SCHOOLMESSENGER®

COMMUNICATE

SchoolMessenger App

Parent Guide - Mobile

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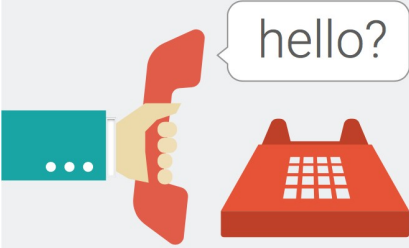www.schoolmessenger.com

west ®

Contents

Welcome!

⚠️ **Important**: Parents and student users who require assistance should contact their school or district. 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 broadcast messages for all your associated records.

- View your contact information and configure how you would like to receive notifications.

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.
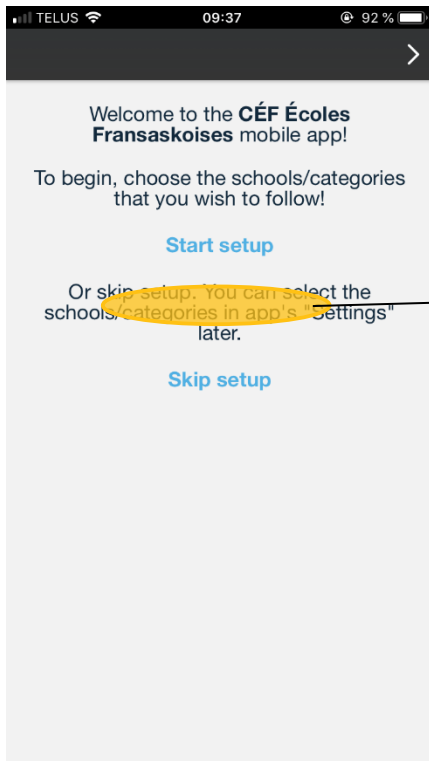
Initial Menu

Download the mobile app from either Apple's App Store or Android's Google Play page. You should search in Apple store or Play store for "Conseil des Écoles Fransaskoises" or "céf".

You should see what the application looks like in the store :

Apple store mobile app
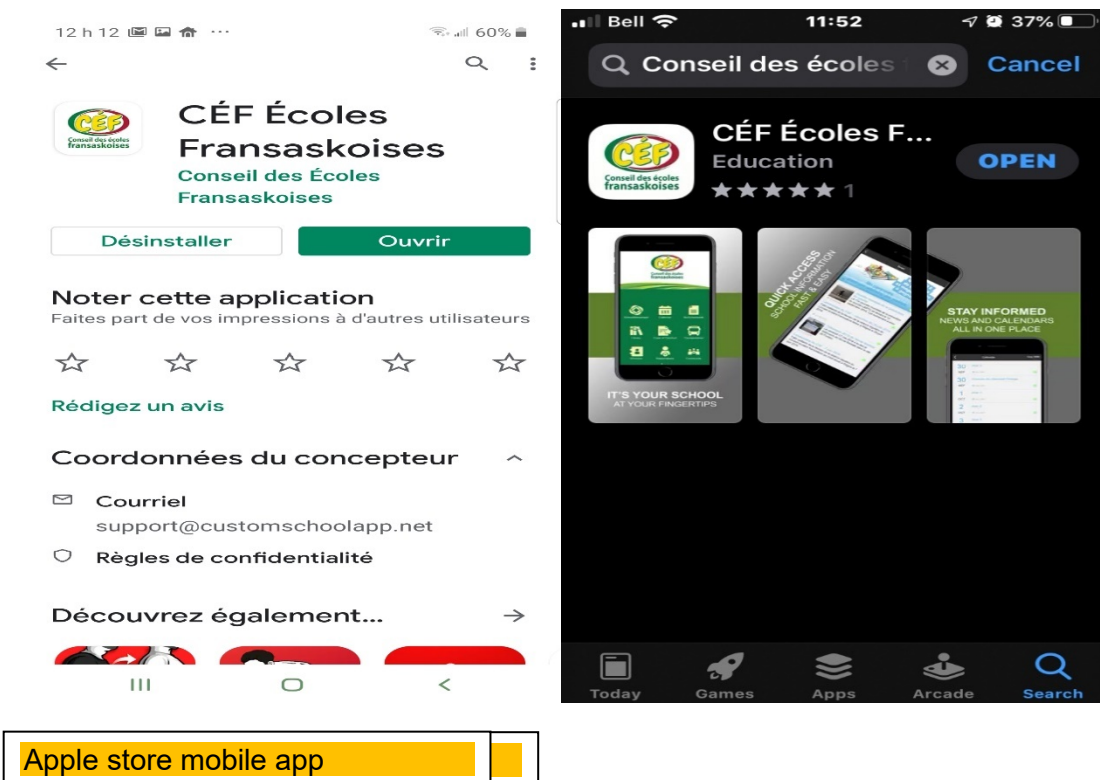
Before to get access to all module of the mobile application, a first step setup will be asked.

