

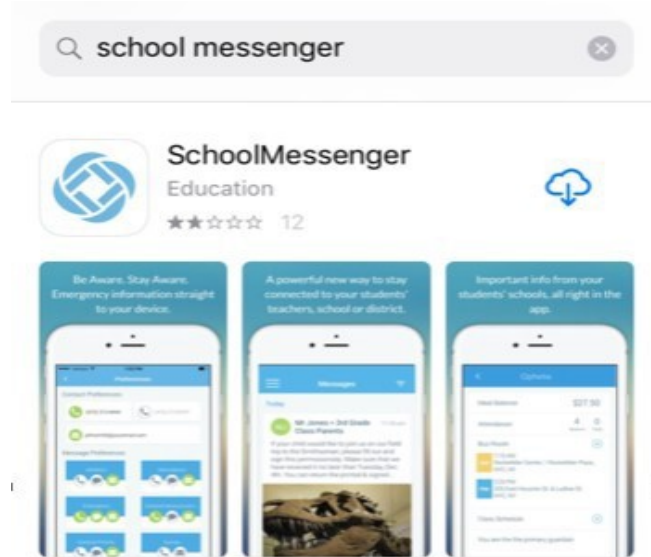
Creating a School Messenger Account – Mobile Version

Updated 3/10/2020

Step 1: Download and Install the School Messenger App

Go to the App Store or Play Store and search for School Messenger. Download the App.

Once fully installed, you will open the app by clicking on the School Messenger icon.



In order to receive push notifications, you will need to ensure that you are allowing notifications in your phone app settings.

Step 2: Sign Up for a School Messenger Account

You will be prompted to Sign Up or Log In. Select the option to Sign Up.

Students: Use your Modesto City Schools email address.

Parents: Enter the email address that is associated with your student's record. Contact your school if you would like to have a different email address added to your student's record. The change may take a day or two depending on when it is entered into the Student Information System.

Create a password for your new School Messenger account.

Click Sign Up.

Note: If you have already created an account with that e-mail address, you will be prompted to Log In or Reset your Password.

SCHOOLMESSENGER

Use the same email address that the school has on record for you. If you want to use a different one, please contact the school and ask them to update your email

Email: _____

Password: _____

Location

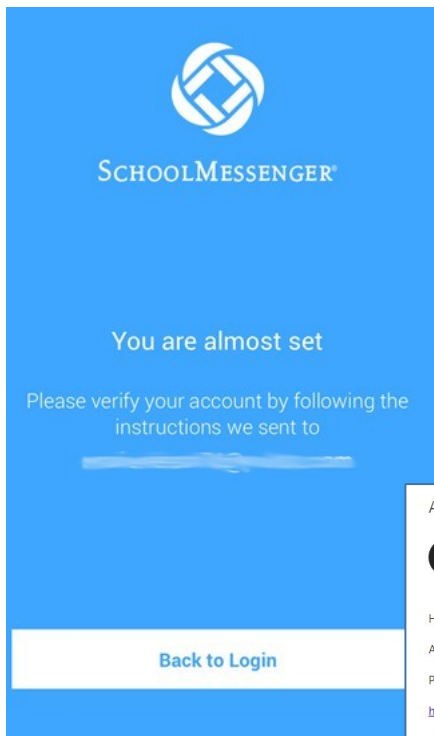
United States Canada

Sign Up

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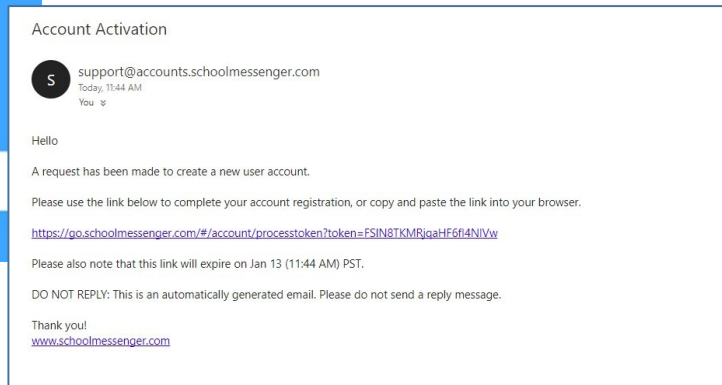
Updated 3/10/2020

