



WINNIPEG SCHOOL DIVISION

# SchoolMessenger App

Parent Guide - Mobile



SCHOOLMESSENGER<sup>®</sup>  
COMMUNICATE

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# Welcome!



**Important:** Parents and student users who require assistance should contact their school.

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:

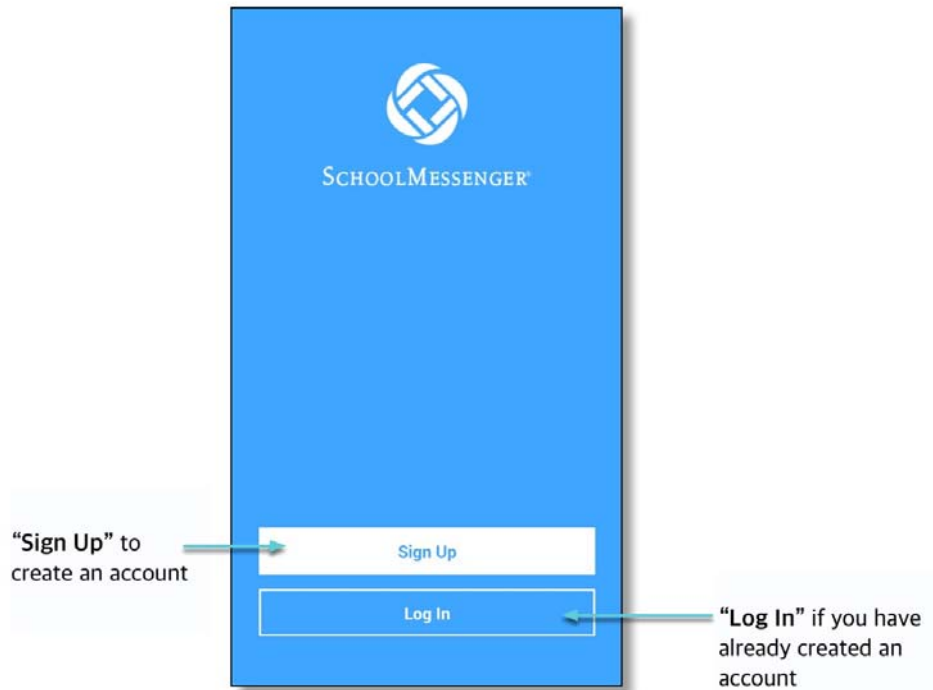
- View the records associated with your account
- Review the last 30 days-worth of broadcast messages for all your associated records.

**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.

# 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. Tap the link in the email to verify your account. A new page will open on your browser.

The image shows two screenshots of the SchoolMessenger app's sign-up process. The left screenshot displays the sign-up form with the following fields: Email (gchalmers@springfield.com), Password, and Location (United States/Canada). A warning message is displayed above the form: "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". The right screenshot shows the "You are almost set" screen with the text: "Please verify your account by following the instructions we sent to gchalmers@springfield.com". A "Back to Login" button is visible at the bottom of the right screenshot.



**Note:** The link in the email is only valid for 24 hours. If you don't tap 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 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.

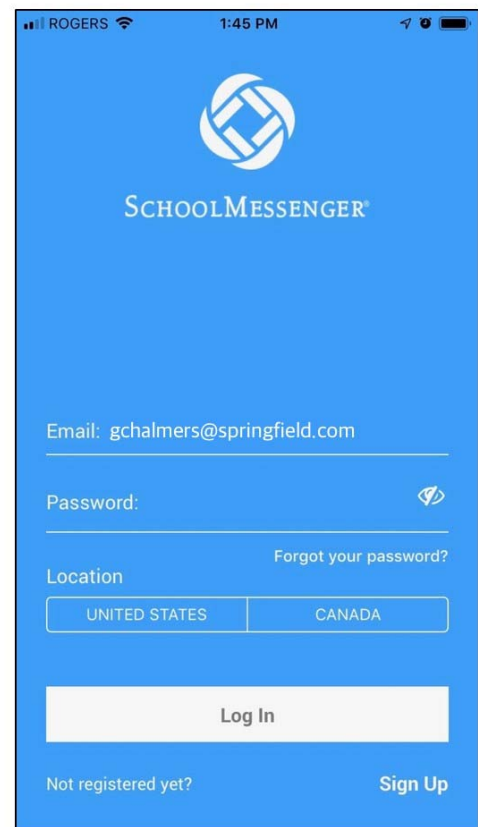
3. Return to the SchoolMessenger app.
4. Enter the same email address and password you used to create the account.
5. Tap **Log In**. A message appears that you've successfully logged in. You may now launch the app and log in using the same email address and password you used to create the account.

