



SchoolMessenger App

User Guide - Mobile (Android)

West Corporation

100 Enterprise Way, Suite A-300

Scotts Valley, CA 95066

888-527-5225

www.schoolmessenger.com





Table of Contents

- WELCOME! 3**
 - THERE ARE TWO TYPES OF SCHOOLMESSENGER APP USERS: 3
 - SCHOOLMESSENGER AND THE TCPA 4
- LOOK AND FEEL..... 4**
- INITIAL MENU 5**
- CREATING A SCHOOLMESSENGER APP ACCOUNT 5**
 - SIGN UP..... 6
 - LOG IN 7
- SET UP YOUR USER ACCOUNT..... 8**
- PREFERENCES (SCHOOL-AFFILIATED USERS ONLY) 9**
- JOIN THE GROUPS YOU’VE BEEN INVITED TO JOIN (STUDENTS AND PARENTS)..... 10**
- LEAVE A GROUP 10**
- CONTACT PROFILES - GUARDIANS (PLUS MODULE-SUBSCRIBED SCHOOL-AFFILIATED USERS ONLY) ... 11**
- ABOUT MESSAGES 12**
 - MESSAGE COMPONENTS 12
- ANATOMY OF A BROADCAST MESSAGE (SCHOOL-AFFILIATED USERS ONLY) 13**
- TEACHER INITIATED MESSAGING (TIM)..... 14**
 - CREATE A GROUP (TEACHERS ONLY)..... 14
 - VIEWING A GROUP’S MEMBERSHIP AND DELETING A GROUP..... 15
 - EDIT GROUP NAMES 16
 - REMOVE GROUP MEMBERS 17
 - CREATE A MESSAGE 17
 - DELETE AN ENTIRE MESSAGE THREAD OR A MEMBER COMMENT 22
- RESPONDING TO A SCHOOLMESSENGER APP MESSAGE..... 22**
 - ADD AN ATTACHMENT 23
- QUESTIONS? 24**



Welcome!

 **Important:** Some features discussed in this help may need to be enabled by our support teams for your school district and user profile in order to access. If you don't have access or if certain functions are missing, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

The SchoolMessenger App allows schools and school districts to inform parents and students about school related emergencies, school closures, 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 messages 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

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.



There are two 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.

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



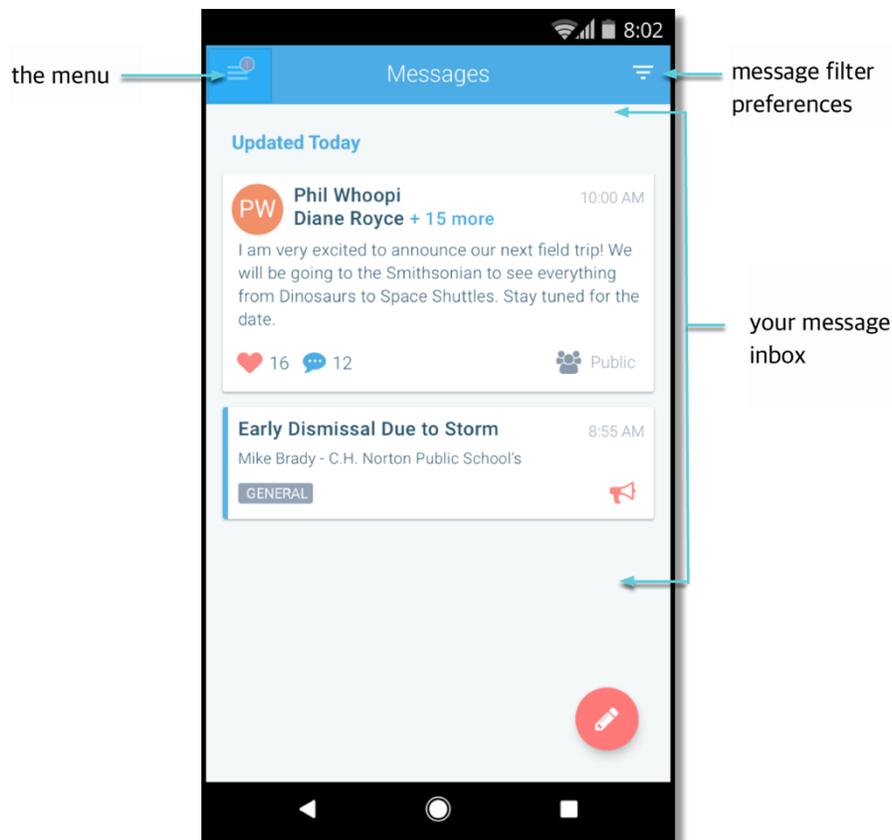
The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.

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 Android interface is simple and uncluttered. When you first log in, the **Messages** inbox appears as the default screen. You can navigate SchoolMessenger's other features by tapping the menu option in the top left corner of the screen.

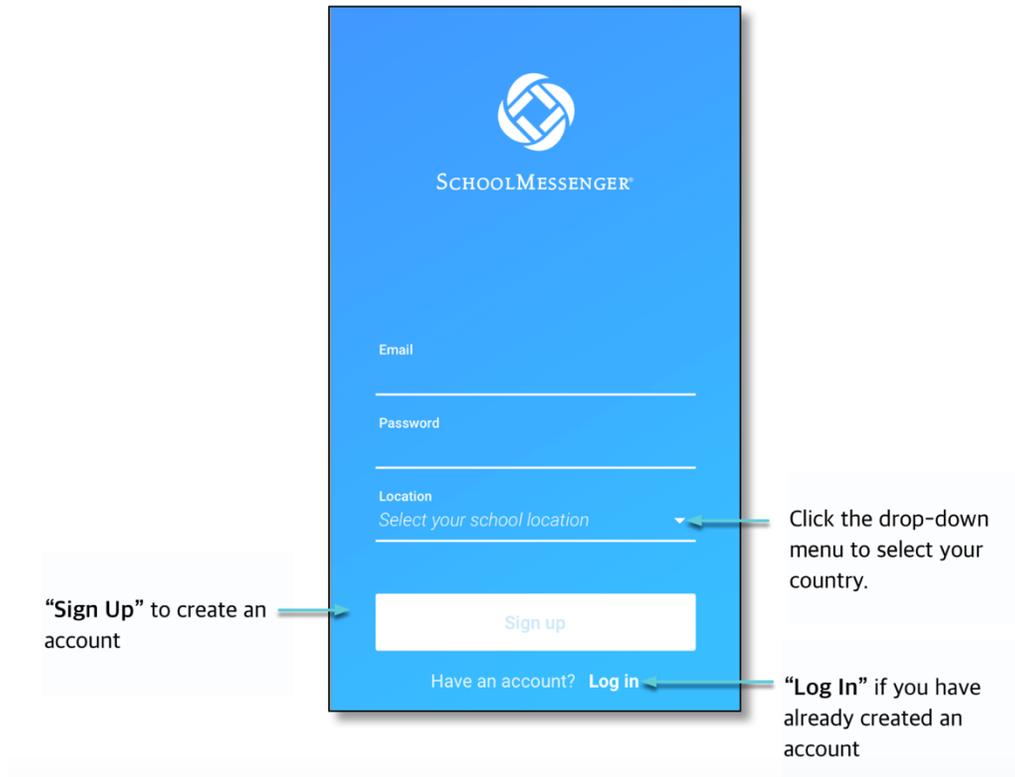
The below screenshot is an example of what you will see after you first log in. The content of your work area depends on the selected menu item. For example, the **message filter** option in the top right side only appears in the **Messages** screen.





