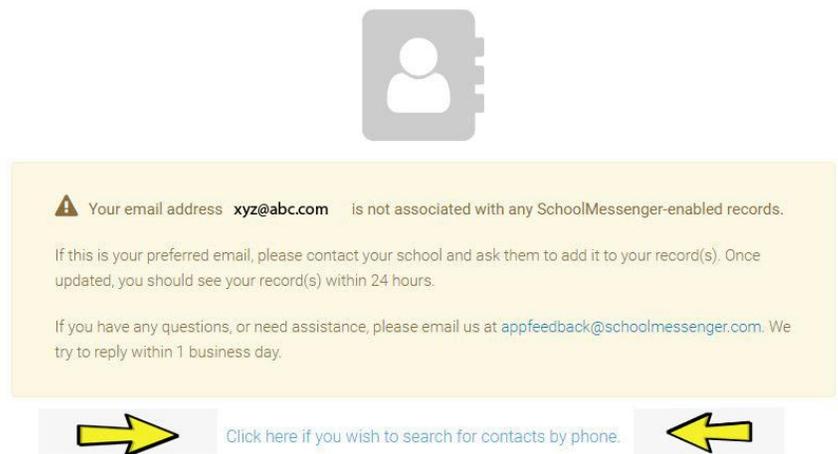
App



3. Enter your email address and create a password. Your password must contain at least one uppercase character, one lowercase character, one digit, and it must be no fewer than six characters in length.

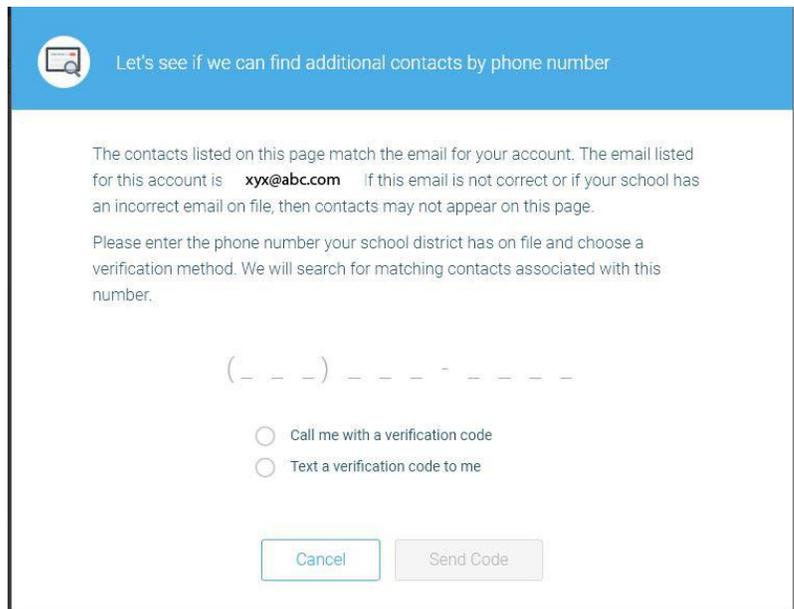
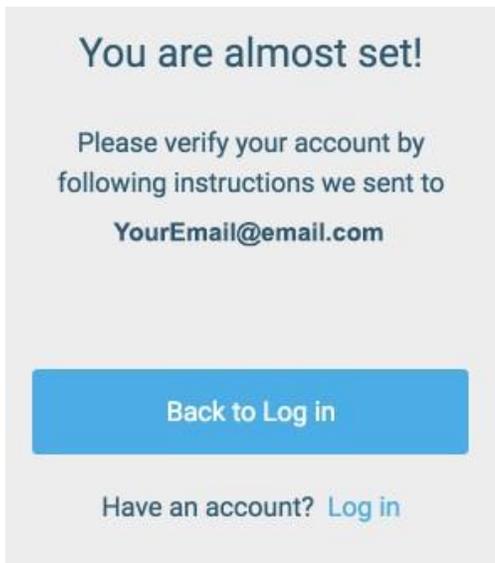
A screenshot of the 'Sign up' form in the SchoolMessenger app. The form has a title 'Sign up' and a blue callout box that says: 'Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address.' Below this, there are fields for 'Email', 'Password', and 'Location'. The 'Password' field has a strength indicator: 'One lowercase letter', 'One uppercase letter', 'One number', and '6 - 255 characters'. The 'Location' field shows 'United States' with a US flag icon. At the bottom, there is a 'Sign up' button and a link: 'Is your school in Canada? Switch location'.

If no email is on record, you may sign up with a phone number that the district has on record.



