



**COMMUNICATE**

# SchoolMessenger App

## User Guide - Web

### West Corporation

100 Enterprise Way, Suite A-300

Scotts Valley, CA 95066

888-527-5225

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





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# Welcome!



**Important:** Parents and student users who require assistance should contact their school or district.

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

- **As a Teacher**, you have the ability to invite students, parents and/or guardians to join groups you've created, and send chat messages to them directly.
- **As a Student, Parent or Guardian** you can join a teacher-created group and participate in the classroom discussions. You can also customize how you receive those messages.
- **For schools subscribing to SchoolMessenger's SafeArrival system**, parents have the ability to report planned absences, late arrivals, early departures to the school in advance
- **Roster Data Sync:** Districts can use imported Roster Data files to sync users' SchoolMessenger Communicate account with their SchoolMessenger app account. Users with successfully synced accounts can participate in automatically-created groups created based on classroom data. We'll refer to these groups in this guide as **Roster Data Groups**.



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.

## Three Types of SchoolMessenger App Users

### School-Affiliated User:

This is 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.

### School-Affiliated User with Roster-Synced Data

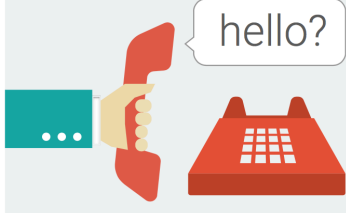
This is a teacher, student, or parent whose school has used imported student, parent, teacher and classroom data to automatically create groups in the app. District admins can restrict teachers to only participate in roster data groups, or can enable the ability for teachers to also create groups with an access code.

### General User:

This 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. They could be a member of the community who has been 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).



## 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.

Log In to the SchoolMessenger App if you've already created an account.

Sign Up to create an account.

Learn More for more information on the SchoolMessenger App.

Select the language you prefer to view the App in.



A powerful new way to stay connected to your student's school or district

SCHOOLMESSENGER®

Download on the App Store | GET IT ON Google play

Parents and guardians: Click here for SchoolMessenger video

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Access either the Apple Store or Google Play site to download the mobile versions of the SchoolMessenger App.

### The work area

The work area's appearance depends on the selected menu option. In this screenshot, Messages is the currently selected item in the menu, and it displays messages in Anne's SchoolMessenger App Inbox.

MESSAGES

Christmas in July  
Neika Parker Lewis - Springfield ISD  
12:29 PM


Back to School Updates  
Jerika Narag - Springfield ISD  
12:25 PM

NEW MESSAGE

Christmas in July  
Neika Parker Lewis - Springfield ISD  
Jerika Pinkerton-Coleman  
12:29 PM

Subject: Christmas in July

Important Documents for today, 07/26/2017:







# Creating a SchoolMessenger App Account

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



## To get started:

1. Enter the following URL in your browser's address bar: [go.schoolmessenger.com](https://go.schoolmessenger.com)
2. Click **SIGN UP** on the menu.



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

3. Enter your email address, your 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.

## Sign up

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.

### Email

### Password



One lowercase letter    One number  
One uppercase letter    6 - 255 characters

### Location

United States

Is your school in Canada? [Switch location](#)

[Sign up](#)

Have an account? [Log in](#)



Your user type and school's district settings determines which messages you receive and how you receive them.

- **If you are a school-affiliated user**, 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.

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

- **If you are a general user**, 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.

## Log In

To log into the SchoolMessenger app:

1. Click on **LOG IN** on the menu.
2. Enter the email address, password and location you used to register in the SchoolMessenger app.

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

## Log Out

1. Click the downward-pointing arrow next to your name in the top right corner of the app.
2. Click **Log out**.

Log in

Email  
gchalmers@springfieldusd.com

Password  
.....

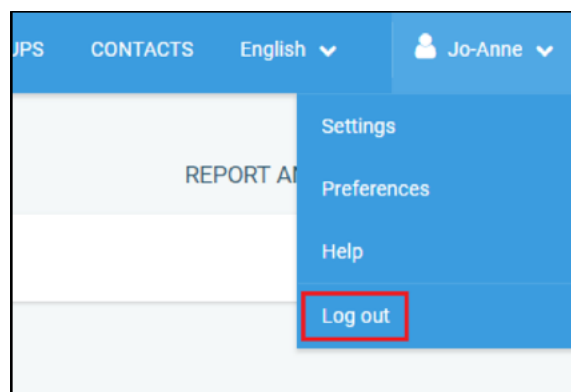
Forgot your password?

Location  
United States

Is your school in Canada? [Switch location](#)

Log in

Not registered yet? [Sign up](#)





## School-Affiliated User Only

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 given 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

By selecting yes and pre-recorded voice messages.

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.

SCHOOLMESSENGER

MESSAGES GROUPS ATTENDANCE PREFERENCES HELP | SIGN OUT

**?** Sorry, we do not have any messages for you.

This can happen for a few reasons:

- The email address you have used does not match the data on file with the school(s).
- We are unable to match any students to your email address.
- The school(s) has not sent any messages.

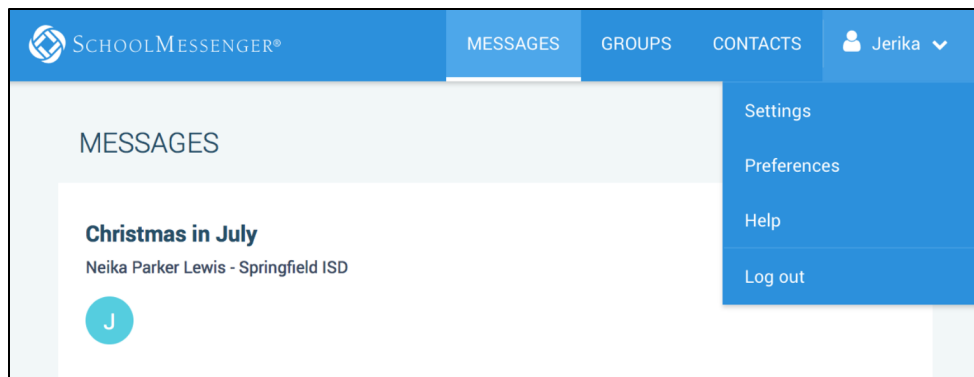
Please contact your school to request they update their records.



## 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 **Profile and Role**
- setting **Notification** preferences (school-affiliated users only)
- joining **Groups** that you have been invited by teachers to join



## Your Profile and Role

For all User Types, follow the below steps to set up your User Account:

1. Click your name in the menu.
2. Click **Settings**.
3. Enter your first name, last name, and your Role type (Teacher, Student, or Parent).

A screenshot of the 'Settings' form in the SchoolMessenger web interface. The form has a blue header with the word 'Settings'. Below the header, there are three input fields: 'First name' with the value 'Jerika', 'Last name' with the value 'Chalmers', 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 'Parent' option is currently selected and highlighted.

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.