## 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.



ROGERS 1:45 PM

SCHOOLMESSENGER®

Email: gchalmers@springfield.com

Password: 

Forgot your password?

Location

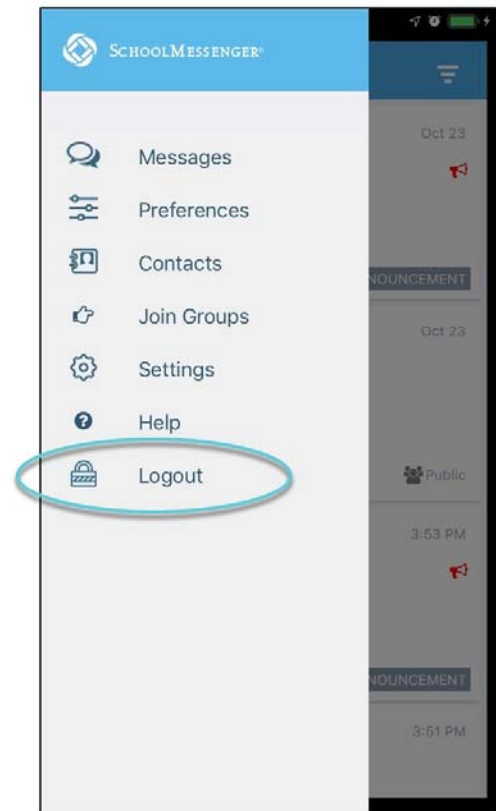
UNITED STATES CANADA

Log In

Not registered yet? Sign Up

## Log Out

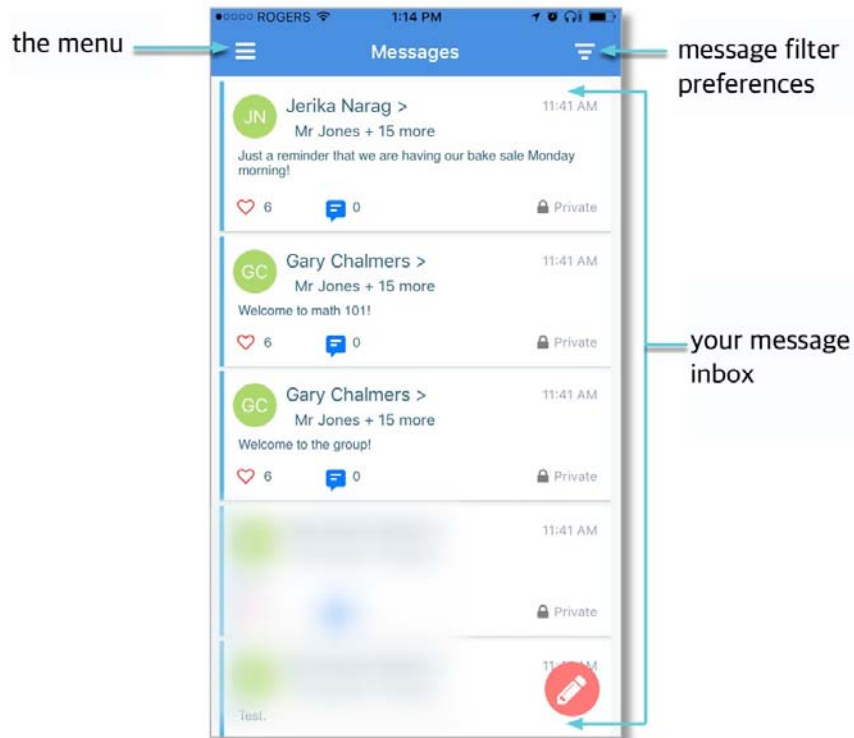
1. Tap the **main menu icon** in the top left corner of the app.
2. Tap **Logout**.



