



COMMUNICATE

SchoolMessenger App

Parent Guide - Mobile

West Corporation

100 Enterprise Way, Suite A-300

Scotts Valley, CA 95066

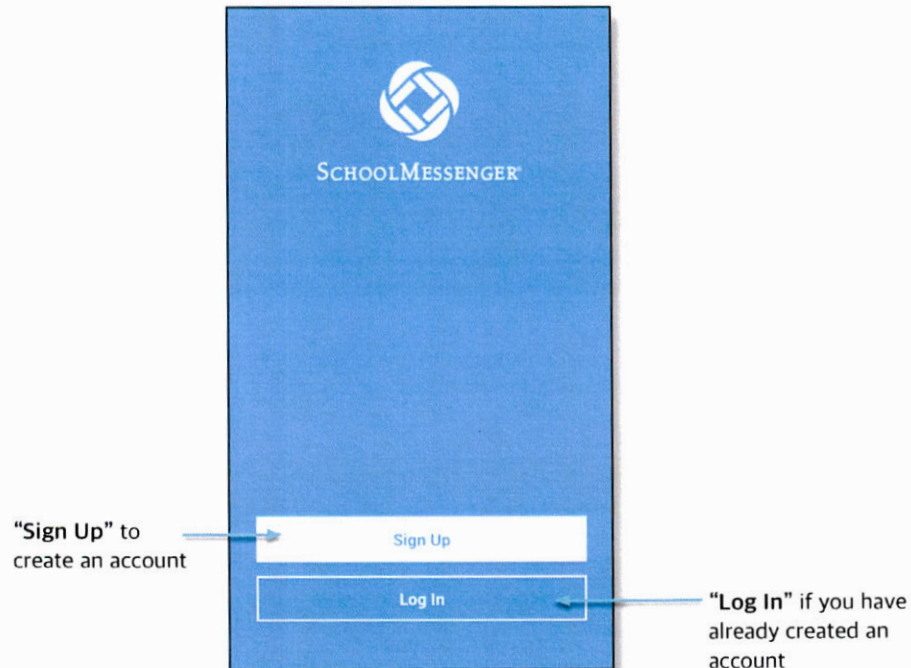
888-527-5225

www.schoolmessenger.com



Initial Menu

Download the mobile app from either Apple's App Store or Android's Google Play page. You have 2 options after downloading the app and launching it on your mobile device:



Creating a SchoolMessenger App Account

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

Sign Up

1. Tap **Sign Up** at the bottom of your phone screen.



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

2. Enter your email address, 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.

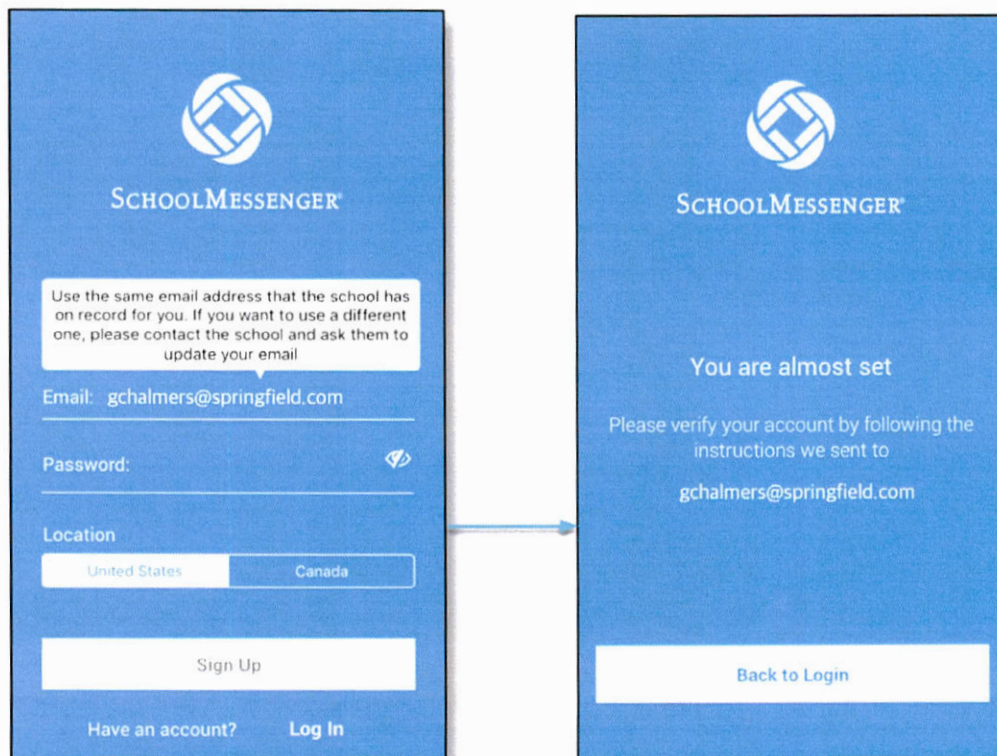


Note: The link in the email is only valid for 24 hours. If you don't click on it and log into the SchoolMessenger app within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a renewed link.

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.

3. Return to the SchoolMessenger app.
4. Enter the same email address and password you used to create the account.
5. 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.