If both methods fail, you will need to contact the district and provide a valid email address and phone number.

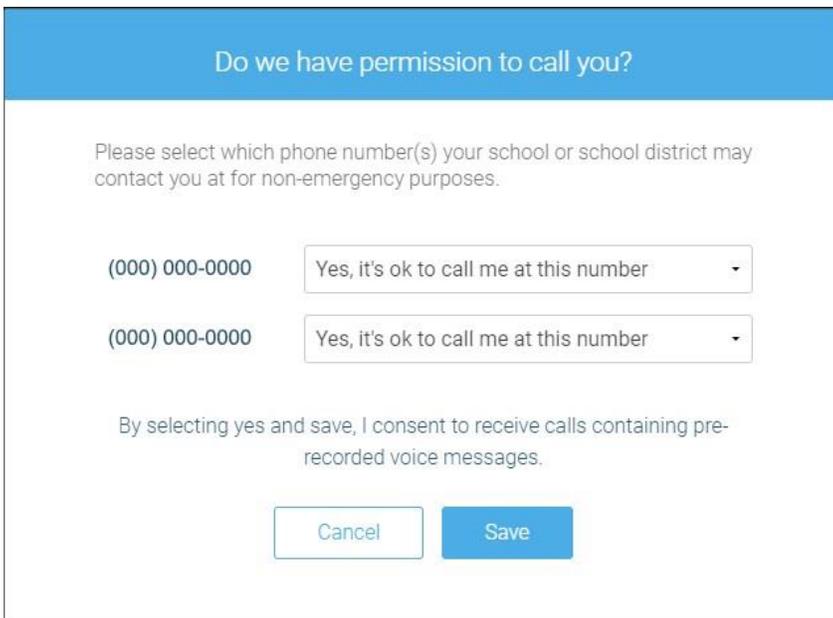
4. You will need to verify your email or phone number account before proceeding. You will receive an email message at the email address you provided. Click on the link in the email and a new page will open up in your default browser. If you register by phone number, choose to receive a call or text to verify.



5. After authenticating your email or phone account, return to SchoolMessenger in your browser or in the app and sign in using the email and password you just verified.

How to manage preferences in your new SchoolMessenger account

Once you have logged in successfully, you will be asked to grant consent to receive phone calls at the numbers imported from Powerschool. Choose "yes" or "no" from the dropdown for each number, and select "save" at the bottom.

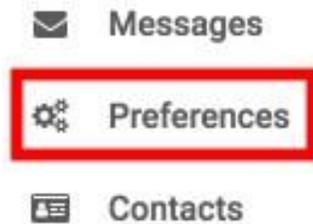


After that, you can set up your SchoolMessenger notification preferences.

1. Open the menu. The menu looks the same in a browser and on the app.



2. From the menu, select "Preferences".



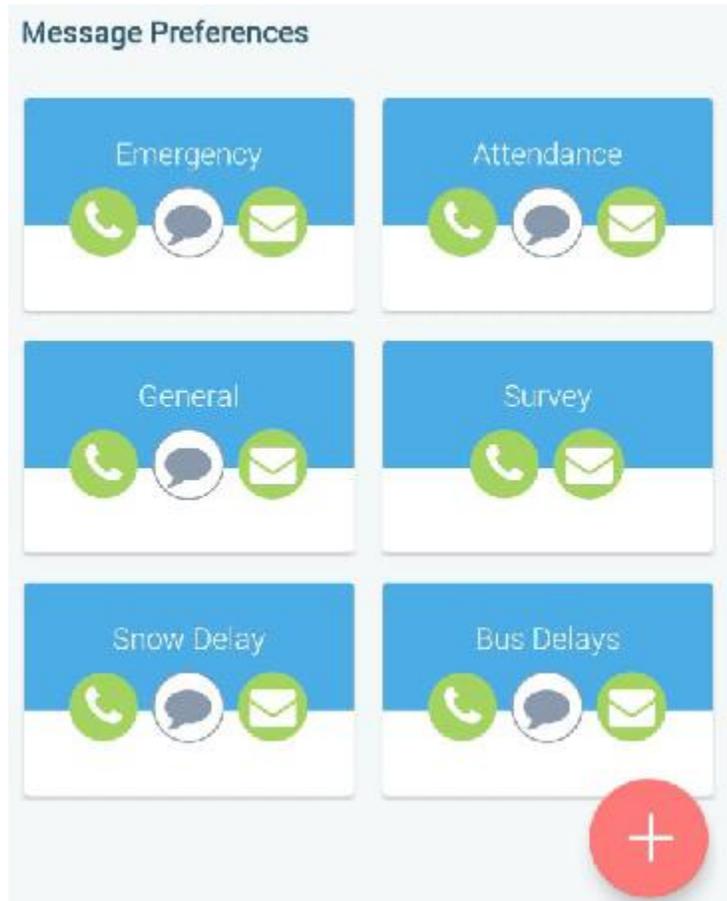
3. The Preferences page has three sections.
 - a. **School/District** displays the school(s) and district(s) that you are connected with.