Choose Start setup to proceed to the school(s) you want to be informed from.

Use the slide button to add the school or as many schools as you wish to receive notifications from and click next. By default, *Conseil des Écoles Fransaskoises* is enabled and cannot be removed from the application.
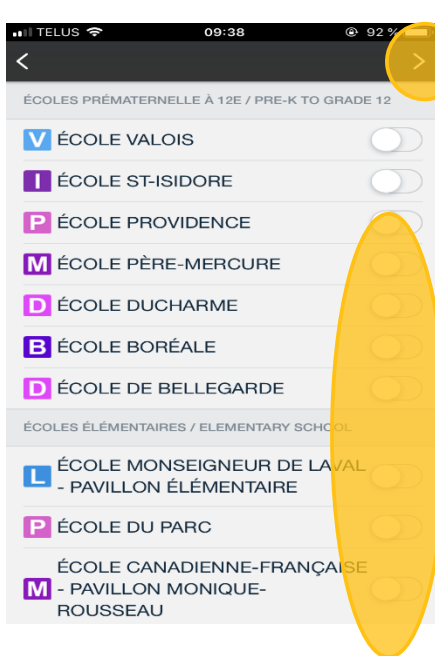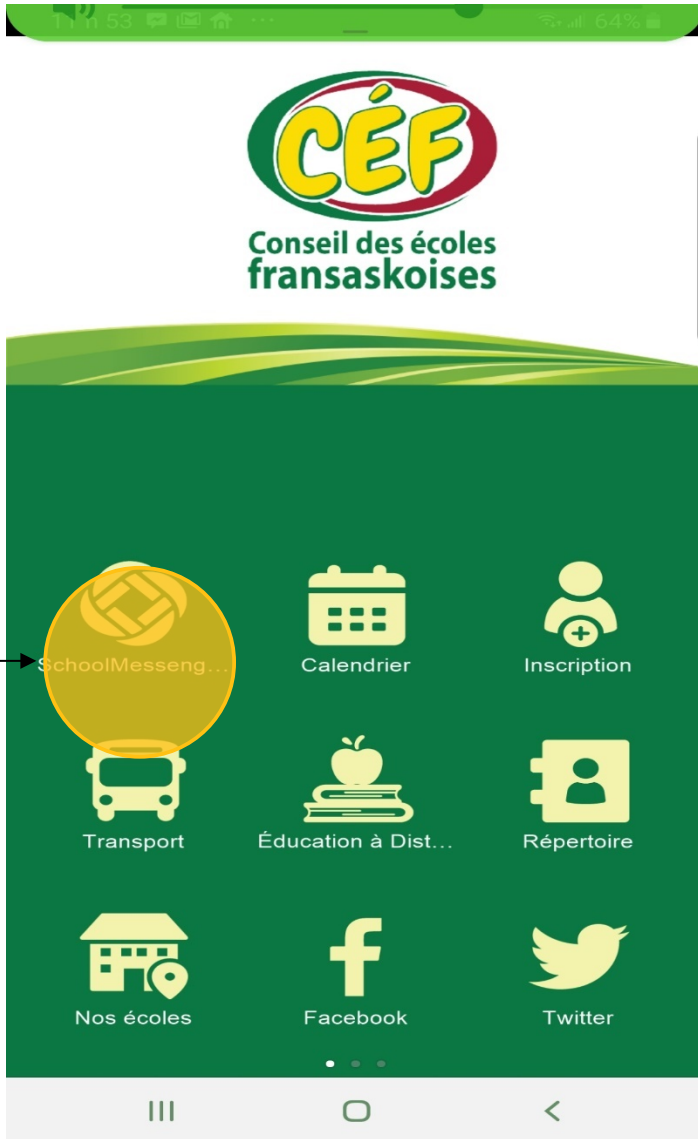
Next

Choose the school you want to be registered with. You should just push the button beside the school to enable it

You should see the mobile app as showed   above after

downloading and launching it on your mobile device:

You should click on the SchoolMessenger icon as showed above. Then, the software will download automatically the application and open it when it's installed in your mobile phone. Next step will be on page 9.

