



SchoolMessenger App

Teacher Guide - Mobile

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Welcome!

The SchoolMessenger app allows schools and school districts to inform you about school-related emergencies, school closures, attendance or other school-related issues.

Once you've created your account, we'll automatically link the records associated with your email address. You can then:

- View the records associated with your account - student, staff, parent records.
- Review the last 30 days-worth of messages for all your associated records.
- View your contact information and configure how you would like to receive notifications.



Depending on your district's settings, you'll be able to:

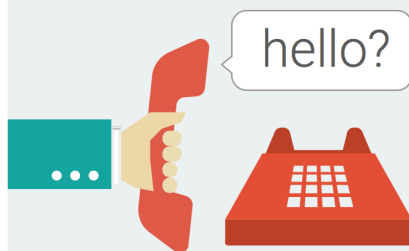
- Send messages to automatically-created groups associated with your account.
- Create groups with generated codes you can distribute to those who you want join.

For schools subscribing to SchoolMessenger's SafeArrival system, teachers who are also parents have the ability to report planned absences, late arrivals, early departures to the school in advance.

For schools subscribing to SchoolMessenger's Plus Data system, teachers who are also parents have the ability to view student grades, lunch balance data, class and bus schedules, etc.

You will find all of these messages 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

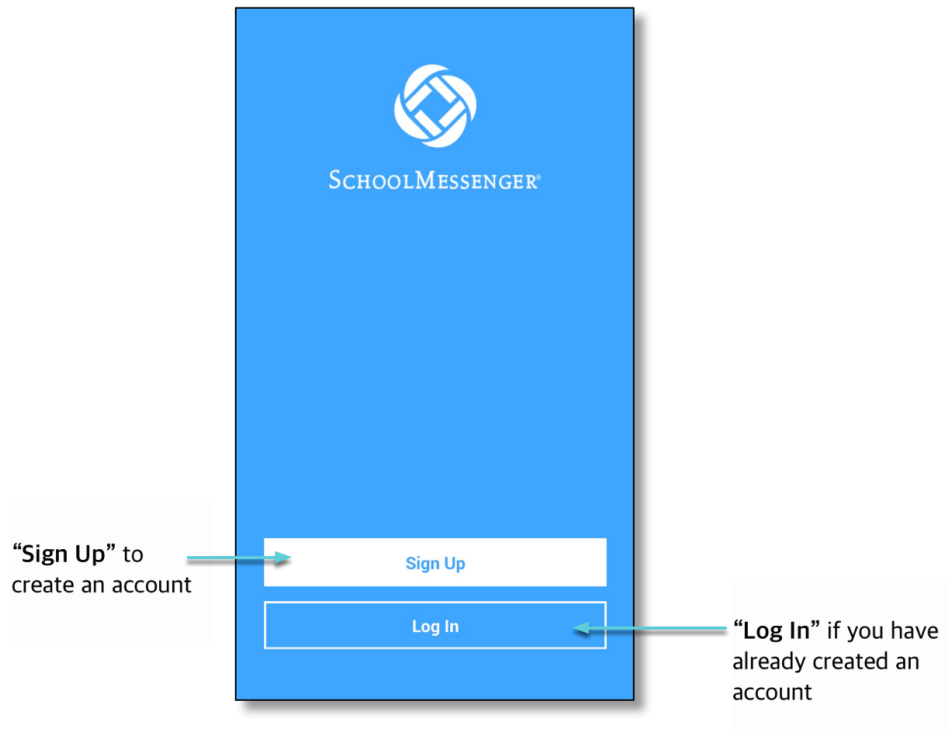


The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.

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.

Initial Menu

Download the mobile app from either Apple's App Store or Android's Google Play page. You have 2 options after downloading the app and launching it on your mobile device:



Creating a SchoolMessenger App Account

You must create an account in the SchoolMessenger app before you can start using it.

Sign Up

1. Tap **Sign Up** at the bottom of your phone screen.



Important: If you already have an email address that the school has on record, use this email address when you sign up.

2. Enter your email address, location and a password. Your password must contain have at least:
 - 1 lowercase letter
 - 1 uppercase letter
 - 1 number
 - 6 characters

You will be sent an email at the email address provided. Click the link in the email to verify your account. A new page will open on your browser.

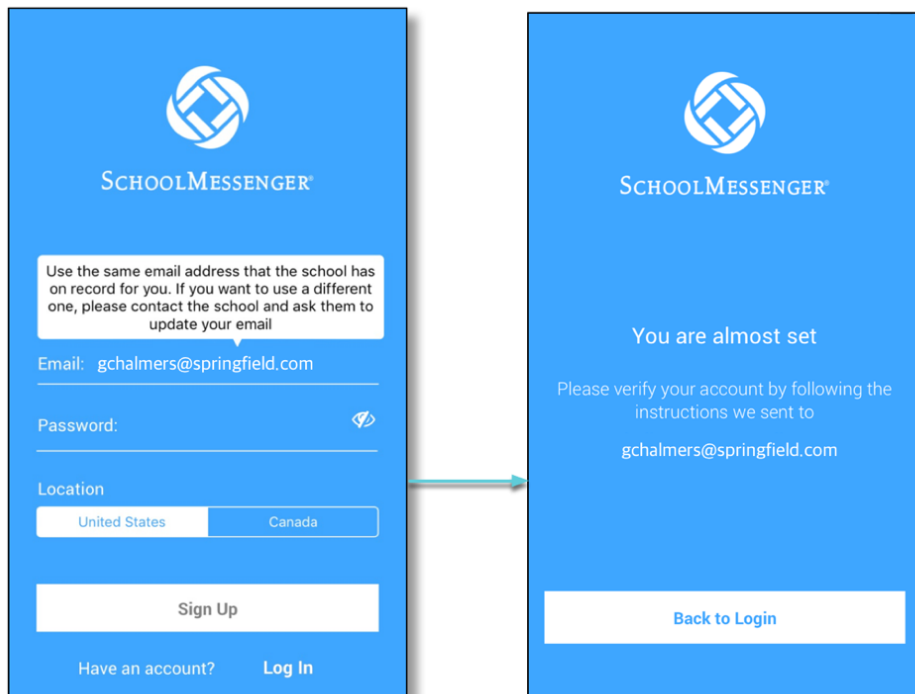


Note: The link in the email is only valid for 24 hours. If you don't click on it and log into the SchoolMessenger app within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a renewed link.

Our support teams would have entered your email address into their system. As your information is registered in the school or district records, you will receive all the messages you have subscribed to receive from the school. You must use this **same email address** in creating your SchoolMessenger app account.

3. Return to the SchoolMessenger app.
4. Enter the same email address and password you used to create the account.
5. Tap **Log In**. A message appears that you've successfully logged in. You may now launch the app and log in using the same email address and password you used to create the account.

Your school's district admin will configure your message settings and what features you will see when you log in.



The diagram illustrates the registration and verification process in the SchoolMessenger app. It consists of two screens connected by a green arrow pointing from left to right.

Left Screen (Registration):

- Header: SchoolMessenger logo and name.
- Text: "Use the same email address that the school has on record for you. If you want to use a different one, please contact the school and ask them to update your email"
- Form fields: Email (gchalmers@springfield.com), Password (with an eye icon for visibility), and Location (United States and Canada buttons).
- Buttons: Sign Up and Log In.

Right Screen (Verification):

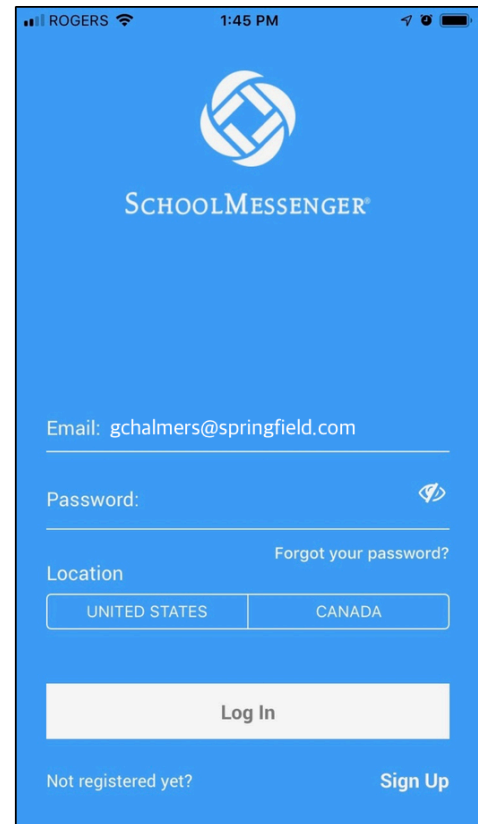
- Header: SchoolMessenger logo and name.
- Text: "You are almost set"
- Text: "Please verify your account by following the instructions we sent to gchalmers@springfield.com"
- Button: Back to Login.

Log In

To log into the SchoolMessenger app:

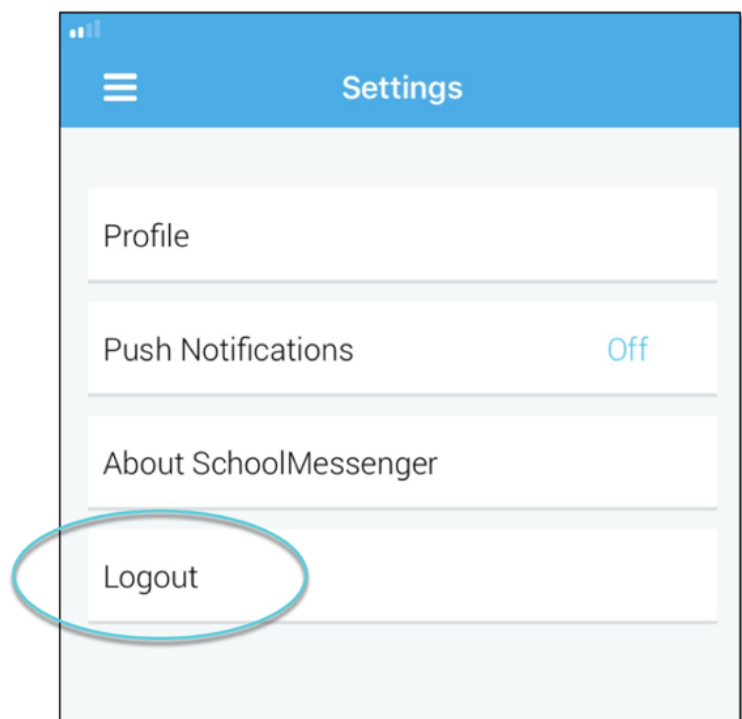
1. Tap the **Log In** button.
2. Enter the email address you used to register in the SchoolMessenger app.
3. Enter your password.
4. Tap your location.
5. Tap the **Log In** button.