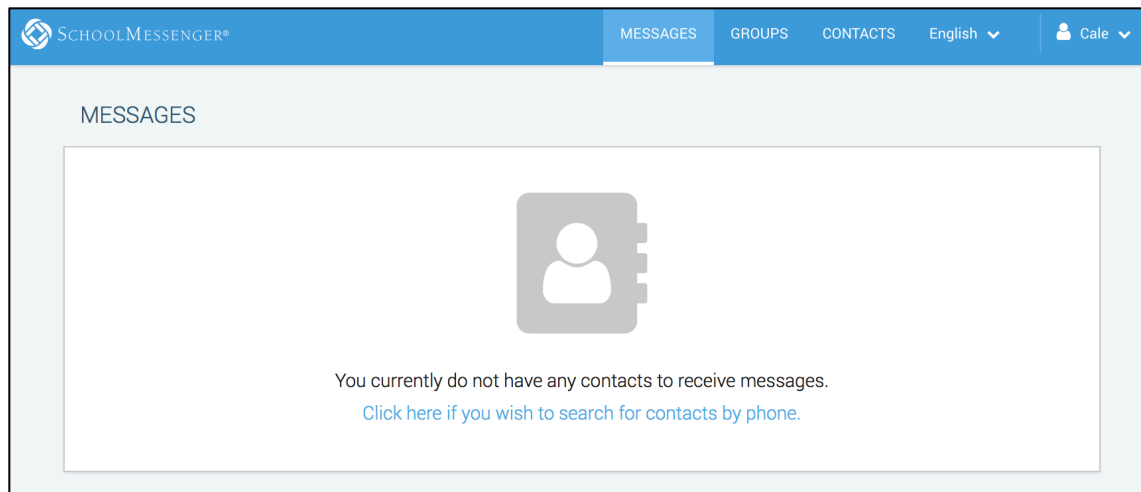
### Note

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.

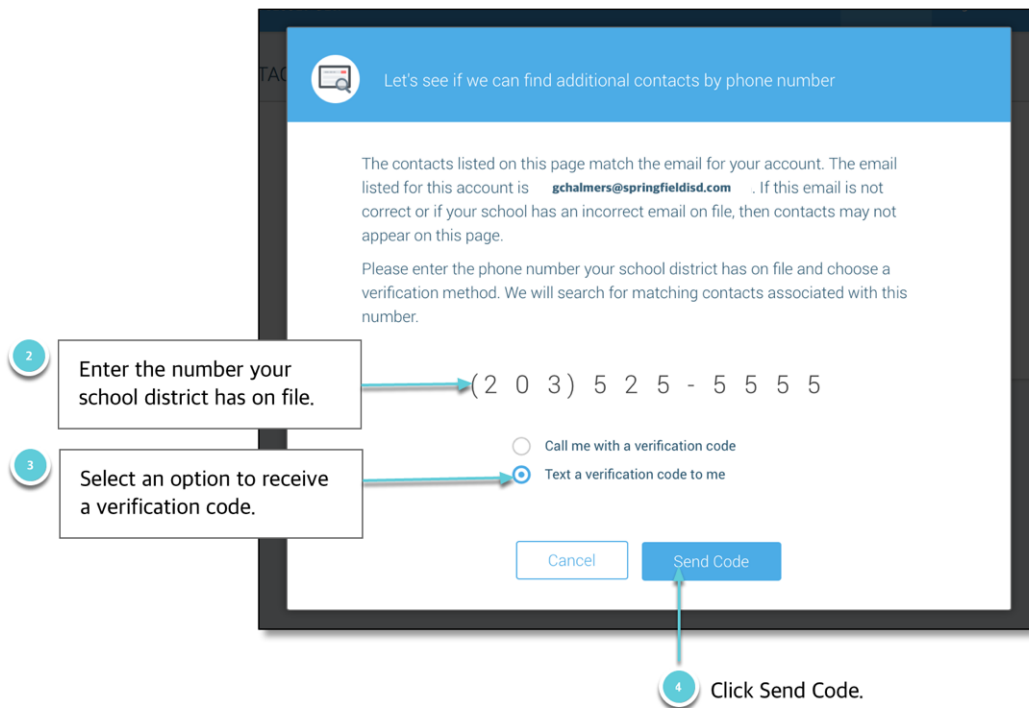


## Claim by Phone (School-Affiliated Users Only)

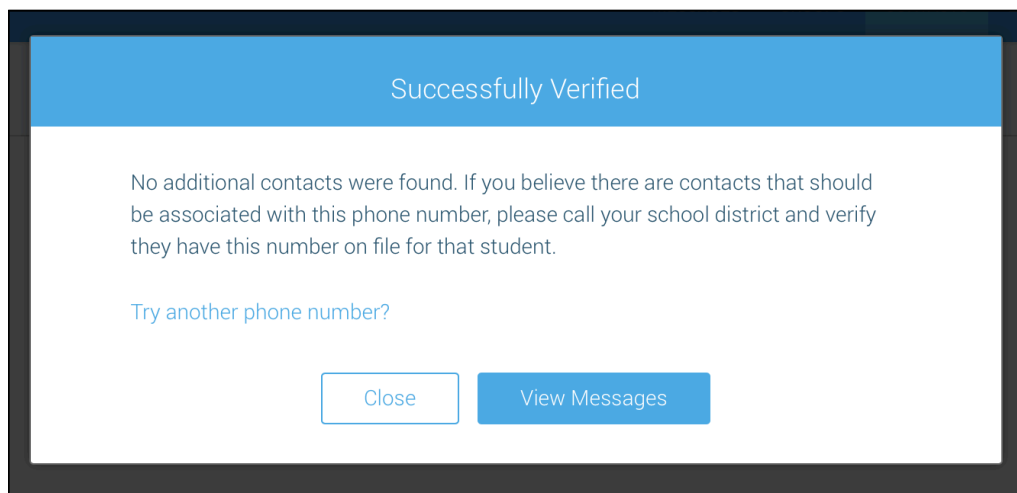
If you've chosen the "Parent" or "Student" role and the SchoolMessenger app isn't able to match your email to any contact data in their systems, your message inbox will appear empty. You'll have the option to try to match a potential school record using your phone number.



1. Click the "**...search for contacts by phone**" link at the bottom of the screen. A window pops up asking you to input your phone number.
2. Enter your phone number your school district has on file.
3. Select an option to receive a verification code.
4. Click **Send Code**. A verification code will be sent to the number you entered.
5. Input the verification code your received and click **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 try another number by clicking the **"Try another phone number?"** link. If no phone numbers work, contact your school district to verify that you have the correct phone number they have on file.



## Notification Preferences (School-Affiliated Users Only)

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.
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.

Additional email and telephone numbers can be added 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).

### School/District:

Shows 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:

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.

### Message Preferences:

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.

Select the card for any type of message and specify your preference of communication for that specific topic. For example, the parent in the above screenshot, has opted to receive attendance messages via email and SMS, but not via voice call.



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



## Joining a Group (Parents and Students Only)

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**.

Join Group

Type your group access code:

SFUF39

You will be able to send messages to this group upon approval of the group owner.

[Don't have a code?](#)  
Please ask the teacher to share with you the access code for the group you are trying to join.