Contents of the mobile app

School Messenger module : Provides an access to all emergency, news or information from school(s).

Calendar module : Provides all information about the school calendar activities, events, holidays, etc.

Registrations module : Provides information to register your kids in CÉF French first language schools.

Transportation module : Provides some transportation information for parents (Request and forms).

Distance Learning module : Provides information about virtual and distance learning programs.

Directory module : Provides information to contact the school and head office employees.

Schools module : Provides phone numbers, location (google map) and other information about the school.

Facebook module: Provides information about the Facebook of the school or the CÉF's.

Twitter module: Provides information about the CÉF's Twitter page.

YouTube module: Provide information about the CÉF's YouTube page.

Report bullying module : Provides information about the students' bullying reporting tool and resources.

Code of conduct module : Provides information about the CÉF's code of conduct document in PDF file.

Homework Help module : Provides information on about students can access help with homework needs.

News module : Provides information in French about the latest happenings, community partnerships and initiatives in our schools and at CÉF, around Saskatchewan.

L'Eau Vive module : Provides access to articles featuring current and former students.

Community module : Provides access to a useful francophone community calendar.

Annual report module : Provides access to CÉF's latest annual reports.

Library module : Provides access to a free digital library featuring French books, upon registration.

Settings module : Provides access to the mobile application's language modification feature, as well as allowing you to remove and add schools originally set as those from which you receive information.

SchoolMessenger module app

The schoolMessenger app will give you access to your kid(s) information from school.

Next steps will show how parents how can create an account in SchoolMessenger to fully configure the app.

"Sign Up" to create an account

"Log In" if you have already created an account
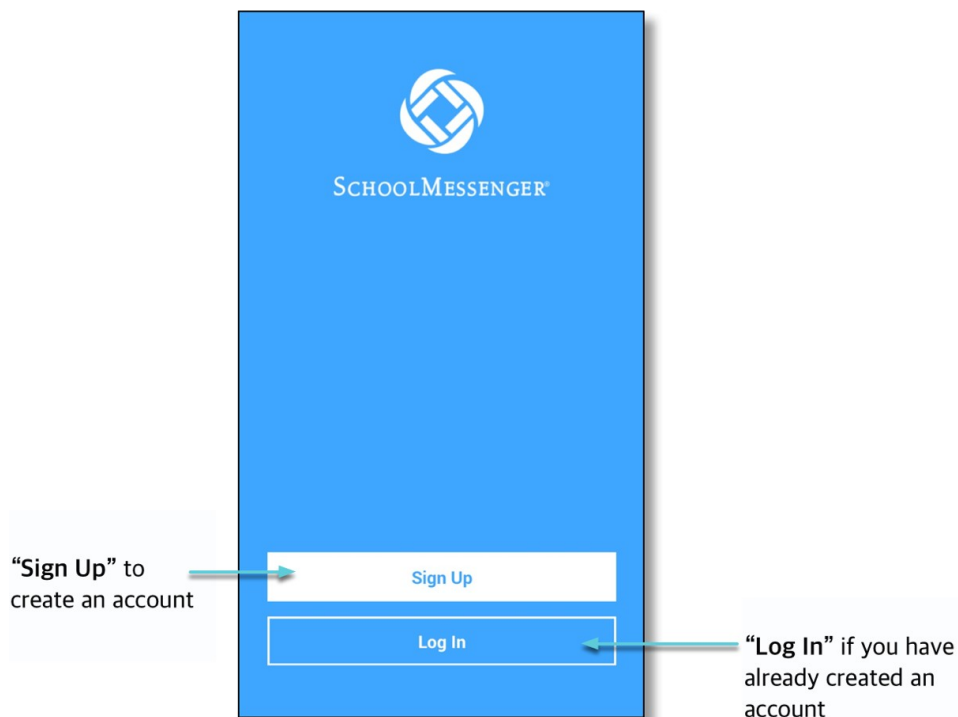
Creating a SchoolMessenger App Account

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.

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 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.