Tap on the **Forgot your password?** link if you forgot your password. An email will be sent to you allowing you to register a new password.



Log Out

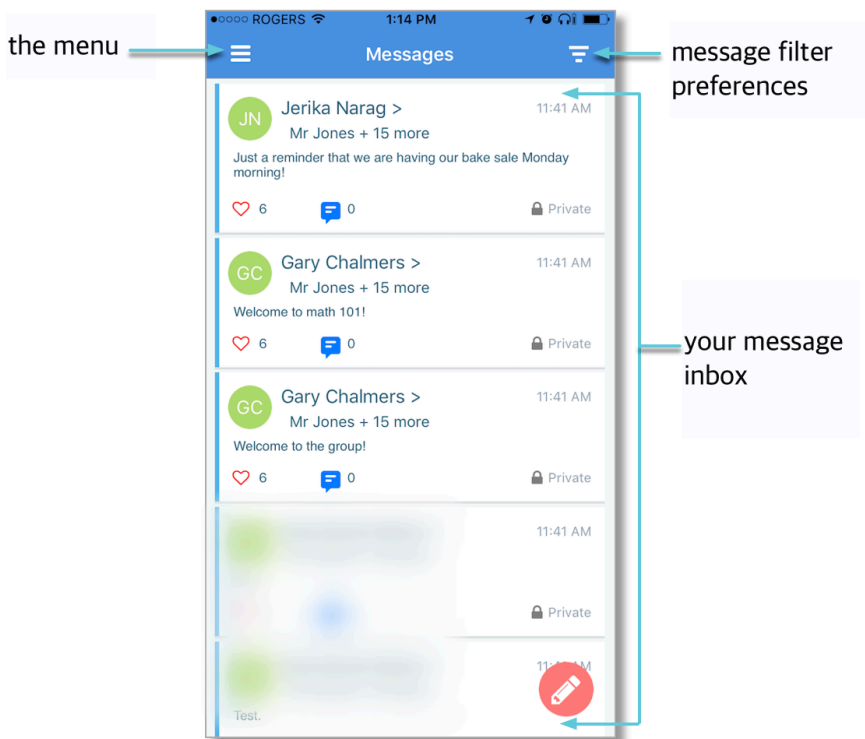
1. Tap the main menu icon in the top left corner of the app.
2. Tap **Settings**.
3. Tap **Logout**.



When You First Sign In...

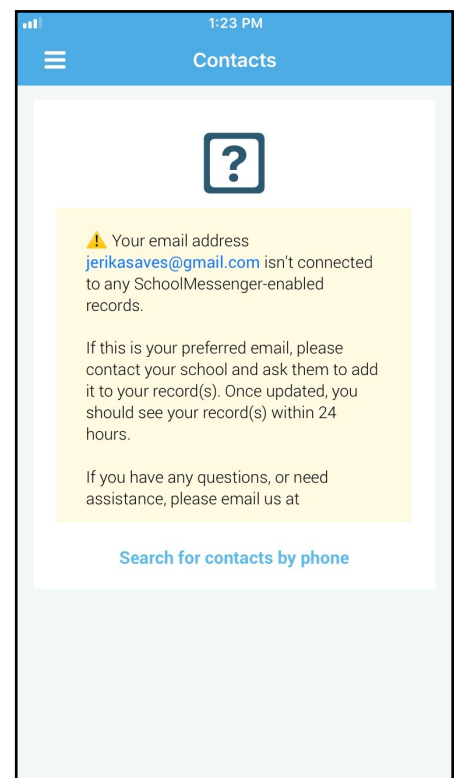
After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, staff, and/or guardian records - associated with your account email address. You can navigate through your district-enabled options by using the left navigation bar.

Your account information and contacts will already be inputted into the system based on the information you've provided to your school or district.



When your email address isn't associated with school-enabled records...

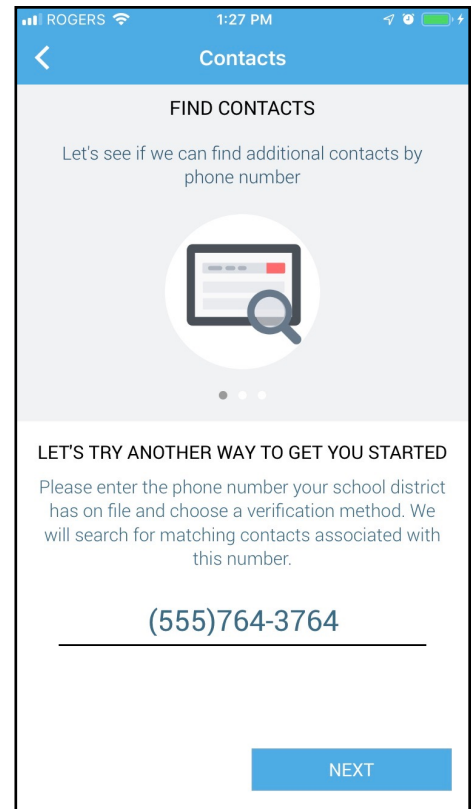
If your email address doesn't match with any records kept by the school, you'll see the below screen after your log in:



Claim Contacts by Phone

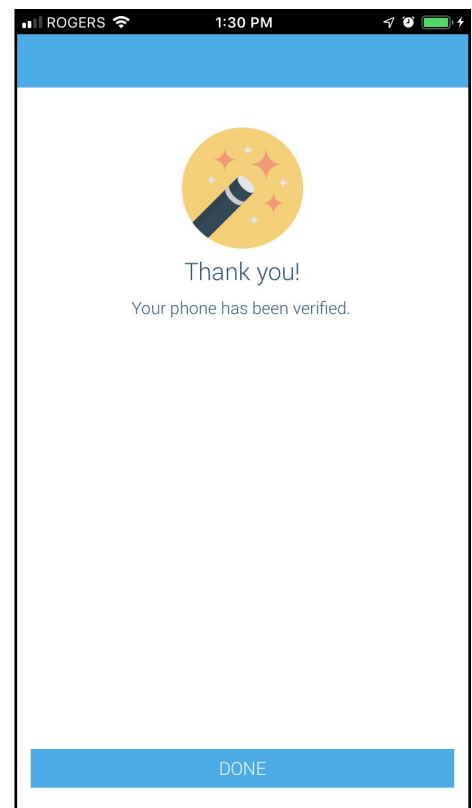
If the SchoolMessenger app isn't able to match your email to any contact data in their systems, your message inbox will appear empty. You'll have the option to try to match a potential school record using your phone number.

1. Tap the **"Search for contacts by phone"** link at the bottom of the screen.
2. Enter your phone number your school district has on file. Tap **NEXT**.
3. Select an option to receive a verification code.
4. Tap **SEND THE CODE**. A verification code will be sent to the number you entered.
5. Input the verification code your received and tap **VERIFY**.



If verification was successful, you'll see the following screen:


- **If the system found additional contacts**, they will be automatically added to your app under **CONTACTS**.
- **If the system didn't find additional contacts**, you can contact your school district to verify that you have the correct phone number and/or email address they have on file.



Notification Preferences

This page allows you to view and edit how you're contacted by your district when they send broadcast messages. 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 through teacher messaging within the SchoolMessenger app.

To configure your **Contact** and **Message Preferences**:

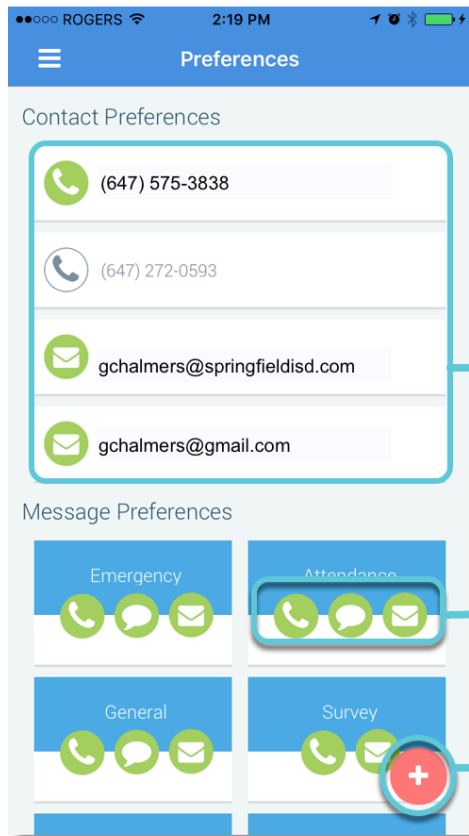
1. Tap on the menu button  on the upper left corner of your screen.
2. Tap on the **Preferences** option.



Note: Your district will control over whether you'll be able to add contact information. While the ability to add contact information may be limited by your school district, you can change your consent selections and preferences at any time.



Note: The maximum number of phone numbers and email numbers you can enter into the system is controlled by your district admin.



Your Preferences screen shows your contact information and 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.

Your Contact Preferences shows all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Phone numbers that are grey are pending consent approvals.

Select how you want to be contacted for each message type by clicking the icon. If green, the notification message type is enabled. If grey, you will not receive the notification in this message type.


Click the Add button to either add a new phone number or email address.