Cancel Join

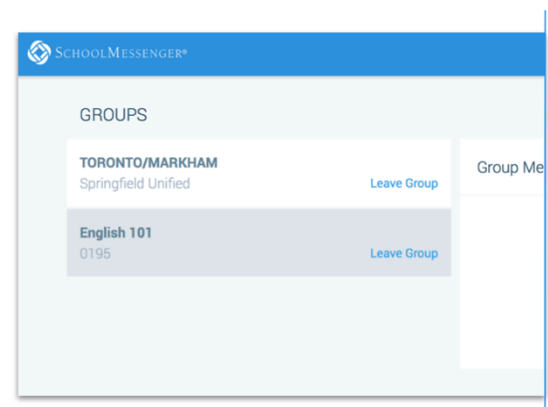
### For Roster Data Groups...

If the system syncs your email address with roster data your school has imported, you will find yourself already signed up to Roster Data Groups. The system automatically creates Roster Data Groups based on Classroom and Teacher data.

## Leaving a Group (Parents and Students Only)

Leaving a group is 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 that you no longer want to be part of the group in the next window.



### For Roster Data Groups...

You will not have the option to leave Roster Data Groups you're 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.





# 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 click on the **Contacts** menu option. In the sample screen shot you will see:

The screenshot shows the 'CONTACTS' menu in the SchoolMessenger app. It lists three contacts: Vivian Bower, Billy Bower, and Ophelia Bower, all affiliated with Appleheart USD. The contact entry for Billy Bower is expanded, showing details such as meal balance (\$27.50), attendance (4 Absence, 0 Tardy), bus routes (7:15 AM to Rockefeller Center, 2:25 PM from 205 East Houston St.), and class schedule (AP-Calculus with Mr. Livinski, Grade A). A message at the bottom of the expanded entry states 'You are the primary guardian'. Blue arrows point from text boxes to specific elements in the app interface.

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

She will be receiving ongoing meal balance and attendance messages for Billy.

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.

Expanding the entry for Billy Bower reveals that She is listed as the primary guardian for Billy in the school's student records.

Use the arrow to expand and contract the entry for each of the contacts that appear on the Contacts page.

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.



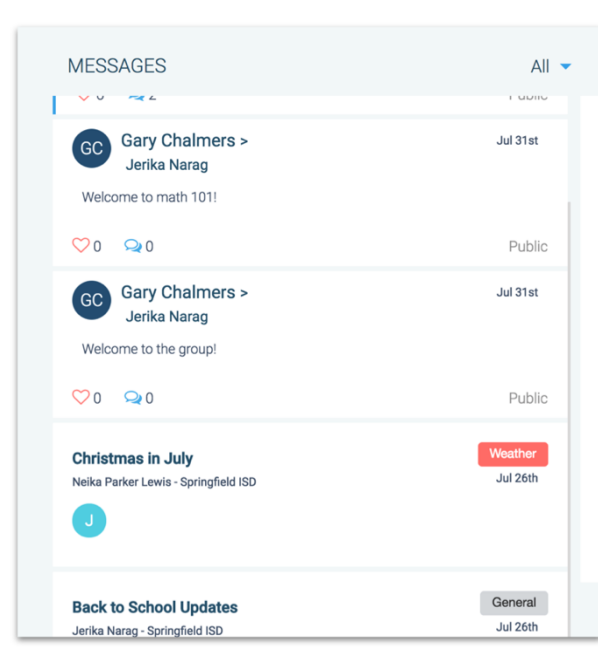
## About Messages

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.

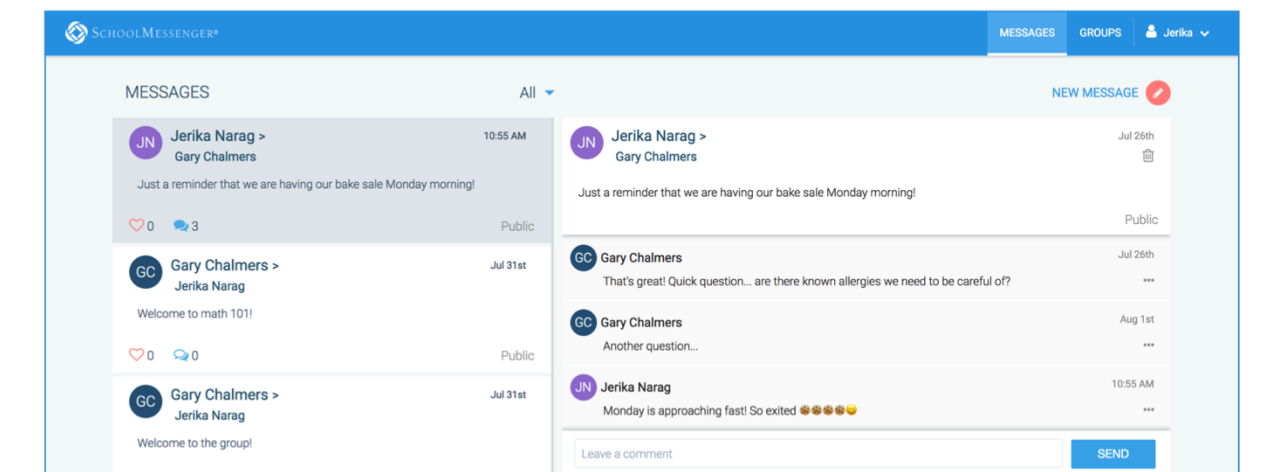
They are sorted newest first, oldest last. The headings of all messages will appear on the left side of the Messages screen.

