



SchoolMessenger App

Teacher User Guide - Web

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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




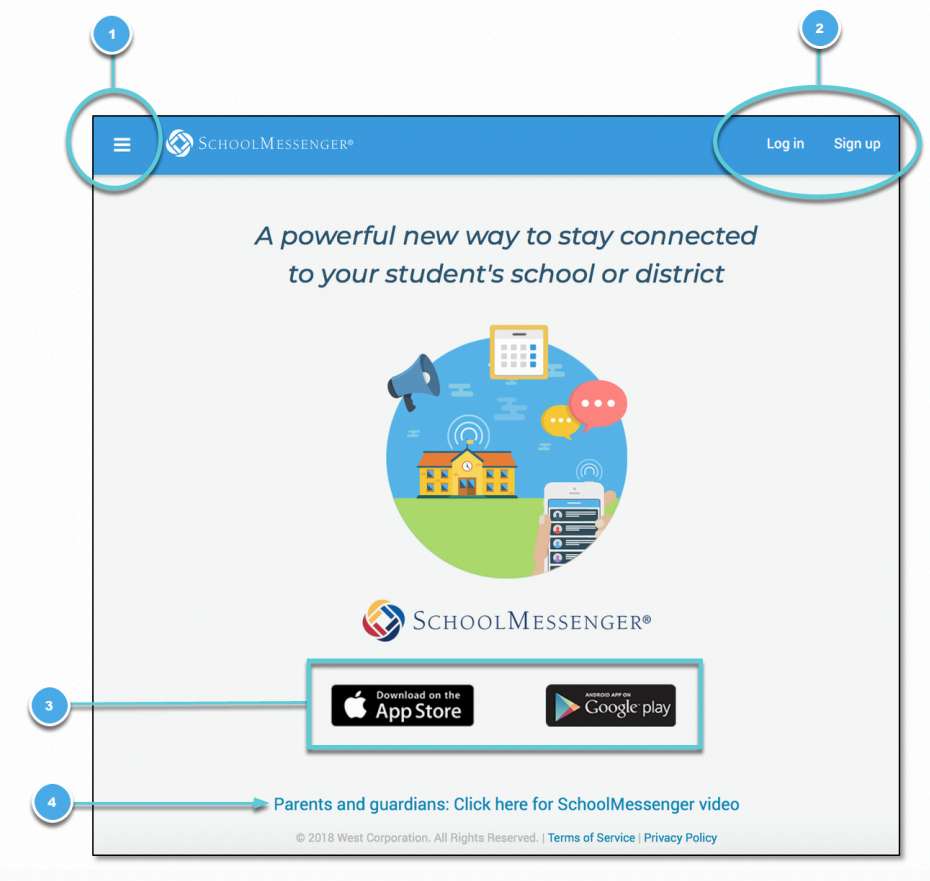
The Telephone Consumer Protection Act (47 U.S.C. 227) is a law that was passed by the US Congress in 1991. This law places restrictions on telephone solicitations and the use of automated telephone equipment, protecting the public from receiving unwanted phone calls.

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.

Welcome Page

On SchoolMessenger's home page you'll see the following screen with the below options:

1. Click the  icon to access more options.
2. Click either **Log in** or **Sign up** to access the SchoolMessenger app.
3. Download the mobile app from either Apple's App Store or Android's Google Play page.
4. Click the [link](#) for a quick informational video.



The screenshot shows the SchoolMessenger home page. At the top, there is a blue header bar with the SchoolMessenger logo and the text 'SCHOOLMESSENGER®'. On the left side of the header, there is a menu icon (three horizontal lines) circled with a blue circle and labeled '1'. On the right side of the header, there are 'Log in' and 'Sign up' links circled with a blue circle and labeled '2'. Below the header, the main content area has a light gray background. It features the text 'A powerful new way to stay connected to your student's school or district' in a dark blue font. Below this text is a circular graphic containing icons for a megaphone, a calendar, a school building, and a smartphone. Below the graphic is the SchoolMessenger logo. At the bottom, there is a white box containing two buttons: 'Download on the App Store' and 'GET IT ON Google play'. This box is circled with a blue circle and labeled '3'. Below the box, there is a link 'Parents and guardians: Click here for SchoolMessenger video' circled with a blue circle and labeled '4'. At the very bottom, there is a small copyright notice: '© 2018 West Corporation. All Rights Reserved. | [Terms of Service](#) | [Privacy Policy](#)'.

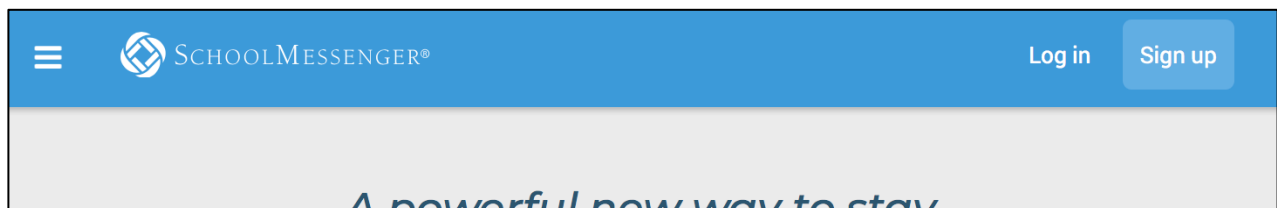


Creating a SchoolMessenger App Account

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

Sign Up

1. Enter the following URL in your browser's address bar: 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.

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.

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

Log In

To log into the SchoolMessenger app:

1. Click on **Log In** on the menu bar.
2. Enter the email address you used to register in the SchoolMessenger app.
3. Enter your password.
4. Select your location. United States is selected as default. If your school is in Canada, click **Switch location**.
5. Click **Log in**.

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

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

gchalmers@springfieldisd.com

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](#)

Log in

Email

gchalmers@springfieldusd.com

Password

.....



[Forgot your password?](#)

Location



United States


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

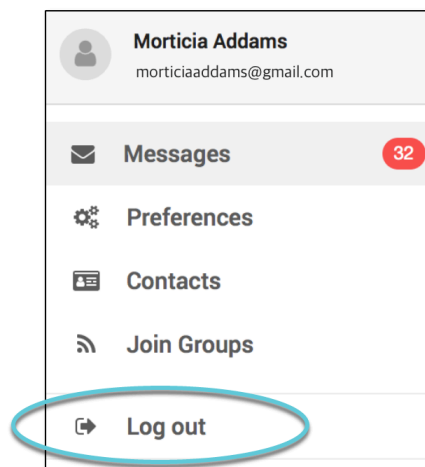
Log in

Not registered yet? [Sign up](#)



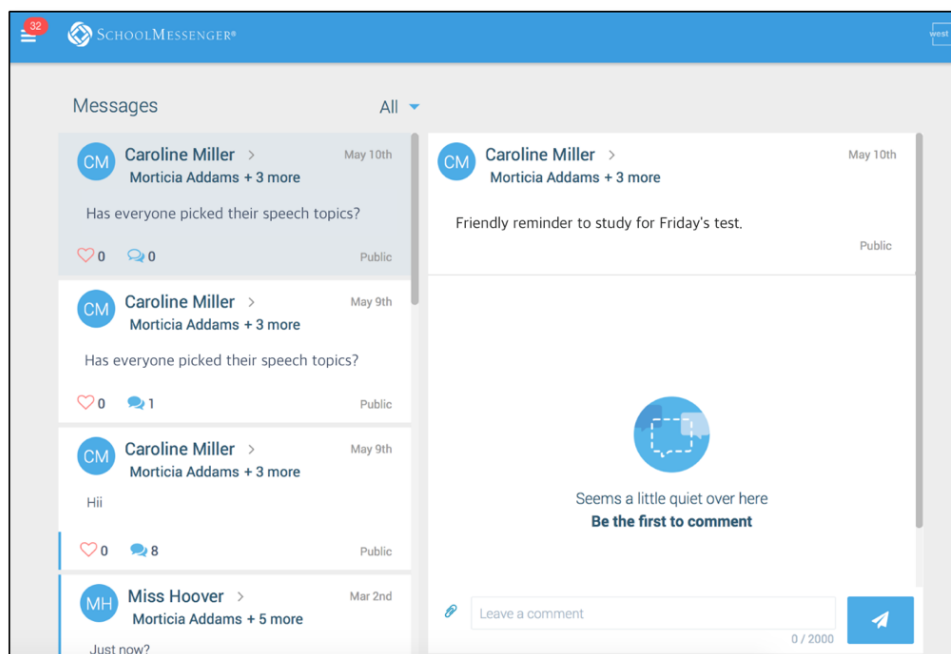
Log Out

1. Click the  icon in the upper left corner of your screen.
2. Click **Log out**.



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.