Contacts



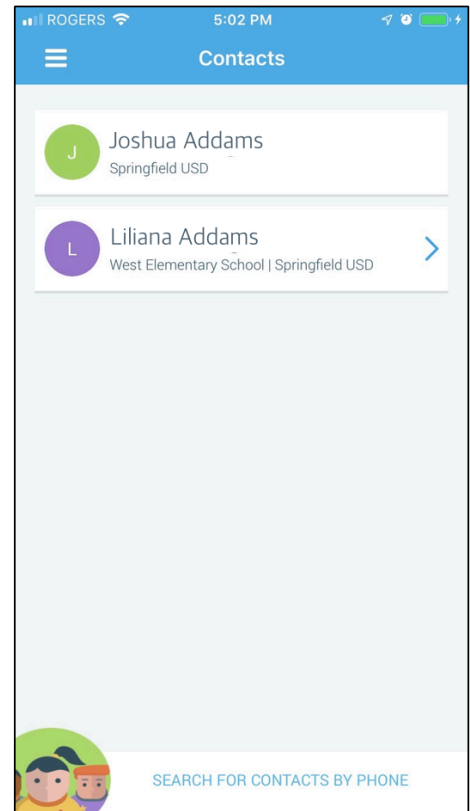
Important: The contacts listed here are connected to the email address for your account. If this email is not correct or if your school has an incorrect email on file, then contacts may not appear on this page.

You'll see a contact card with your name and school district located here. If you're also a parent to a child in the same district, you will see your child's name with their school and district.

Access your contacts by clicking the  icon and clicking **Contacts**.



Note: If you are missing contacts, click the **SEARCH FOR CONTACTS BY PHONE** link at the bottom of the screen to claim possible missing contacts using your phone number. If that doesn't work, please contact your school or district.

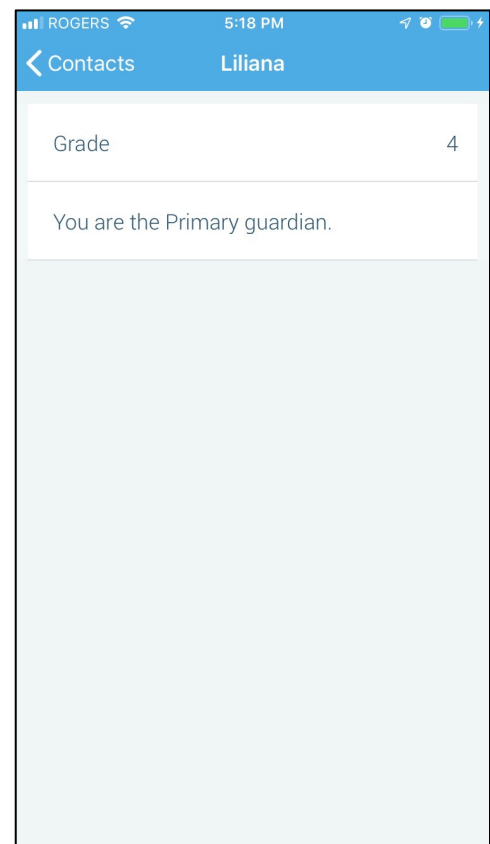


Plus Data



You will see more information for each contact if your school or district have subscribed and purchased the SchoolMessenger app Plus Module. The data shown depends on what your school and district have chosen to record and display.

You will know if your school has purchased the Plus Module if you see the small arrow next to the contact. Tapping the arrow displays the Plus data.

In the example to the right, the plus data shows the student's grade and that the user is this student's primary guardian.



Group Pages and Group Types

If enabled by your district, you will see a  **Join Groups** and  **Manage Groups** option in your menu.

The differences between the two pages are listed below:

Join Groups Page (Participant and/or Group Teacher)	Manage Groups Page (Group Teacher)
<ul style="list-style-type: none"> • All groups you're a member of, whether you're the group teacher or just a participant, appear here. • When you click the groups listed on this page, you will only see the name of the group teacher and not the other participants in the group. • You can join, leave and view which groups you have the access code for here. • You can view all of the groups you're linked to automatically as a participant based on your account here. 	<ul style="list-style-type: none"> • Only groups that you've either created or are joined automatically as the main group teacher based on your account appear here. • You can see all participants. • You can create groups and generate access codes here. You can also delete and edit these groups here.

Depending on what your district has enabled, there are two types of groups you will see in both the Join Groups page and the Manage Groups page:

- **Automatic Groups:** Groups you're automatically joined with linked to your account.
- **Teacher-Created Groups:** Groups created by you that you can edit or delete. You can join and leave groups other teachers have created if given an access code.

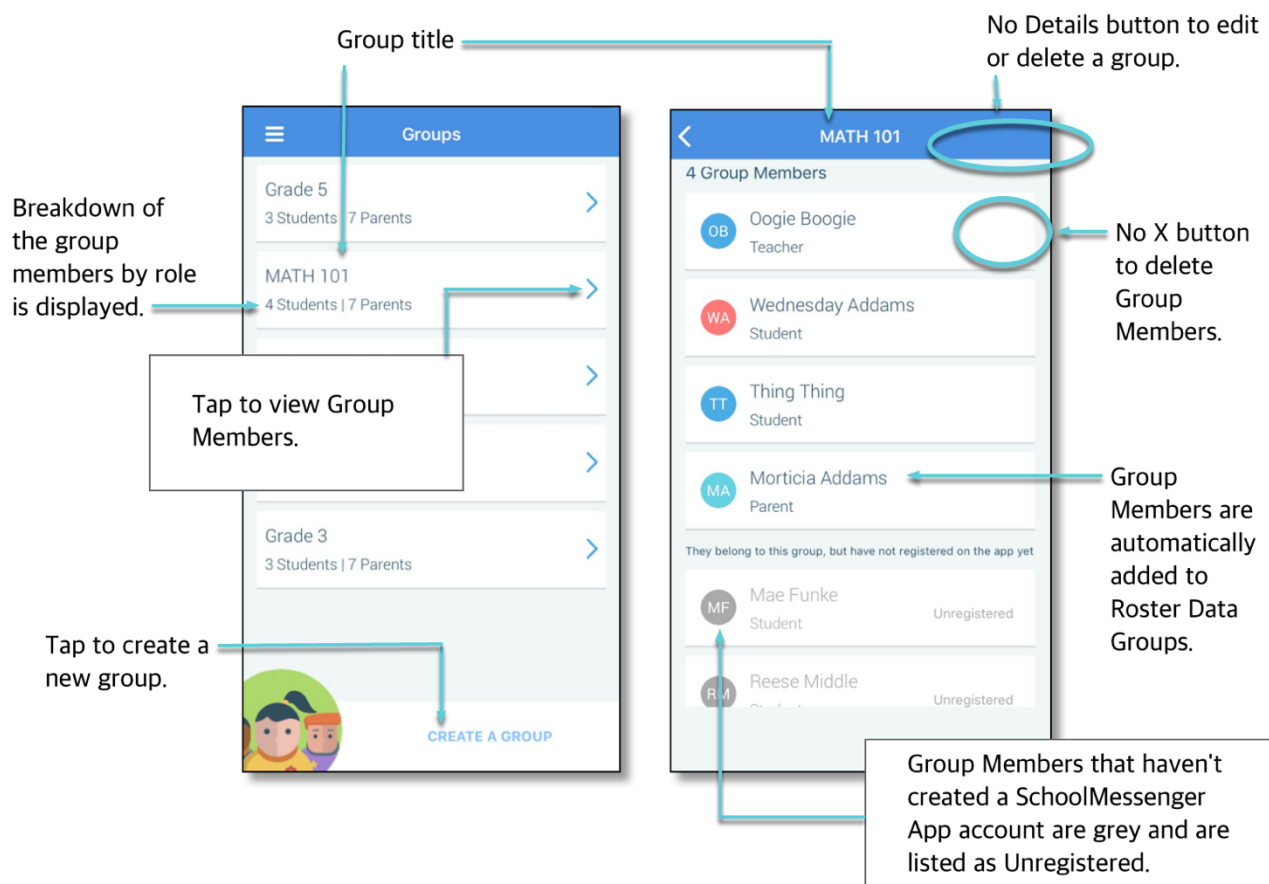
Automatic Groups

Automatic groups are created using district data. If an automatic group appears in your Manage Groups page, you're the "Group Teacher" and will be able to see all participants linked to that group on the Manage Groups page. Participants who don't have a SchoolMessenger app account will be greyed out and marked as **"Unregistered"**. These accounts will become live as soon as they create a SchoolMessenger app account with the email address they use with the school.

You can be either a participant OR the group teacher if an automatic group is in your **Join Groups** page. Automatic groups that you're only a participant in will only appear on this page, NOT the Manage Groups page and you will not be able to view the other participants of that group.

Unlike teacher-created groups, automatic groups cannot be edited by the teacher. There isn't a **Details** button that will allow the user to change the group name or delete the group. Teachers also can't remove or add participants and participants can't remove or add themselves into these groups.

These groups are created at the district level and you will need to speak with your school if you're a part of a group you shouldn't be in, or if there's a participant in your group that shouldn't be there.

