Home Guide

SchoolMessenger®

Contents

Introduction

This guide is for SchoolMessenger Home. With SchoolMessenger Home you can view broadcasts from your school, chat with teachers and report student absences.

Accessing Home

To access Home, navigate to https://home.schoolmessenger.com/.

Click **Log In**.

Enter your email address and password credentials.

Click **Log In**.

💡*Note: If you do not yet have an account, you can click the **Sign Up** link to register for an account.*

![SchoolMessenger®]

Inbox

In the Inbox you can view the messages that have been sent to your account. When you first log in you will be brought to the **Inbox** but you can return to it at anytime by clicking the **Inbox** option or 📥 icon on the top of the page.
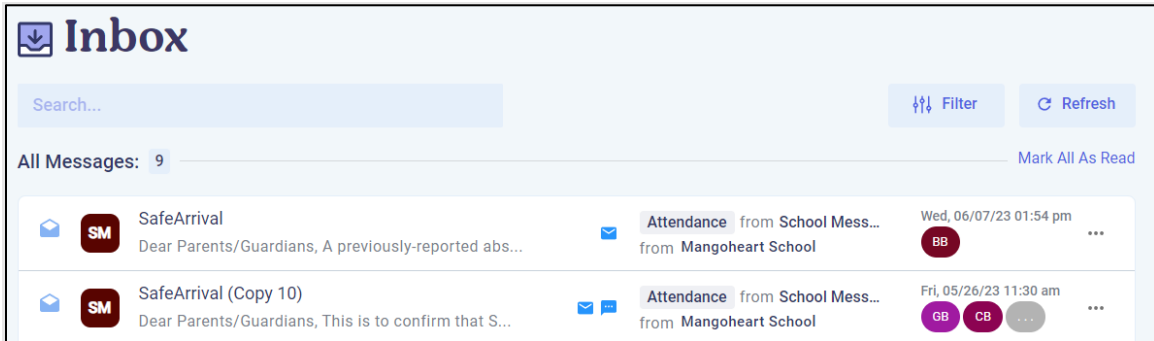
💡 **Note**: *If you have more than 8 messages in your Inbox, you can use the pagination numbers at the bottom of the page to see your other messages.*

Viewing a Message

To view a broadcast message, click anywhere within the message. If you hover over an email or SMS message you can also view a preview of your message.
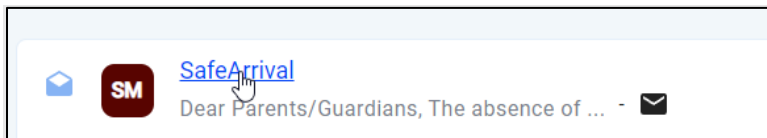
Your message will be displayed.

At the top of the page you will be able to see the type of message that was sent to you, who sent the message and who the message is in regards to.

If the message was sent in multiple formats (email, voice or SMS), you can click on the message type to view each of the messages.
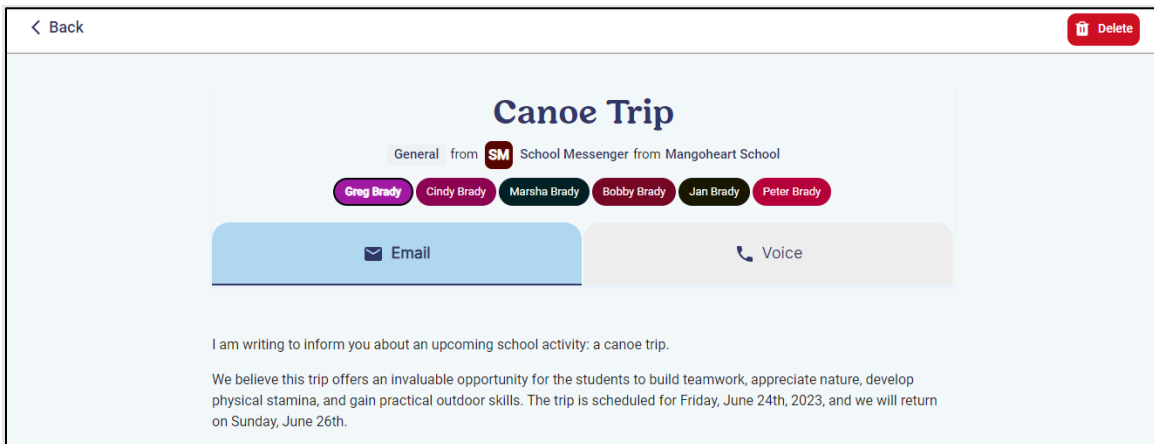
If you no longer need to see the message in the future, you can **Delete** the message.

If you would like to hold on to the message, you can click **Back** to be returned to the Inbox.

Searching for Messages

If you are looking for a specific message you can use the **Search…** box. Type in one or more full or partial words you want to search for.