Initial Menu

You have 2 options after downloading the App and launching it on your Android device:



Creating a SchoolMessenger App Account

You must create an account in the SchoolMessenger App before you can start using it. Your user type determines which messages you receive and how you receive them.

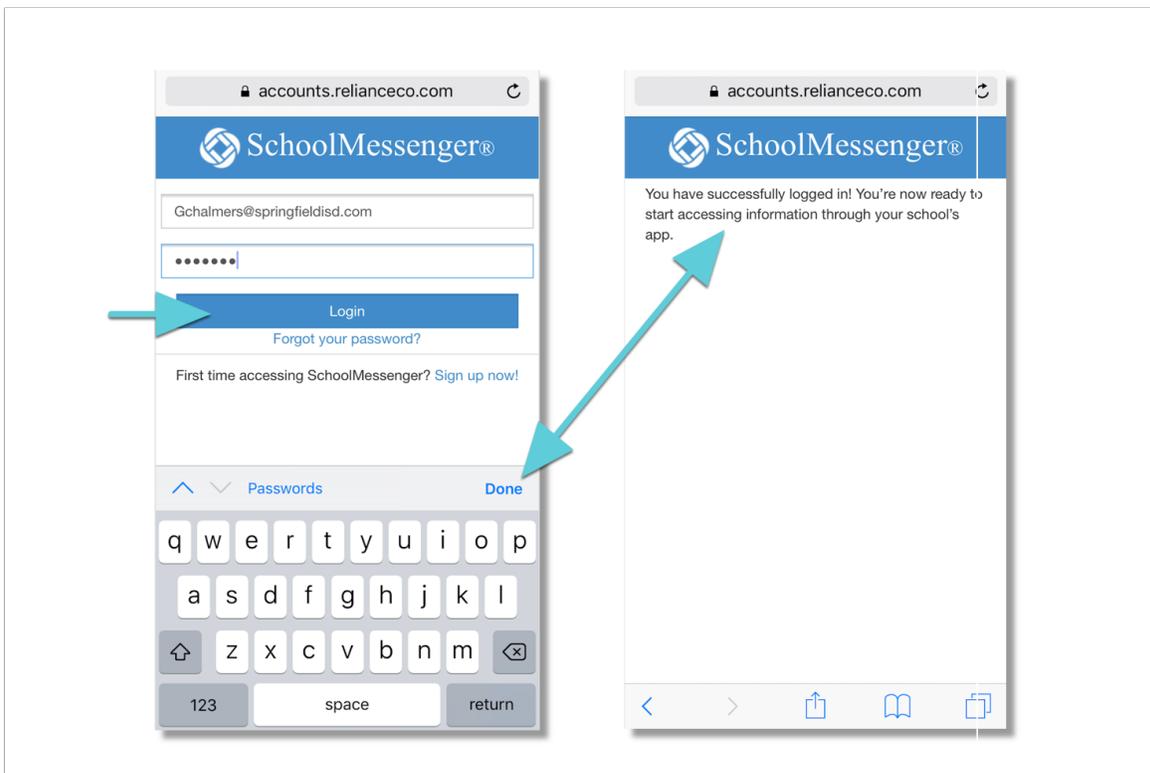
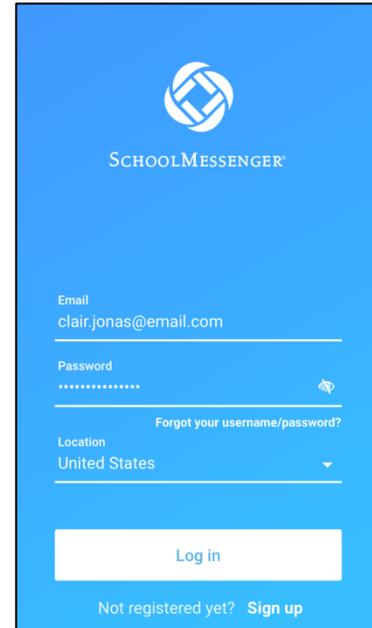
If you are a school-affiliated user, our support teams would have entered your email address into their system. As your information is registered in the school or district records, you will receive all the messages you have subscribed to receive from the school. You must use this same email address in creating your SchoolMessenger App account.

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.



Sign Up

1. Tap **Sign Up** at the bottom of your phone screen.
2. Enter your email address, location and a password. Your password **must**: be at least six characters in length, contain at least one uppercase character, one lowercase character, and one digit (e.g. School123).
3. Receive an email message at the email address you provided. Tap on the link in the email to verify your account. A new page will open up in your default web browser. This link is only valid for 24 hours. If you do not tap on it and log into the SchoolMessenger App within 24 hours, it will expire. To be sent a new link, restart the sign up process.
4. Return to the SchoolMessenger App.
5. Enter the same email address and password you used to create the account.
6. 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.

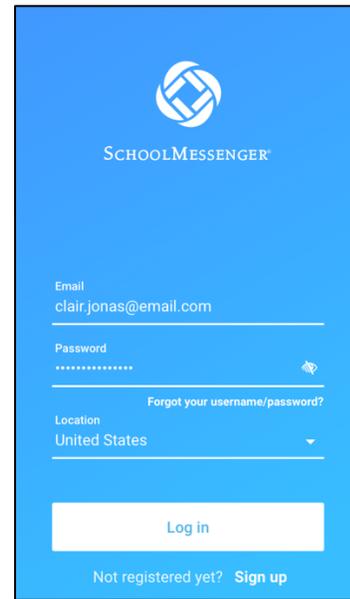




Log In

To log into the SchoolMessenger App:

- Tap the **Log In** button.
- Enter the email address you used to register in the SchoolMessenger App.
- Enter your password.
- Enter your location.
- Tap the **Log In** button. Tap on **Forgot your username/ password?** if you forgot your password. An email will be sent to you allowing you to register a new password.



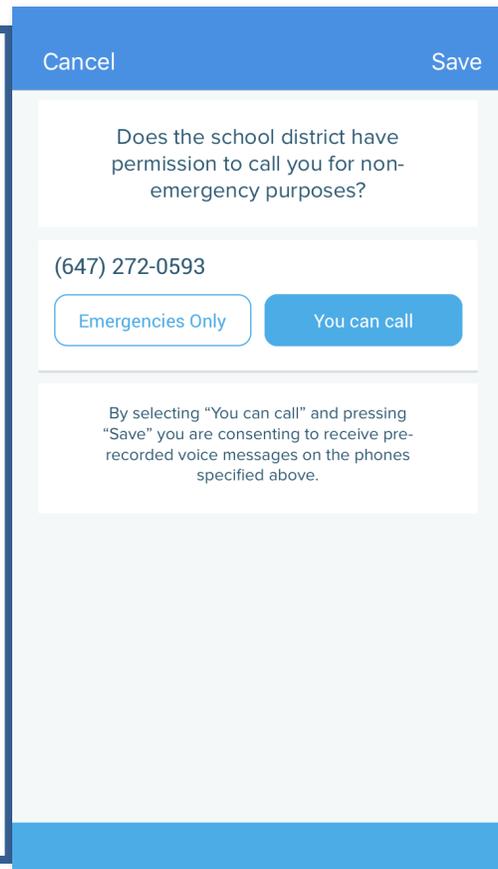
School-Affiliated Users Only

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 your preference and this will be saved for each of your phone numbers. Consent preferences can be changed at any 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.