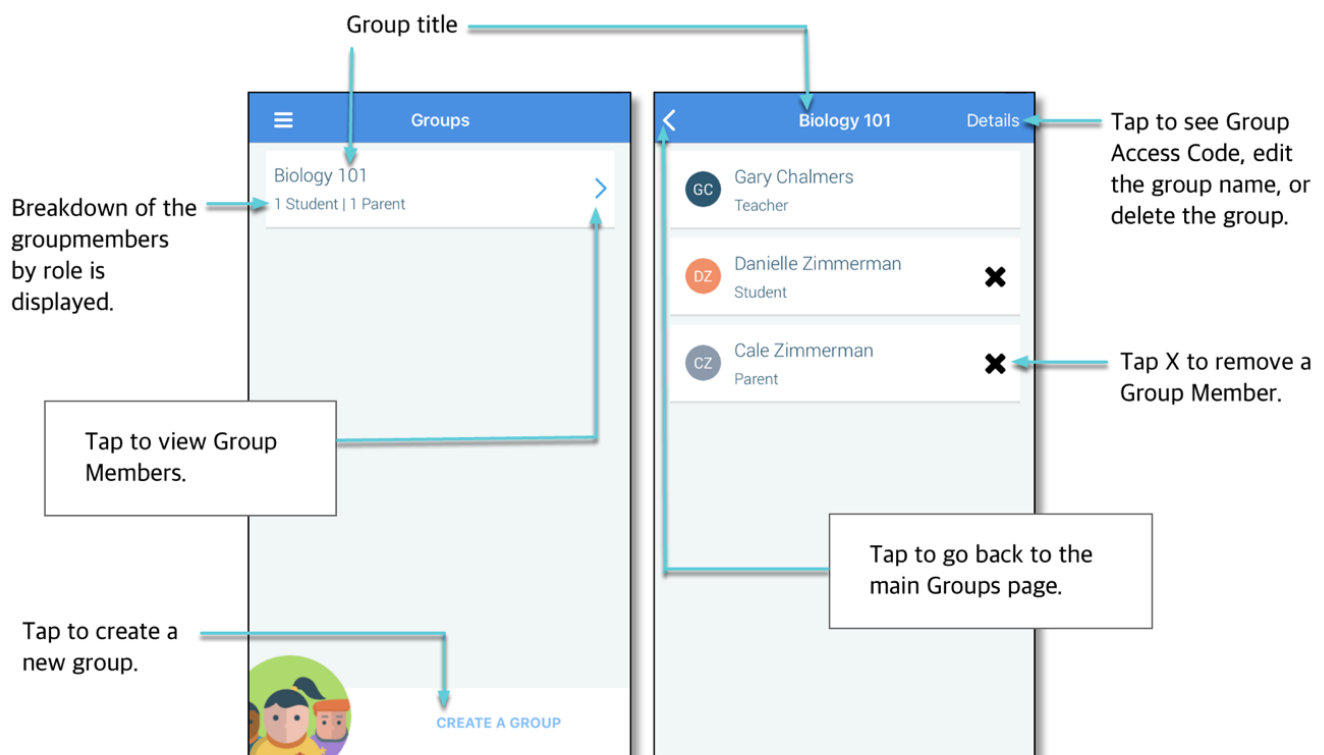


Teacher-Created Groups

If enabled by your district, teachers can create conversation or discussion groups in which students, guardians and other school staff can participate. But before such participation can occur, participants must have a record or user account in Communicate. This is implemented by your school and SchoolMessenger staff. If you have a participant in mind for a group you'd like to create, that isn't a student, guardian or teacher, speak with your school to ensure they have a record with SchoolMessenger linked to your school. That record must have the same email address that they use to create their SchoolMessenger account.

Once participants create a SchoolMessenger app account that links successfully to a Communicate record, they can use the access code generated and provided by the teacher to join the group.

Participants can join as many groups as they are invited to participate in.

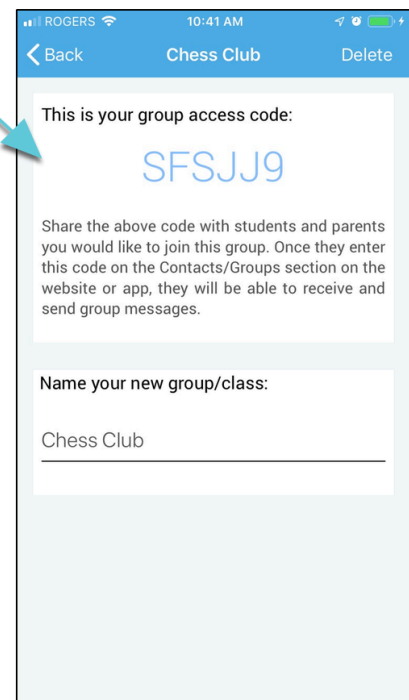
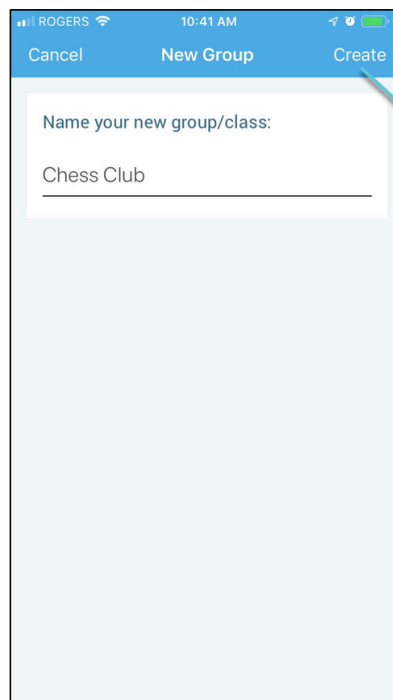
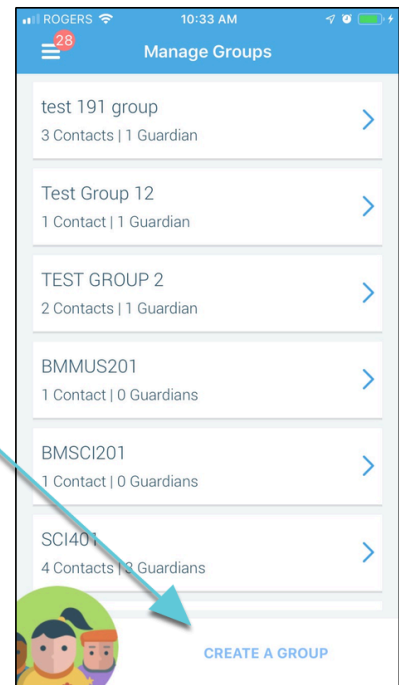
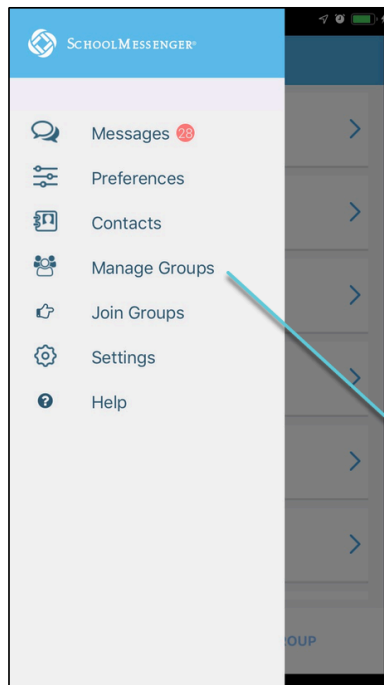


Create A Group



Note: If group creation is disabled, a teacher's Manage Groups page will not have a **CREATE A GROUP** link.

1. Tap on the **Manage Groups** menu option.
2. Tap the **CREATE A GROUP** link.
3. Create a name for the group (e.g. Chess Club).
4. Tap **Create**.
5. 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.
6. Tap **Back** to return to the Manage Groups page.
7. Distribute it to all those you would like to invite to the group you created.




Note: You can't add members to your group. You can only provide the group access code to the people you wish to join. They will need to download the SchoolMessenger app and join the group themselves.

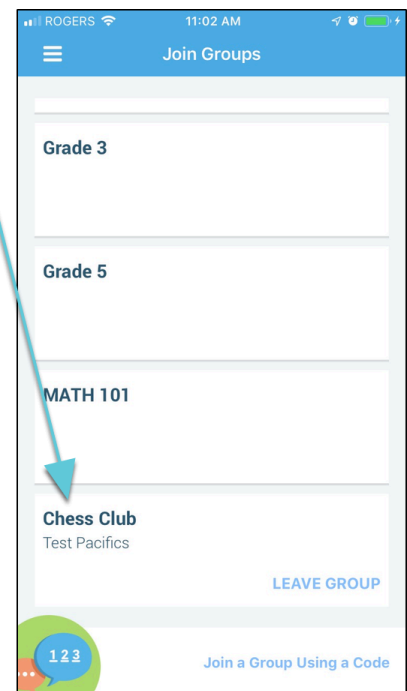
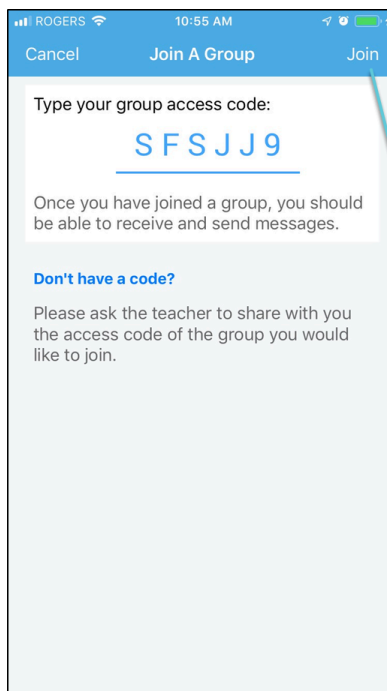
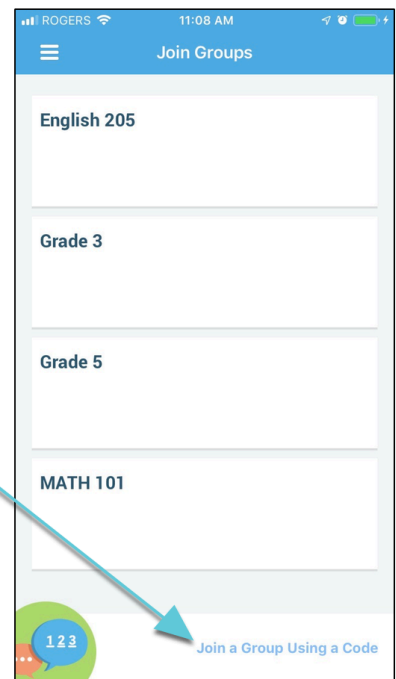
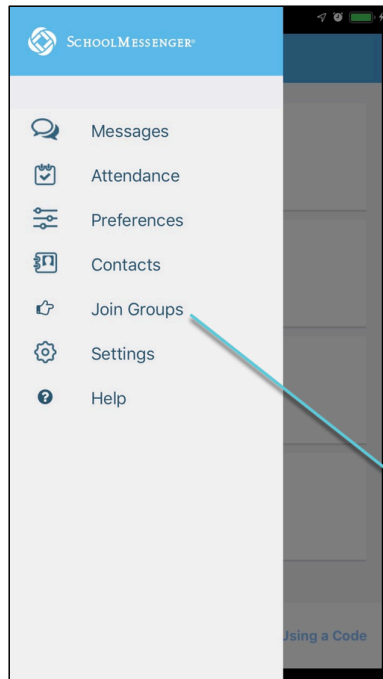
Joining a Group

Teachers can set up conversation or discussion groups in which students, guardians, and other school staff 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. Obtain the access code from your the group teacher.
2. Tap on the  **Join Groups** menu option.
3. Tap on **Join a Group Using a Code**.
4. In the Join a group window, enter the **access code** that was provided to you by a teacher.
5. Tap **Join** at the top of the screen. You'll be taken back to the Join Groups page.

