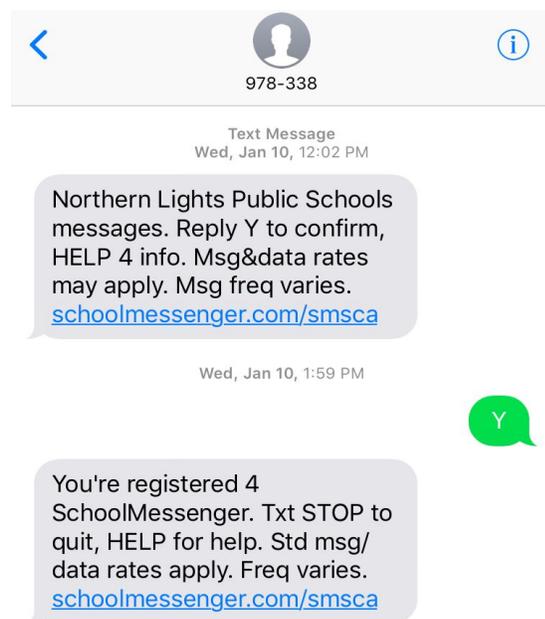


## School Messenger Parent User Guide

Updated August 2019

### What is School Messenger?

School Messenger is a communication system that allows Northern Lights Public Schools, its schools, and teachers to share information with parents.



Using the contact information you have provided to your child's school, the school division, your child's school and your child's teacher can send you automated phone messages, emails and text messages. This includes:

- Attendance notifications
- Emergency messages
- General messages (ie. newsletters, event information)

To receive messages, all you need to do is make sure your child's school has your up-to-date contact information - phone numbers and email addresses. If you want to receive text messages,

you will need to text Y to 978-338 to give your consent.

Please note that you cannot respond to text messages that are sent to you from the 978-338 number. If you receive a text message and wish to follow up, please call or email the teacher or school.

## The SchoolMessenger App

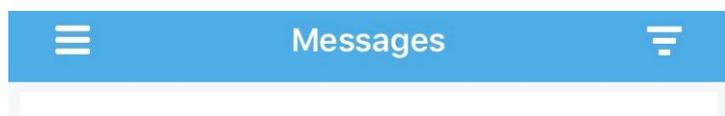
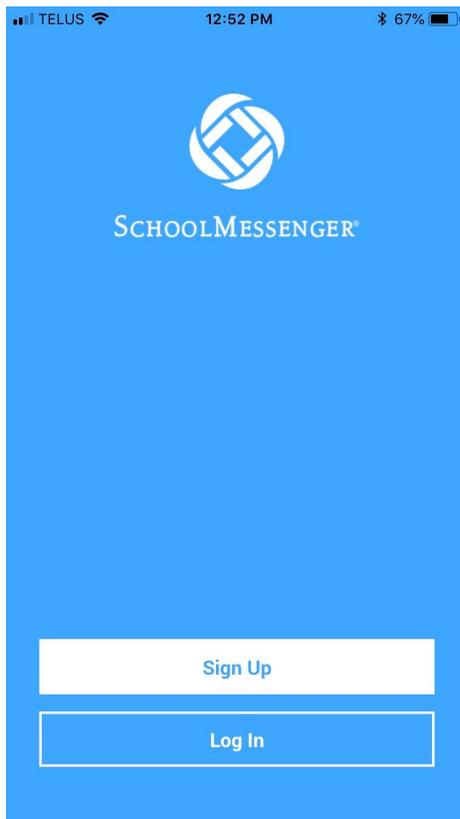
The School Messenger App allows parents to do four things:

1. See all of the voice, email and text messages (described above) that have been sent to them for each of their children
2. Set preferences for how they would like to receive messages;
3. Communicate with their child's teacher(s) through Conversations, if the teacher is using the app as a communication tool.
4. Report their child's absence from school in advance.