 **Note:** Certain factors (a changed of phone number or 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.





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 **User Account**
- setting your **Preferences** (school-affiliated users only)
- joining **Groups** that you have been invited by teachers to join (guardians/students)
- creating **Groups** that you will invite parents and students to join (teachers)



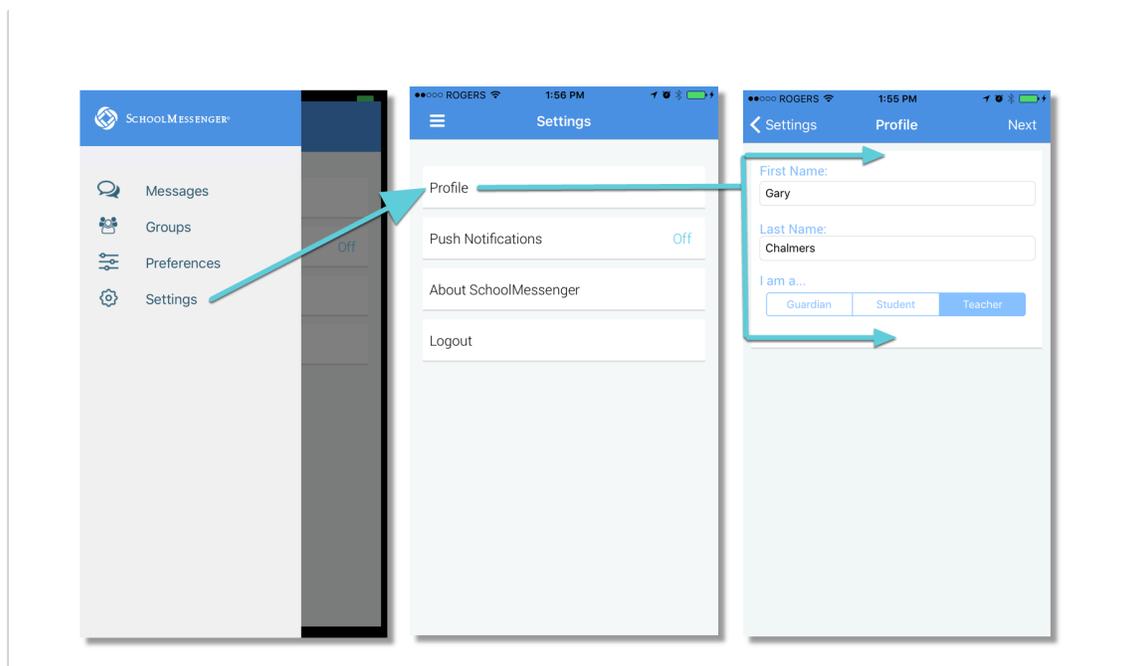
Note: If you don't see **Groups** in your menu, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

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

1. Tap on the menu button  on the upper left corner of your screen.
2. Tap on the **Settings** option.
3. Tap on the **Profile** option.
4. Enter your first name, last name, and your **Role** type (Teacher, Student, or Guardian).

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 the next time you log in.

Important: You can change your Role type (from teacher, to student, to guardian) 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 guardian, you can use two different email addresses to register and to login into the system.

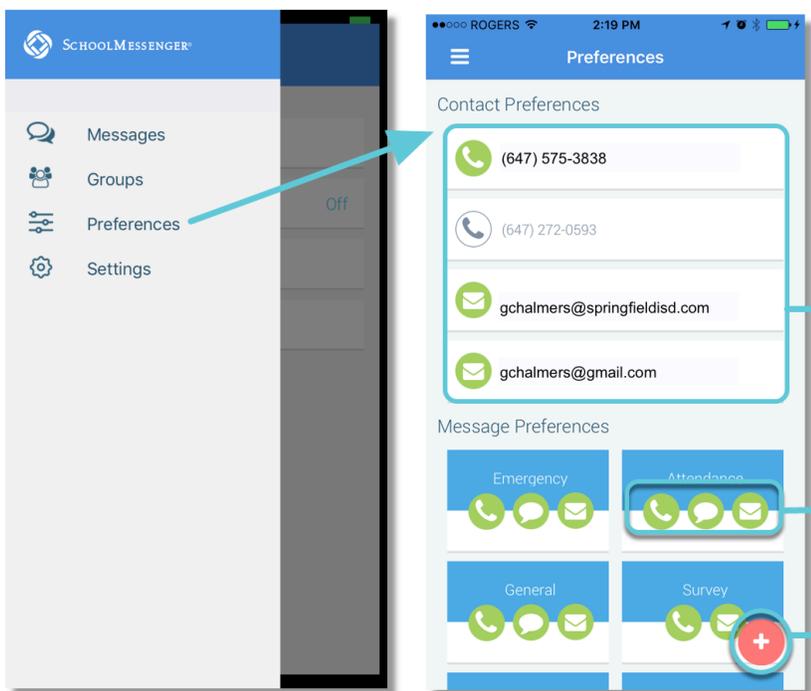




Preferences (School-Affiliated Users Only)

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. 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.



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.



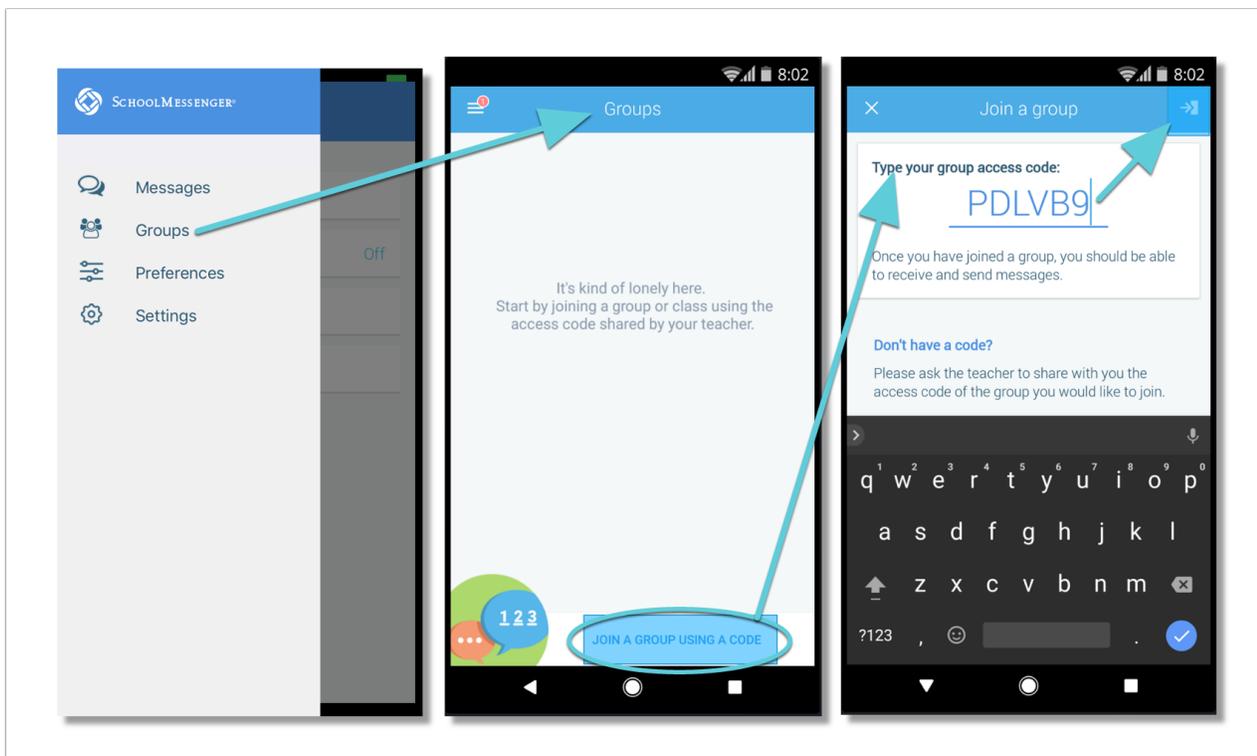
Join the Groups You've Been Invited to Join (Students and Parents)

 **Note:** If you don't see **Groups** in your menu, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

Teachers can set up conversation or discussion groups in which students, guardians, and general users 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. Tap on the **Groups** menu option.
2. Tap on **JOIN A GROUP USING A CODE**.
3. In the **Join a group** window, enter the **access code** that was provided to you by a teacher.
4. Tap the **Join** button in the top right of the screen.