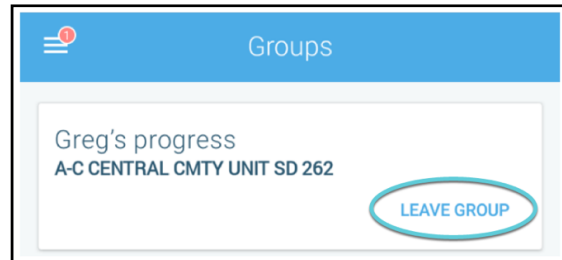
The group you've just joined will appear at the bottom of the list.



Leaving a Group

You can only leave teacher-created groups. You will not be able to leave automatic groups you've been assigned to. If you're a participant of a group you're not supposed to be a part of, contact your school district to correct this.

1. Tap on the  **Join Groups** menu option.
2. Tap on **LEAVE GROUP** to the right of the group you wish to leave, and then confirm your leave in the next window.

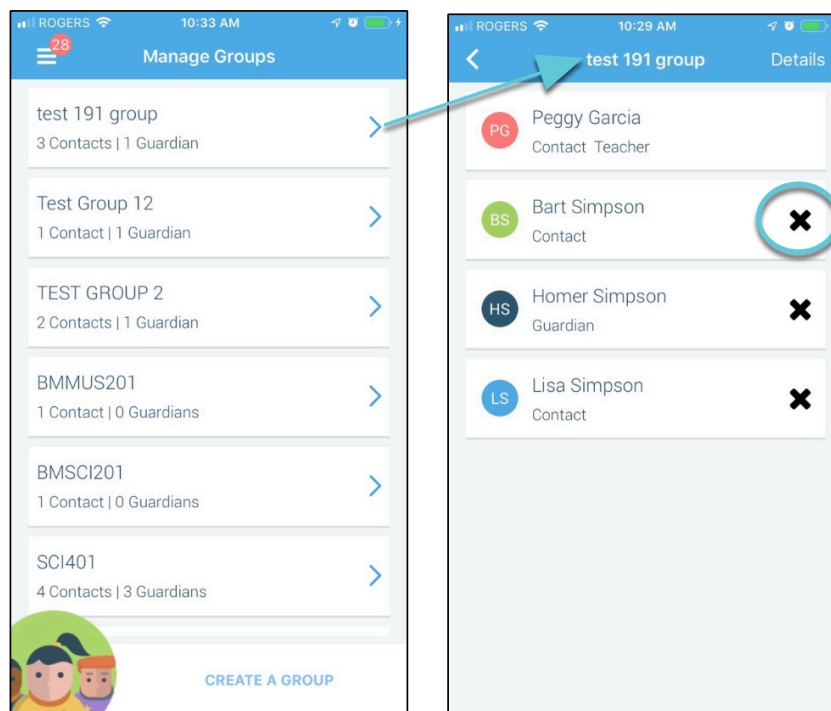


Removing Participants in a Group

You can only remove participants from groups you've created. You will not be able to remove participants from automatic groups you've been assigned to as the Group Teacher.

1. Tap on the **Manage Groups** menu option.
2. Tap on the blue arrow to the right of the group you wish to remove members from.
3. Tap the **X** next to the group member to remove them from the group.
4. Confirm that you would like the member removed by tapping **Yes**.

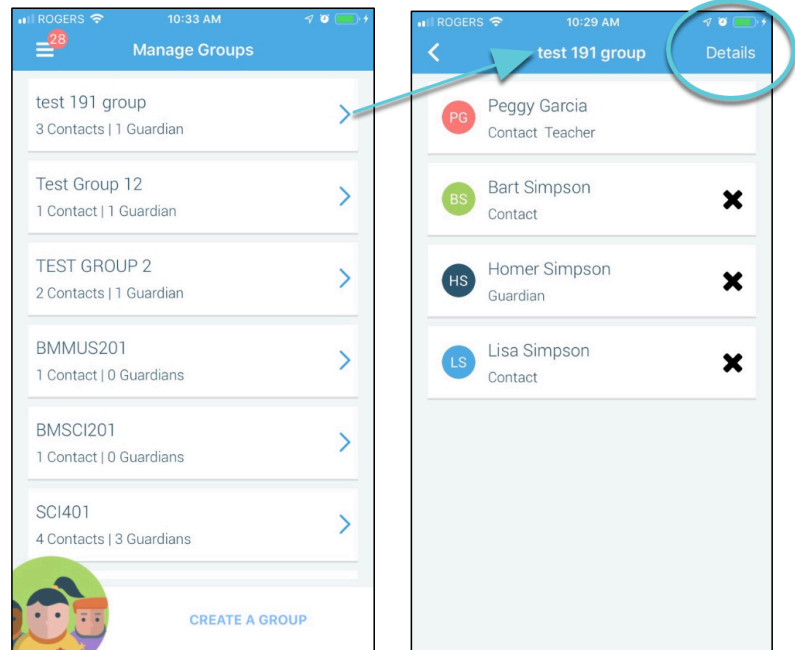
The member will be gone from your list of participants and will no longer see any group messages.



Deleting a Group and Editing a Group Name

You can only delete and edit groups you've created. You will not be able to delete and edit automatic groups you've been assigned to as the Group Teacher or teacher-created groups you've joined as a participant.

1. Tap on the **Manage Groups** menu option.
2. Tap on the **blue arrow** to the right of the group you wish to delete or edit.
3. Tap the **Details** link in the upper right hand corner of the screen.



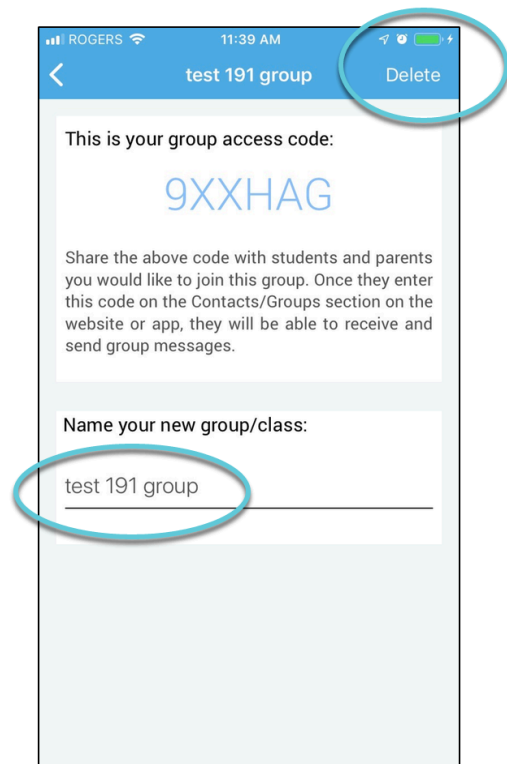
To delete the group:

1. Tap the **Delete** link in the upper right hand corner of the screen.
2. Confirm that you would like to delete the group by tapping **Yes**.

The group will be removed from your list.

To edit the group name:

1. Tap the current group name.
2. Edit the name.
3. Tap the **white arrow** in the upper left hand corner of the screen to save your changes.



Messages

The SchoolMessenger app's Messages page displays all broadcast 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.

There are two types of messages:

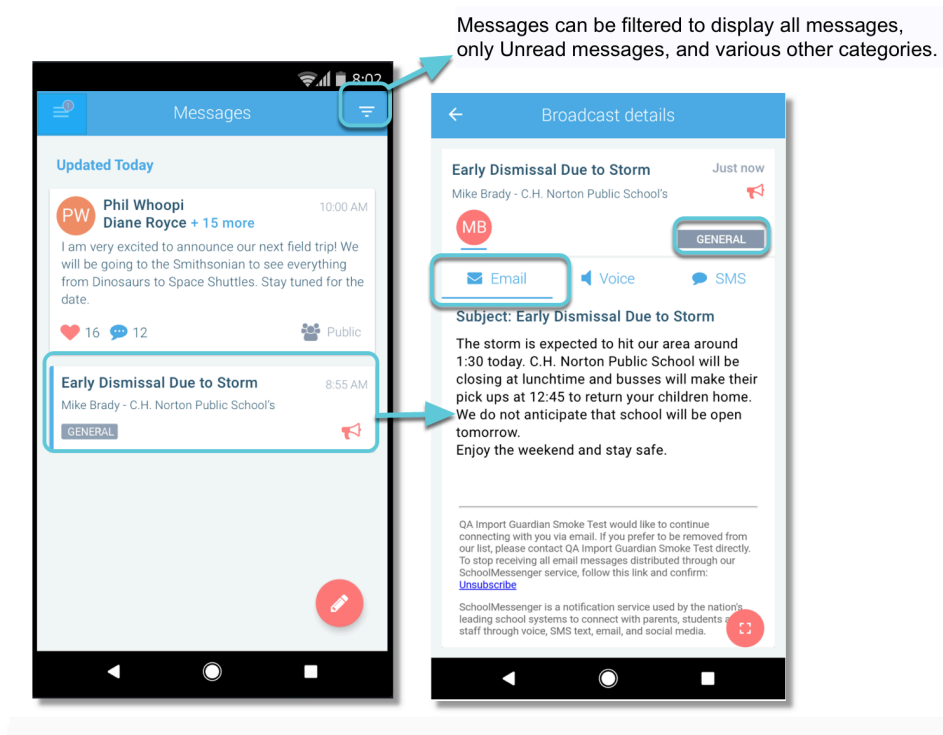
- **Broadcast Messages:** Sent by the school or district as SchoolMessenger Broadcasts (Emergency, Attendance, General, etc.). These will expire and be removed from your messages page after 30 days.
- **Teacher-Sent Messages:** Messages sent initially by teachers either publicly or privately to participants who are members of a SchoolMessenger app group. Unless deleted by the teacher, these remain in your message page indefinitely.