### Downloading the App and Logging In

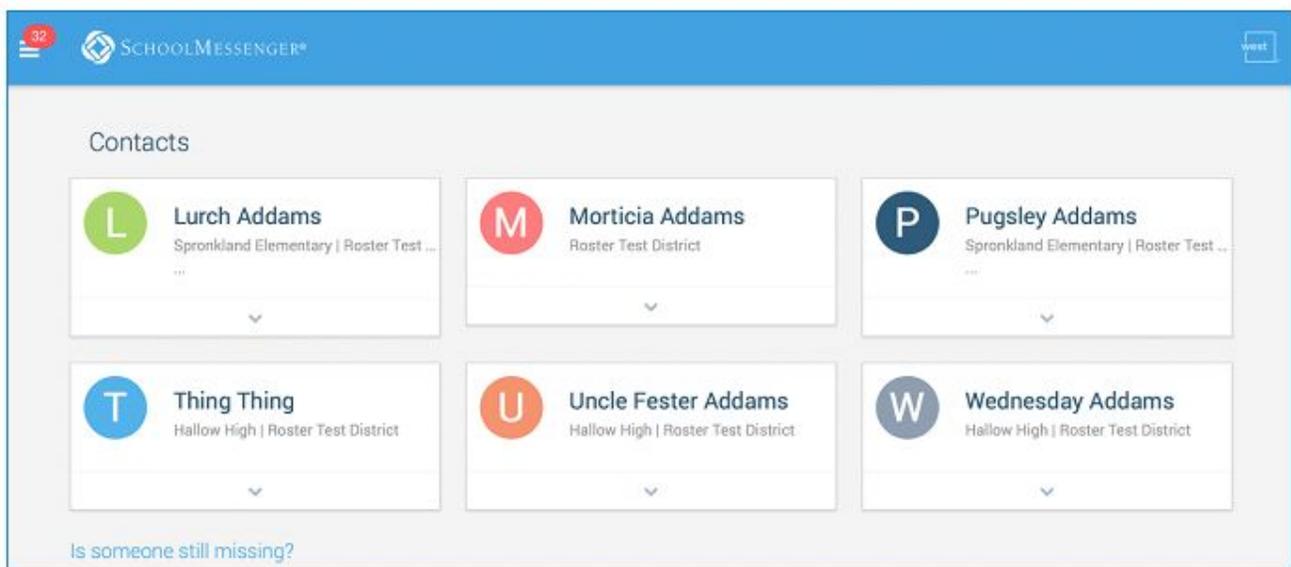
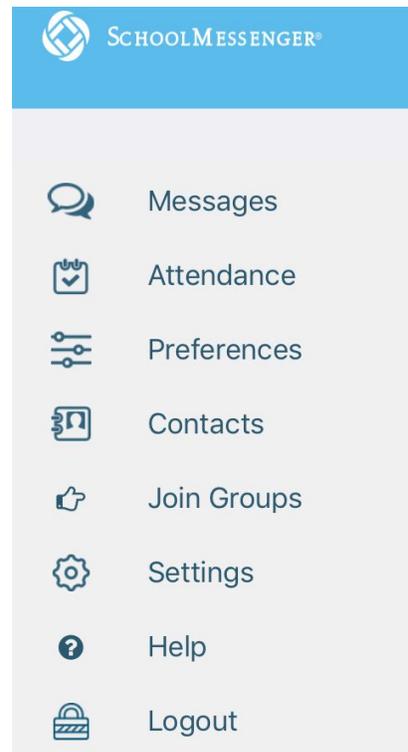
1. Go to the App Store or Google Play Store and download for the SchoolMessenger app
2. Tap on Sign Up
3. Enter an email address and password. Your email address **MUST** be the same one that you have shared with your child's school in order to properly connect you with their teacher. Your password must contain at least one uppercase character, at least one lowercase character, and at least one digit. It must be no fewer than six characters in length.
4. Make sure the location is set to Canada.
5. Click Sign Up.
6. Check your email for a verification message and follow the instructions.
7. To verify that everything has been set up correctly, click on the three horizontal lines in the top left hand corner