Leave a Group

Leaving a group is very simple.

1. Tap on the **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.



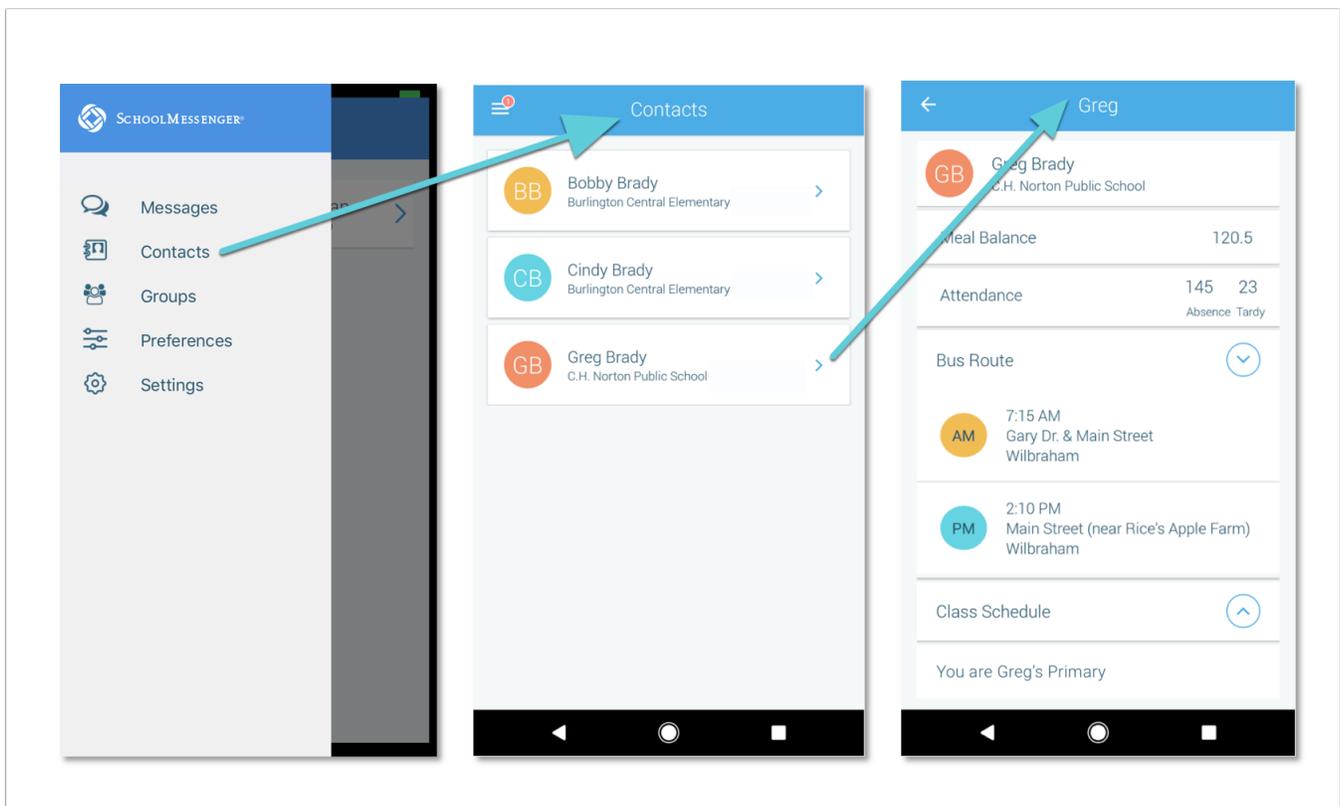


Contact Profiles - Guardians (Plus Module-Subscribed School-Affiliated Users Only)

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.

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 are linked to a guardian account, tap the **Contacts** menu option:



In the above example, the Guardian's children appear in their Contacts. Expanding Greg's Contact Profile reveals his Meal Balance, Attendance, Bus Route, Class Schedule and that the Guardian logged in is their Primary contact.

Numerous other kinds of information may appear in the student's profile 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.



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 by newest first, oldest last. 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

The SchoolMessenger App-only messages will include:

- the initial-icon of the group sender
- the name of the sender
- the name of the contact the message has been sent to, followed by the number of other group members who have received the same message. Clicking on the + [number] more link will produce a list of the names and roles (student/guardian) of all the other recipients of the message
- the content of the message

The school/district Broadcast messages will include:

- the title of the school/district message
- the name of the sender and the name of the school/district
- the message type (e.g. General, Emergency, Survey, etc.)
- the time on which the message was sent
- the initial-icon indicating whom the message was sent to (when sent to a student) or the student concerning whom the message is about (when sent to a guardian). Multiple circles indicate that the same message has been sent for multiple students



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



Anatomy of a Broadcast Message (School-Affiliated Users Only)

The following screen shot shows a SchoolMessenger Broadcast message sent from teacher Mike Brady to a student.

Messages can be filtered to display all messages, only Unread messages, and various other categories.

- Clicking the Broadcast message in your message inbox opens the message in the Broadcast Details window.
- The message originated as a General-type Broadcast from SchoolMessenger (as opposed to a posting within the SchoolMessenger App itself, in which case nothing would appear here).
- The blue line beneath **Email** indicates that the currently selected message format is **Email**.

Voice messages appear with audio controls and a timer, Play/Pause button, Stop button, and a seek bar

Broadcasts can also be sent in SMS text form.

The storm is expected to hit our area around 1:30 today. C.H. Norton Public School will be closing at lunchtime and busses will make their pick ups at 12:45 to return your children home. We do not anticipate that school will be open tomorrow. Enjoy the weekend and stay safe.



Teacher Initiated Messaging (TIM)

 **Important:** For school-affiliated users, to access the features discussed in this topic, TIM has to be enabled for your school district and user profile. If you don't have access or if certain functions are missing, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

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.

