SchoolMessenger for Parents/Guardians and Lexington District One Staff

These directions are for parents/guardians and Lexington District One staff. If you already have a SchoolMessenger account but want information on managing your preferences for how we contact you, skip to **Managing Your Preferences**.

Creating an Account

1. In a web browser, go to https://go.schoolmessenger.com or use the School Messenger app downloaded from the Apple App store or Google Play Market. Be sure not to use the SchoolMessenger *Admin* app.

2. Click **SIGN UP** at the top of the page to create a new account.

3. Enter an email Address based on the following criteria.

    a. Each parent/guardian should use his/her email address on file at his/her child's school.

    b. Staff, who are not parents of a Lexington District One student, should use their Lexington District One email address.

    c. For staff, who are parents of a Lexington District One student, we ask that you use your Lexington District One email address if it is on file at your child's school.

    d. If your Lexington District One email address is not on file with your child's school, you have a choice. You can either create an account using your personal email address on file at your child's school and use it to receive messages related to your child or your child's school.

    e. Or, you can also create a **second** account with your Lexington District One email address to receive staff messages from the district or your school.

    f. Or, you can change your parent email address to your Lexington District One email address at your child's school.

4. Create a password that includes:

    a. one lowercase letter,
    b. one uppercase letter,
    c. one number, and
    d. a minimum of six characters.

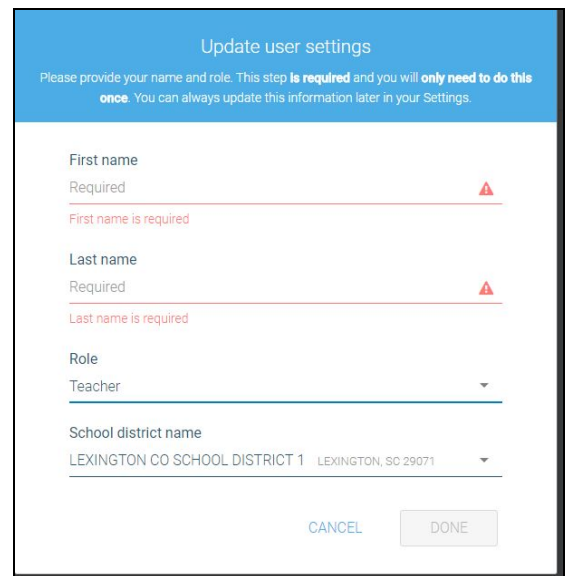5. You may see a message that lets you know you will receive an email to activate your account:
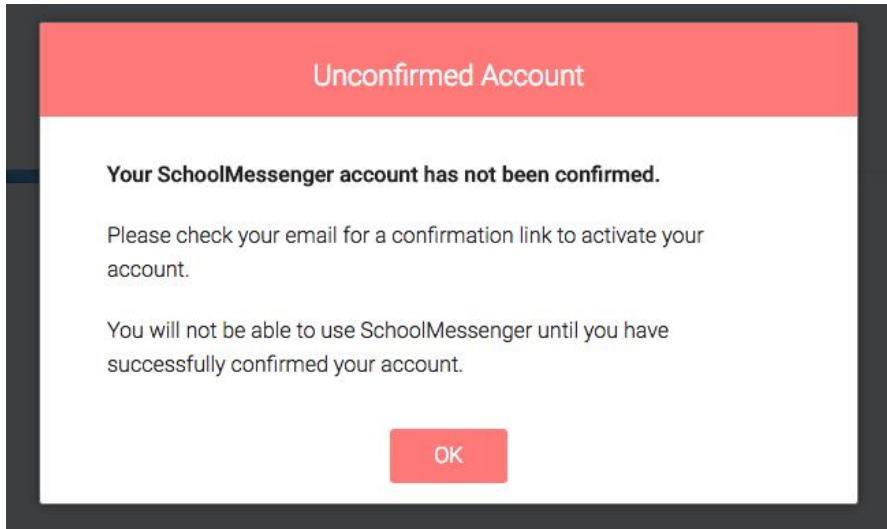
SchoolMessenger emails you a special email with the subject line "Account Activation" sent from support@accounts.schoolmessenger.com.

    a. This email contains a secure activation link which expires in about 24 hours.
    b. Click on that link to complete the setup and activation of your account.
    c. If you wait more than 24 hours, you will have to restart the registration process and have a new email sent to you with a renewed link.

6. Sign in again to get started.

7. When first logging in, you may be prompted to enter your first name, last name, and role (parent, teacher, student).
All **parents** should select parent except Lexington District One teachers who are also a parent of a Lexington District One student.

    a. All **Lexington District One teachers** should select the role of Teacher.
    b. All other **Lexington District One staff** should select the role of parent even if you are not a parent of a Lexington One student.
    Note: For the "School district name," begin typing LEXINGTON CO in order to select LEXINGTON CO SCHOOL DISTRICT 1 (29071).
    c. Click **Done** when you are ready to proceed.