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



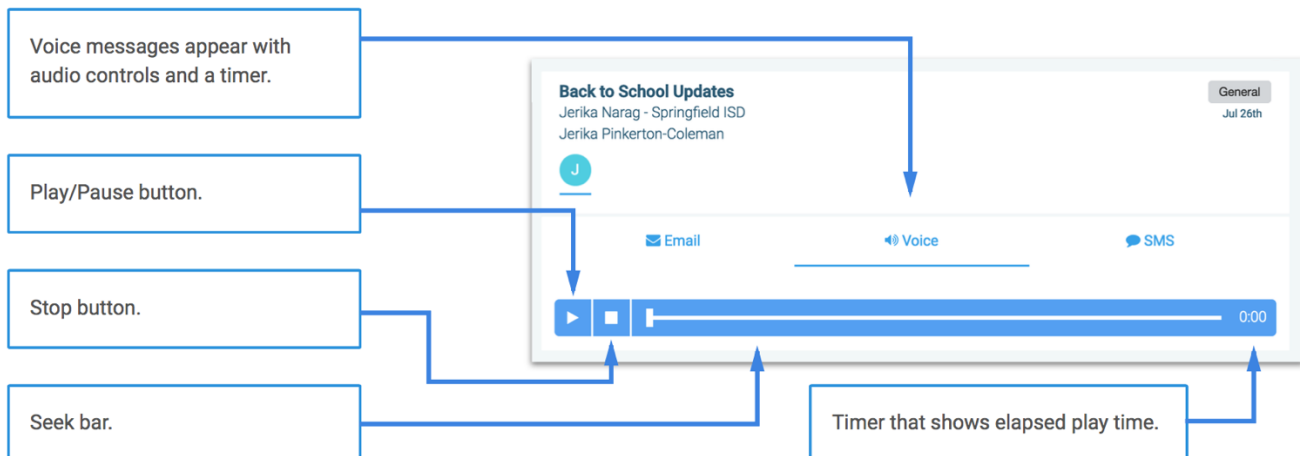
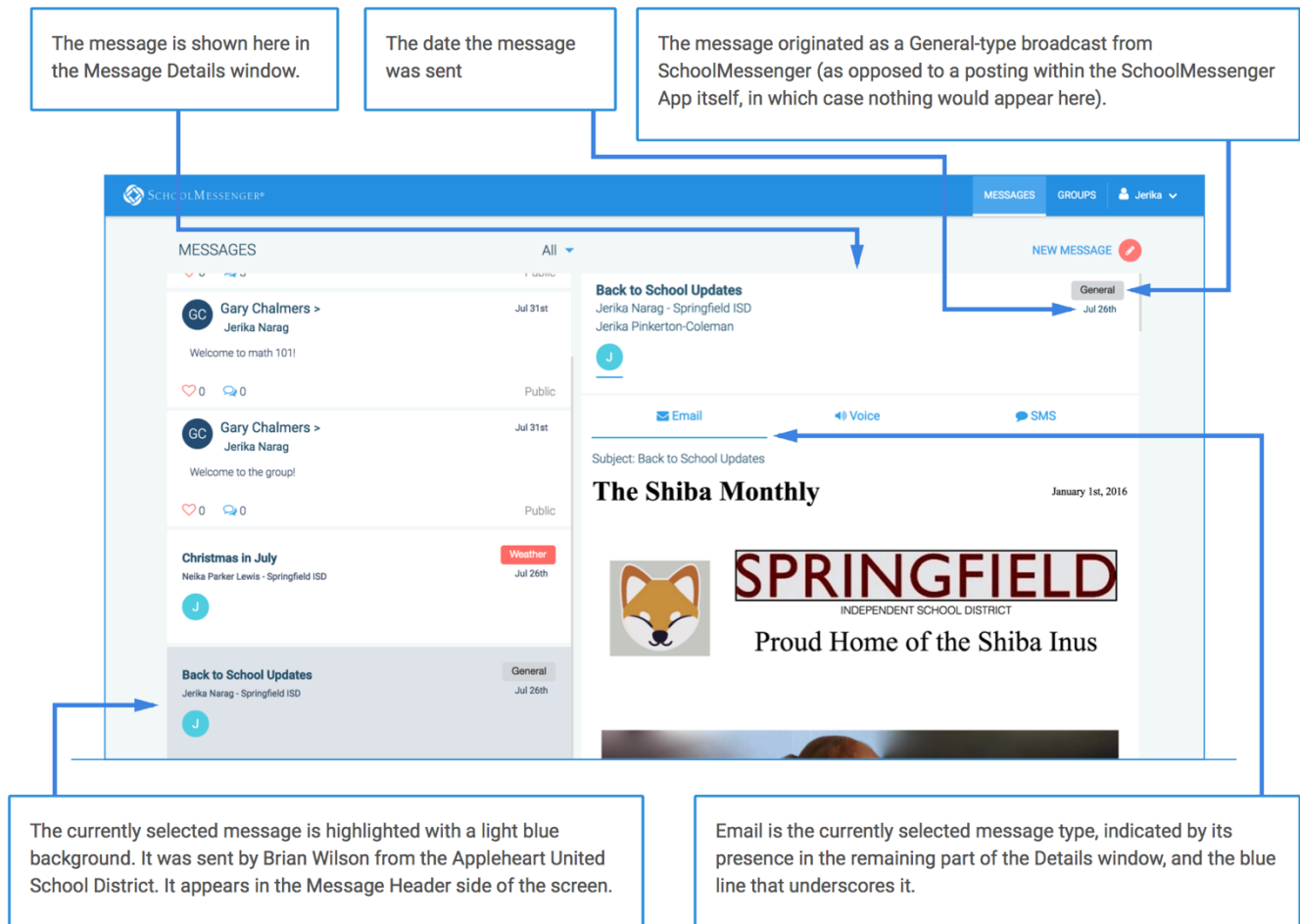
### Note

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.



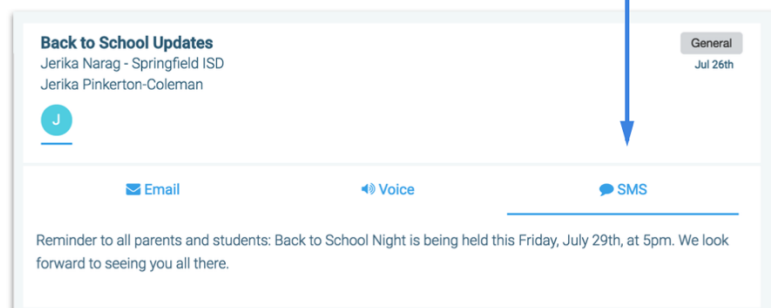
## Anatomy of a Broadcast Message

(School-Affiliates Users Only)



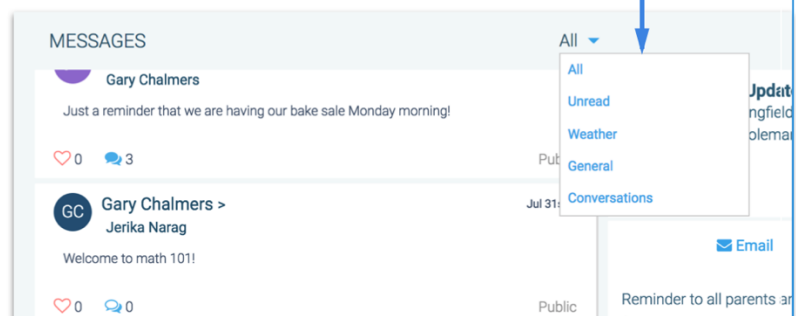


SMS message.



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 Messaging

### 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:

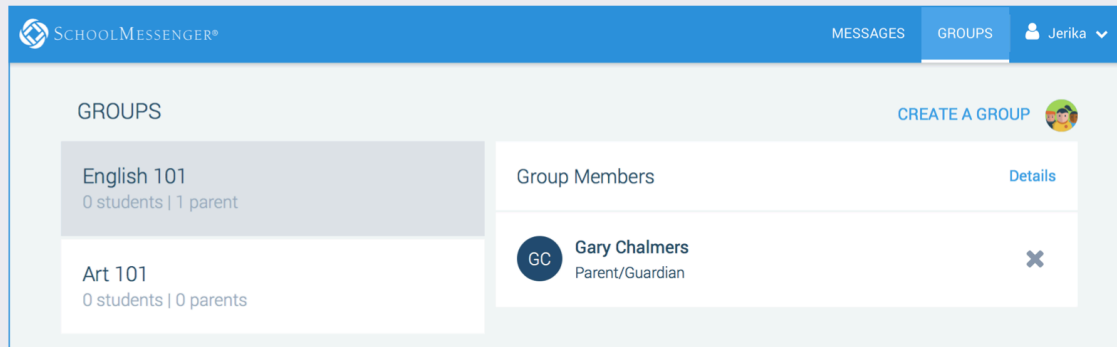
- Receive SchoolMessenger messages sent from the school or district.
- Create SchoolMessenger App groups and invite students and parents to participate in them.
- Send messages to selected recipients (any combination of all/selected students/parents).
- Delete messages that have been posted in any of 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:

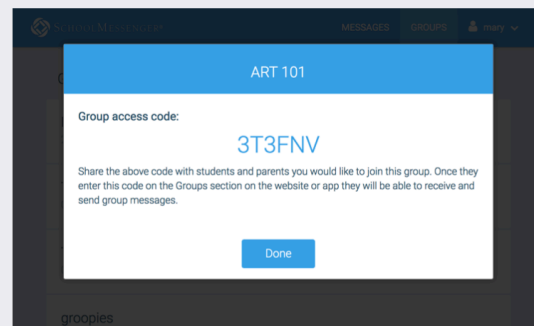
- Receive SchoolMessenger messages sent from the school or district (if their account is school-affiliated).
- Engage in discussions and conversations in any of the forums they have group participation in.