8. You should see the following options:

- a. Messages
- b. Attendance (new for 2019!)
- c. Preferences
- d. Contacts
- e. Join Groups
- f. Settings
- g. Help

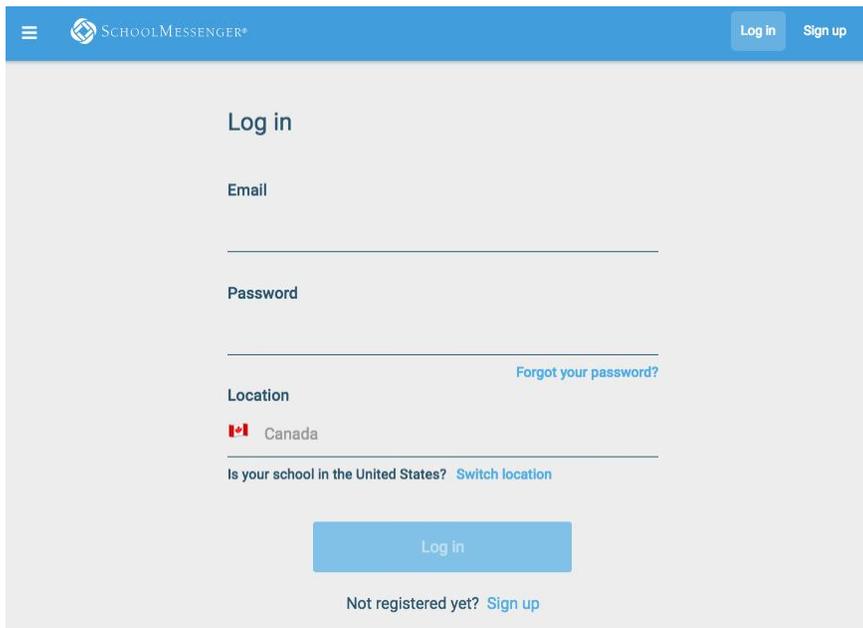
9. Click on Contacts. You should see a list of all of your children with the name of their school underneath. If you click on a child's name, you should see their Grade on the first line and your relationship to them on the second line (ie. Mother guardian or father guardian). If all of this information is correct, you have correctly set up the School Messenger App.



## Don't have a smartphone?

You do not need to have a phone to use the School Messenger app. Everything that you can do on the app, you can also do on any computer or device that has Internet access.

1. Open your web browser.
2. Go to: [go.schoolmessenger.ca](https://go.schoolmessenger.ca)
3. Click on Sign Up on the menu in the upper right-hand corner of the login page.