Step 3: Verify your Account and Logon



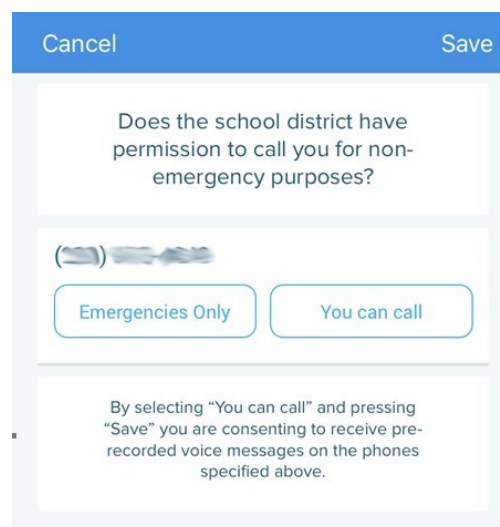
School Messenger will send a verification email to the email address that you used to set up your account. The verification link included in the email will expire in 24 hours. **Navigate to your email inbox and follow the instructions in that email.**

Verify your account by clicking on the link provided in the email from School Messenger. You can continue setting up your account at go.schoolmessenger.com or you can go back to the app on your phone. Log in to School Messenger using your e-mail address and the password that you created.



Step 4: Permission to Call

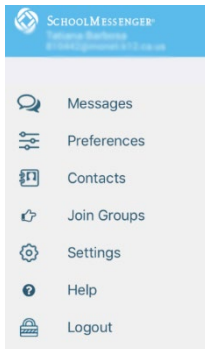
The system will ask if the school district has permission to call your number. If you want to receive only Emergency notifications on a specific phone number, you can indicate that here but it will block that phone number for all parents/guardians that share that number. Since someone in the family will want to receive the other broadcast types, be careful not to block all phone numbers. Once you've made your selections, click Save in the upper right corner.



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Navigating in the School Messenger App



To access the Menu, click on the three lines in the upper left corner.

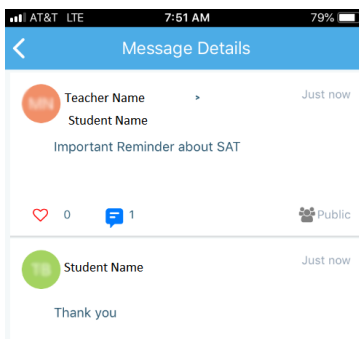
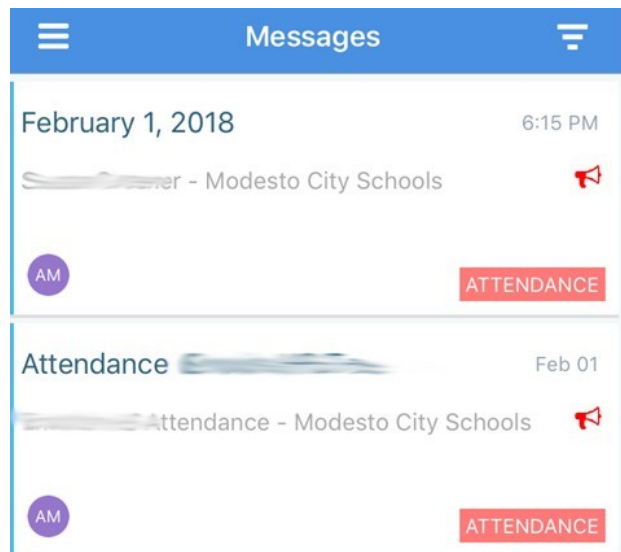
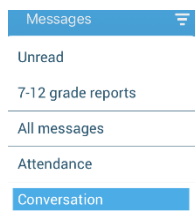


Messages

Click on Messages to show all the messages that have come to the phone numbers and e-mail addresses associated with your account and any teacher conversations that have been started. This is a useful dashboard that allows you to review older messages.