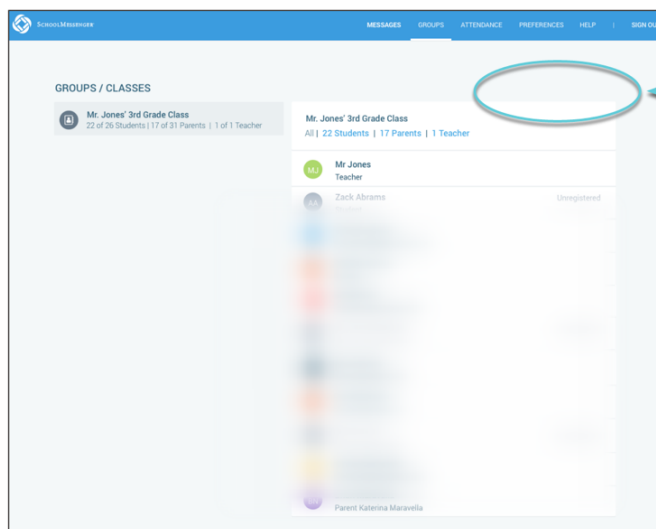
## Create a Group (Teachers Only)



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



If group creation is **disabled**, your Groups page will not have a **CREATE A GROUP** button:



No CREATE A GROUP button will be found if Group Creation is disabled.



## Viewing Groups

For user-created groups:

Group headers appear on the left side of the screen.

Name of the group.

Sort the group by roles.

The selected group will be highlighted with a blue line.

Breakdown of the group members by role is displayed.

Group members appear on the right side of the screen.

Click to see the Group Access Code and edit the Group Name.

Click the X to remove a group member.

The screenshot shows the 'GROUPS' tab in the SchoolMessenger web interface. On the left, a list of groups is shown, with 'Biology 101' selected and highlighted with a blue line. To the right of the list, the details for 'Biology 101' are displayed, including a breakdown of members by role: 1 Student, 1 Parent, and 1 Teacher. Below this, a list of members is shown, including 'Chalmers, Gary' (Teacher), 'Zimmerman, Danielle' (Student), and 'Zimmerman, Cale' (Parent/Guardian). Each member has an 'X' icon next to their name, which can be clicked to remove them from the group. A 'Details' link is also present next to the group name.

### Delete / Rename a Group

#### Delete a Group

1. Click on **Details** in the group members heading.
2. Click on **Delete**.
3. Confirm the deletion of the entire group.

#### Rename a Group

1. Click on **Details** in the group members heading.
2. Enter a new group name.
3. Click **Update**.

The screenshot shows the 'Group Details' form in the SchoolMessenger web interface. The form has a blue header with the text 'Group Details' and a 'Delete' button. Below the header, the 'Group access code' is displayed as 'Z2JSD6'. A message below the code states: 'Share the above code with students and parents you would like to join this group. Once they enter this code on the Groups section on the website or app they will be able to receive and send group messages.' The 'Group name' field is currently set to 'Debate Club'. At the bottom of the form, there are 'Cancel' and 'Update' buttons. The user's profile, 'emilia rojas Student', is visible at the bottom right of the form.



## For Roster Data Groups:

The screenshot shows the 'GROUPS' section of the SchoolMessenger web interface. On the left, a list of groups is displayed. On the right, the details for the 'Potions' group are shown, including a list of participants with their roles and registration status.

**Annotations:**

- User-created groups are indicated by a colored ball with their initials.** (Points to the 'AP' icon for 'Intramural Dragon Hunting')
- Roster-created groups are indicated by an address book icon.** (Points to the 'Potions' group in the list)
- Users can filter participants in a group by role-type and registered status.** (Points to the filter tabs: 'All 14', 'Student 5', 'Parent 8', 'Teacher 1', 'Unregistered 8')
- Users who haven't created a SchoolMessenger App account are greyed out and listed as "Unregistered".** (Points to the 'Unregistered' status of several participants)
- Users can view the number of participants by role-type within each group.** (Points to the participant counts in the 'Potions' group details)
- Users who have a synced SchoolMessenger App account using a registered email address have a colored icon.** (Points to the colored 'HP' icon for 'Potter, Harry')

Unlike user-created groups, Roster Data 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. Teacher's also can't remove or add participants and participants can't remove or add themselves into groups.