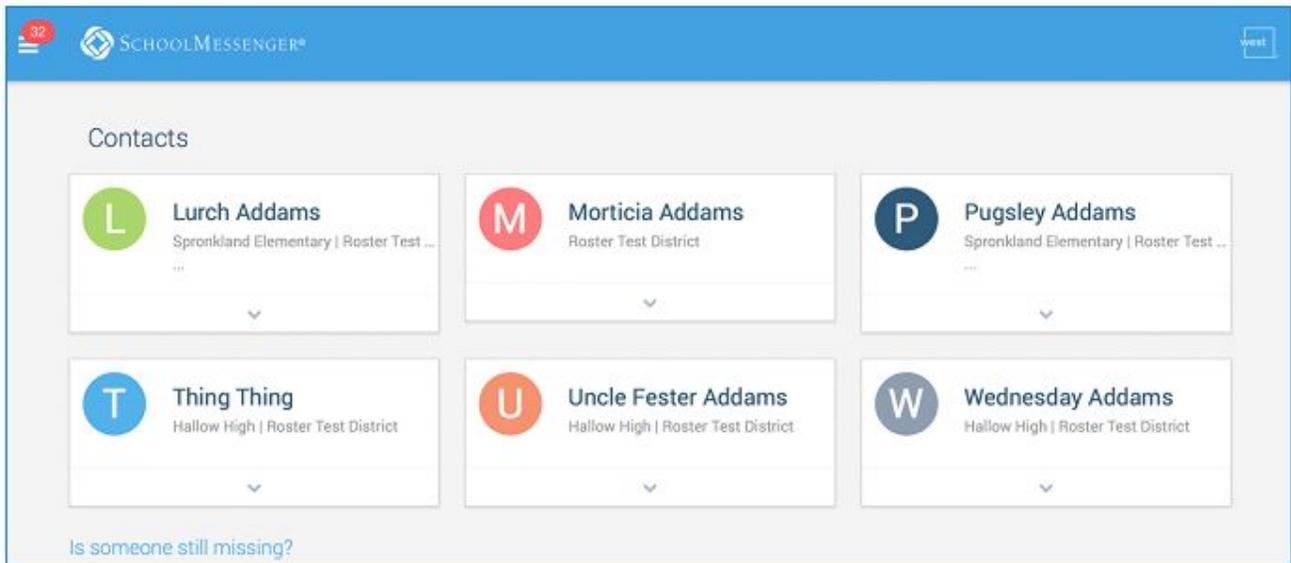
The image shows a screenshot of the School Messenger login page. At the top, there is a blue header with the School Messenger logo and the text "SCHOOLMESSENGER®". To the right of the header are two buttons: "Log in" and "Sign up". The main content area is light gray and contains the following elements: a "Log in" heading, an "Email" input field, a "Password" input field, a "Location" section with a Canadian flag icon and the text "Canada", and a link "Forgot your password?". Below the location section, there is a question "Is your school in the United States?" with a link "Switch location". At the bottom of the form is a large blue "Log in" button. Below the button, there is a link "Not registered yet? Sign up".

4. Enter an email address and password. Your email address **MUST** be the same one that you have shared with your child's school in order to properly connect you with their teacher. Your password must contain at least one uppercase character, at least one lowercase character, and at least one digit. It must be no fewer than six characters in length.
5. Make sure the location is set to Canada.
6. Click Sign Up.
7. Check your email for a verification message and follow the instructions.
8. To verify that everything has been set up correctly, click on the three horizontal lines in the top left hand corner.

9. You should see the following options:

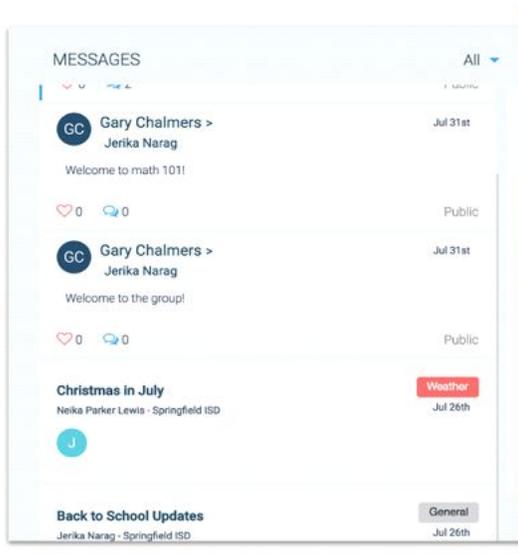
- a. Attendance
- b. Messages
- c. Preferences
- d. Contacts
- e. Join Groups
- f. Log Out

10. Click on Contacts. You should see a list of all of your children with the name of their school underneath. If all of this information is correct, you have correctly set up your School Messenger account.