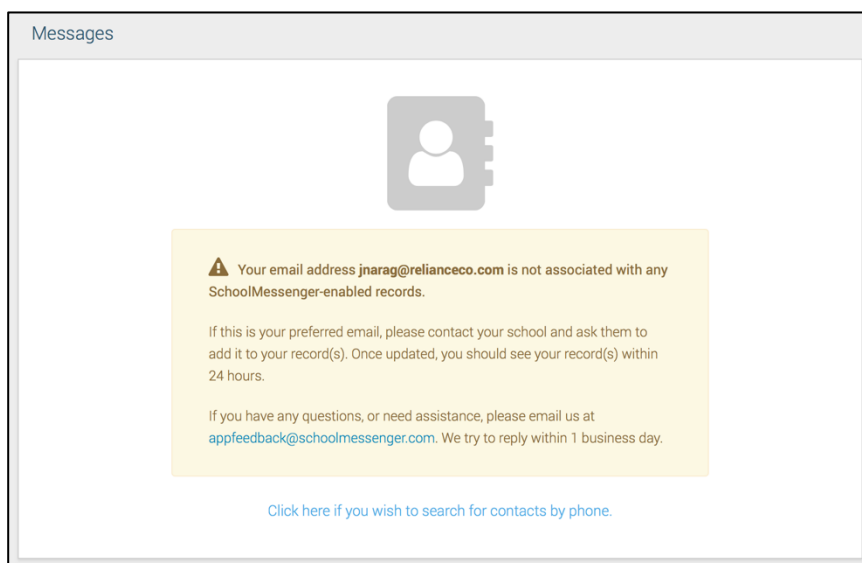


Your account information and contacts will already be inputted into the system based on the information you've provided to your school or district.



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

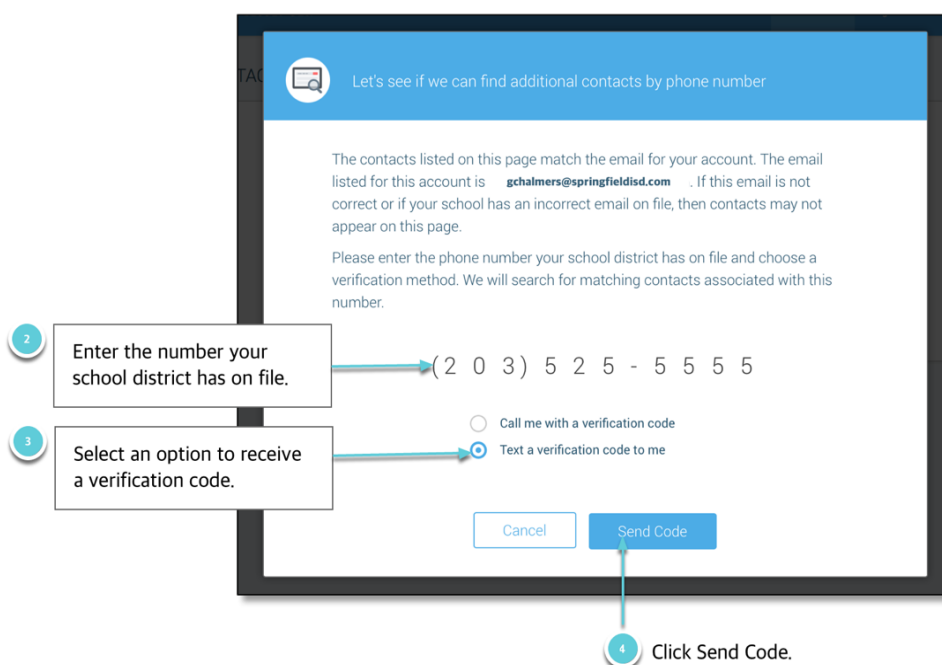
If your email address doesn't match with any records kept by the school, you'll see the below screen after your log in:



Claim 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.

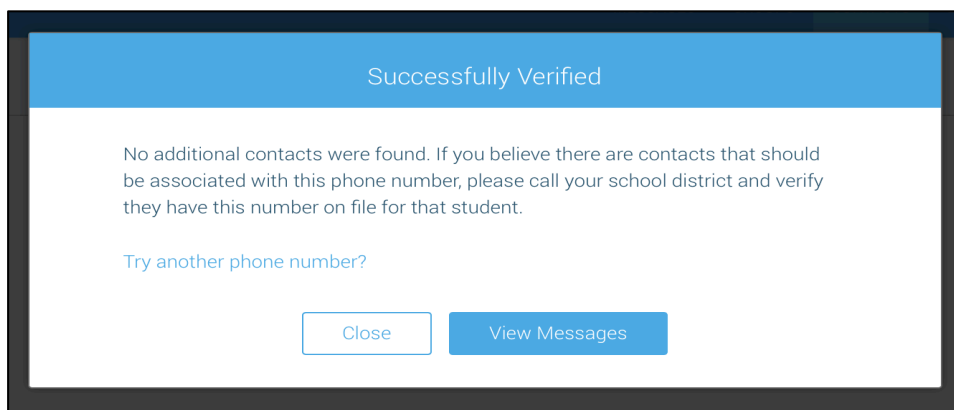
1. Click the **"...search for contacts by phone" link** at the bottom of the screen. A window pops up asking you to input your phone number.
2. Enter your phone number your school district has on file.
3. Select an option to receive a verification code.





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.
 - contact your school district to verify that you have the correct phone number 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.

Access your notification preferences by clicking the **menu icon** and clicking **Preferences**.

1. **School / District:** The school district in which your email address is associated with is listed here.
2. **My contact information:** Displays all the email addresses and phone numbers (voice and SMS text) at which you can be contacted. The icons in green indicate that you've given your consent to be contacted



via that message type (phone, text, or email). The icons in grey indicate you've chosen not to be notified on that number via that message type.

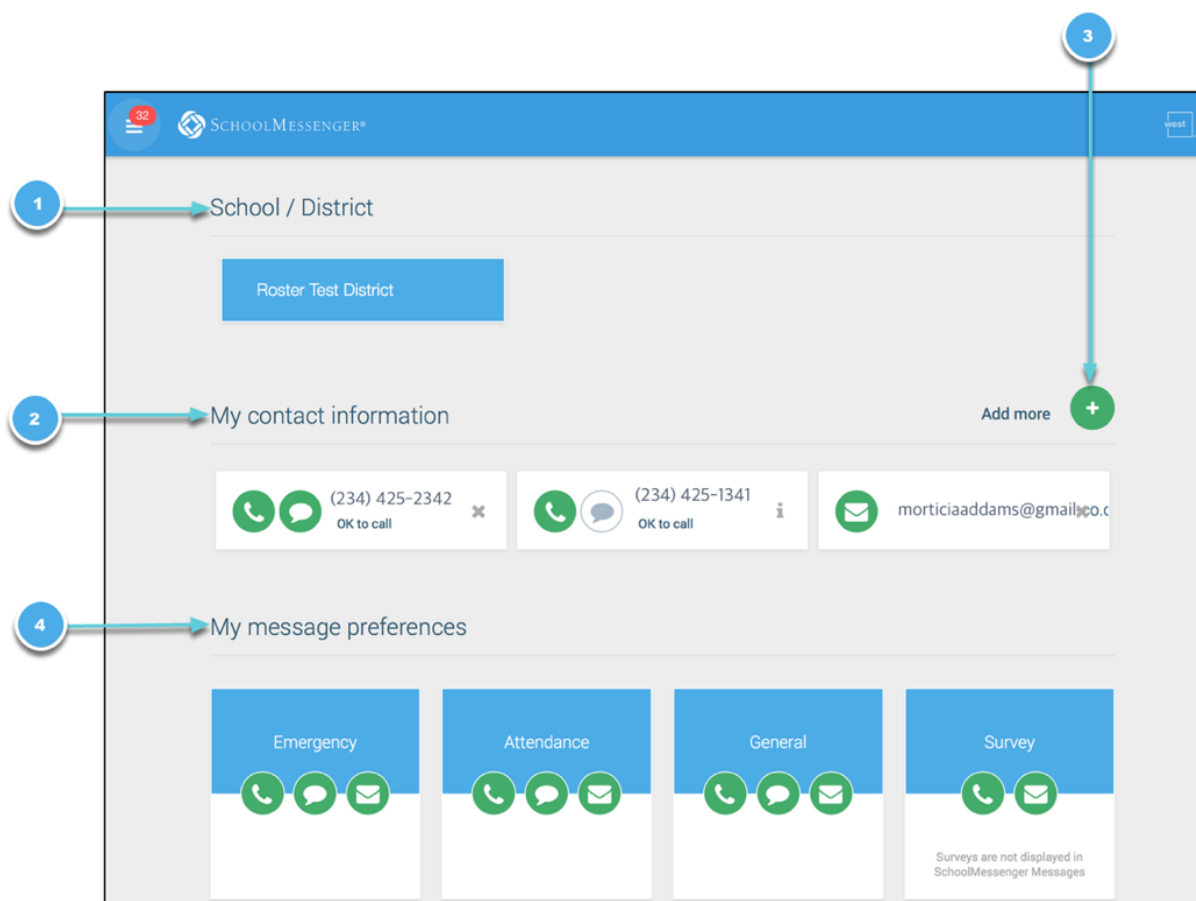


Note: Your district will control over whether you'll be able to edit or delete this information. You will know which phone numbers or email addresses can be deleted if they have a small **X** next to it. While the ability to edit or delete contact information may be limited by your school district, you can change your consent selections and preferences at any time.