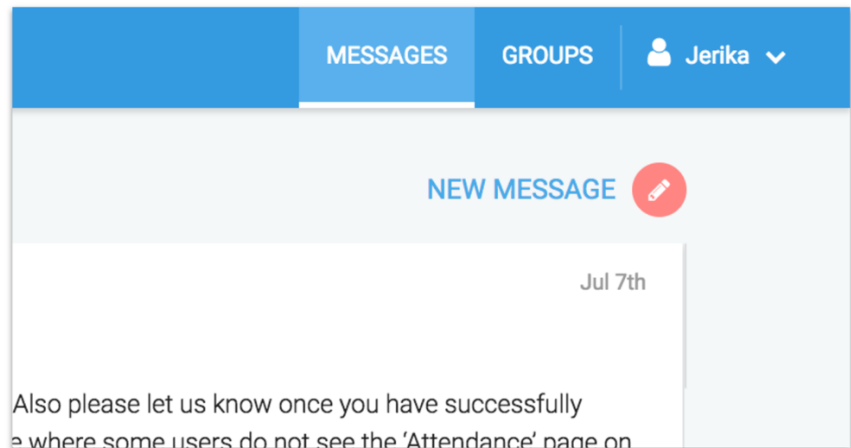


## Create a Message

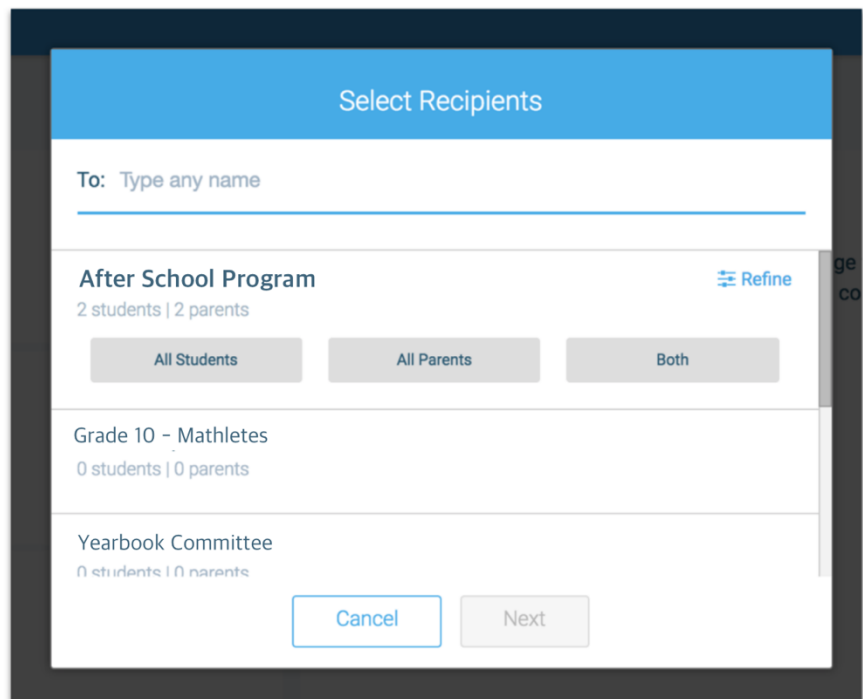
Creating a message is a very simple process. You select the recipients your message will be sent to, designate whether their comments will be readable to others in the group, solely by the teacher, or not at all (comment not permitted).

To create a Message:

1. Click on New Message.



2. The Select Recipients window appears. You can select an individual for your message or you can select numerous individuals from amongst the groups you have created.







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.

Select Recipients

To: CA

co Catherine Oster

cr Carla Reynolds

All Students All Parents Both

Grade 10 - Mathletes  
0 students | 0 parents

Yearbook Committee  
0 students | 0 parents

Cancel Next

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 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.)

Select Recipients

To: Type any name

Cathy Oster X Peggy Smith X

After School Program [Refine](#)  
2 students | 2 parents

All Students All Parents Both

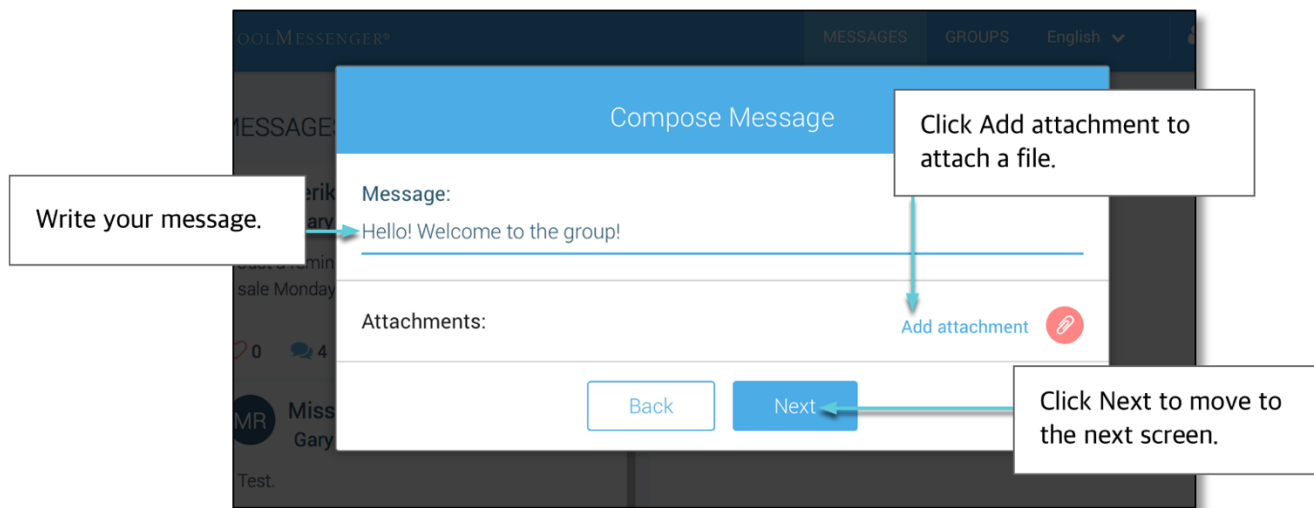
Yearbook Committee  
0 students | 0 parents

Grade 10 - Student Council  
0 students | 0 parents

Cancel Next

8. Click **Next**.

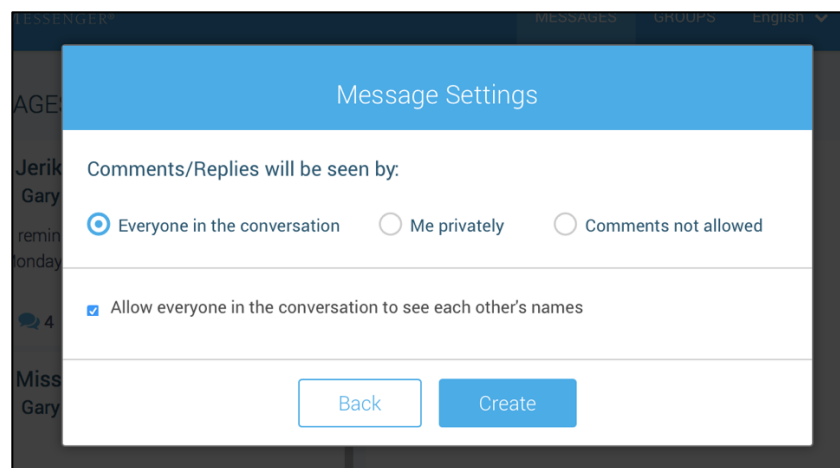
The **Compose Message** window appears.



### Select your Message Settings:

If you're ready to send your message, select your **Message Settings**:

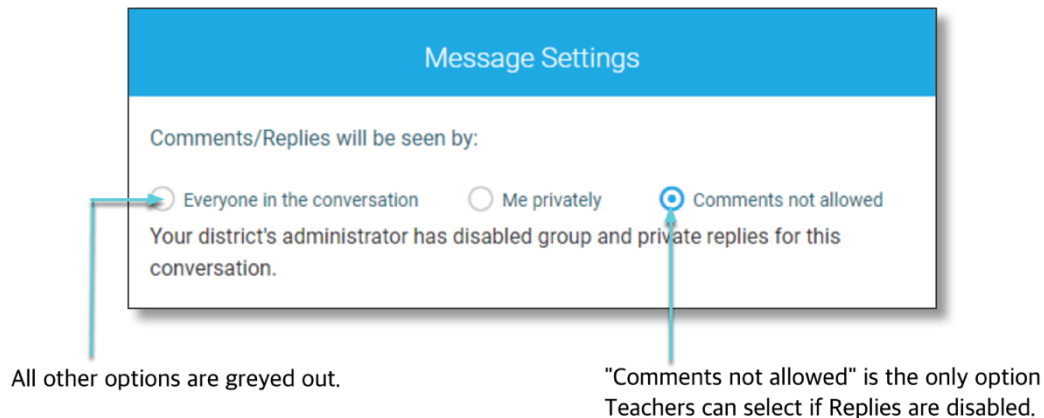
- **Everyone in the conversation:** comments to your message will be seen by the entire group
- **Me Privately:** only the teacher will see comments sent by individuals
- **Comments not allowed:** no one will be able to send a response
- **Commenters' names:** check the box to allow everyone to see everyone's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