Only **teachers** can do the following:

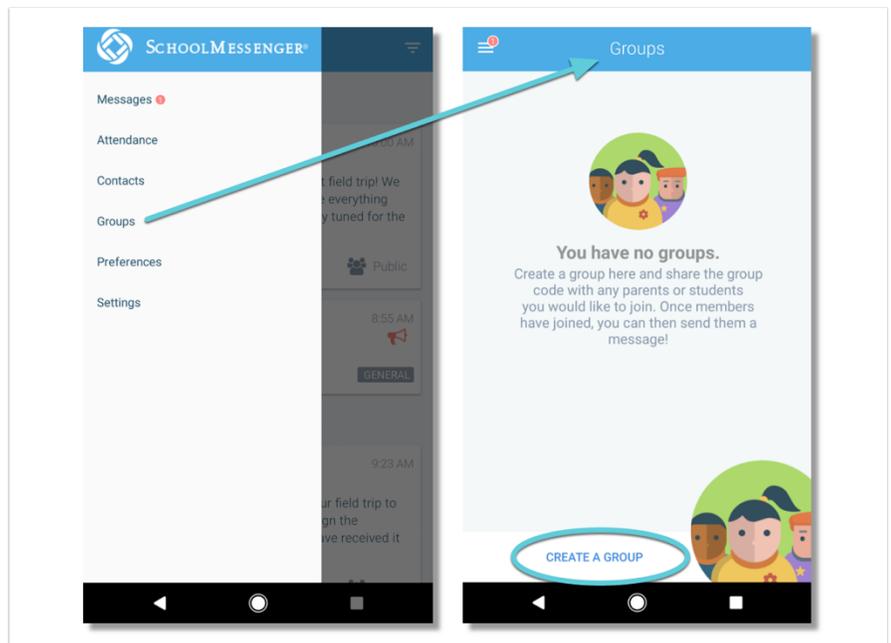
- receive SchoolMessenger messages sent from the school or district
- create SchoolMessenger App groups and invite students and guardians to participate in them
- send messages to selected recipients (any combination of all/selected students/guardians)
- delete messages that have been posted in any of 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 guardians** 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)

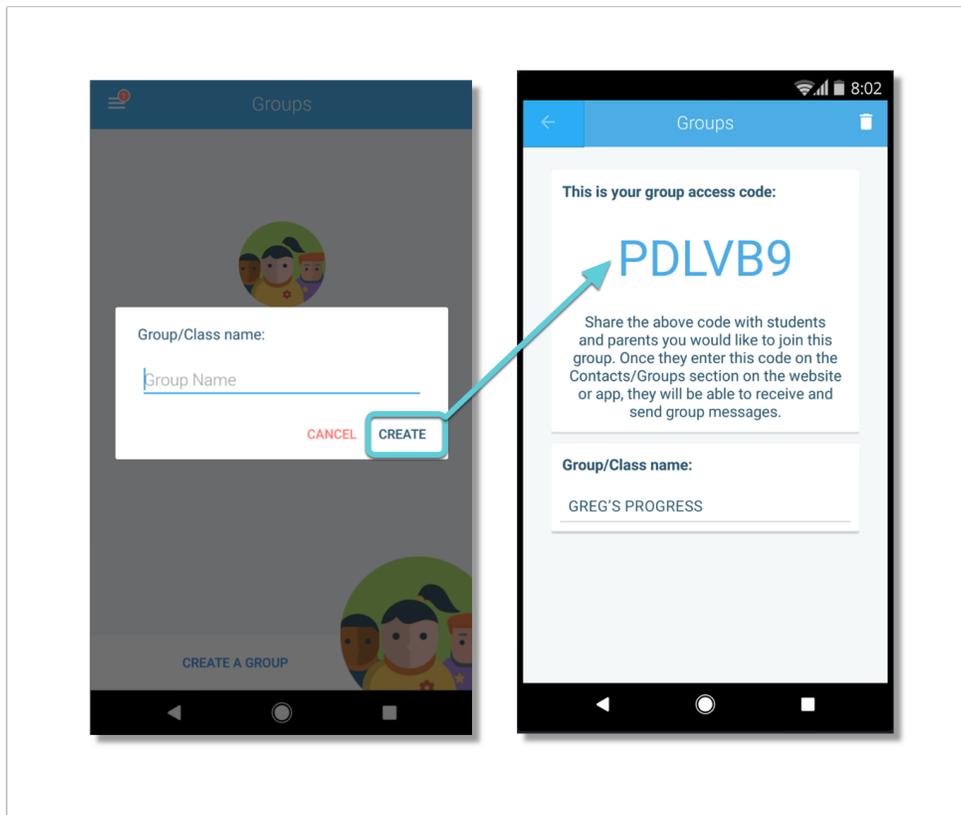
1. Tap on the **Groups** menu option. Groups you've already create will appear here.
2. Tap **CREATE A GROUP**.
3. The SchoolMessenger App will create your group, and then generate and assign a **group access code**. This is the code that anyone wishing to join the group will be required to enter before 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.



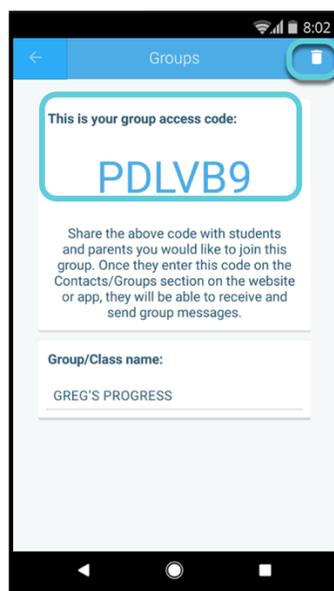
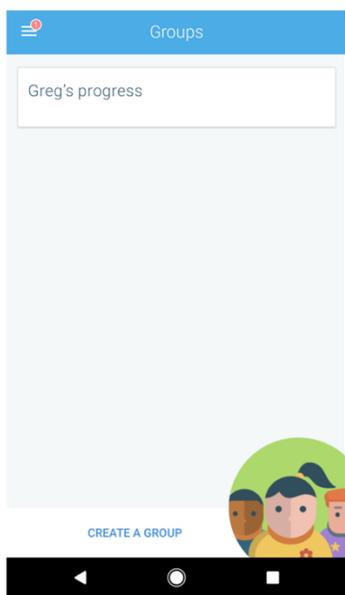
4. Tap on **CREATE**. The group you just created will appear on the next screen. It will have 0 members.



You cannot add members once the group is created; only users who have the unique **Group Access Code** with SchoolMessenger App accounts can add themselves.



Viewing a Group's Membership and Deleting a Group



- Click on the **Groups** menu option to view a full list of all of the groups you created.
- Click the group to expand the group.
- A full list of all Group Members appears, along with their Roles.
- Click the icon in the upper right hand corner to view the group's unique **Access Code** or **Delete** the Group.
- To **Delete** the Group, click the trashcan icon.
- Confirm that you want to delete the group by selecting **Yes**.