8. You will be asked if it is okay for us to contact you on one or more of the telephone numbers we have on file for you. Select Yes or No for each number. Your preference(s) will be saved for each of your telephone numbers. You can change those preferences at any time through the the SchoolMessenger Preferences option described later in this document.

Do we have permission to call you?

Please select which phone number(s) your school or school district may contact you at for non-emergency purposes.

(408) 555-1234   Is it ok to call this phone number?   ▾

     Is it ok to call this phone number?
     Yes, it's ok to call me at this number
By selecting yes an   No, call me for emergencies only
     pre-recorded voice messages.

Cancel   Save

9. If you change any of the telephone numbers that we have on file for you, please contact your child's school to have the numbers changed for SchoolMessenger.
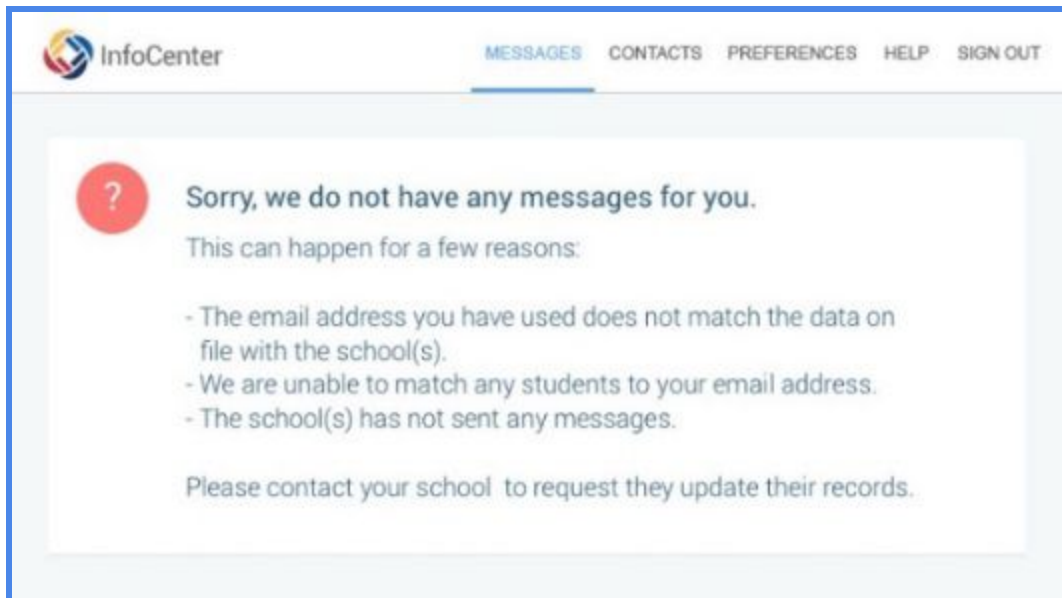
   Note: When changes to telephone numbers are reflected in SchoolMessenger, you will see the above permission prompt reappear. Simply reselect and save your preferences.

10. You will receive a message that looks like this once your account is created:

You're all caught up. There are no unread messages.

11. Parents, if the email address you logged in with is not the email address on file for you in our district, you may see any variation of the following message when logging in to the SchoolMessenger:

InfoCenter   MESSAGES   CONTACTS   PREFERENCES   HELP   SIGN OUT

?

Sorry, we do not have any messages for you.

This can happen for a few reasons:

- The email address you have used does not match the data on file with the school(s).
- We are unable to match any students to your email address.
- The school(s) has not sent any messages.

Please contact your school to request they update their records.

Please contact your child's school to verify your email address. If the school changes your email address in our student information system (PowerSchool), please wait at least 24 hours before you try to create an account with that email address.

Managing Your Preferences

12. Once you are logged in, you may manage/change your preferences and let us know if it is okay for us to contact you at each telephone number. You can also let us know what types of notifications you want to receive on each telephone number.

    a. At the top of the page, click on the menu option with your login name.
    b. Click on the Preferences option.

    Note: If you do not see the Preferences option, please log out and back in.

    The preferences on this page affect SchoolMessenger phone calls and emails that may be sent to you from Lexington District One.