3. **Add more:** Click this button to add more email addresses or phone numbers that aren't already listed. If this button is not present, your district has disabled this ability.
4. **My message preferences:** Click each message category (emergency, attendance, etc.) to view which contact email addresses and phone numbers will be contacted. You can also adjust your notification preferences for each message type here.



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





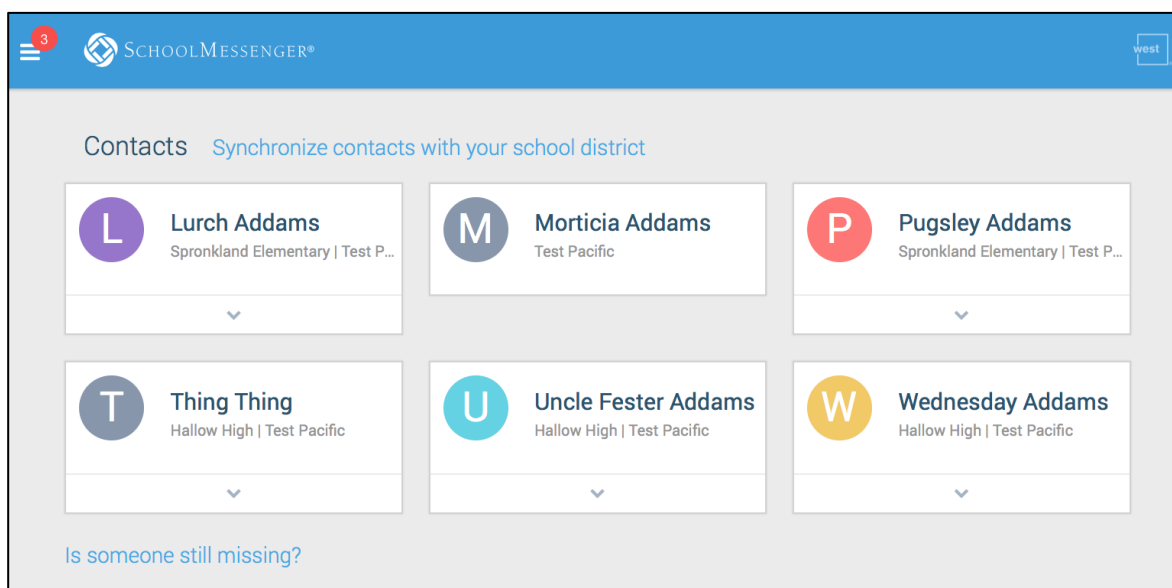
Contacts



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 **“Is someone still missing?”** link at the bottom of the screen to claim possible missing contacts using your phone number. You should also click the **“Synchronize contacts with your school district”** link to upload the most up-to-date information (more information below). 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  beneath the contact. Clicking the contact displays the Plus data.

In the example to the right, this school district has chosen to track and display the student's meal balance, attendance, bus and class schedule.

<div>L</div> <div>Lurch Addams</div> <div>Spronkland Elementary Roster Test Hallow High Roster Test District</div>		
Meal Balance		12.5
Attendance	4 Absence	4 Tardy
AM Bus	A B C	
PM Bus	None	
View Class Schedule		
		

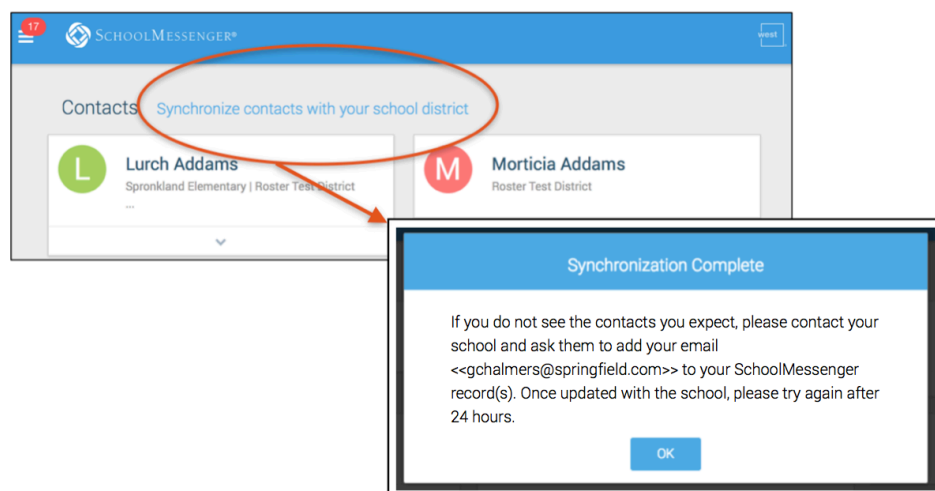
Manual Contact Data Refresh

If you're not seeing all of the contacts you're expecting, you must manually refresh your app to reflect the most up-to-date information. A manual refresh is required for every subsequent change to your contact data in order to see the changes reflected in the SchoolMessenger app.





Important: Updates to your account will not be reflected until you manually refresh your contact data.

1. Click the **main menu icon** in the top left corner.
2. Click **Contacts**.
3. Click the **"Synchronize contacts with your school district"** link.
4. Once the sync is complete, you'll receive a "Synchronization Complete" message.
5. Click **OK** to return to the Contacts page.





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 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

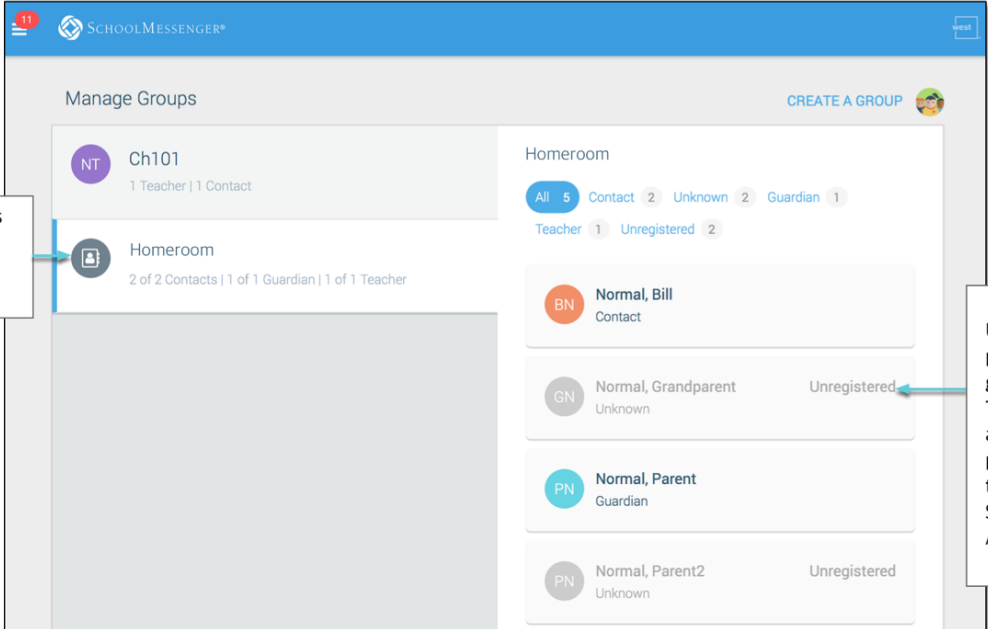
Automatic groups will have an address book  icon next to its name and are created using district data.

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. 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.