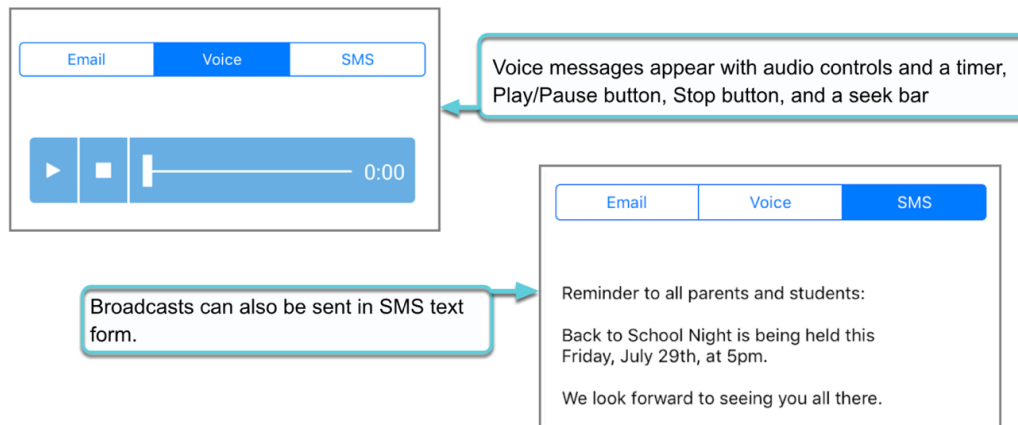


Note: The SchoolMessenger app automatically assigns the color and initial of the each of the student-identification circles. Neither the color nor the initial are editable.

Broadcast Message

Unlike with teacher-sent messages, these are messages sent by the school or district and not meant to be replied to or engaged with within the SchoolMessenger app. These will expire and be removed from your messages page after 30 days.





Teacher Messaging

If enabled by your district, you may see messages sent by teachers to groups you're a participant in and also have the ability to send messages to groups you're the main group teacher of. Unless deleted by the teacher or yourself, these remain in your message page indefinitely. These are different from Broadcast messages in that:

- as a participant, you may be able to reply and engage with the sender and other participants
- as the main group teacher, you can send messages to groups straight from the app

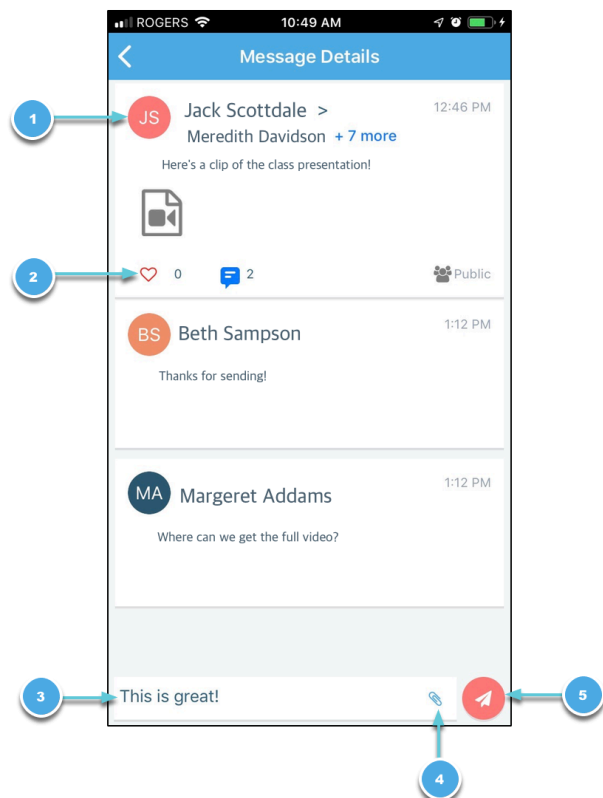
Your ability to comment on messages received from groups you're a participant of depends on the message settings determined by either the district, teacher, or both.

To the right is an example of what a teacher-sent message looks like when opened.

1. Message senders will have their own colored icon with their initials.
2. Recipients can like a message by tapping the heart.

If enabled...

3. There'll be a field where you can write a comment.
4. Click the paper clip icon to attach a file to your comment.
5. Click the **paper airplane button** to send your comment.



Teacher Accounts vs Student/Guardian 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 guardians do not have.

The below table lists what each account type is able to do, depending on their district settings. Users who are both a teacher and a guardian will have the ability to do all of the below.

Teachers	Guardians and Students
<ul style="list-style-type: none"> • Receive SchoolMessenger broadcast messages sent from the school or district. • If enabled, create SchoolMessenger app groups and invite students, parents, and other school staff to participate in them. • Create and send messages to selected recipients (any combination of all/selected students/guardians). • Delete any comments sent by any participant that have been posted in any of the message threads that they have initiated. • Delete entire message threads that they've initiated. • Leave teacher-created groups. • Engage in discussions and conversations in any of the forums that they've created or are a participant of. • View all members within a group (only if they're the main group teacher). 	<ul style="list-style-type: none"> • Receive SchoolMessenger broadcast messages sent from the school or district. • Engage in discussions and conversations in any of the groups they're a participant of. • Delete any of their own messages that they've sent to a message thread (website only). • Leave teacher-created groups.

Create a Message

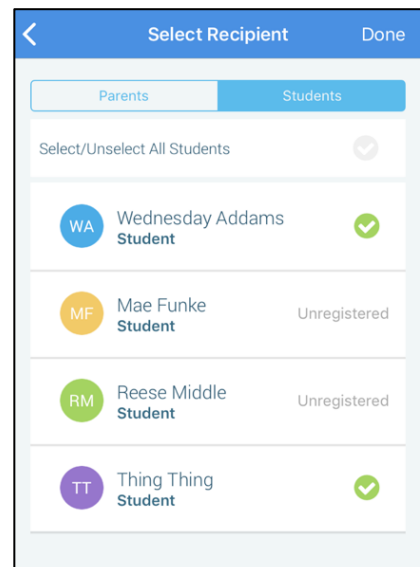
Creating a message is a very simple process. You select the recipients your message will be sent to, designate whether their comments will be readable to others in the group, solely by the teacher, or not at all (comment not permitted).

1. Tap on the **Messages** menu option.
2. Tap on the **red pencil icon** on the lower right hand corner of the screen.
3. Begin typing the name of specific recipients in the **To:** field OR select the group you'd like to send a message to.
 - If you selected a group you can use the filters provided to narrow down your recipients OR tap the blue arrow to the right of the group name to quickly select specific members of that group.
 - Remove specific recipients from the message by tapping the **To:** field and tapping the delete key in your phone key board.

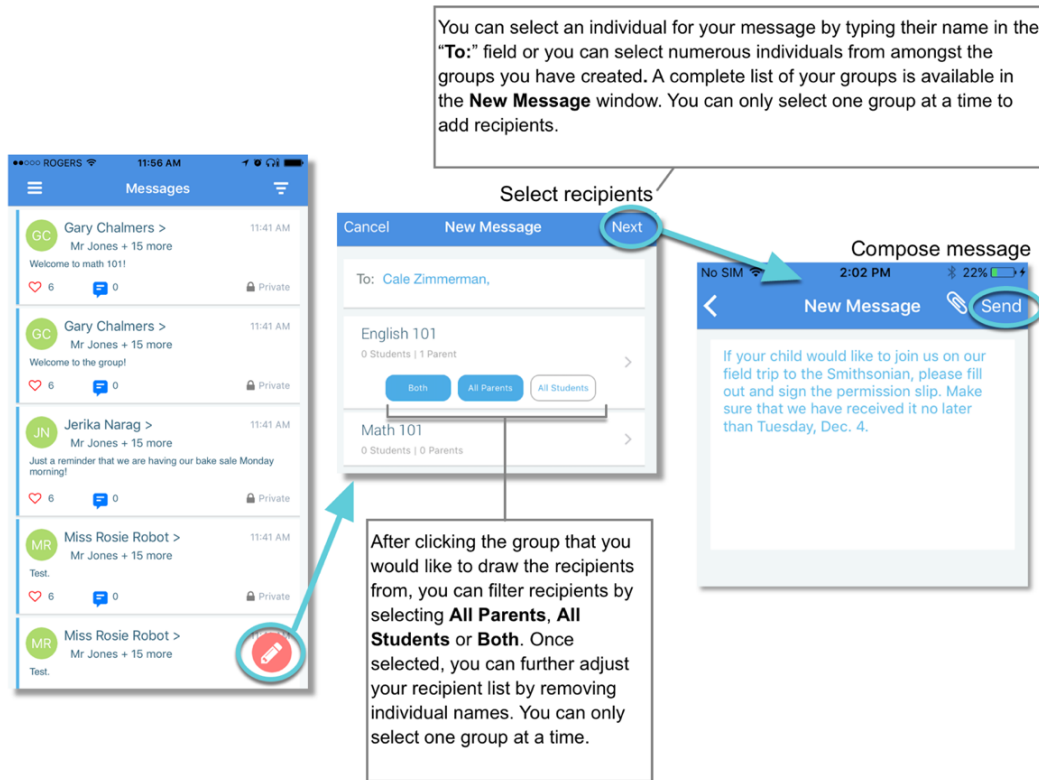
For Automatic Groups

Teachers will not be able to send messages to Group Members who haven't created a SchoolMessenger app account. These participants are considered "**Unregistered**" and you won't be able to select them as recipients to your message.

These unregistered participants are not included when you select either the **All Guardians**, **All Students** or **Both** buttons.



4. Tap **Next**. The **Compose Message** window appears.
5. Write your message in the message box provided.
 - Attach a file, if desired.
6. Select your comment settings.
7. Tap **Send**.



Add an Attachment to Your Message

Use attachments to send the following file types:

- images (PNG, JPG)
- documents (PDF, DOC, DOCX, PPT, PPTX)
- video (MP4)
- audio (MP3, WAV, M4A)



Note: The **max file size** is 20MB and you can only send **1 attachment** per message.

