



Quick Start for New Users

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Sending Your First Broadcast is Minutes Away

If you're a new SchoolMessenger Communicate user, it's very important to configure a few basic account settings before you begin sending broadcasts. Performing the simple one-time setup below will make learning the system and sending broadcasts quick and easy. Just follow the step-by-step instructions below to configure your account preferences, create a test list and send your first call.

Bookmark Your Login Page

Once you've entered your Communicate web address, be sure to bookmark the login page on any computer that you'll regularly use to send notifications. We also encourage you to write down the address and carry it with you in your wallet or purse. Every customer's login page is unique, so you should not expect that you will remember your specific login URL in the event that you are away from your personal computer and need to access the system.

Set Your Account Preferences

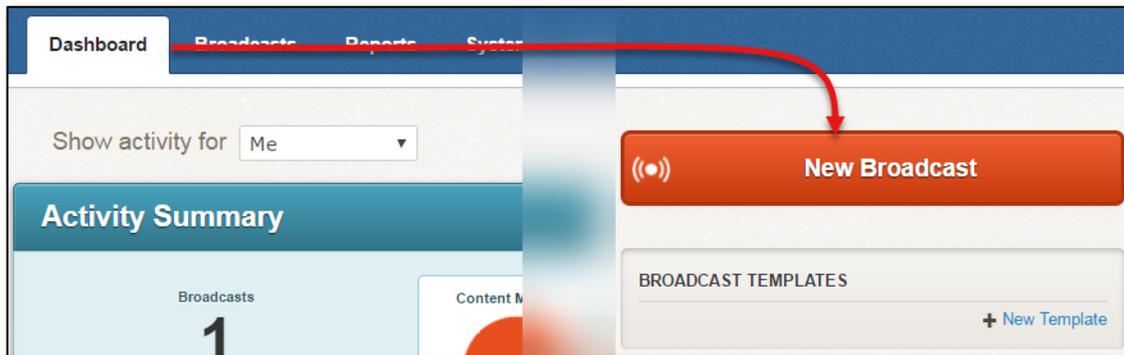
1. After logging in, click the **blue Account link** in the top right corner of the page.
2. Within the "User Information", ensure that all of the details in the "Account Information" section are completed and accurate. If you are unsure what the information in a particular field is used for, just *hover your mouse over the name of a field* and a message with details will appear.
3. For the "Phone" field enter the phone number where you're most likely to be reached when recording a message. This will save you time later when you need to quickly record a message, but it can be easily changed as needed.
4. Click the  **Done button** at the bottom of the page to save your changes.



Note: If your account was created by a data import, you may be unable to edit certain fields of your User Information.

Send Yourself a Test Call (Broadcast)

Log in to the system. The first page you see is called the **Dashboard** and you can send a Broadcast right from this screen.



Click the **orange New Broadcast button** to begin the 3-step process for creating a new broadcast – shown below.

Step 1: Subject & Recipients

1. Enter a *Subject* (e.g. My First Broadcast).
2. Select a *Type* (usually “General”).
3. Click **Add Me** and check your contact details (you may edit if needed).
4. Click the **green Continue button** in the lower right when you are sure your contact details are correct.

New Broadcast

1 Subject & Recipients
2 Message Content
3 Review & Send

Specify a subject and select the desired message type for this message.

1 Subject

2 Type

Select your message recipients. You can also include yourself.

Recipients

Actions	Recipient/List Name	Targets	Count
✕ ✎	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">👤</div> <div> School (Me) Phone: Email: SMS: </div> </div>	N/A	1
Total			1

4 Continue >

Step 2: Message Content

1. Click the **Phone** header/button.
2. In the **Recording** field, enter the 10-digit phone number from which you will record your voice message.
3. The **Scratch Pad** area below is simply a place where you can type out a script to read during your voice recording.
4. Click **Call Now to Record** and follow the prompts on the phone to record and save your message.



Important: As soon as you are done speaking, press any key to stop the recording. The message will automatically replay. You must press 1 to save your message. Hanging up the phone prior to pressing 1 will erase your message and you will have repeat step 2 to re-record it.

5. Click the **Settings** button to access additional options.

6. When you're satisfied with your voice recording click **Save**.



Note: You will have the option to click to listen to and/or replay your voice recording from this page.

7. Click **Continue** on the lower right to move to Step 3.



Note: You may add an Email, SMS (Text) or other available message types to this test broadcast if you like, but those types are not covered in this guide.

Step 3: Review & Send

Your Broadcast should contain the phone message you just recorded and 1 recipient. Click **Send Now** on the lower right to get your Communicate test broadcast underway.

Check your Email

Now check your email, you should have also received an email with a link to the audio file you recorded. Email links are automatically created and are a great way to ensure that your message gets to your intended recipient even if someone else (like a student) happens to answer the call.

Review your Broadcast Report

Finally, you should have also received an email report summarizing your Broadcast. After each Broadcast, an email is sent with a report displaying the delivery results.

Still want more information?

For more detailed feature information see the *Getting Started Guide* and other guides found in the online help. In-product online help is found by clicking **Help** in the top right corner of any page of your Communicate account.

Questions?

If you have any questions regarding the above, please contact support.

SchoolMessenger Support Number

Email: support@schoolmessenger.com

Phone: 800-920-3897

Chat live with a support rep here:

www.schoolmessenger.com/support