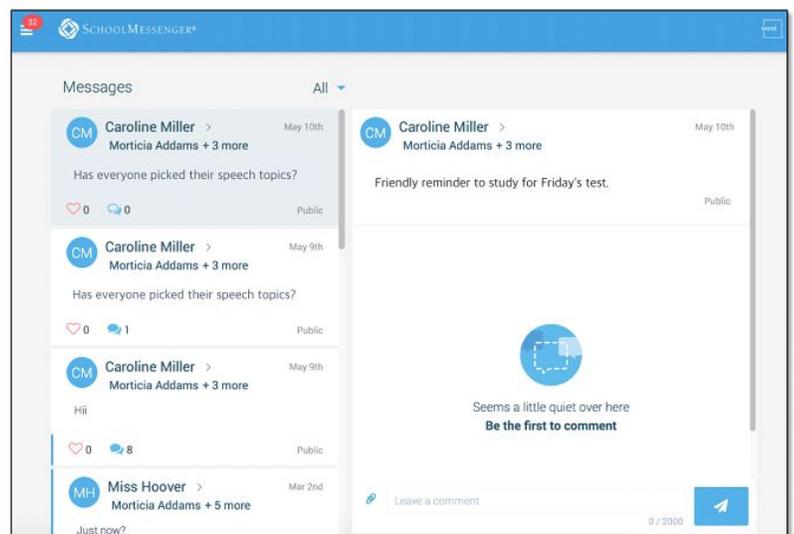
## Messages

The Messages section displays all messages (voice, email, text and conversations) sent to you during the last 30 days. They are sorted in reverse chronological order.



**Voice, email and text messages (Broadcast Messages)** will appear with a title at the top, followed by the name of the sender and the type of message (lower right hand corner). A circle with your child's name will appear in the lower left hand corner. If you have multiple children, this will indicate who the message is about - multiple circles indicate the message is applicable for more than one child.

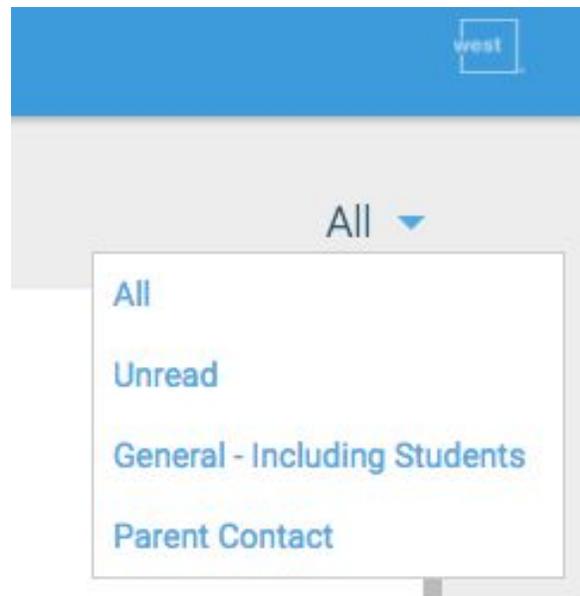
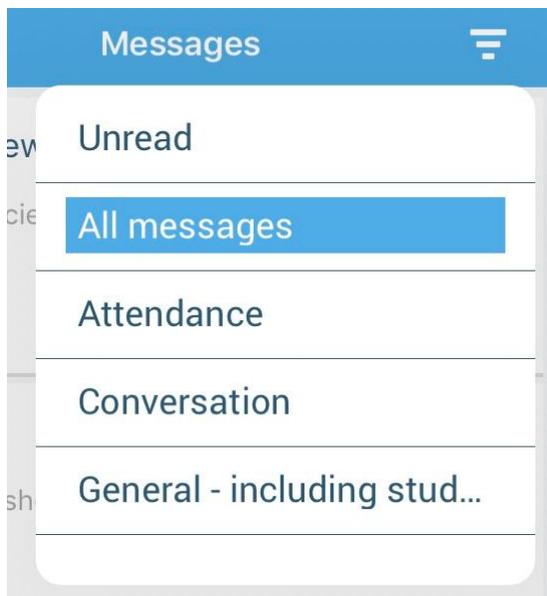
**Conversations (Teacher Messaging)** sent by your child's teacher will appear differently and will include a round icon with the teacher initials at the top of the message. Names of recipients will be underneath, followed by the message.