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



Log In

To log into the SchoolMessenger app:

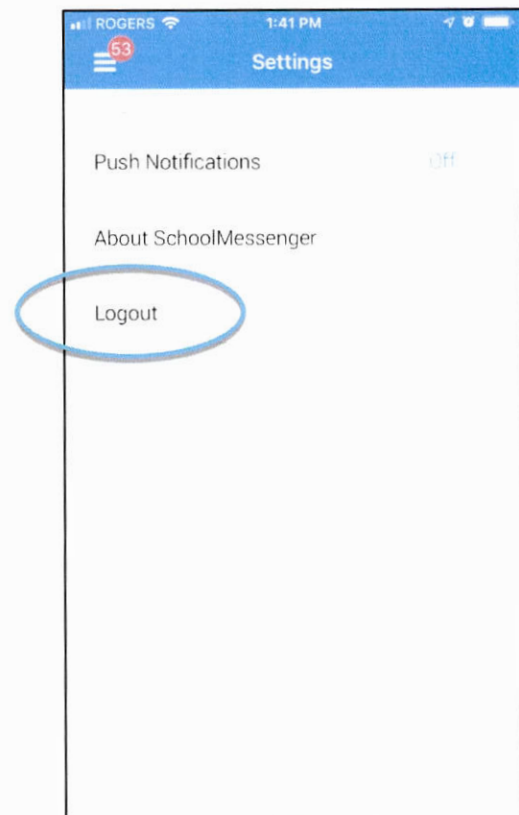
1. Tap the **Log In** button.
2. Enter the email address you used to register in the SchoolMessenger app.
3. Enter your password.
4. Tap your location.
5. Tap the **Log In** button.

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



Log Out


1. Tap the main menu icon in the top left corner of the app.
2. Tap **Settings**.
3. Tap **Logout**.



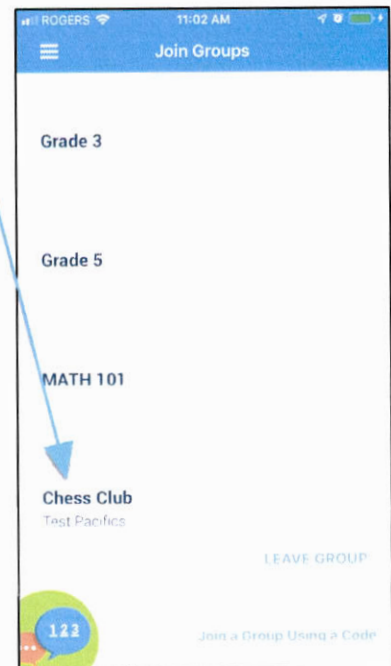
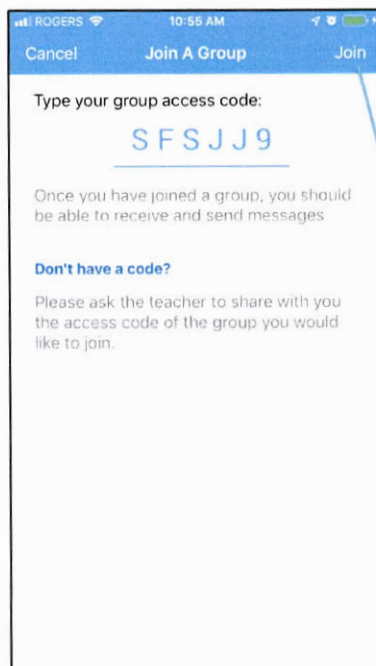
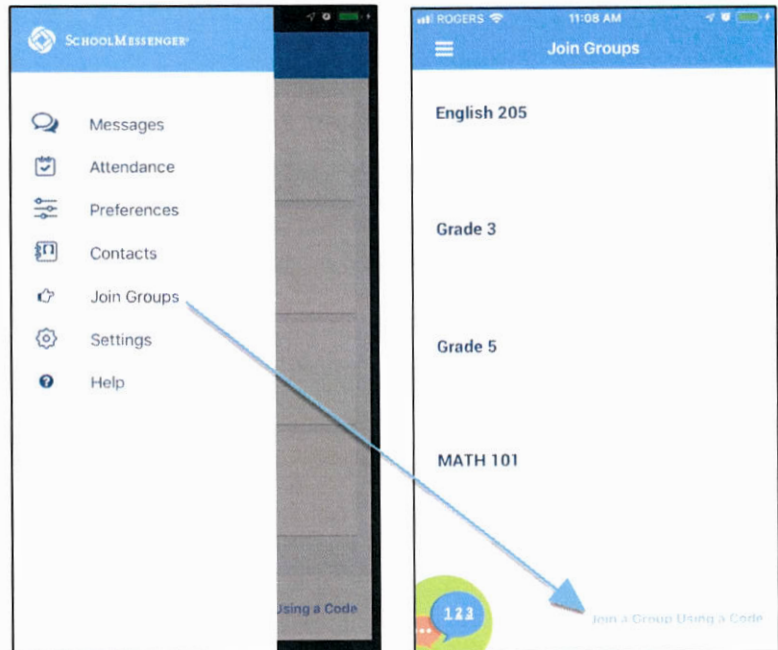
Joining a Group

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

You can join as many groups as you are invited to participate in. To join a group:

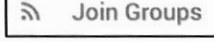
1. Obtain the access code from your student's teacher.
2. Tap on the  **Join Groups** menu option.
3. Tap on the **Join a Group Using a Code** link at the bottom of the screen.
4. In the Join A Group window, enter the **access code** that was provided to you.
5. Tap **Join** at the top of the screen. You'll be taken back to the Join Groups page.

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. Tap on the  Join Groups menu option.
2. Tap on the **LEAVE GROUP** link to the right 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.



Messages

The SchoolMessenger app's Messages page displays all broadcast 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.

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.