

## How to create a new SchoolMessenger account

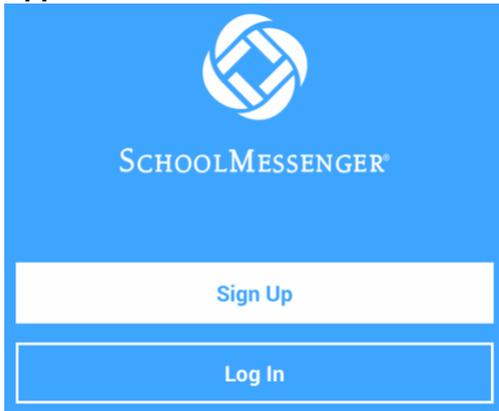
To create an account, you must use the email address you use to log into Tyler SIS. Follow these steps:

1. Go to <https://go.schoolmessenger.com> or download the SchoolMessenger App from the Apple App Store or Google Play.
2. Click “Sign up” at the top right corner of the page (browser) or bottom of the welcome screen (app).

### Web



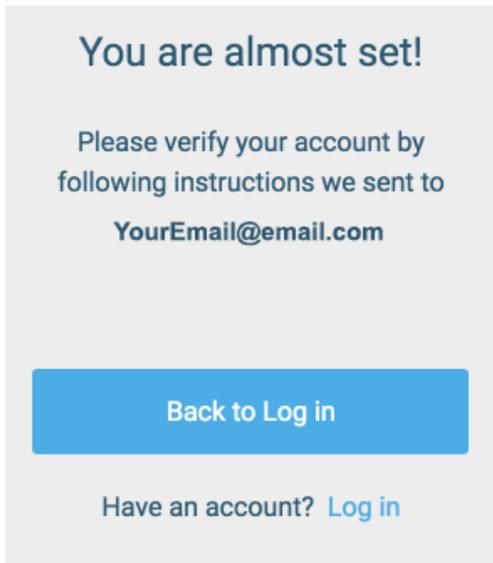
### App



3. Enter the email address you use to log into Tyler SIS 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. At the top, there is a blue callout box with white text: "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, the form has sections for "Email", "Password", and "Location". The "Password" section includes a list of requirements: "One lowercase letter", "One uppercase letter", "One number", and "6 - 255 characters". The "Location" section shows a dropdown menu currently set to "United States" with a US flag icon. At the bottom, there is a blue "Sign up" button and a link: "Is your school in Canada? [Switch location](#)".

4. You'll need to verify your email 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. (Ignore the confirmation code at the top of the message; it is no longer being used.)



5. After authenticating your email 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 Tyler. Choose "yes" or "no" from the dropdown for each number, and select "save" at the bottom.

A screenshot of a consent form. The title is "Do we have permission to call you?". Below the title, it says "Please select which phone number(s) your school or school district may contact you at for non-emergency purposes." There are two phone number dropdowns, both showing "(000) 000-0000" and "Yes, it's ok to call me at this number". At the bottom, it says "By selecting yes and save, I consent to receive calls containing pre-recorded voice messages." There are two buttons: "Cancel" and "Save".

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

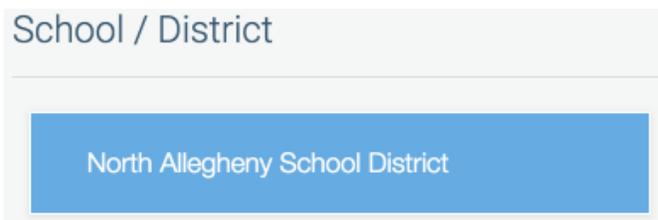
1. Open the menu. The menu looks the same in a browser and on the app.



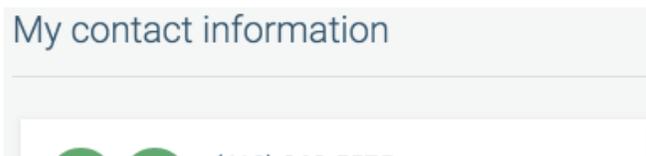
2. From the menu, select "Preferences".



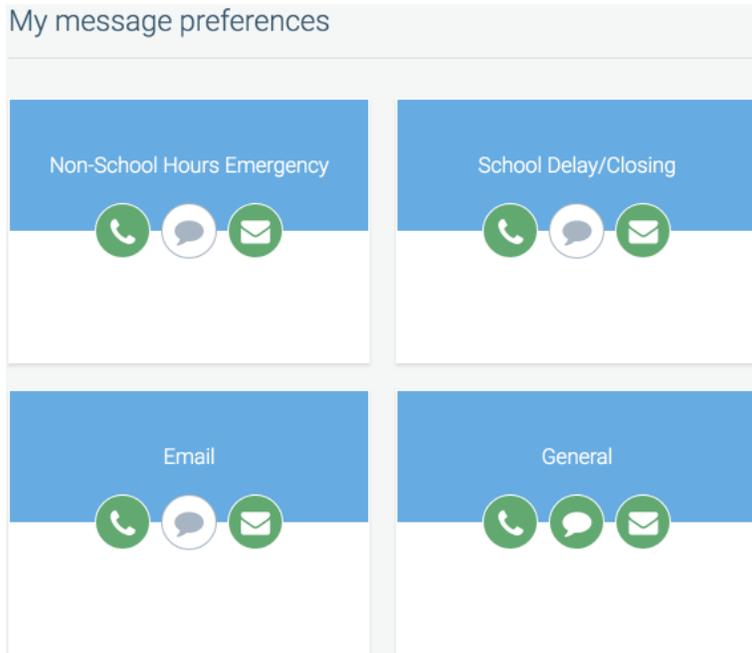
3. The Preferences page has three sections.
  - a. **School/District** displays the school(s) and district(s) that you are connected with.