## When You First Sign In...

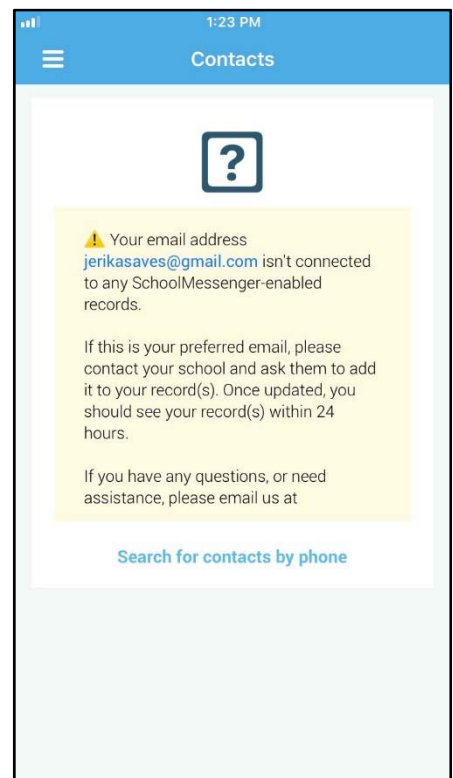
After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts – student and/or guardian records - associated with your account email address. You can navigate through your options by using the left navigation bar.

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



## 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 this message after your log in:

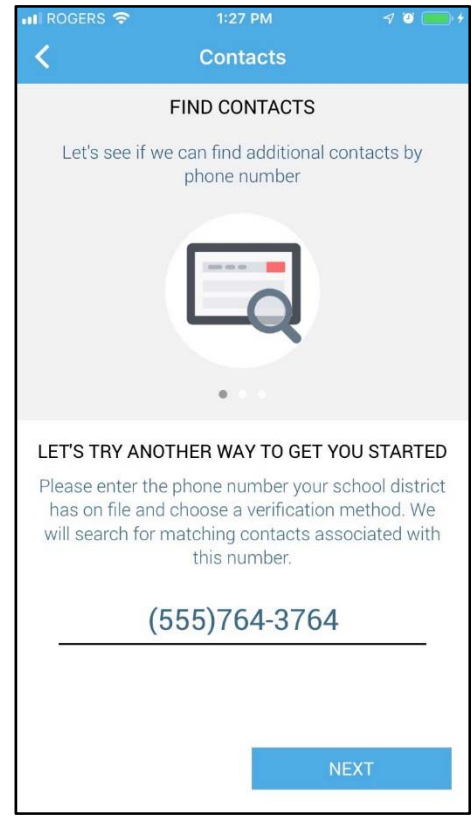




## Claim Contacts by Phone

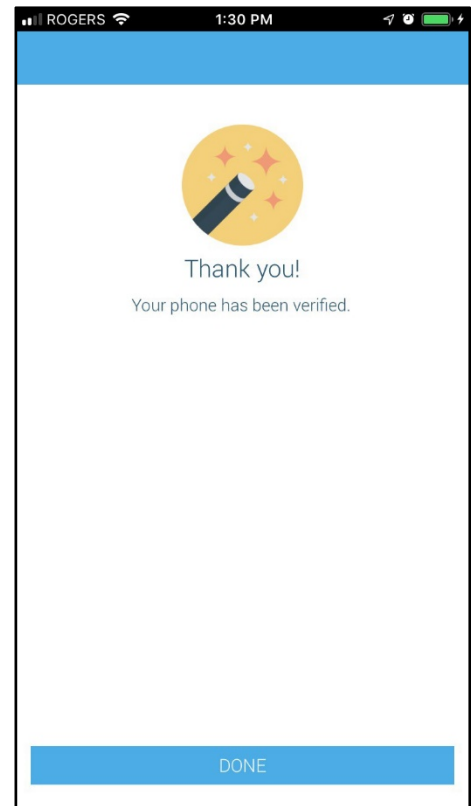
If the SchoolMessenger app isn't able to match your email to any contact data in their systems, your message inbox will appear empty. You'll have the option to try to match a potential school record using your phone number.

1. Tap the “**Search for contacts by phone**” link at the bottom of the screen.
2. Enter your phone number your school has on file. Tap **NEXT**.
3. Select an option to receive a verification code.
4. Tap **SEND THE CODE**. A verification code will be sent to the number you entered.
5. Input the verification code you received and tap **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 to verify that you have the correct phone number and/or email address they have on file.