Click on a message for additional details.

Click on the Filter icon in the upper right corner to limit your results to a particular category.



Click on any Conversation to see messages from your teachers or school staff. These messages will also show up as push notifications on your mobile device if you have enabled push notifications. If the teacher/staff member has allowed comments, there is an option to enter a comment at the bottom of the screen.

Pay attention to the conversation setting prior to commenting.



Other Parents/Students can see your comments



Only the Teacher/Staff Member can see your comments

Note: Only Teachers and School Staff can start conversations.

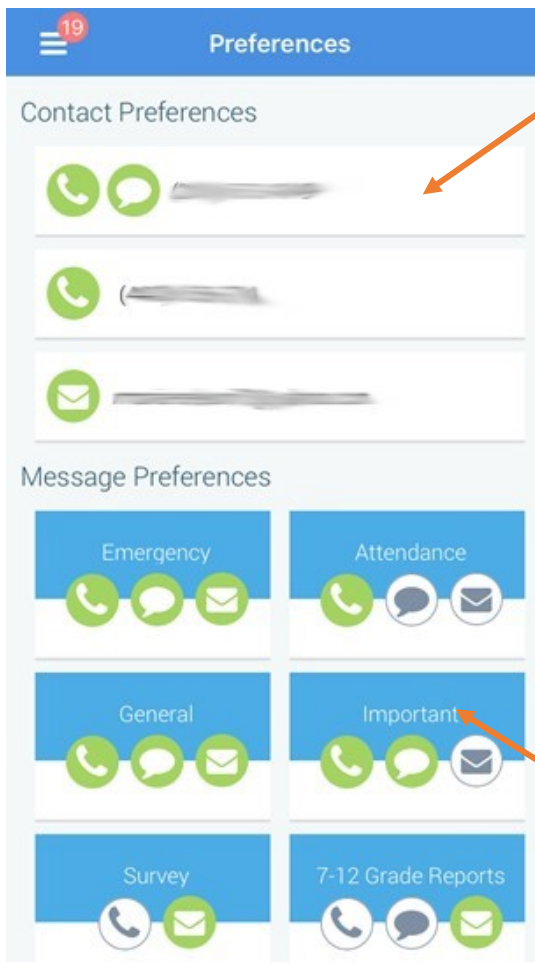
Creating a School Messenger Account – Mobile Version

Updated 3/10/2020

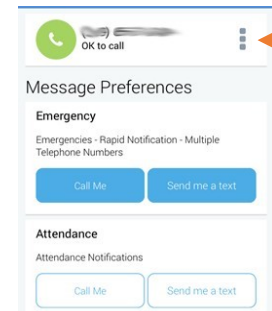
Preferences

This page will display all phone numbers and email addresses associated with your account. It also displays all the different broadcast types that our school district may send. Some of these will not apply to you. You can click on any phone number, email address or broadcast type to alter your preferences.

Contact your student's school to update your phone number(s) and email address.

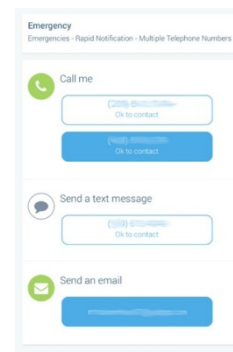


Click on a phone number or email address to adjust your broadcast preferences.

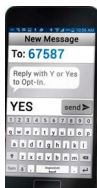


To change your permissions for a phone, click the symbol and select edit permissions. To receive only emergency broadcasts, you can select "No". This setting will impact everyone that shares that phone number. Since someone in the family will want to receive the other broadcast types, be careful not to block all phone numbers. To ensure you don't block all numbers, we recommend that you update your preferences in each broadcast type.