## Filtering Messages

To make it easier to tell the difference between conversations and different types of messages, you can filter your messages. On your phone, you will click on the three lines that look like an inverted triangle in the upper right hand corner. Choose the type of messages you want to see and only those will appear on your screen.

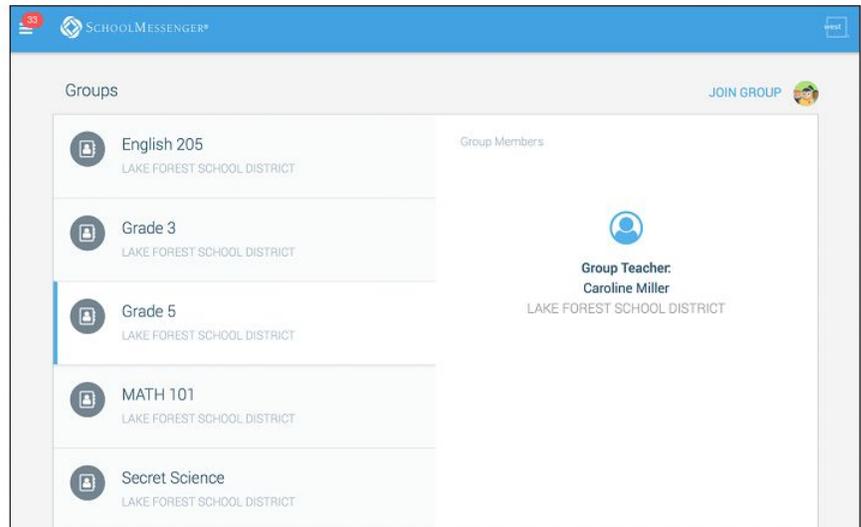
To filter messages in your web browser, click on the inverted triangle next to the word all, and select the type of messages you want to see.



## Conversations and Groups

The School Messenger app has recently been updated so that once you login, you are automatically part of groups associated with your child. You will be able to see all of these groups in the Join Groups section. You do not need a group code to join.

### How do I have a conversation with my child's teacher?



Parents cannot initiate conversations with teachers. Once you have logged in, your child's teacher will see that you have registered with the app and will be able to start a conversation with you. Once they have sent you a message, you should be able to reply to that message by typing in the comments box and hitting send.

Please note that not all teachers may be using the app to have conversations with parents. Ask your child's teacher if they are participating.

Schools/teachers may also create additional groups (ie for extracurricular activities) and may give you a group code to join those groups.

### Conversation Tips

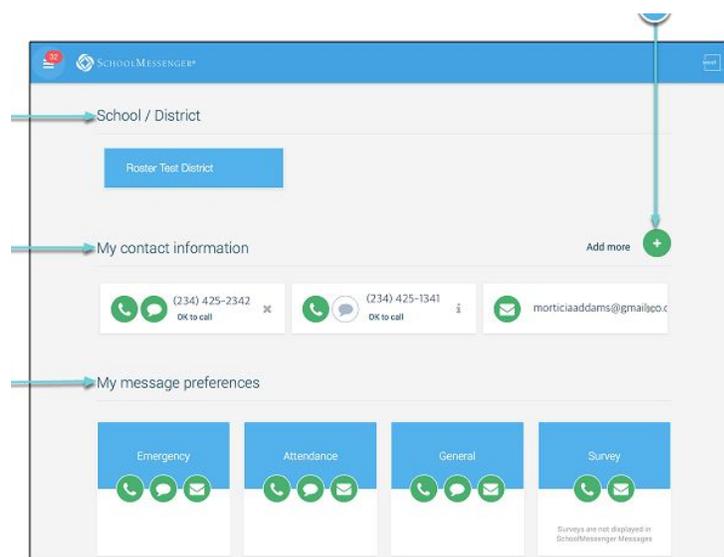
You may not be able to respond to all of the conversation messages that your teacher sends to you. For instance, if your teacher sends a message to a group of parents, they have the option to not allow comments, to allow everyone to see replies, or to allow only the teacher to see any replies. If the word PUBLIC appears in the bottom right-hand corner of the message, that means that everyone the message has been sent to will be able to see any comments that you enter.