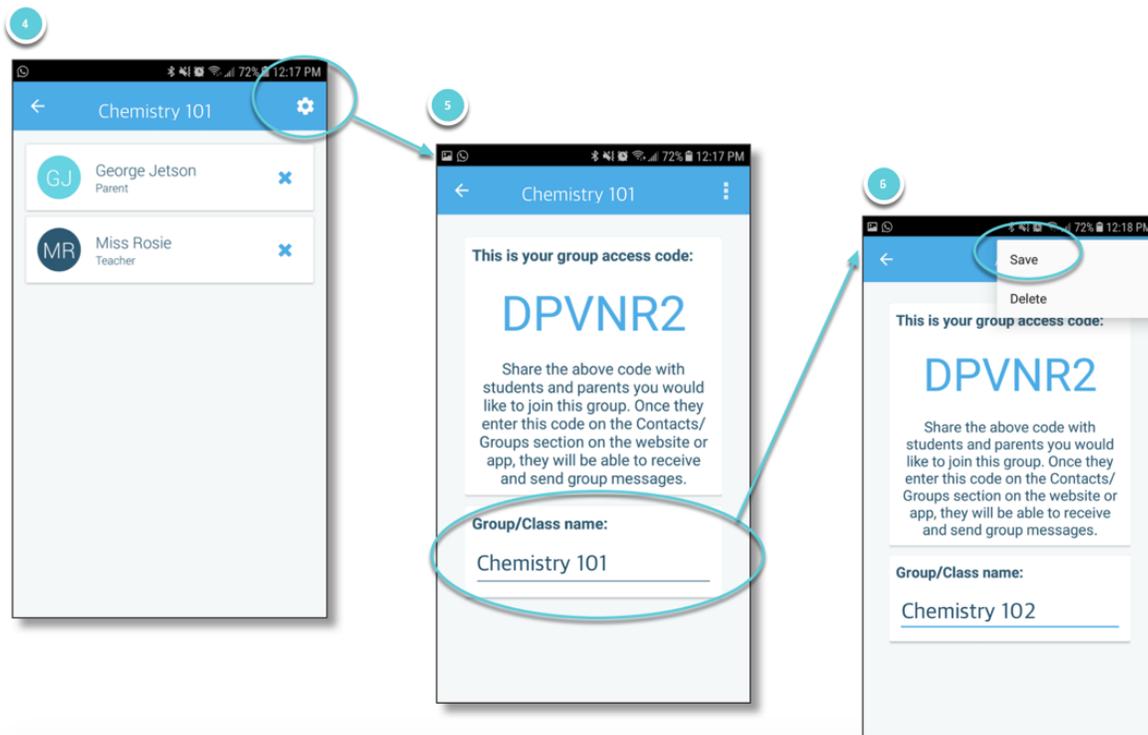
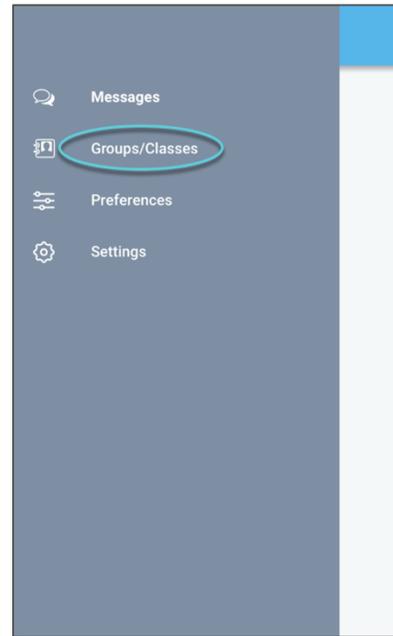


Edit Group Names

Teachers can set up conversation or discussion groups in which students, guardians, and general users can participate. But before such participation can occur, participants must be invited and provided an access code to join the group.

Teachers can now update/edit the names of their messaging groups after they've been created. To edit a group name:

1. Tap the menu in the upper right corner of your screen.
2. Tap **Groups/Classes**.
3. Select the Group whose name you'd like to change.
4. Tap on the  icon in the upper right-hand corner of the screen to access the Group settings.
5. Tap on the Group name and update.
6. Tap on the  icon in the upper right-hand corner of the screen to save your changes.

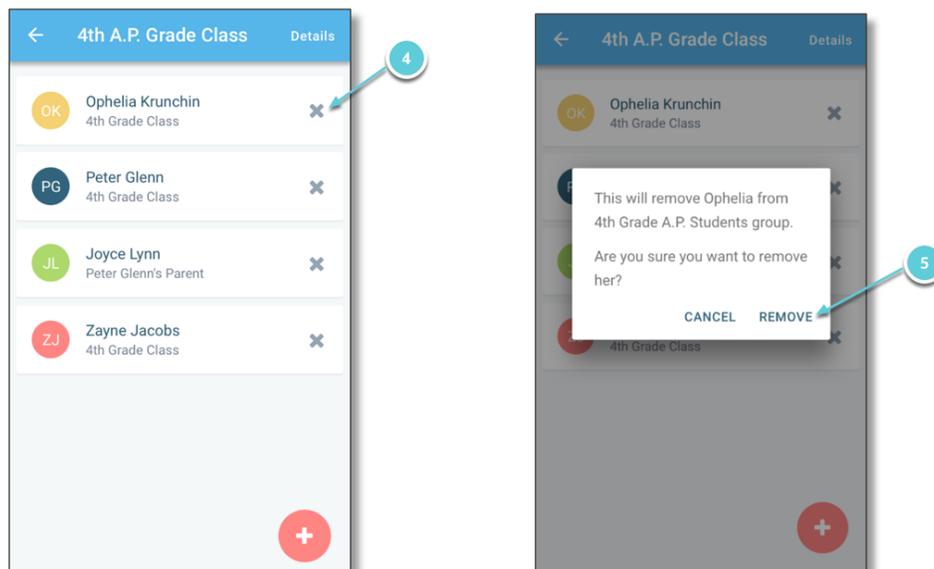




Remove Group Members

Teachers can now remove members of messaging groups as needed after they've been created. To remove a group member:

1. Tap the menu in the upper right corner of your screen.
2. Tap **Groups/Classes**.
3. Select the Group whose members you'd like to remove. A list of all participants appears.
4. Tap on the  icon to the right of the participant's name you'd like to remove.
5. Confirm your selection by tapping **REMOVE**. The participant's name is removed from the list.



Create a Message



Note: If you don't see the  button in your screen, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

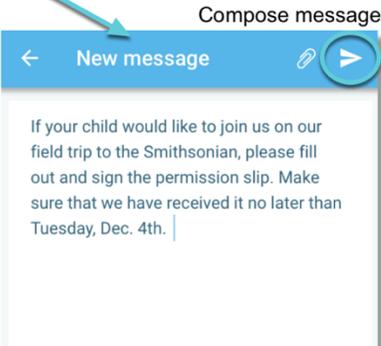
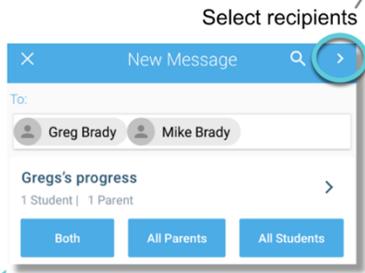
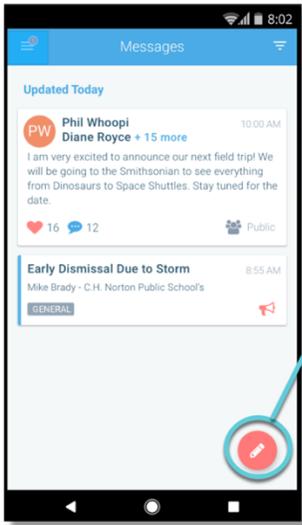
Creating a message is a very simple process. You select the recipients your message will be sent to, designate whether their comments will be readable to others in the group, solely by the teacher, or not at all (comment not permitted).

To create a **Message**:

- Tap on the **Messages** menu option



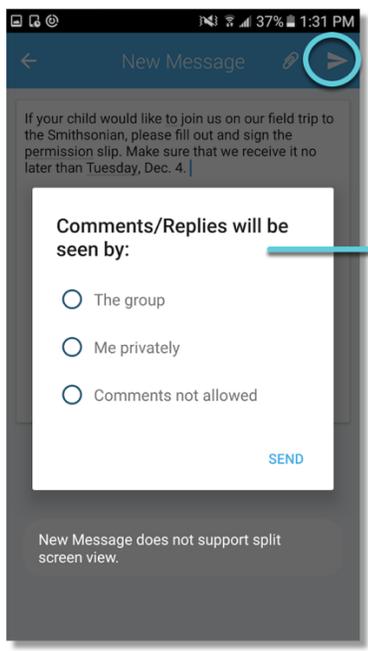
You can select an individual for your message by typing their name in the "To:" field or you can select numerous individuals from amongst the groups you have created. A complete list of your groups is available in the **New Message** window. You can only select one group at a time to add recipients.