Click on a broadcast type to adjust your preferences for a specific type of call.



Text Message Opt-In



In order to receive text messages from School Messenger, you will need to Opt-In.

You can Opt-In by sending a text message of "Y" or "Yes" to our district's short code number, 67587. **Message and data rates may apply.**

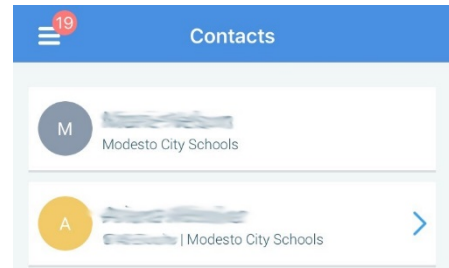
You can Opt-Out at any time by replying to one of the messages with the word "Stop".

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Updated 3/10/2020

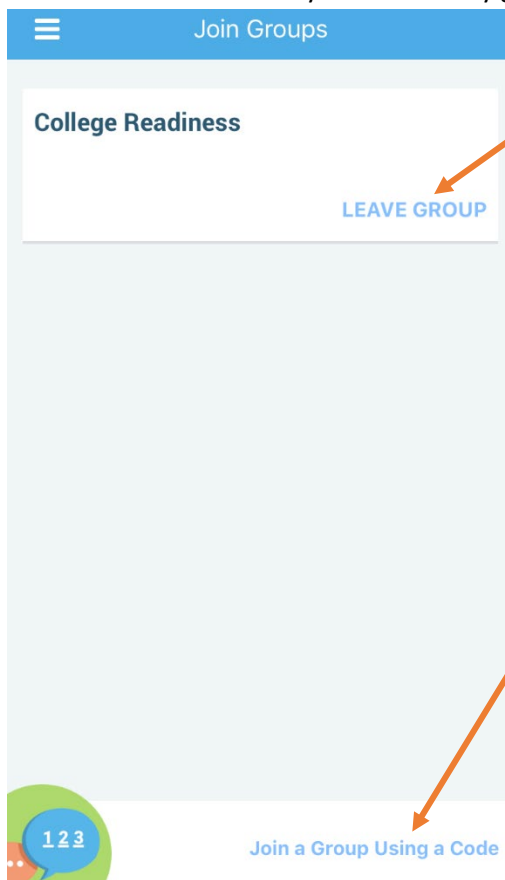
Contacts

This page displays your connections to students. If any students are missing, you can contact the school to make sure that your email address is correct in the Student Information System.

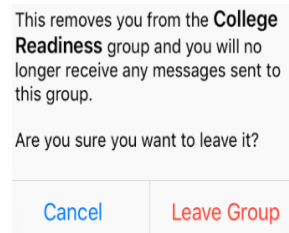


Join Groups


Click on Join Groups to join or leave any groups that your school staff or teachers have manually created. On this screen you will see any groups that are already associated to your account.

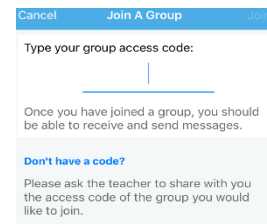


To leave a group – Click the “Leave Group” link. A pop up will appear asking you confirm that you want to leave the group. Click Leave Group.

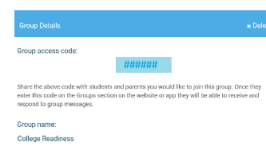


To join a group – Click the “Join a Group using a Code” link.

You will be prompted to enter a Group Access Code. Enter the code and click Join or  in the upper right corner of the screen.



Contact the Teacher, Counselor or Staff Member that created the group if you do not have the Group Access Code.



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Settings

Click on Settings to open another menu. From here you can enable push notifications for specific broadcast types.

In order to receive push notifications, you will also need to ensure that you are allowing notifications in your phone app settings.