To respond to a message, type your reply in the comments box and hit SEND.

## Preferences

The preferences section allows you to indicate how you want to be contacted. **Please note, you will have to have at least one phone number turned on for emergencies and one for attendance notifications.**

At the top of the screen will be all of the contact phones numbers and email addresses you have provided to the school. If the icons on the left hand side are green, that means they are



activated. If you click on a number, you will have the option to specify what type of messages you want to receive at that number and how - phone call or text. When something is highlighted in blue that means it is active.

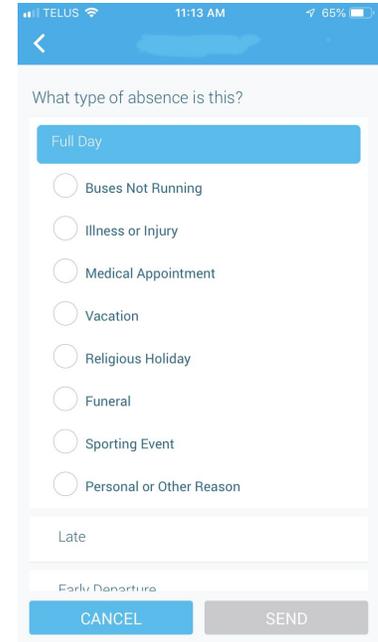
Under My Message Preferences, you can click on each different type of message and select how many ways you want to be notified.

Please note that you cannot update or change your contact information in the app. If you want to remove or change an email address or phone number, you need to contact the administrative assistant at your child's school to update your information in our database. It may take several hours for the update to sync with School Messenger.

## Attendance

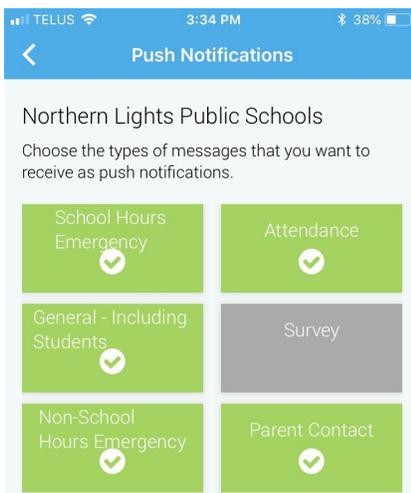
To report an absence, select Attendance from the drop down menu on the left hand side of the screen, then do the following:

- Click on Report an Absence
- Select the student who will be absent
- Select the type of absence. The options are: Full Day, Late, Early Departure, Leave and Return, and Multiple Day (up to three consecutive days)
- Select the absence reason. The options are: Buses Not Running, Illness or Injury, Medical Appointment, Vacation, Religious Holiday, Funeral, Sporting Event, Personal or Other Reason
- Click on the Date of Absence to select the date of the absence



You will receive a message confirming that your absence has been submitted. You will also be able to see the absences that you have submitted on the Attendance screen.

## Notifications



To receive notifications from the app, you need to do two things:

1. Click on Settings.
  - a. Click on Push Notifications
  - b. Select the types of messages you want to receive as push notifications.
2. In the Settings on your phone, click on Notifications
  - a. Choose SchoolMsgr
  - b. Select Allow Notifications
  - c. Adjust Notification Setting to your preferences