# Contacts



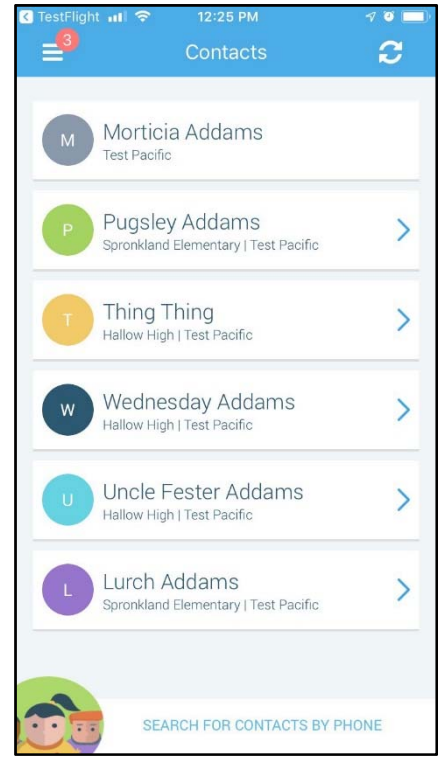
**Important:** The contacts listed here are connected to the email address for your account. If this email is not correct or if your school has an incorrect email on file, then contacts may not appear on this page.

Parent and guardian records in SchoolMessenger are linked to students attending one or more schools.

Access your contacts by tapping the  icon and tapping **Contacts**.



**Note:** If you are missing contacts, tap the **SEARCH FOR CONTACTS BY PHONE** link at the bottom of the screen to claim possible missing contacts using your phone number. You should also tap the **Refresh icon** located in the upper righthand corner of the screen to upload the most up-to-date information (more information below). If that doesn't work, please contact your school.