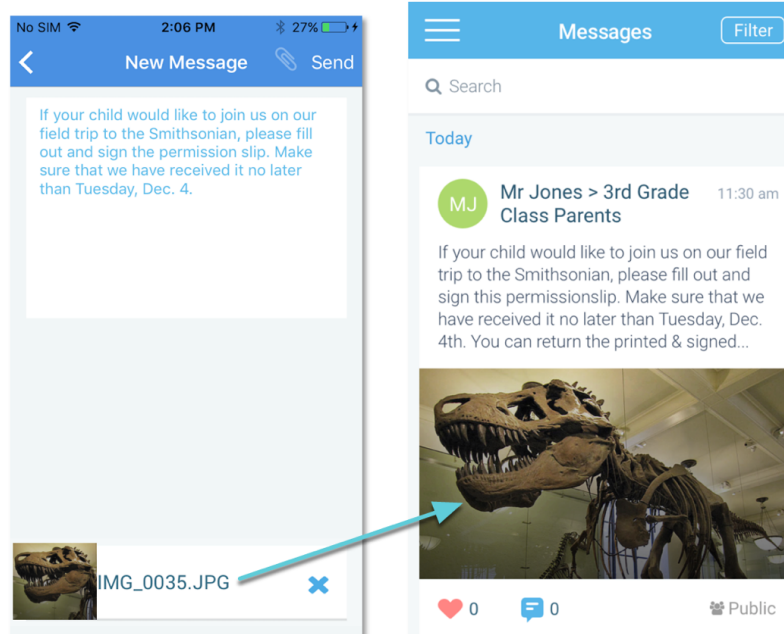
1. Tap the **Paperclip icon** in the New Message window.
2. Select an option for attaching your file:
 - Take a Photo or Video
 - Select Photo/Video from Library
 - Attach File



Note: To take a Photo/Video and select a Photo/Video from your library, tap **OK** to grant "SchoolMsgr" access to your camera app.

- If the attachment is correct, tap **Send**. If you wish to remove the attachment, tap the **X** to the right of the attachment and tap the **paperclip icon** to attach a new file.

Tap the attachment in the message to view the attachment fully.



Select your Comment Settings

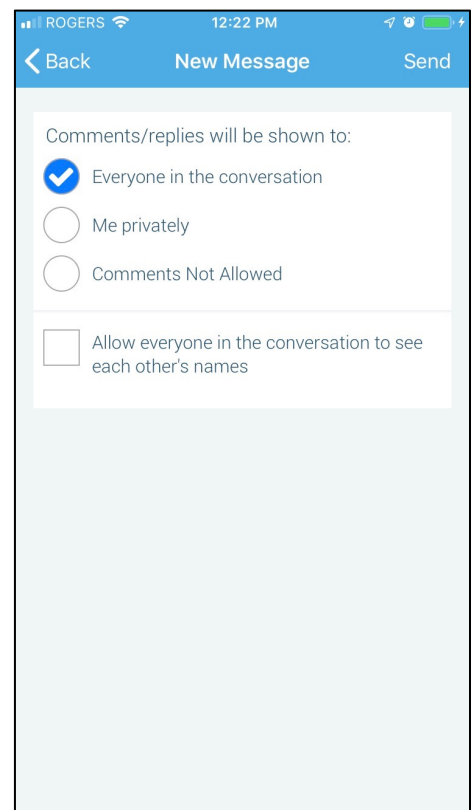


Note: The ability for recipients to reply to your Teacher Messages may be disabled at the district level. If your replies have been disabled, you will only have 1 option when sending your message: "Comments Not Allowed".

You'll then be prompted to select your **Comment Settings**:

- Everyone in the conversation:** comments to your message will be seen by the entire group
- Me Privately:** only the teacher will see comments sent by individuals
- Comments not allowed:** no one will be able to send a response
- Commenters' names:** check the box to allow everyone to see everyone's names

If you're ready to send your message, tap **Send**.

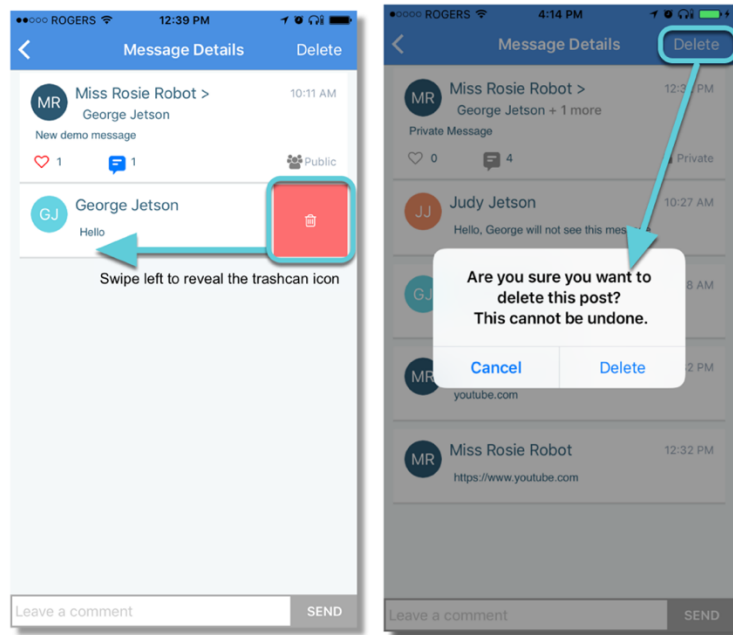


Delete an Entire Message Thread or a Member Comment

Teachers can delete whole message threads or single comments.



Note: Parents and students can delete their own comments on the SchoolMessenger app website only.



- Click on the **Messages** menu option.
- Select the message thread you'd like to delete.
- Click **Delete** at the top right corner of the screen to delete the thread.
- Confirm you would like to delete the thread in the next screen.
- To delete a comment, swipe left of the comment to reveal a red trashcan icon.
- Click the trashcan icon.
- Confirm you would like to delete the comment in the next screen.

Responding to a SchoolMessenger App Message

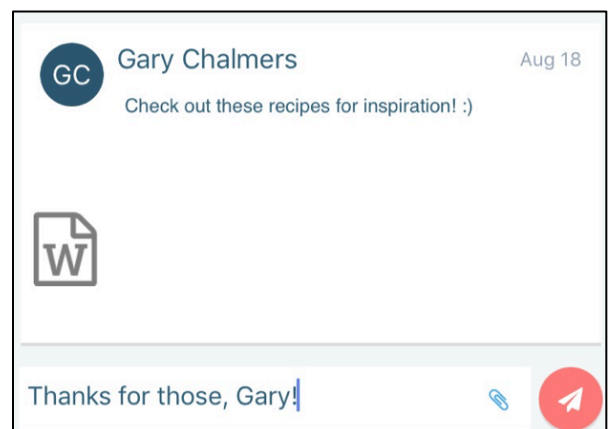
Anyone receiving a teacher-created message may read the message, and, under the appropriate circumstances, read the comments of other group members and offer their own comments.

The circumstances are defined by the teacher who created the original message. The teacher can set up the message so that:

- comments can be entered and read by everyone
- comments can be entered by group members but will be received privately and read only by the teacher
- no comments are allowed
- group members won't see each other's names

If comments are **enabled**:

1. Enter your response in the comment box below.
2. Tap the red **paper airplane** button to respond.



Add an Attachment to Your Comment

Use attachments to send the following file types in your reply:

- images (PNG, JPG)
- documents (PDF, DOC, DOCX, PPT, PPTX)
- video (MP4)
- audio (MP3, WAV, M4A)

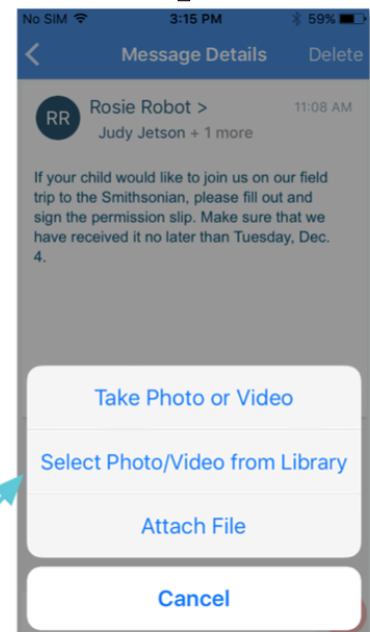
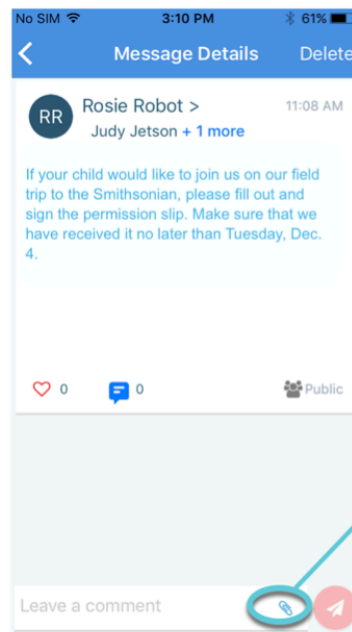


Note: The max file size is 20MB and you can only send 1 attachment per message.

1. Tap the **Paperclip icon** to the right of the comment field.
2. Select an option for attaching your file:
 - Take a Photo or Video
 - Select Photo/Video from Library
 - Attach File

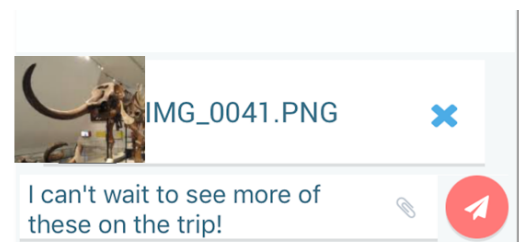


Note: To take a Photo/Video and select a Photo/Video from your library, tap **OK** to grant "SchoolMsgr" access to your camera app.




Once your file is attached:

3. Write a corresponding comment to your picture (required).
4. If the attachment is correct, tap the **paper airplane button** to send. If you wish to remove the attachment, tap the **X** to the right of the attachment and tap the **paperclip icon** to attach a new file.



Tap the attachment in the message to view the attachment fully.

SchoolMessenger App with SafeArrival

If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the  **Attendance** option in the menu and your students listed.