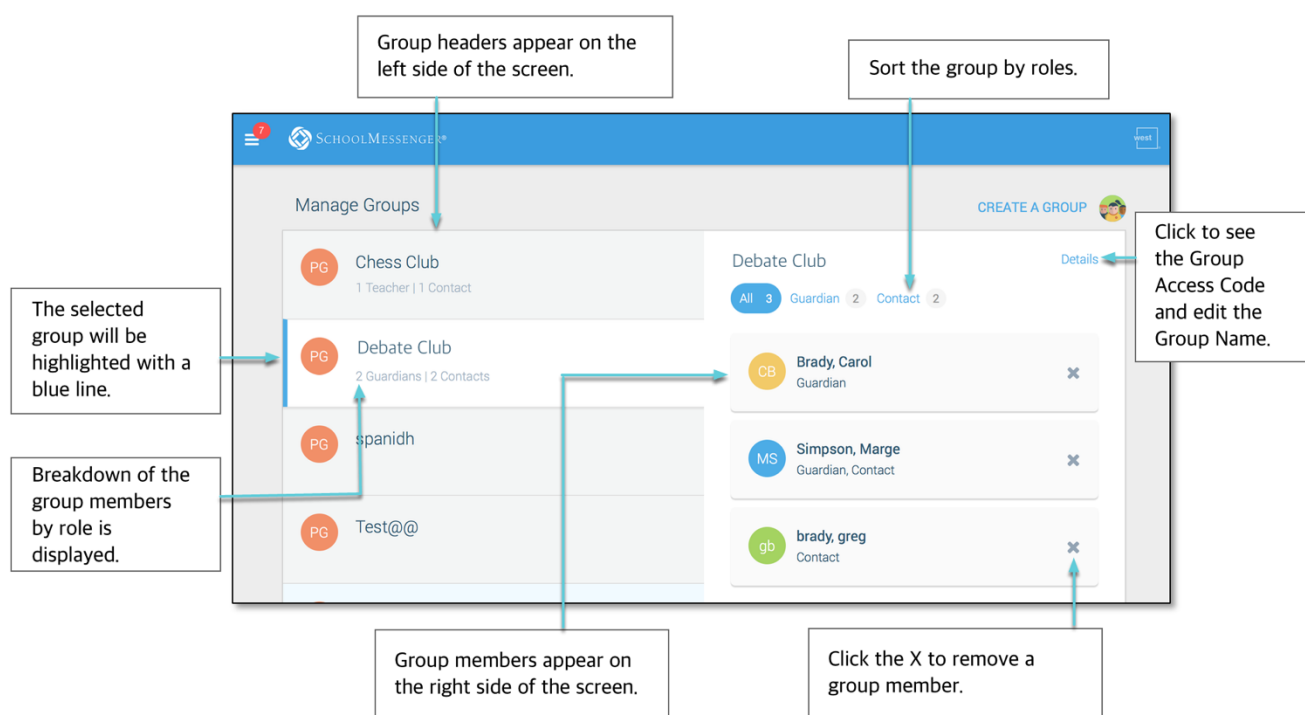
The screenshot shows the 'Manage Groups' interface. On the left, a list of groups includes 'Ch101' (1 Teacher | 1 Contact) and 'Homeroom' (2 of 2 Contacts | 1 of 1 Guardian | 1 of 1 Teacher). The 'Homeroom' group is highlighted, and its details are shown on the right. The details include a breakdown of participants: All (5), Contact (2), Unknown (2), and Guardian (1). Below this, individual participant cards are listed: 'Normal, Bill' (Contact), 'Normal, Grandparent' (Unknown, Unregistered), 'Normal, Parent' (Guardian), and 'Normal, Parent2' (Unknown, Unregistered). Two callout boxes provide additional context: one points to the 'Homeroom' group name, stating 'Automatic groups are indicated by the address book icon.', and another points to the 'Unregistered' status of the 'Normal, Grandparent' participant, stating 'Unregistered participants are greyed out. They will not be able to participate until they create a SchoolMessenger App account.'



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.



Teacher-created groups will have a coloured icon with the group teacher's initials next to its name:





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

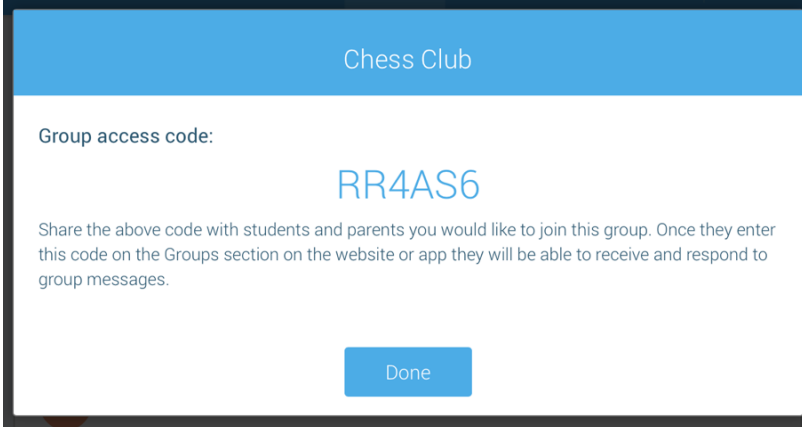


Creating a Group



Note: If group creation has been disabled by your district, you will not have a **CREATE A GROUP** link.

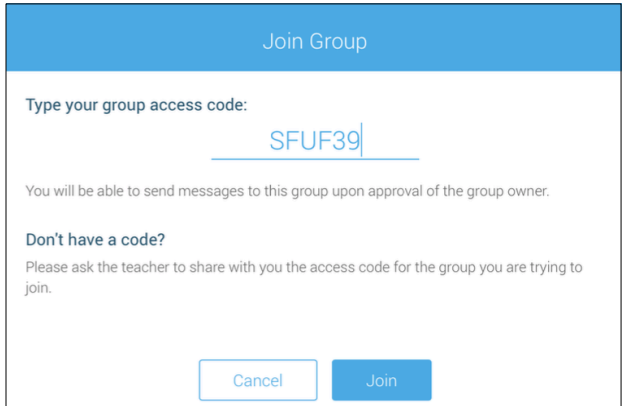
1. Click the  menu option.
2. Click the  link. If you already have created one or more groups, they will be listed on this page. Otherwise, you will only see a prompt to create a new group.
3. Create a name for the group (e.g. Chess Club).
4. Click **Create**.
5. The SchoolMessenger app will create your 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. Click **Done** to return to the Manage Groups page. The group you just created will appear on the next screen with 0 members.
7. Distribute the access code to those you want to add to your group so that they can join.



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.





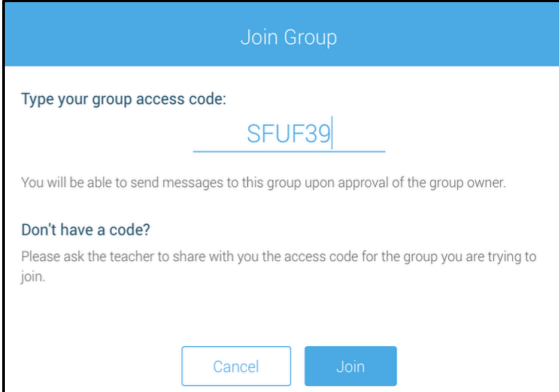


Joining a Group

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 the group teacher.
2. Click on the  **Join Groups** menu option.
3. Click on the  **link**.
4. In the Join Group window, enter the **access code** that was provided to you.
5. Click **Join**. You'll be taken back to the Join Groups page.




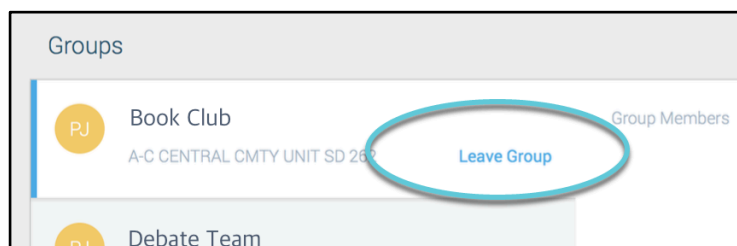
The screenshot shows a 'Join Group' window. At the top is a blue header with the text 'Join Group'. Below the header, there is a text input field labeled 'Type your group access code:' containing the code 'SFUF39'. Below the input field, a message states: 'You will be able to send messages to this group upon approval of the group owner.' Further down, there is a section titled 'Don't have a code?' with the text: 'Please ask the teacher to share with you the access code for the group you are trying to join.' At the bottom of the window are two buttons: 'Cancel' and 'Join'.

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. Click on the  **Join Groups** menu option.
2. Click on **Leave Group** to the right of the group you wish to leave.
3. Confirm that you no longer want to be part of the group in the next window.



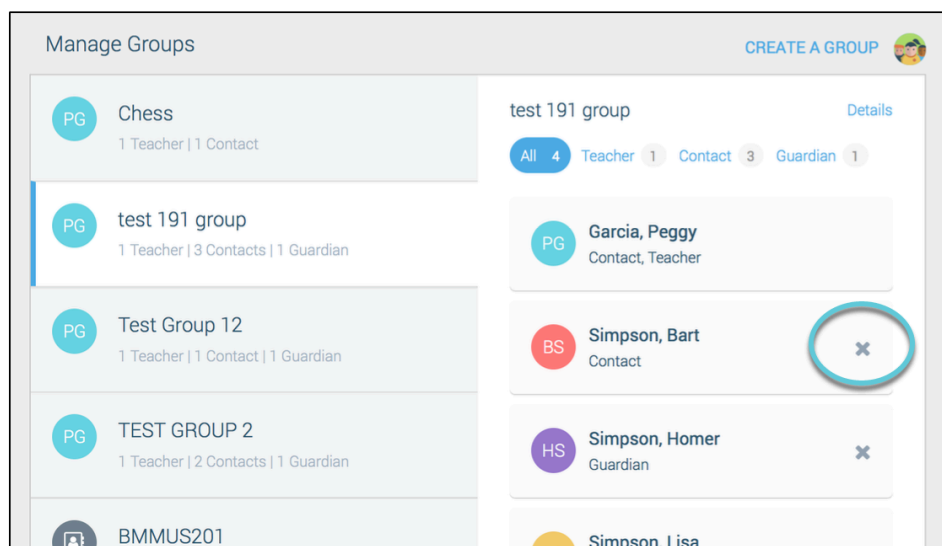


Removing Participants in a Group

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. Click on the **Manage Groups menu option**.
2. Click on the group you wish to remove members from.
3. Click 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. Click on the **Manage Groups menu option**.
2. Click the **group** you wish to delete or edit.
3. Click the **Details link** in the upper right-hand corner of the screen.