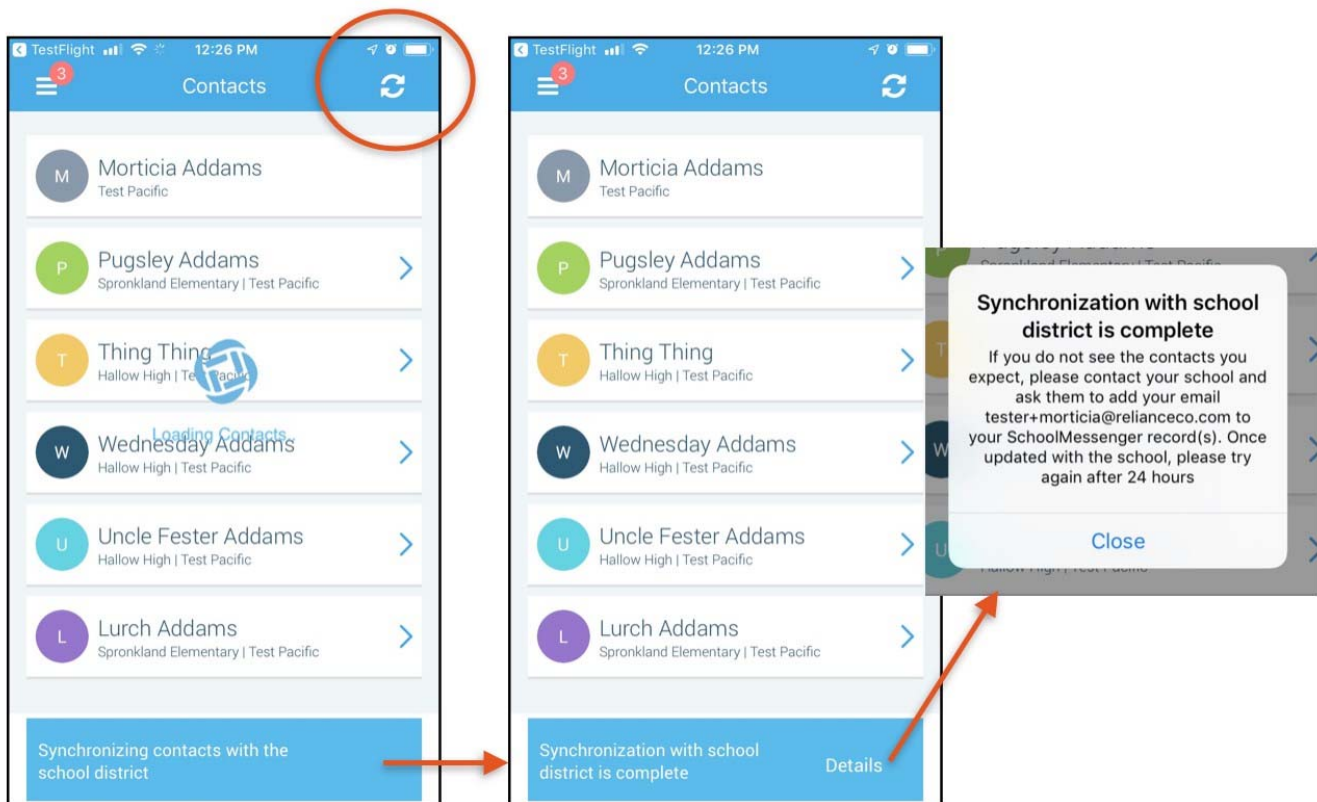
# Manual Contact Data Refresh

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. Tap the **main menu icon** in the top left corner of the app.
2. Tap **Contacts**.
3. Tap the **refresh icon** in the upper right-hand corner of the screen. The app will begin syncing with the latest school data.
4. Once the sync is complete, you can click the **Details link** to view some information on the synchronization.



# Messages

The SchoolMessenger app's Messages page displays all broadcast messages (voice, email, or text) sent to you from your school during the last 30 days. 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.

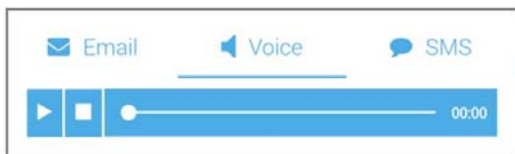
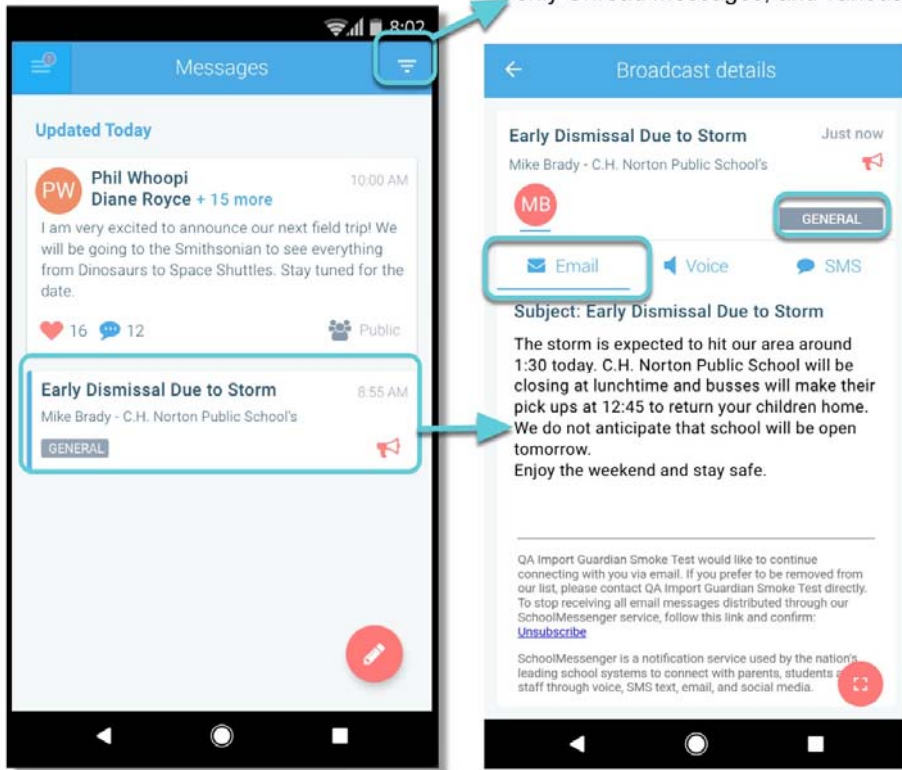


**Note:** The SchoolMessenger app automatically assigns the color and initial of the each of the student-identification circles. Neither the color nor the initial are editable.