13. Under Preferences, you should expect to see the main page that looks similar to this:
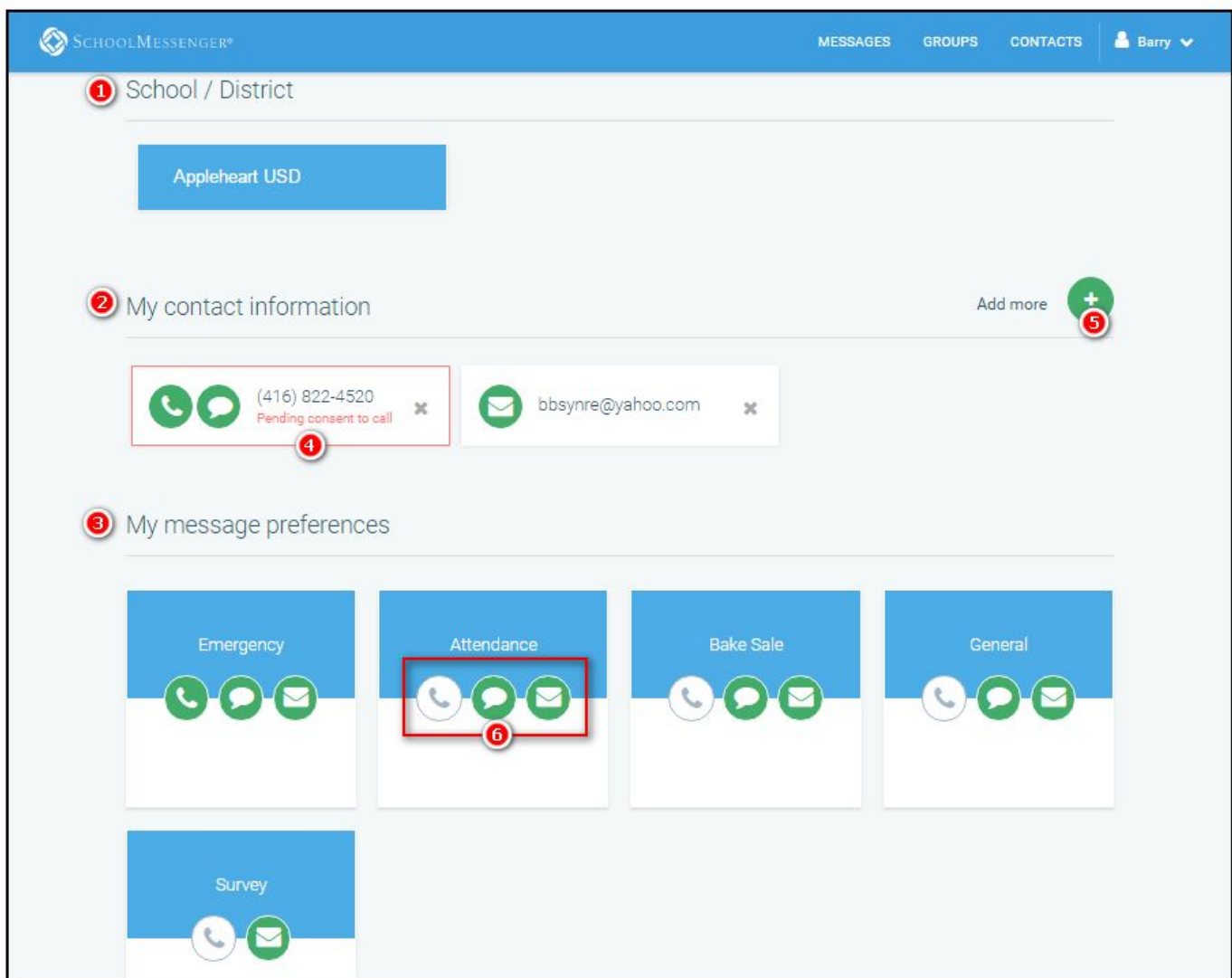
- **School/District:** (1) simply displays the district.

- **My Contact Information:** (2) displays all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Icons for voice and SMS text are selected (4) in

this example and are awaiting consent approvals.

Note: At this time, additional email and telephone numbers cannot be added (5) by clicking on "Add more."

- **My Message Preferences:** (3) shows all the types of messages which the school/district has configured. Therefore, more or fewer message types may appear here with unique names, defined as such by the school/district.

   You can select how you wish to be contacted for each message type (6). For example, Barry, the parent in the above screenshot, has opted to receive attendance messages via email and SMS, but not via voice call.

   Please note that you must have at least one working telephone number for emergency notifications.

14. The Messages page is where you can retrieve messages from your child's school or the district, regardless of whether those messages were originally sent as an email, voice, or text message. This page shows a list of all the messages you have received during the last 30 days (sorted by date), with the most recent message at the top. Click anywhere on a row to display the details of that message.

15. The Groups option is **not** used at this time.

16. Click on the Contacts menu option to see which student(s) a parent/guardian account is linked.

17. The online Help, available by clicking the arrow next to your name at the top of the page, has a lot of great information to assist you.