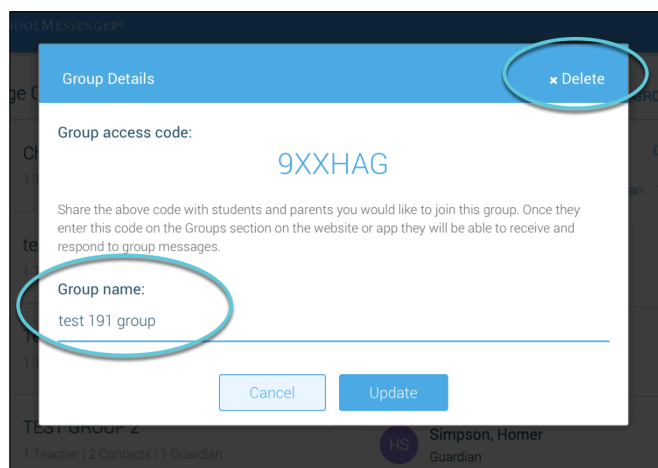


To delete the group:

1. Click the **X Delete** link in the upper right-hand corner of the screen.
2. Confirm that you would like to delete the group by clicking **Yes**. The group will be removed from your list.

To edit the group name:

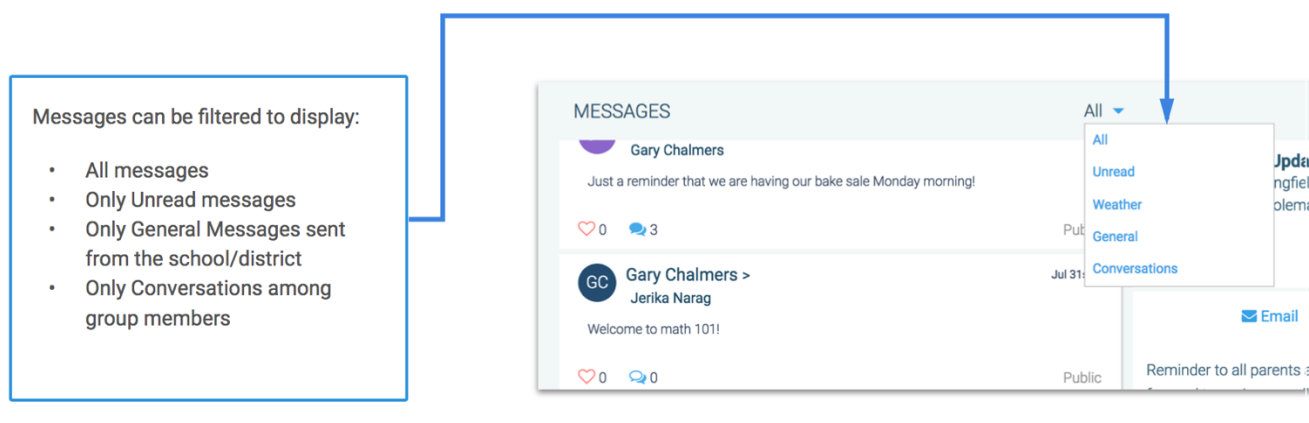
1. Click the **current group name**.
2. Edit the name.
3. Click **Update** to save your changes.



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.





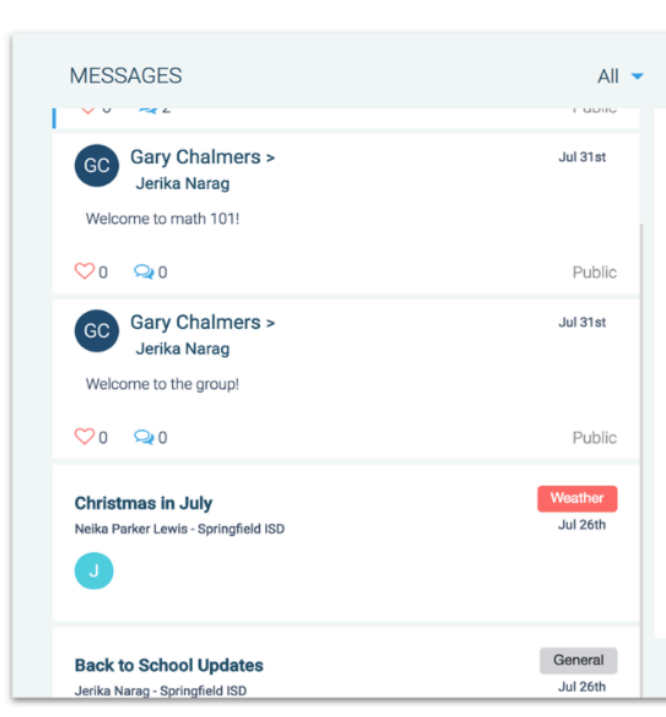
There are two types of messages:

- **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-

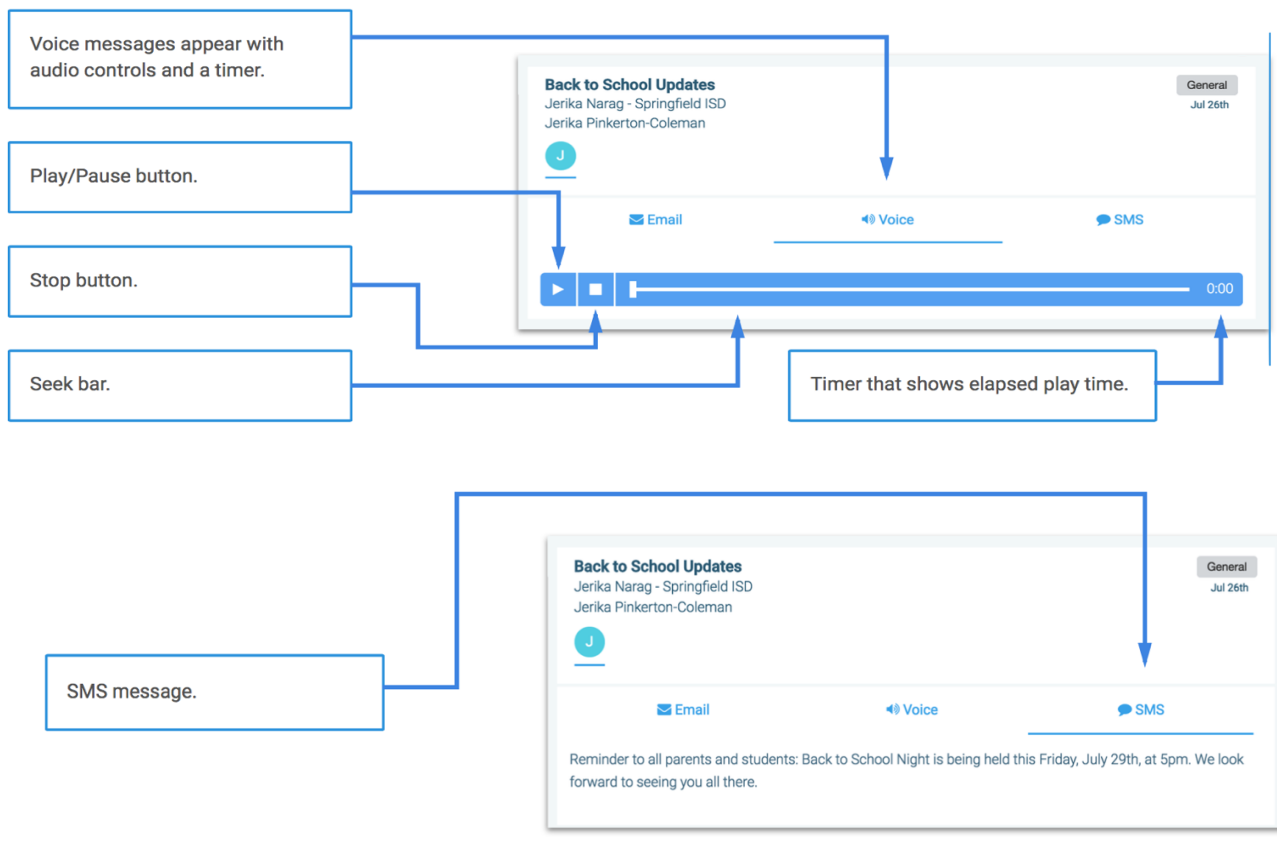
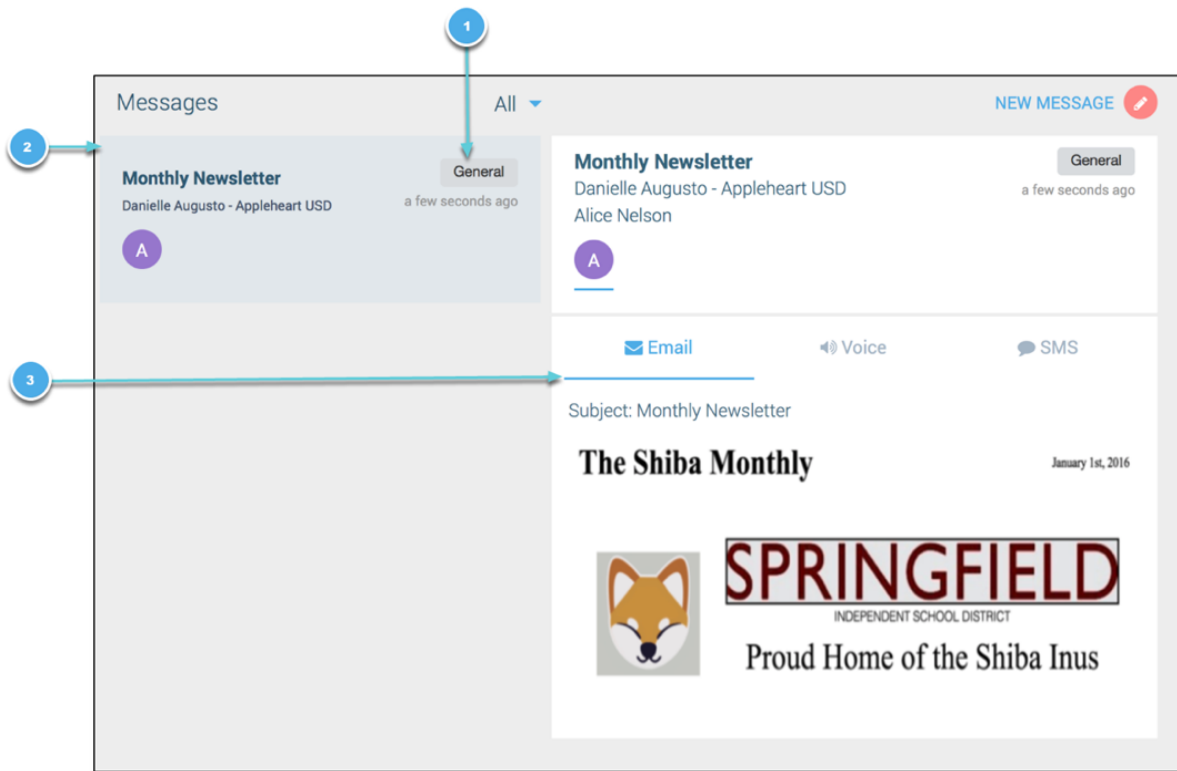
identification circles. Neither the color nor the initial are editable.