# Broadcast Message

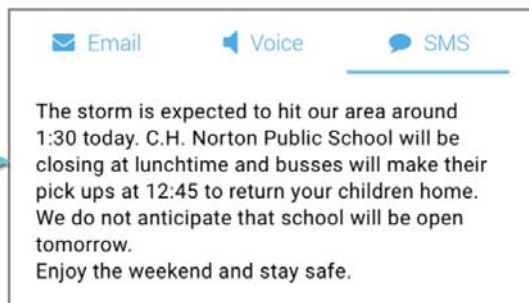
These are messages sent by the school and not meant to be replied to or engaged with within the SchoolMessenger app. These will expire and be removed from your messages page after 30 days.

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



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.



# 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 in the menu and your students listed.

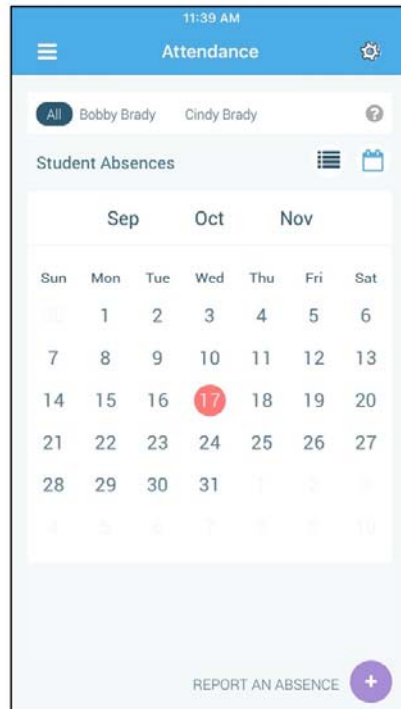


**Note:** If you don't see the Attendance option or your children, go to the Contacts page and tap the **Refresh icon** to upload the most up-to-date information. If that doesn't work, check with the school to ensure they are using SafeArrival and that you signed up with the email address they have on record for you.

# App Views

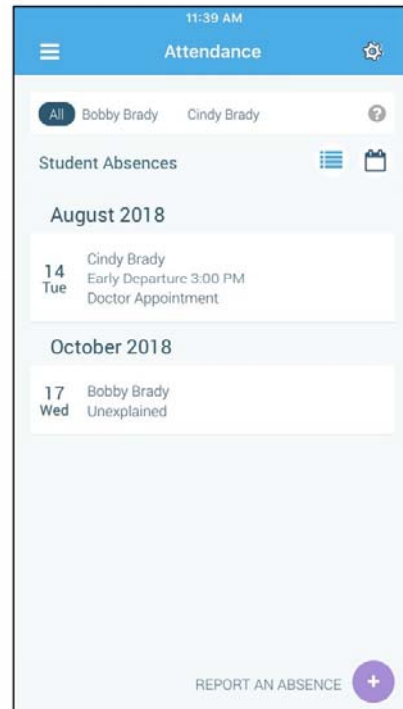
## Calendar View

Tap the calendar icon to see your child's absences in a calendar. The absence dates will be circled in red.



## List View

To scroll through the list of absences, tap the list icon and drag your finger up or down 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.

## Report an Absence

1. Tap the **REPORT AN ABSENCE** button.
2. Select a student by tapping their name.
3. Select an absence type.
4. Be sure to enter your selections for all of the requested items. If the SEND button is not activated, it means you've missed something.

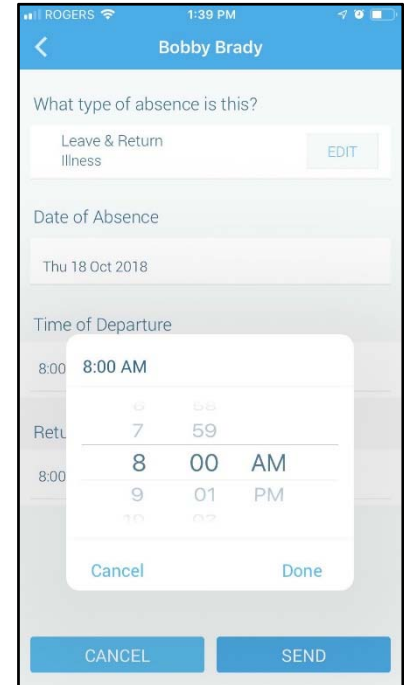
5. Tap **SEND** to report the absence.