## Replies Disabled

If your replies have been disabled by a system administrator, you will only have 1 option when sending your message – “Comments not allowed”:




## Add Attachments

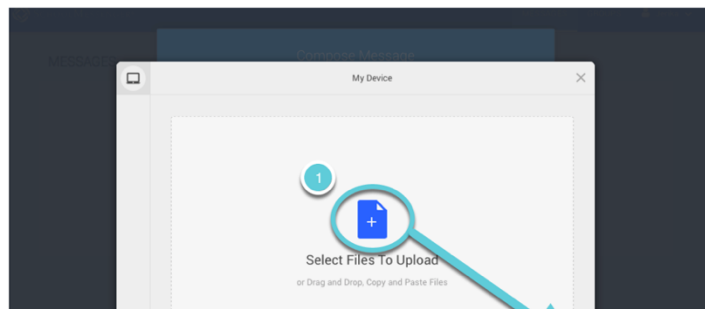
Use attachments to send the following file types to parents, guardians and students:

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

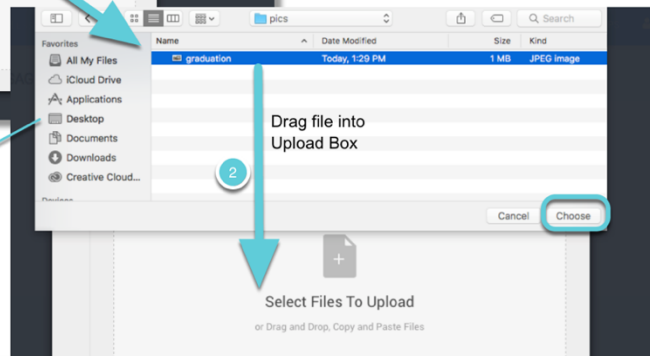
Note that the **max file size** is 20MB and you can only send **1 attachment** per message.

To attach a file, click the **Attachment icon**: .

After clicking the **Attachment** icon, the **Upload** box appears:



Search window appears

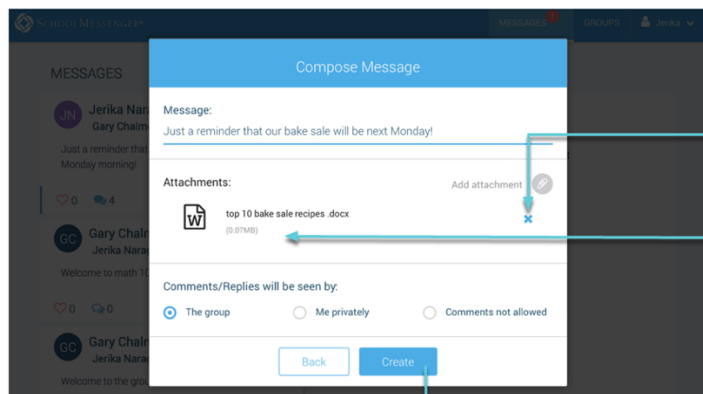


To attach, you can either:

1. Click the blue document icon to open a search window. Locate your file on your desktop. Select the file and click Choose.

OR...

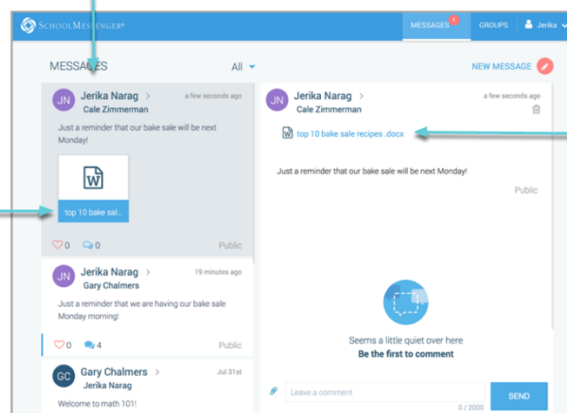
2. Select the file from the search window and click drag into the Upload box.



Click "X" to delete.

Once uploaded, your attachment appears in the Attachments section.

How your attachment appears in the Messages list.



How your attachment appears when your message is expanded.



## Delete an Entire Message Thread or a Member Comment

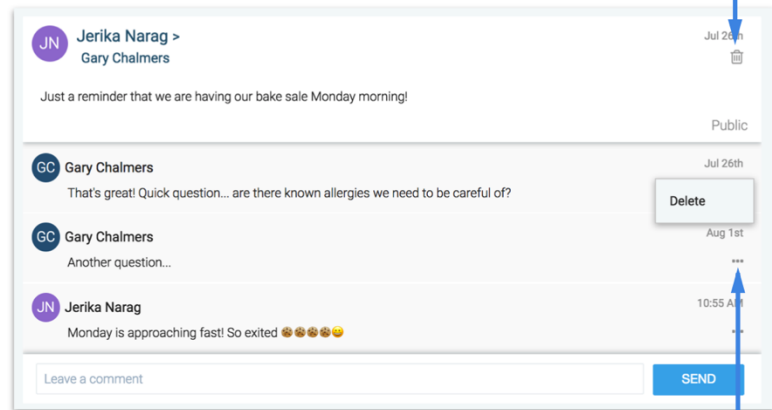
- **Teachers** can delete whole message threads or single comments.
- **Parents and students** can delete their own comments.

### Delete an entire message thread

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. Confirm the deletion of the entire message thread

### Delete a member comment

1. Click on **Messages** in the menu.
2. Click on the three dots (. . .) next to the comment that you wish to delete
3. 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 created by a teacher may read the message, and, **if enabled**, read the comments of other group members and reply.

The circumstances are defined by the teacher who created the original message or our support teams. Messages may be configured 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.



The below is an example of how a message thread appears to a recipient:

Teacher Jerika Narag has created a message and immediately followed it with a second afterthought message.

Group member Gary Chalmers has commented on it, and, as a public message, it is readable by all group members.

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.

To send and post the message that has been entered, the user clicks on SEND

The diagram illustrates a message thread interface. At the top, a message from Jerika Narag (JN) to Gary Chalmers (GC) dated Jul 26th says "Just a reminder that we are having our bake sale Monday morning!". Below it, a public comment from Gary Chalmers (GC) dated Jul 26th asks about allergies. Another comment from Gary Chalmers (GC) dated Aug 1st asks another question. At the bottom, Jerika Narag (JN) has a comment dated 10:55 AM saying "Monday is approaching fast! So excited". A text input field at the bottom contains "Is anyone bringing in Lemon cake for next Monday?" and a blue "SEND" button. A character count "49 / 2000" is next to the input field.

## Delete Your Comment (parents and students)

Click the 3 dots to delete your own comments.

The diagram shows a message thread. A message from Gary Chalmers (GC) to Danielle Zimmerman + 1 more dated Mar 7th includes a screenshot and the text "Hello! Welcome to the group!". Below it, a comment from Danielle Zimmerman (DZ) dated Mar 7th says "oh, hello!". At the bottom, there is a text input field with the placeholder "Leave a comment" and a blue "SEND" button. A character count "0 / 2000" is next to the input field. A red circle highlights the three dots (more options menu) next to Danielle Zimmerman's comment, with an arrow pointing to it from the instruction box.