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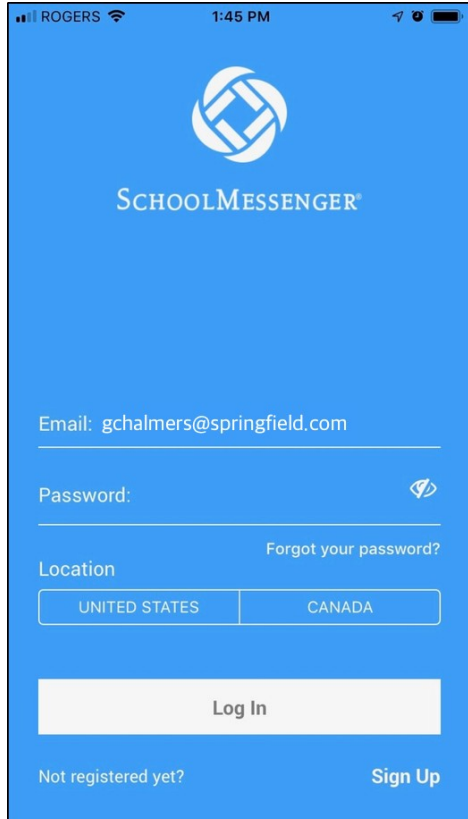
Your school's district admin will configure your message settings and what features you will see when you log in.

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 **Logout**.
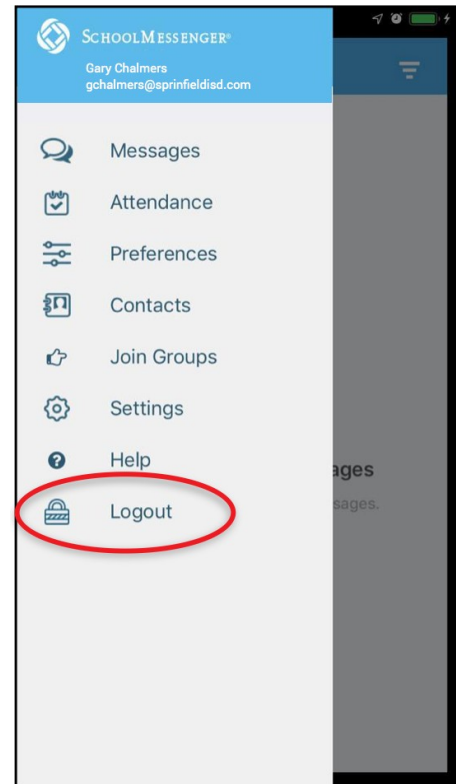
When You First Sign In…

After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, 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.

the menu

message filter preferences

your message inbox
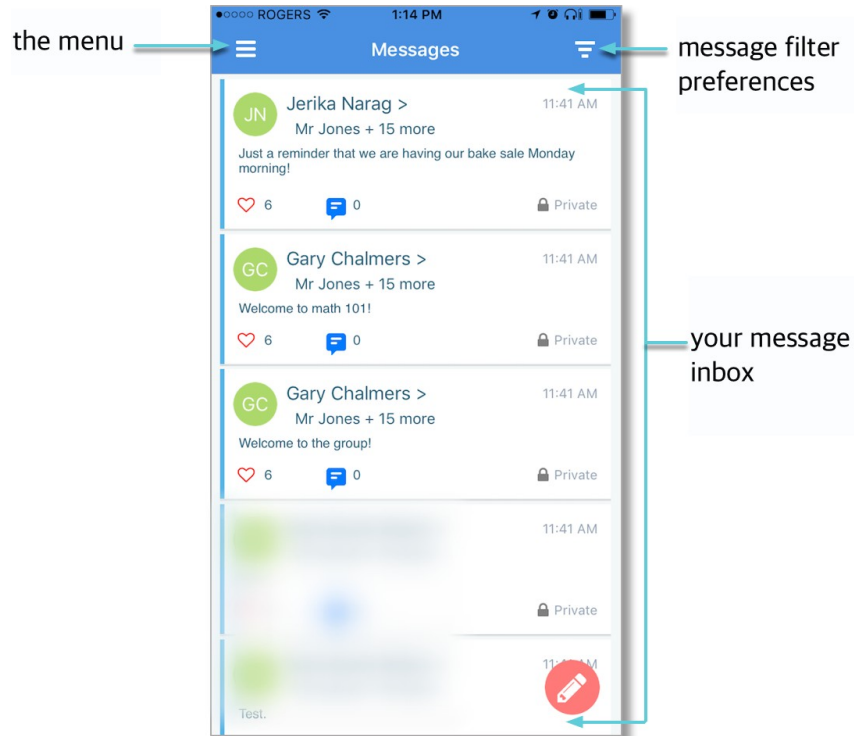
# When your email address isn't associated with school-enabled records…