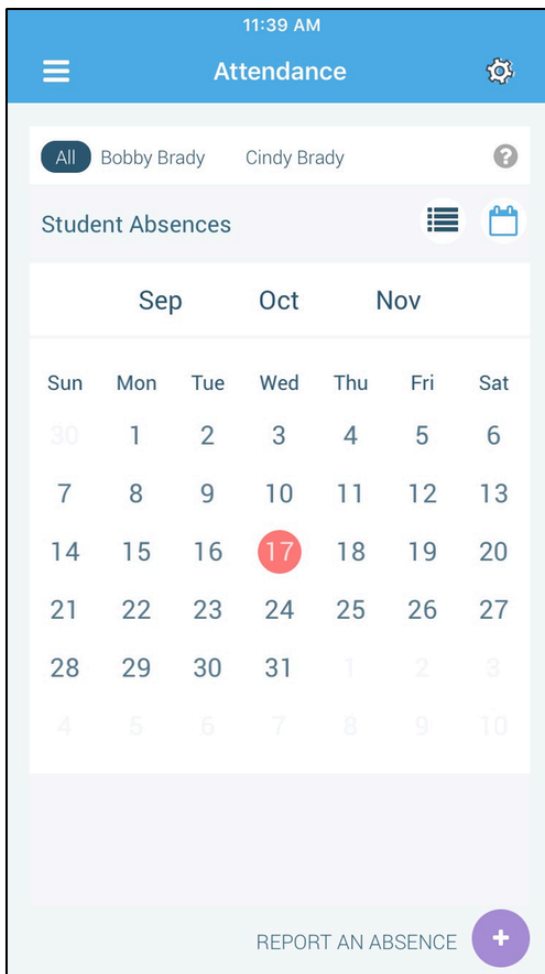


Note: If you don't see the Attendance option or your children, check with the school to ensure they are using SafeArrival and that you signed up with the email address they have on record for you.

App Views

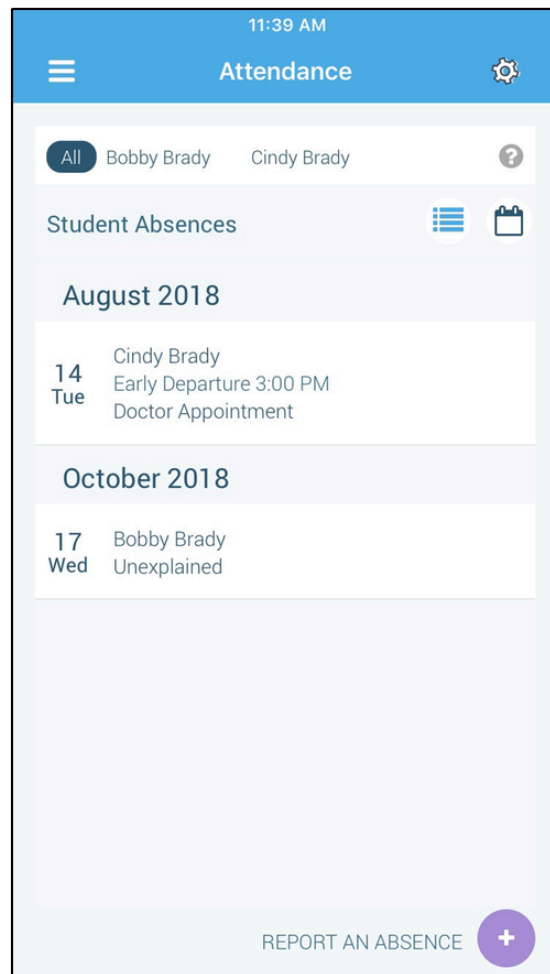
Calendar View

Tap the calendar icon to see your child's absences in a calendar. The absence dates will be circled in red.



List View

To scroll through the list of absences, tap the list icon and drag your finger up or down the screen to move the list.

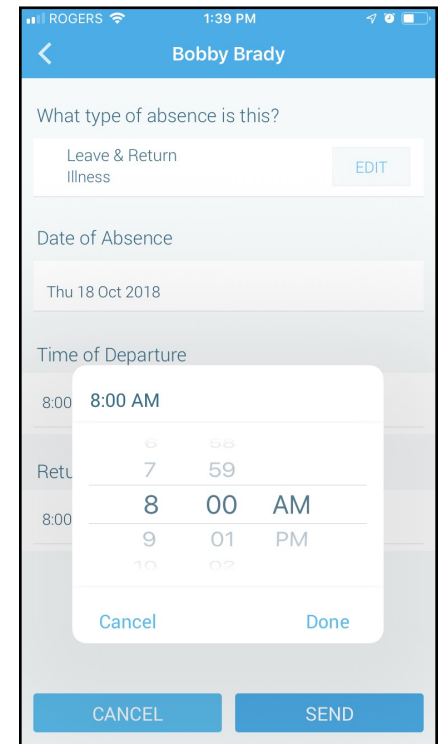


Absences

Absences can be reported in advance for the school year. On the day of the absence however, absences cannot be reported after the school's cut-off time. The cut-off time is determined by the school and may vary. If SafeArrival tells you it is past the cut-off time for reporting absences for the current day, you will need to contact the school directly.

Report an Absence

1. Tap the **REPORT AN ABSENCE** button.
2. Select a student by tapping their name.
3. Select an absence type.
4. Be sure to enter your selections for all of the requested items. If the **SEND** button is not activated, it means you've missed something
5. Tap **SEND** to report the absence.



Explaining an Absence

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile app to explain your student's absence.

Editing an Absence

If you have reported an absence in advance and decide that you need to edit the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Tap the absence (in List View) or the day of the absence (in Calendar View), then **EDIT**.
2. Make the required changes then tap **SEND**.

If you need to change the details for an absence after the cut-off time on the day of the absence, contact the school directly.

Deleting an Absence

If you have reported an absence in advance and decide that you need to delete the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Tap the absence (in List View) or the day of the absence (in Calendar View), then **DELETE**.

2. Tap **Delete** to confirm that you want to delete the absence.

If you need to delete an absence after the cut-off time on the day of the absence, contact the school directly.

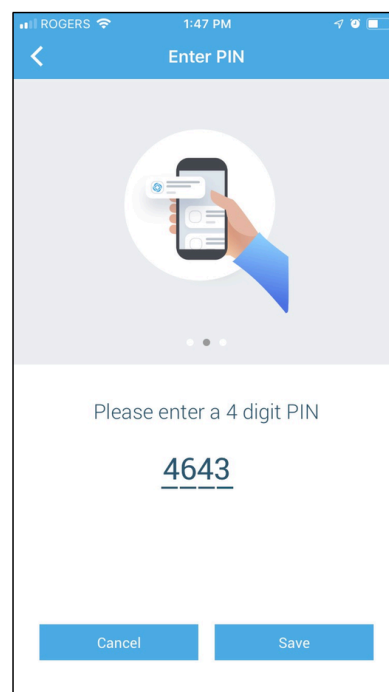
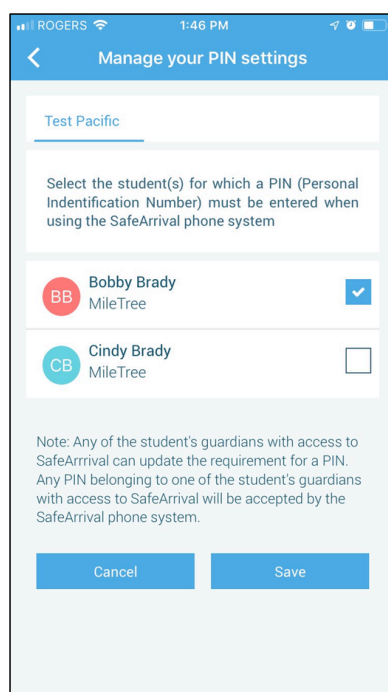
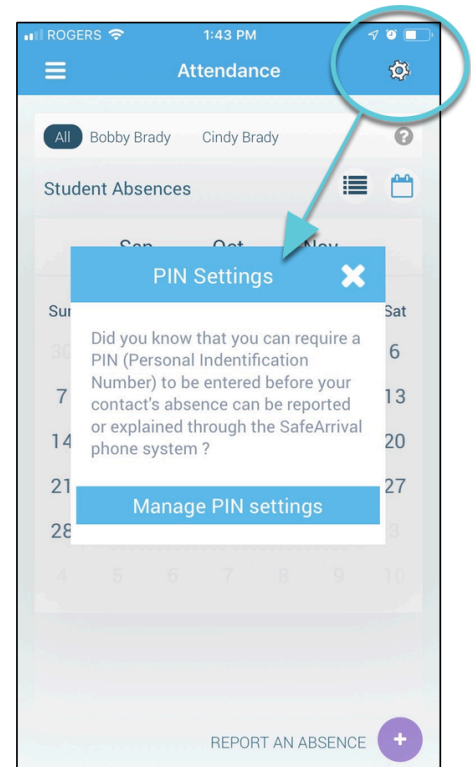
Manage PIN Settings

You can require that a Personal Identification Number (PIN) be entered before absences can be reported or explained for your student using the SafeArrival phone system. You can update PIN settings from the Attendance page of the SchoolMessenger app OR by school or district staff who have edit access to the SchoolMessenger Communicate Contacts page.

Using the mobile app, tap the **gear icon** in the upper right-hand corner of the Attendance page. You will be shown a brief description of PIN settings. Click **Manage your PIN settings** to continue.

On the Manage your PIN Settings screen, you can choose the district in which the student is enrolled (if the parent has students enrolled in more than 1 district). The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered. Changes made on this screen will be saved automatically. Tap the **eye icon** to see the PIN. Tap the **edit icon** to modify the PIN.

This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.



Push Notifications

If you would like to receive notifications of specific message types directly to the SchoolMessenger app on your mobile device:

1. Go to the Settings menu.
2. Tap **Push Notifications**.
3. Tap the name of your child's school district.
4. Select which types of messages that you want to receive as push notifications.

Questions?

If you have any questions regarding the above, please contact your school or district.

Feel free to forward app inquiries or feedback to the following:

appfeedback@schoolmessenger.com