After clicking the group that you would like to draw the recipients from, you can filter recipients by selecting **All Parents**, **All Students** or **Both**. Once selected, you can further adjust your recipient list by removing individual names. You can only select one group at a time.

Select your Comment Settings:

If you're ready to send your message, tap Send. You'll then be prompted to select your **Comment Settings**:



Select your Comments Settings:

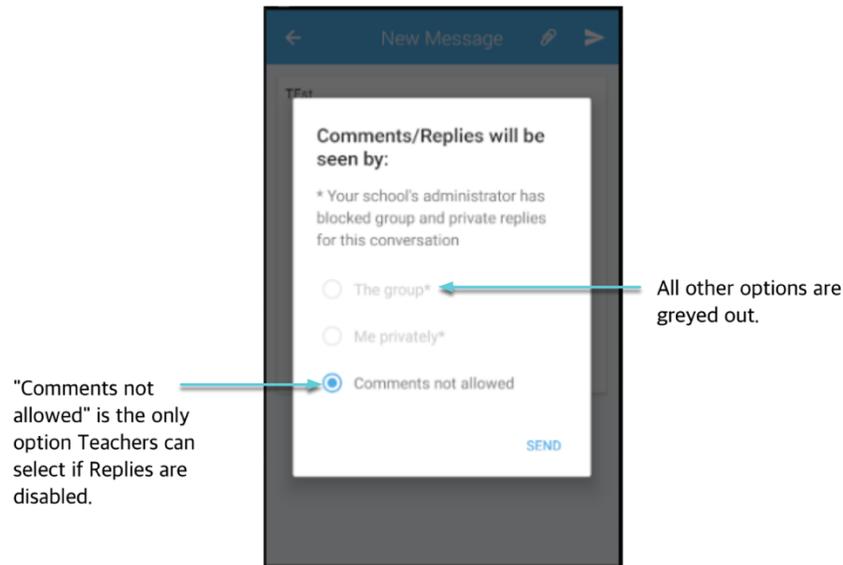
- **The group:** comments to your message will be seen by the entire group
- **Me privately:** only the teacher will see comments sent by individuals
- **Comments not allowed:** no one will be able to sent a response

Once selected, click SEND to send your message.



Teacher Messaging – Replies Disabled

The latest version of SchoolMessenger allows System Administrators to disable replies to your Teacher Messages. If your replies have been disabled, you will only have 1 option when sending your message - "Comments not allowed":



 **Note:** If you would like comments enabled, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

Add an Attachment

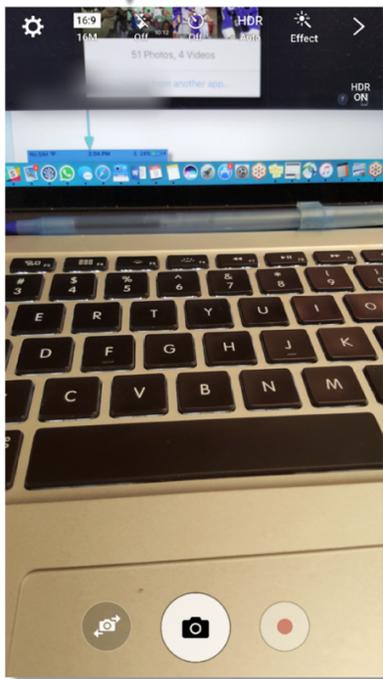
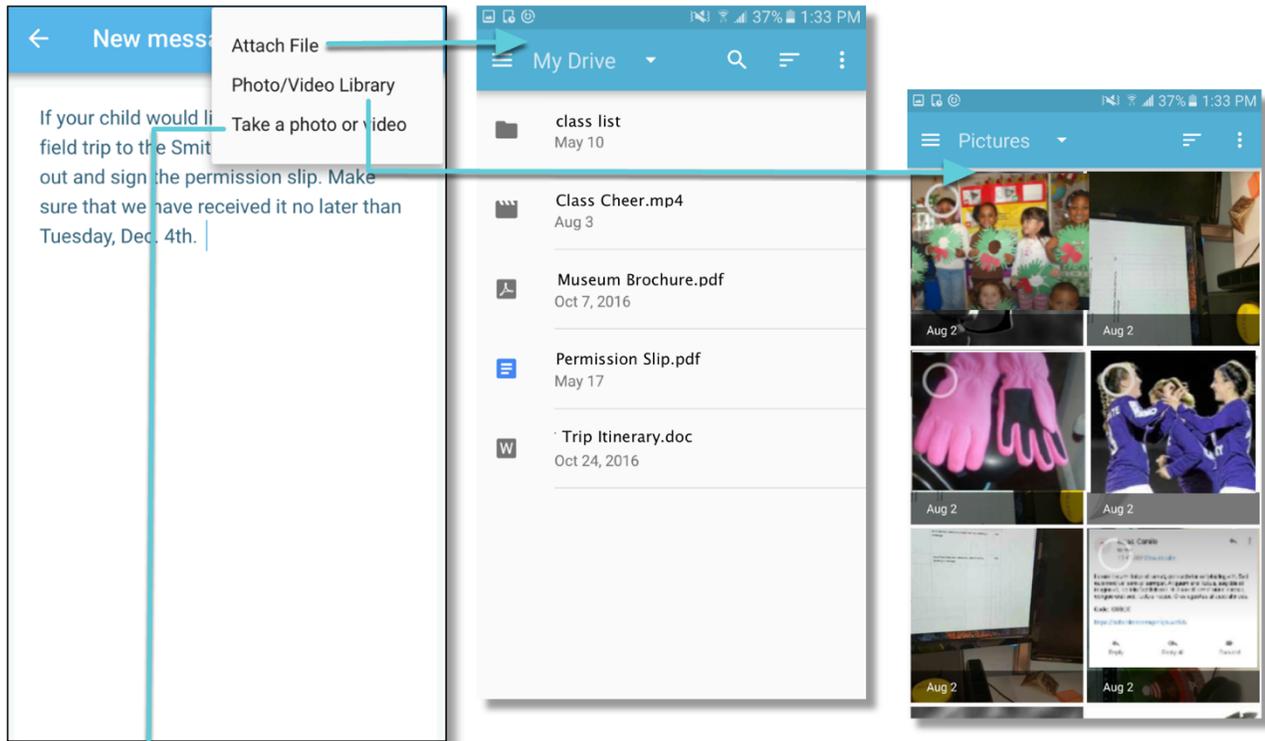
 **Note:** If you don't see the  button in your screen, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

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.