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.

1. Broadcast messages are labelled with their type in the upper right-hand corner of the message.
2. Selected messages to be read will be highlighted in blue.
3. The message view type (Email, Voice or SMS) will be highlighted with a blue line.





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.

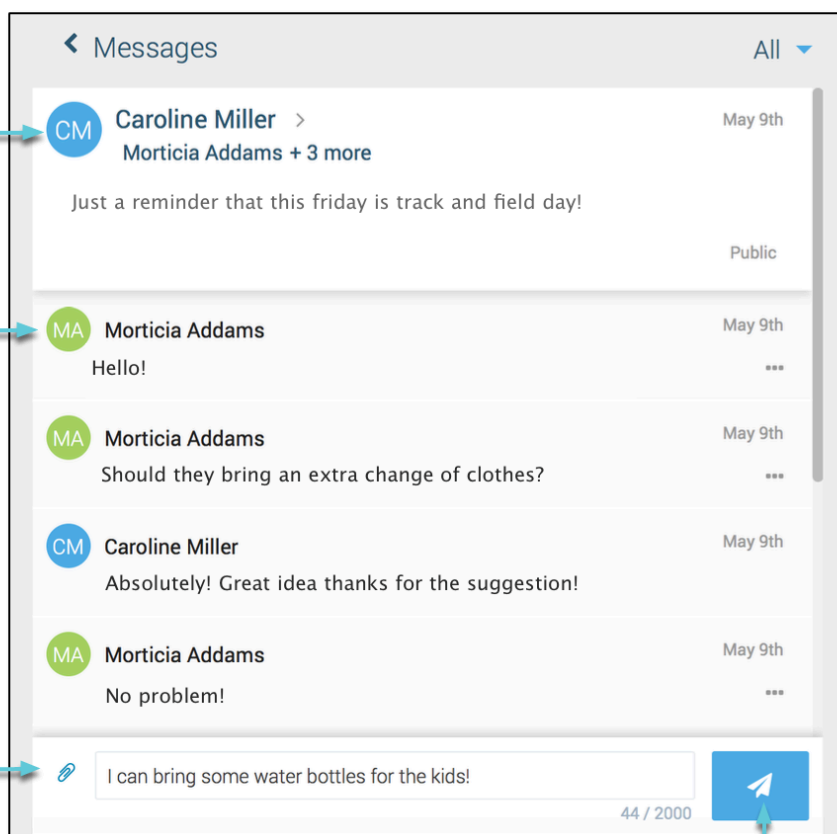
Below is an example of what a teacher-sent message looks like when opened.

Teacher Caroline has created a message thread.

Participant Morticia has commented on it, and, as a public comment, it is readable by all group members.

The currently logged-in group member is in the process of entering their own comment. The same comments box is used for both public and private messages.

To send and post the message that has been entered, the user clicks the send button.





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 parents 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 parent will have the ability to do all of the below.

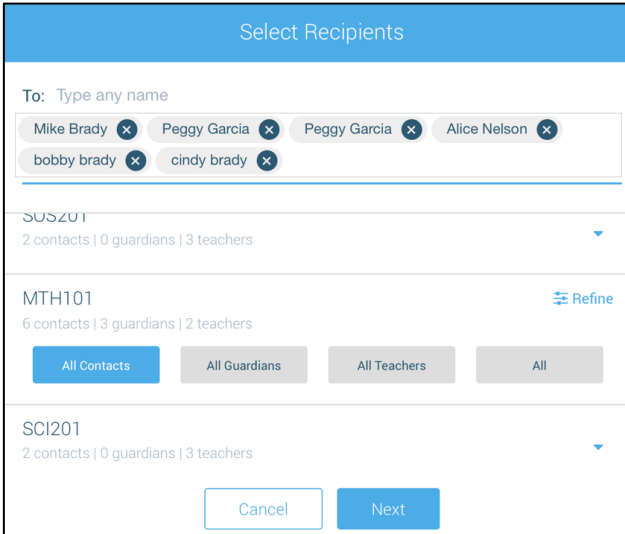
Teachers	Guardians and Students
<ul style="list-style-type: none">• Receive SchoolMessenger broadcast messages sent from the school or district.• If enabled, create SchoolMessenger app groups and invite students, parents, and other school staff to participate in them.• Create and send messages to selected 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 visible to others in the group, only visible to the teacher, or not at all (comment not permitted).

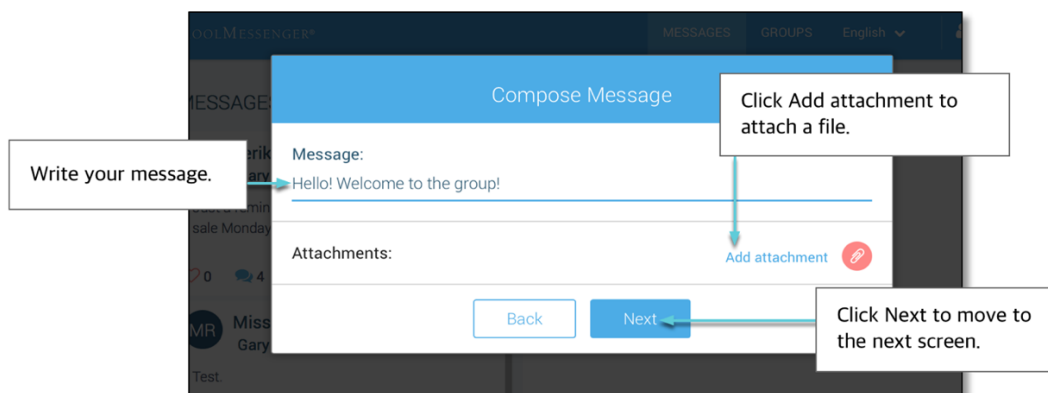
1. Click on the  **Messages** menu option.
2. Click the  **button**. The Select Recipients window appears.
3. Begin writing the name of specific recipients in the **To:** field OR select the group you'd like to send a message to. Refine your list using the following options:
 - Clicking any of the **All** subgroup buttons.
 - Clicking the **Refine** button. You can select specific individuals from all subgroups.
 - Typing an individual's name in the **"To:"** field. 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.
 - You can remove individuals from the recipient list by clicking the **X** next to their name.



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.