- b. **Contact Information** initially displays all the email addresses and telephone numbers imported from Tyler 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 NASD 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 non-school hours emergency, school delay/closing, and email messages and a phone call, email, and text for general messages.



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

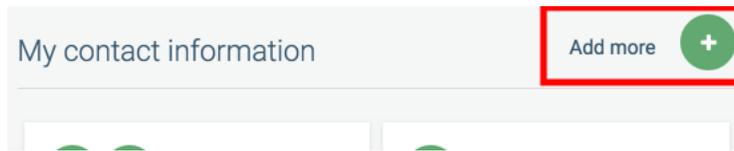
- i. Non-School Hours Emergency - Emergency notifications sent before or after school hours, while school is not in session, such as a power outage or broken water line.
- ii. School Delay/Closing - Communications regarding school delays, school closings, and weather-related occurrences.
- iii. School Hours Emergency - Emergency notifications sent during school hours, while school is in session, such as a crisis emergency event or power outage.
- iv. Attendance - Communications regarding student attendance.
- v. Bus Delays - Communications regarding bus delays to and from school.
- vi. Email - Email communications from the District, including from building principals.
- vii. General - Communications regarding information that the District is best shared through a SchoolMessenger phone call, email, and text message.
- viii. Survey - Communications with surveys to gather feedback.

## **How to add contacts in your new SchoolMessenger account**

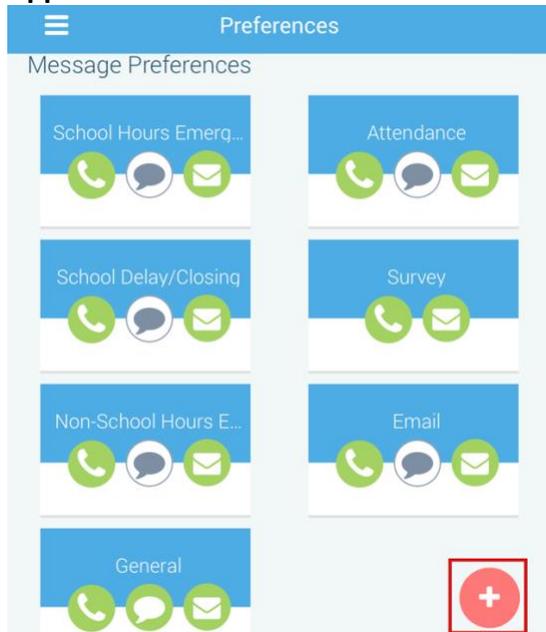
Parents/guardians can add up to three additional contacts per SchoolMessenger account. Please keep in mind that each parent/guardian with an account in Tyler has their own SchoolMessenger account as well. To add contacts:

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.

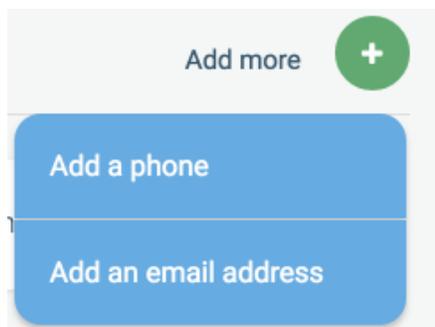
## Web



## App



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



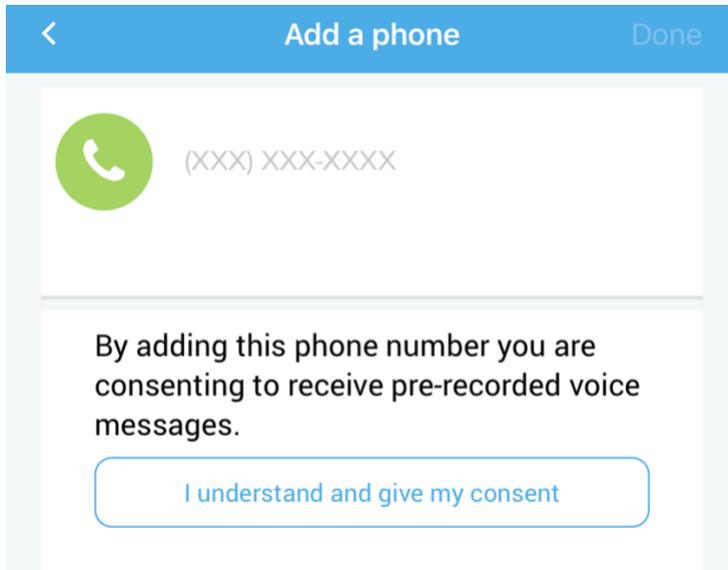
- a. To add a phone number or email address in the browser, enter the phone number or email address you want to add and select "Save".

Add a phone number to your account

Phone Number

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

- 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”.



The screenshot displays a mobile application interface for adding a phone number. At the top, a blue header bar contains a back arrow on the left, the title "Add a phone" in the center, and the word "Done" on the right. Below the header, there is a white card with a light blue border. On the left side of the card is a green circular icon with a white telephone handset. To the right of the icon is the placeholder text "(XXX) XXX-XXXX". Below this card, there is a white box with a light blue border containing the text: "By adding this phone number you are consenting to receive pre-recorded voice messages." At the bottom of this box is a rounded rectangular button with a blue border and the text "I understand and give my consent" in blue.