## 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. Tap the **absence** (in List View) or the day of the absence (in Calendar View), then **EDIT**.
2. Make the required changes then tap **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. Tap the **absence** (in List View) or the day of the absence (in Calendar View), then **DELETE**.
2. Tap **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 app to explain your student's absence.

## Manage PIN Settings

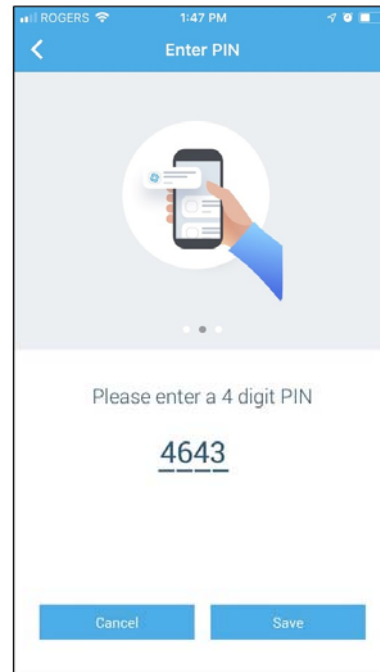
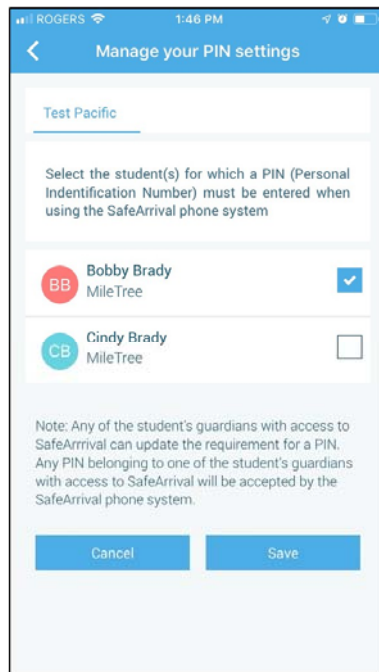
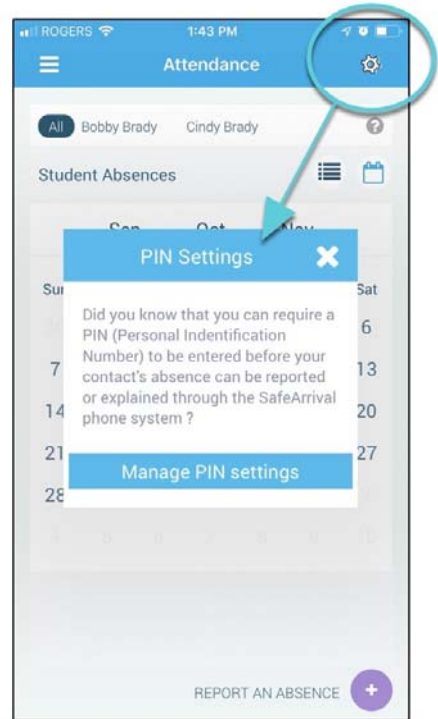
You can require that a Personal Identification Number (PIN) be entered before absences can be reported or explained for your student using the SafeArrival phone system. You can update PIN settings from the Attendance page of the SchoolMessenger app OR by school who have edit access to the SchoolMessenger Communicate Contacts page.



Using the mobile app, tap the **gear icon** in the upper right-hand corner of the Attendance page. You will be shown a brief description of PIN settings. Tap the **Manage your PIN settings** link to continue.

On the Manage your PIN Settings screen, you 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. Changes made on this screen will be saved automatically. Tap the **eye icon** to see the PIN. Tap the **edit icon** to modify the PIN.

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.



# Push Notifications

If you would like to receive notifications of specific message types directly to the SchoolMessenger app on your mobile device:

1. Tap the **Settings** menu option.
2. Tap **Push Notifications**.
3. Tap the name of your child's school district.
4. Select which types of messages that you want to receive as push notifications.

## Questions?

If you have any questions regarding the above, please contact your school. Feel free to forward app inquiries or feedback to the following:

[appfeedback@schoolmessenger.com](mailto:appfeedback@schoolmessenger.com)