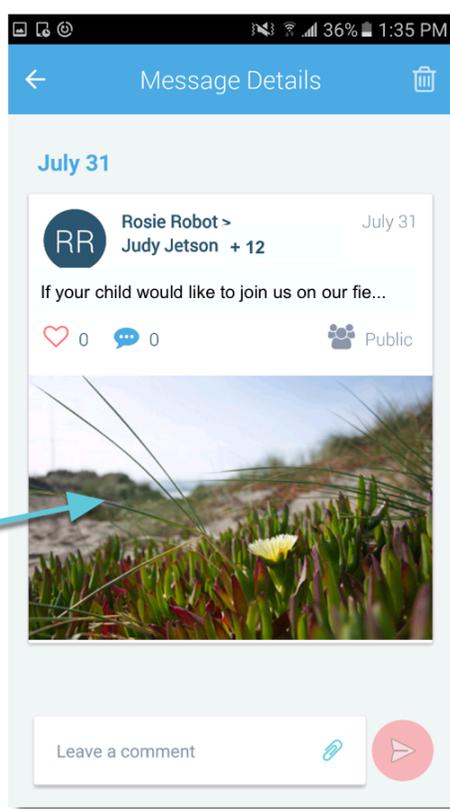
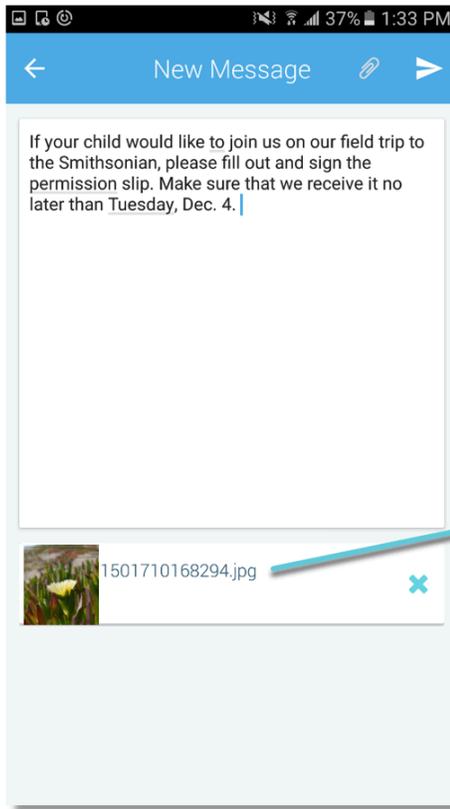
To attach a file, tap the **Paperclip icon** in the Compose Message window.



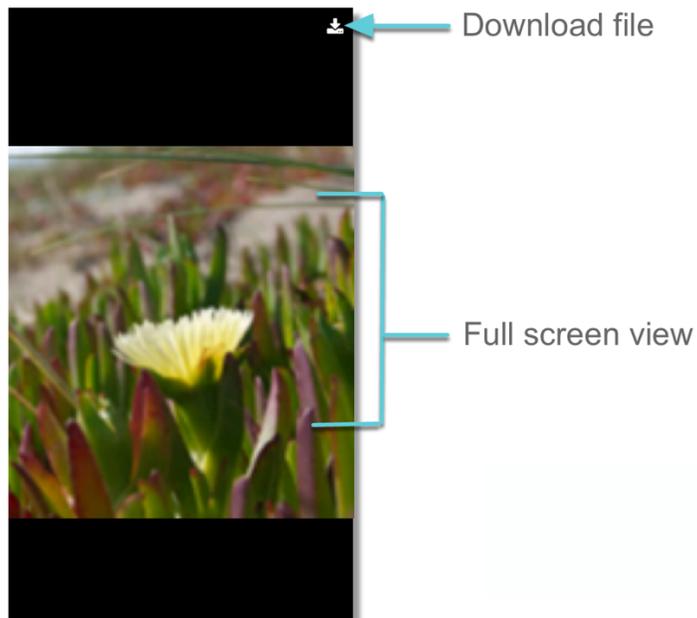
Attach File: Attach a document from your documents folder to attach.

Photo/Video Library: your phone's images/video library opens. Select an image and tap **Done**.

Take a Photo or Record a Video: your phone's camera app opens and you're able to record a video by holding the record button down or tap the button to take a picture.



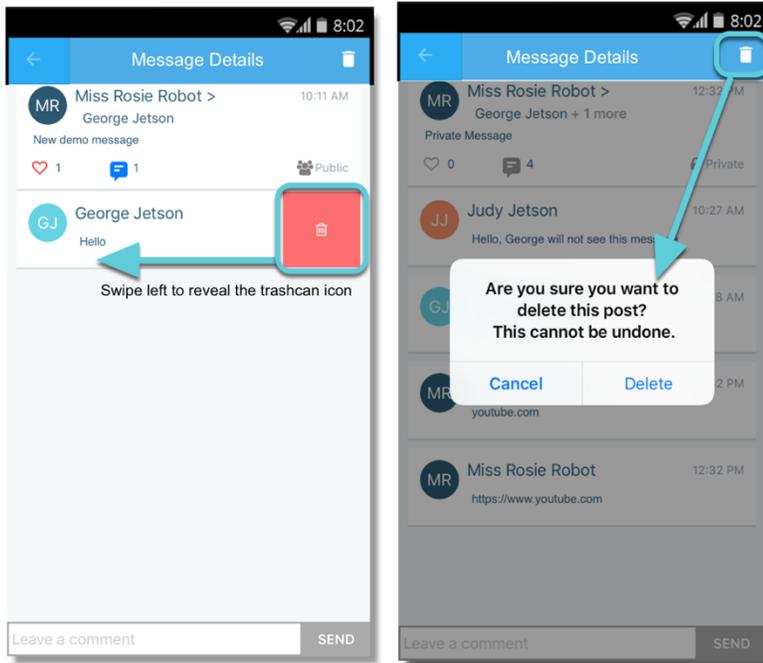
Tap each file to view them in fully.





Delete an Entire Message Thread or a Member Comment

Teachers can delete whole message threads or single comments.



- Click on the **Messages** menu option.
- Select the message thread you'd like to delete.
- Click the trashcan icon 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 SchoolMessenger App-based message created by a teacher 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

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

 **Note:** If you don't see the  in your screen, please contact support: (phone) 800-920-3897, (email) support@schoolmessenger.com

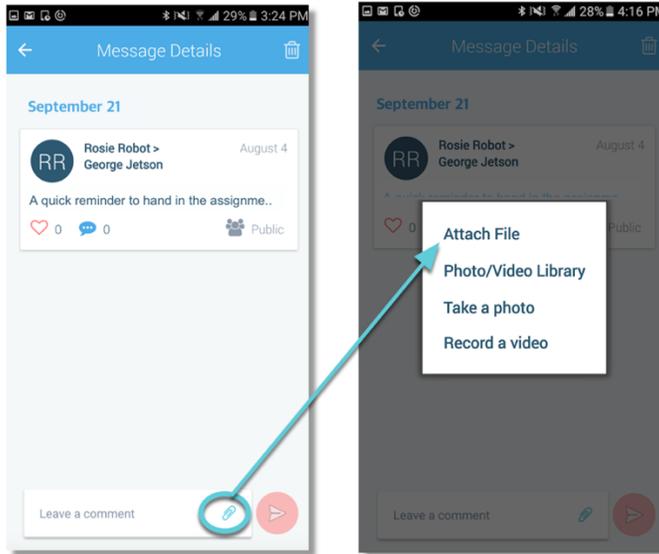
Use attachments to send the following file types in your reply:

- 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.

To add an **attachment** to your response, tap the blue **paperclip icon** next to the comment field.

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



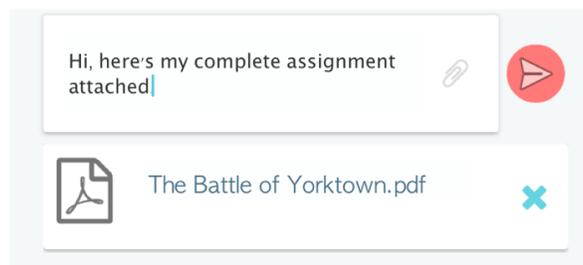
Attach File: Select a document from your Google Drive or phone files to attach.

Photo/Video Library: your phone's images/video library opens. Select a photo or video.

Take Photo or Record a Video: your phone's camera app opens and you're able to record a video or tap the button to take a photo. Once complete, you can either retake or use the photo or video.

Once your file is attached:

- Write a corresponding response to your attached file (required).
- Tap the red **Paper Airplane icon** to send.





Questions?

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

SchoolMessenger Solutions Support

800-920-3897

support@schoolmessenger.com