- b. **Contact Information** initially displays all the email addresses and telephone numbers imported from Powerschool SIS. If you choose to add a phone number or email address, they will be displayed here as well. **This is where you can set a mobile phone to opt-in for text messages.**



- c. **Message Preferences** shows all the types of messages which WHSD has set up. You can select how you wish to be contacted for each message type. For example, in the screenshot below, the parent/guardian has opted to receive a phone call and an email for emergency, School delay/closing, email message and a phone call.



Here is a list of the different message types and their descriptions:

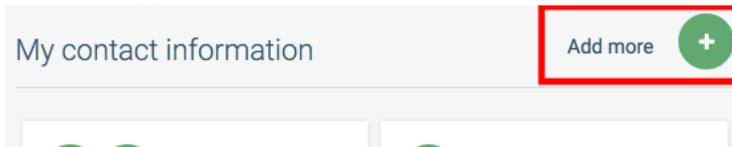
- School Hours Emergency - Emergency notifications sent during school hours, while school is in session, such as a crisis emergency event or power outage.
- School Snow Delay/Closing - Communications regarding school delays, school closings, and weather-related occurrences.
- Attendance - Communications regarding student attendance.
- Bus Delays - Communications regarding bus delays to and from school.
- General - Communications regarding information that the District is best shared through a
- Survey - Communications with surveys to gather feedback.

How to add contacts in your new SchoolMessenger account

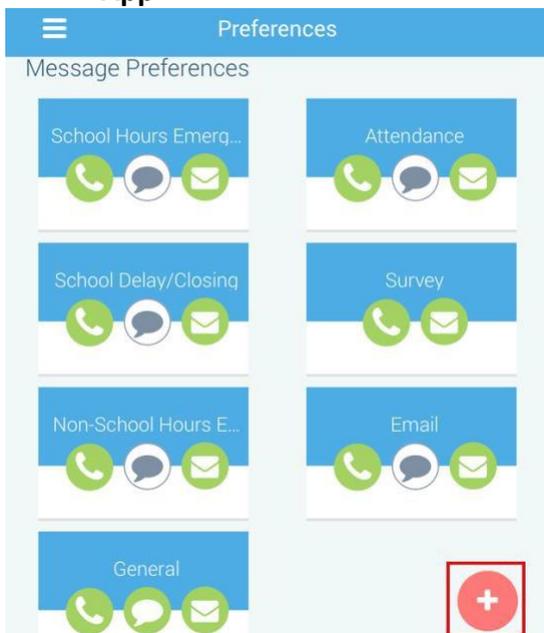
Parents/guardians can add up to three additional contacts per SchoolMessenger account. Please keep in mind that each parent/guardian with an account in Powerschool has their own SchoolMessenger account as well. To add contacts:

1. Additional email and telephone numbers can be added by clicking on “Add more” in the browser or on the red “plus” icon in the bottom right corner of the app.

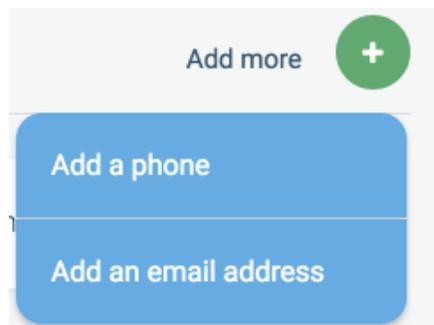
Web



App



2. Select the menu option to either add a phone number or email address.



- a. To add a phone number or email address in the browser, enter the phone number or email address you want to add and select “Save”.

Add a phone number to your account

Phone Number

(XXX) XXX-XXXX

By saving, I agree to receive pre-recorded voice messages on this number.

Cancel

Save

- b. To add a phone number or email address in the app, enter the phone number or email address you want to add, select the “I understand and give my consent” box, and select “done”.

< Add a phone Done

 (XXX) XXX-XXXX

By adding this phone number you are consenting to receive pre-recorded voice messages.

[I understand and give my consent](#)