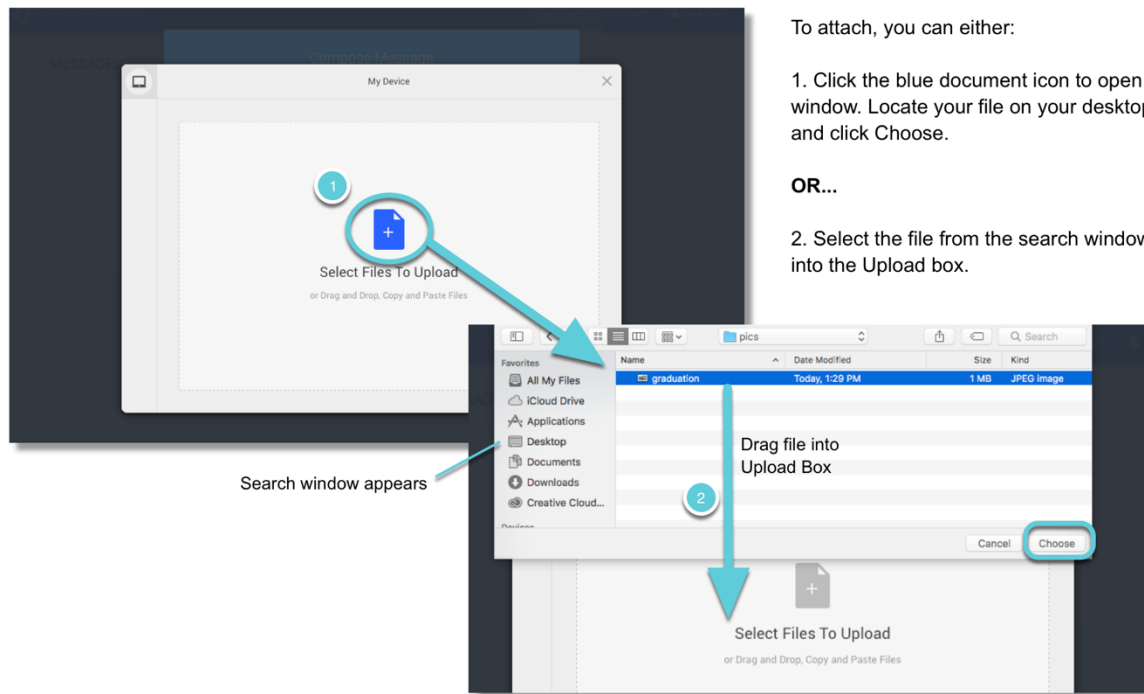
## Add an Attachment to a Reply

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 that the **max file size** is 20MB and you can only send **1 attachment** per message.

After clicking the **paperclip icon**, the **Upload box** appears:





Once uploaded, your attachment appears in the message thread.

Click "X" to delete.

Add a comment to send with your attachment (required).

Your attachment appears beneath your comment in the message thread.

The screenshot shows the SchoolMessenger web interface. The top navigation bar includes 'MESSAGES', 'GROUPS', 'CONTACTS', and a user profile 'Gary'. The main area displays a list of messages. A message from Jerika Narag (JN) to Gary Chalmers (GC) dated Aug 4th is highlighted. Below it, a message from Gary Chalmers (GC) to Jerika Narag (JN) dated Jul 31st is shown. A message from Gary Chalmers (GC) to Jerika Narag (JN) dated Jul 31st is also visible. At the bottom, a message from Miss Rosie Robot (MR) to Gary Chalmers (GC) dated Jul 11th is shown. A message from Jerika Narag (JN) to Gary Chalmers (GC) dated Aug 4th is shown with an attachment 'top 10 bake sale recipes .docx' (0.07MB). The attachment is shown as a document icon with a blue 'X' in the top right corner. A blue 'SEND' button is visible next to the attachment. A text input field 'Leave a comment' is located below the attachment, with a character count '0 / 2000'.



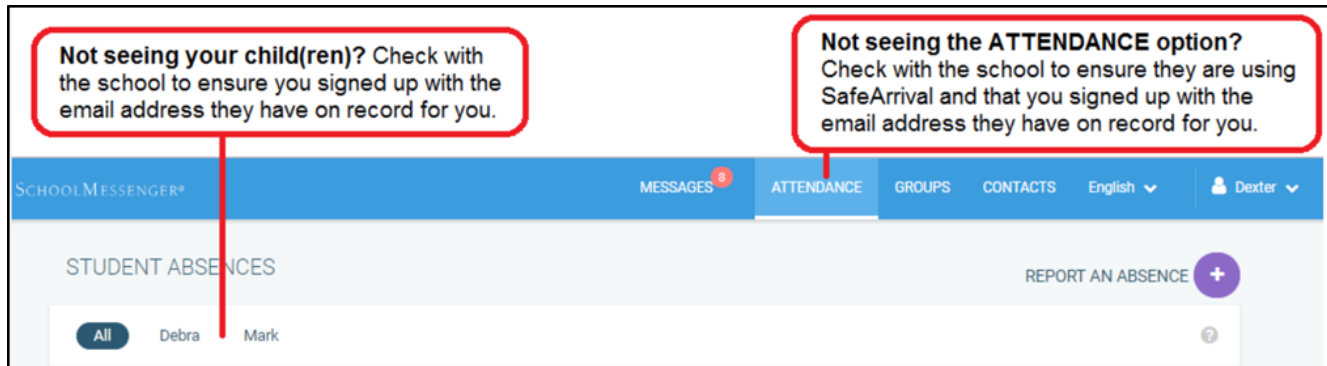


## SchoolMessenger App with SafeArrival

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 on the menu. This is shown at the top of the screen on the website.



**Note:** If you do not see the **ATTENDANCE** menu or your student(s), please check with the school to make sure you are using the email address that they have on record for you.



## Views

### Calendar View

To go to the previous or next month, click the < or > at the top of the calendar.

### List View

To scroll through the list of absences, use the scroll bar on the right-hand side of 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.

### Reporting an Absence

Follow these instructions to report an absence using SafeArrival:

1. Select .
2. 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.
3. Select **Send** to report the absence.

Reporting absences just got a whole lot easier

Just tell us who will be absent, when and why, and we inform the school.

Who will be absent?

D

Donald Knoblauch

Clarkson School

select which student will be absent

Type of absence

Late

Reason

Missed bus

select the type of absence and the reason for the absence

Date of Absence

March 21, 2018

Expected time of arrival

09

: 30

AM

select the date(s) of the absence and any time(s) that are requested (e.g. arrival, departure)

Cancel

Send

select Send to report the 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/Click the absence (in List View) or the day of the absence (in Calendar View), then **EDIT**.
2. Make the required changes then tap/click **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/Click the absence (in List View) or the day of the absence (in Calendar View), then **DELETE**.
2. Tap/Click **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.

## 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 apps or website to explain your student's absence.

## 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](mailto:appfeedback@schoolmessenger.com)