4. Click **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 then click **Next**.



Add an Attachment to Your Message


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

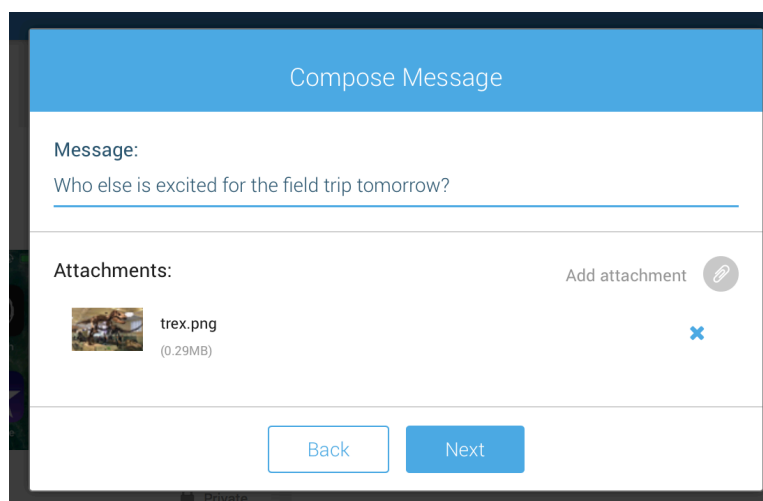
- images (PNG, JPG)
- documents (PDF, DOC, DOCX, PPT, PPTX)
- video (MP4)
- audio (MP3, WAV, M4A)



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

To attach a file:

1. Click the **Add attachment icon**: . After clicking the **Attachment icon**, the Upload box appears.
2. Upload your file by either selecting it from your computer or dragging and dropping it into the space provided.
3. If the attachment is correct, click **Next**. If you wish to remove the attachment, click the **X** to the right of the attachment and click the **Add attachment icon** to attach a new file.





Select your Comment Settings

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

Message Settings

Comments/Replies will be seen by:

☒ Everyone in the conversation ☐ Me privately ☐ Comments not allowed

☒ Allow everyone in the conversation to see each other's names

Back Create

If you're ready to send your message, click **Create**.



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".

Message Settings

Comments/Replies will be seen by:

☐ Everyone in the conversation ☐ Me privately ☒ Comments not allowed

Your district's administrator has disabled group and private replies for this conversation.

All other options are greyed out.

"Comments not allowed" is the only option Teachers can select if Replies are disabled.



Delete an Entire Message Thread or a Member Comment

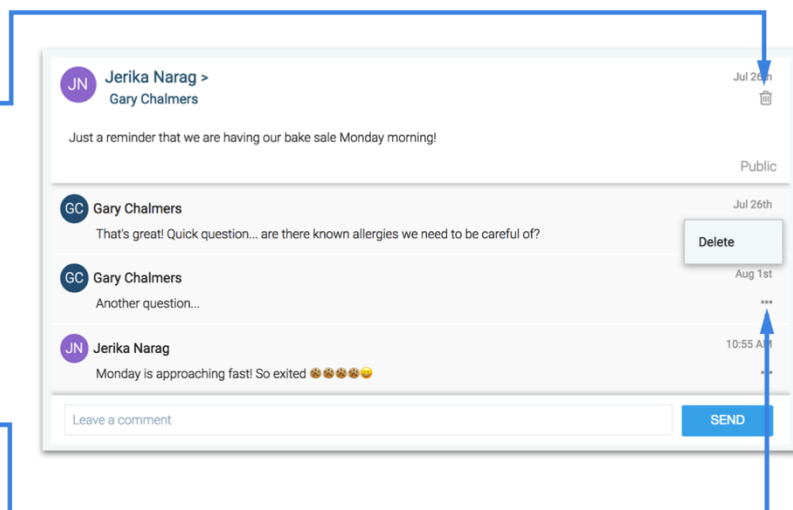
- **Teachers** can delete whole message threads or single comments.
- **Parents and students** can delete their own comments.

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 an 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 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 or your district admin. 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.
- group members won't see each other's names.


If comments are **enabled**:

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





Delete Your Comment

You and participants can delete their own comments by clicking the  button to the right of their comment.

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

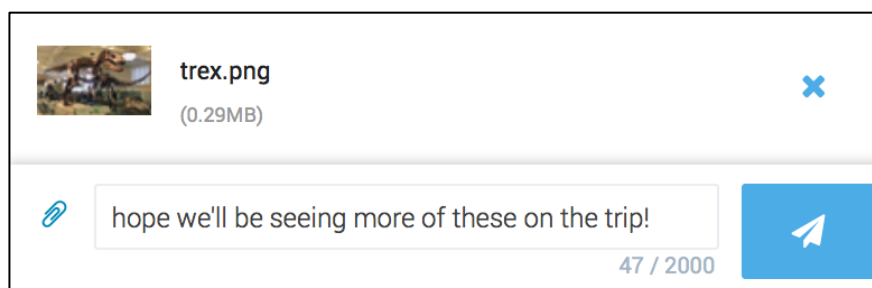
To attach a file:

1. Click the **blue paperclip icon**. After clicking the **Attachment icon**, the Upload box appears.
2. Upload your file by either selecting it from your computer or dragging and dropping it into the space provided.

Once your file is attached:

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

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



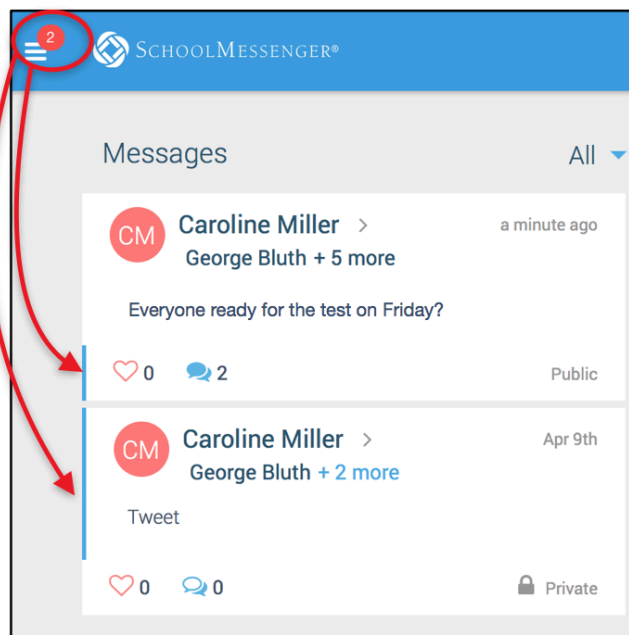


Receiving New Messages


If the user receives new comments within a conversation thread, the entire conversation counts as only 1 unread message. No matter how many unread messages a conversation thread contains, the unread messages count will only increment by 1.

In the example to the right, the unread messages number displays as 2 because there are 2 conversations in the user's message inbox that are either unread or contain unread comments. The example shows how both scenarios look like.

Unread comments within an already opened conversation are marked with a half blue line. Unread conversations not yet opened are marked by a full blue line.

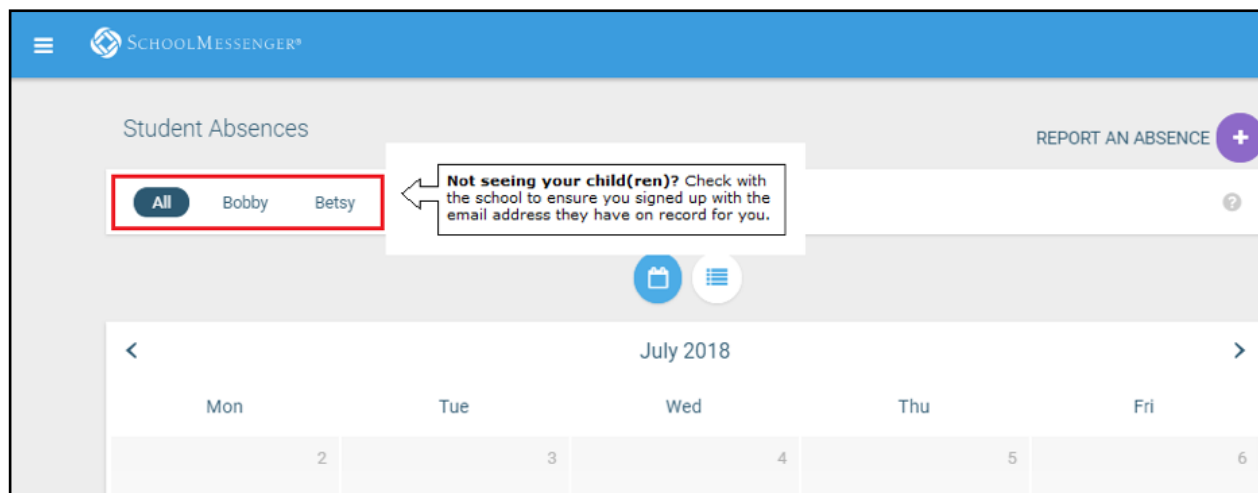
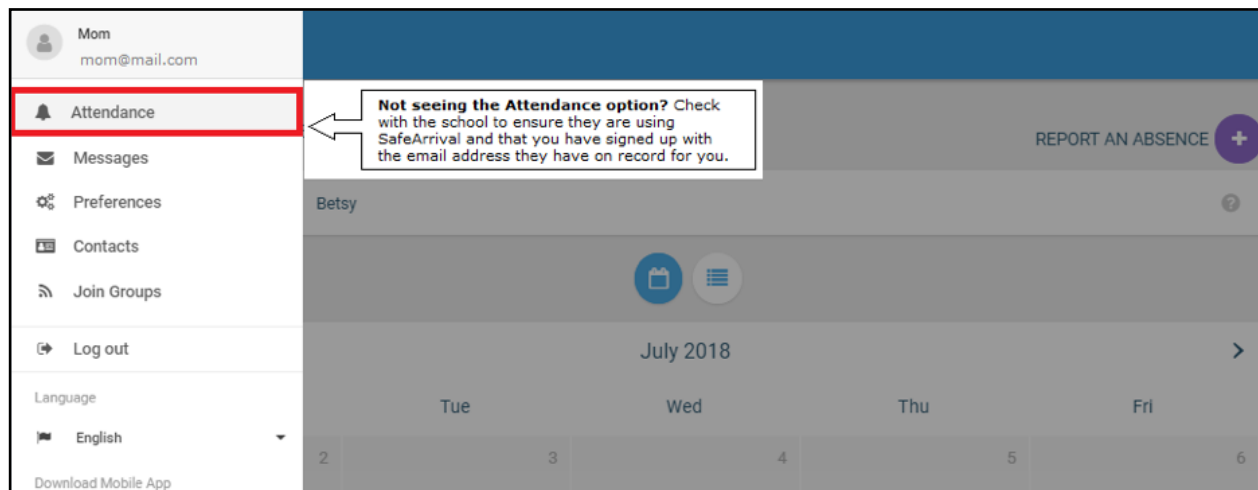