If your email address doesn't match with any records kept by the school, you'll see this message after your log in:
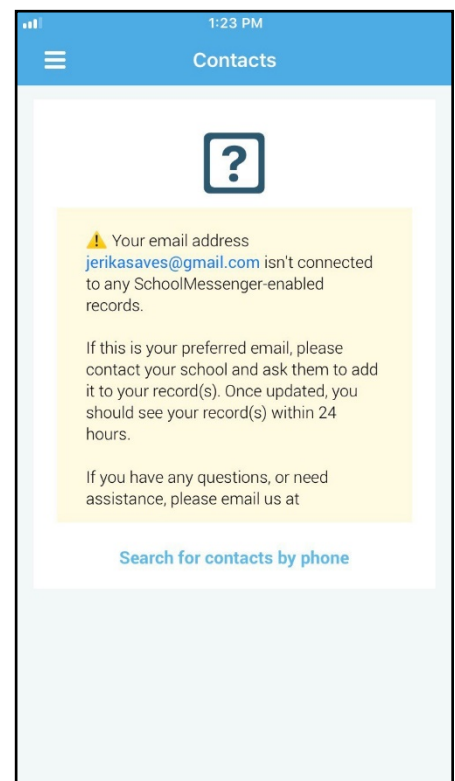
Claim Contacts by Phone

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 district 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 your received and tap **VERIFY**.
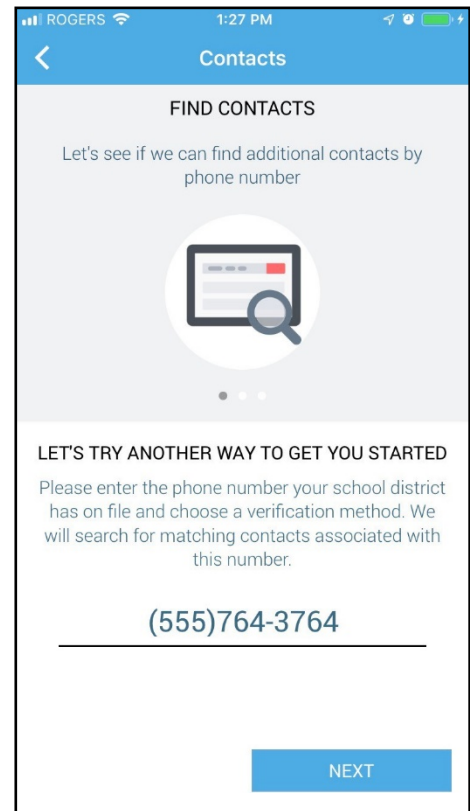
If verification was successful, you'll see the following screen:

*   **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 district to verify that you have the correct phone number and/or email address they have on file.
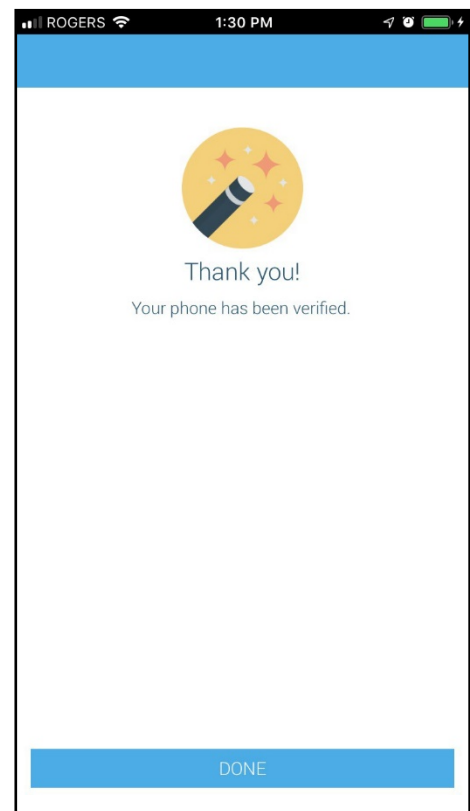
Questions?

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