SchoolMessenger App with SafeArrival

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.



Note: If you don't see the Attendance option or your children, go to the Contacts page and click the **"Synchronize contacts with your school district"** link to upload the most up-to-date information. If that doesn't work, 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.




Views

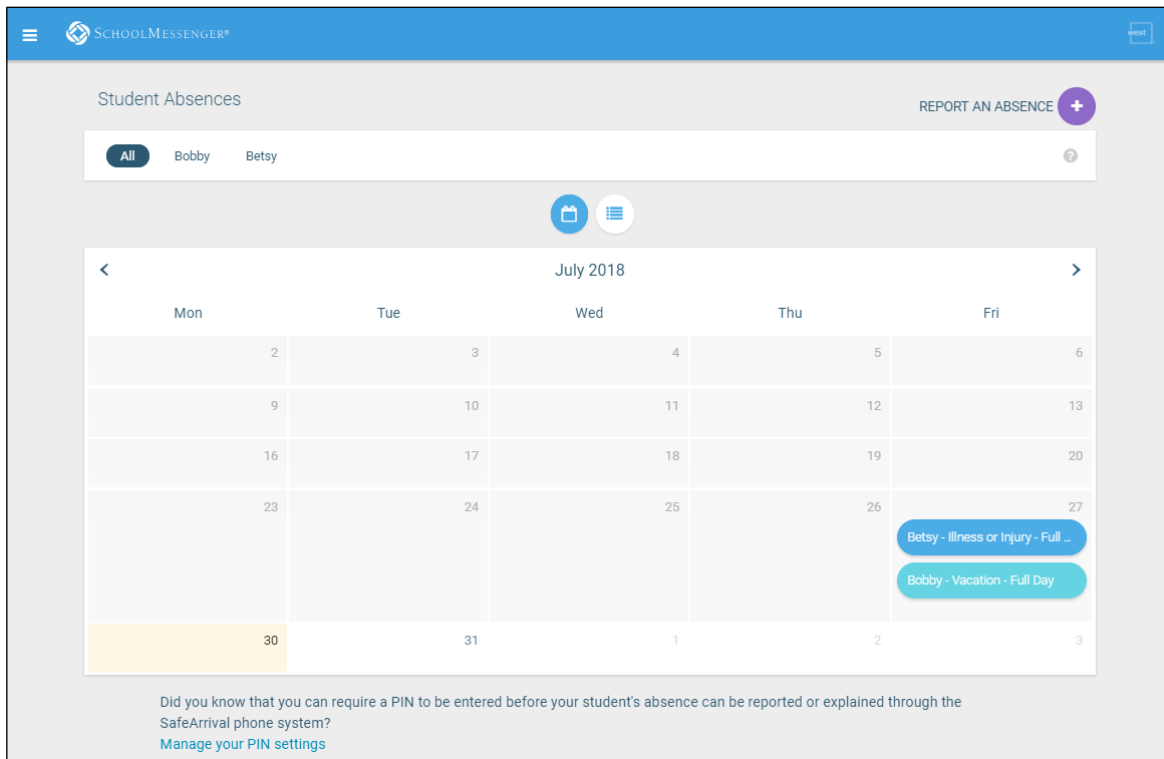
You can review and edit your child's reported absences in two views: Calendar and List View. Select the student's name in the Student Absences section to filter submitted absences displayed.



Calendar View




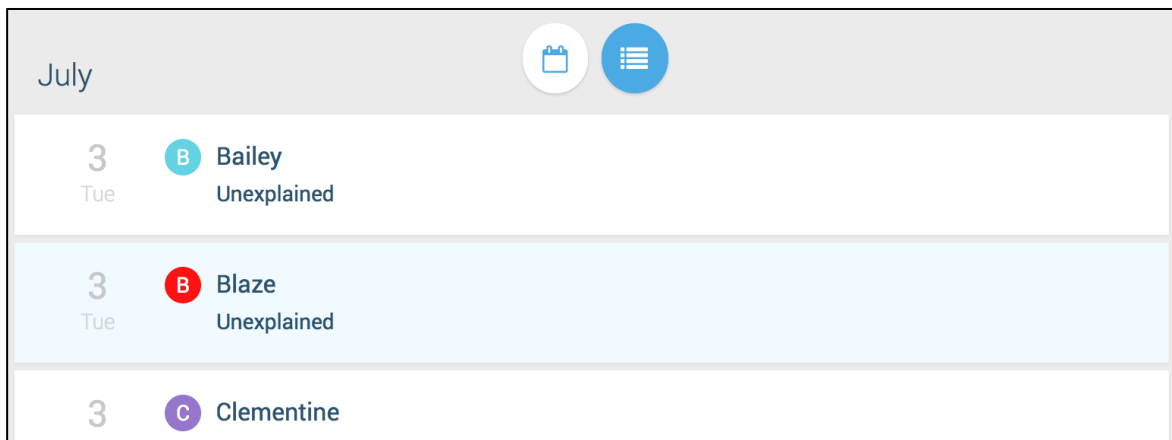
Click the  icon to see your child's absences in a calendar. To go to the previous or next month, click the < or > at the top of the calendar.



List View



Click the  icon to view your child's absences in a list. To scroll through the list of absences, 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

1. Select

REPORT AN ABSENCE



2. Be sure to enter your selections for all of the requested items:

- Select which student will be absent.
- Select the type and reason for the absence.
- Select the date(s) and any time(s) of the absence.

If the Send button is not activated, it means you've missed something.

3. 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. Click the **absence** (in List View) or the day of the absence (in Calendar View), then **Edit**.
2. Make the required changes then 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. Click the **absence** (in List View) or the day of the absence (in Calendar View), then **Delete**.
2. 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.

Manage PIN Settings

Parents/guardians may assign their own 4-digit Personal Identification Number (PIN) to an individual student through their SchoolMessenger app. If guardian assigns a student a PIN, this number will need to be entered before an absence can be reported or explained for this particular student when using the SafeArrival phone system (using a mobile device or a landline). This provides an additional layer of security and also prevents students from reporting their own absences.

When more than 2 or more parents/guardians are connected to a student...

Once a PIN is set for a child, a PIN must always be used to report or explain that child's absences. Multiple guardians connected to the same students can share and use the same PIN, or they can set their own individual PINs for the same student. All PINs assigned will work when reporting or explaining an absence for that child.



Note: PINs are not associated with the phone number the parent calls from to report the absence or the mobile device the parent is using the app on. PINs are managed within the app and all guardians associated with the student who know/share a PIN or set their own PIN for that child will be able to report or explain an absence for that student from any device or landline they choose.

For parents/guardians who do not use the SchoolMessenger app, staff with access to the SchoolMessenger Communicate Contacts page can manage the PIN settings.



Set a PIN for a Student

Using the SchoolMessenger app website, parents click the **Manage your PIN settings** link at the bottom of the Attendance page.

Did you know that you can require a PIN to be entered before your student's absence can be reported or explained through the SafeArrival phone system?
[Manage your PIN settings](#)

On the SafeArrival PIN Settings screen, the parent 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.

1. Click the **"eye" icon** to see the PIN. Tap the PIN to modify the it.
2. Click **Save** to save any changes.

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.

SafeArrival PIN Settings

SafeArrival 1 SafeArrival 2

Select the student(s) for which a PIN (Personal Identification Number) must be entered when using the SafeArrival phone system.

B Bailey Tester ✓

Your 4-Digit PIN 2 2 2 3 | 🔍

Note: Any of the student's guardians with access to SafeArrival can update the requirements for a PIN. Any PIN belonging to one of the student's guardians with access to SafeArrival will be accepted by the SafeArrival phone system.

Cancel Save

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