As you type you will be able to see the number of **Searched Messages** that match your result.
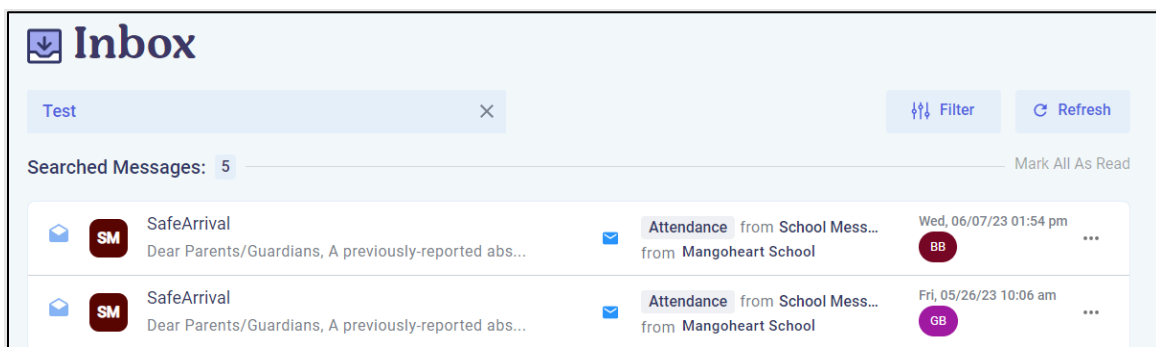
You can then view any of the messages.

💡 **Note**: To go back to viewing all messages, click the **X** in the **Search…** box.

Filtering Messages

If you want to view message for a particular contact, a specific type of message or other elements, you can use the **Filter** button.

You can filter by the following elements:

- **All Messages**: Shows all the messages in your inbox.

- **Status**: View **Read** or **Unread** messages.

- **Broadcast Type**: Select specific types of messages, such as Attendance messages, Emergency messages, etc.

- **Contact**: Select which of your contacts the messages are for that you wish to see.

- **From**: Choose the school the messages are from that you wish to see.

You can choose one or more options from each of **Status**, **Broadcast Types**, **Contact** and **From**.

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Filter   X

⤓ All Messages   ☐

Or, only show...
Select as many options as you want.

Status

👁 Read   ☐

👁‍🗨 Unread   ☐

Broadcast Type

⚠ Emergency   ☐

🏠 Attendance   ☑

🏠 General   ☑

Contact

JB Jan Brady   ☐

PB Peter Brady   ☑

GB Greg Brady   ☑
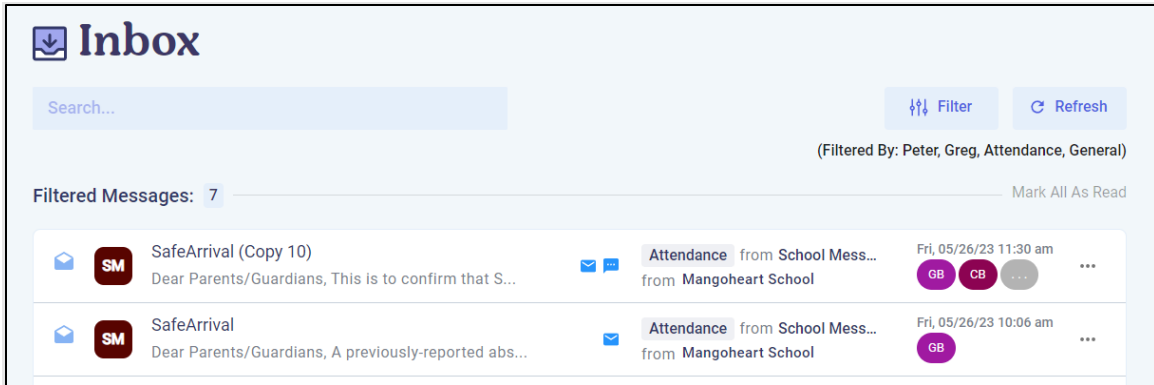
From

MS Mangoheart School   ☐

Cancel   **Show 7 Messages**

Once you have configured your desired filter, click **Show Messages**.

💡 *Note: To undo your filter, go back to **Filter** and choose **All Messages**.*

SchoolMessenger®


You can now view any of the messages that matched your filter.

Managing Messages

Marking Messages as Read or Unread

When you view a message that message will be marked as read.

If you wish to mark a specific message as read without viewing the message, you can click the ✉ icon. You can also click the ⋯ icon and choose **Mark as Read**.

If you wish to mark a message as unread, you can click the ✉ icon. You can also click the ⋯ icon and choose **Mark as Unread**.

You can also set all your Inbox messages as read by clicking **Mark All as Read**.

💡*Note: The **Mark All as Read** option is not available when viewing search results or filtering your inbox, or if you have no unread messages.*
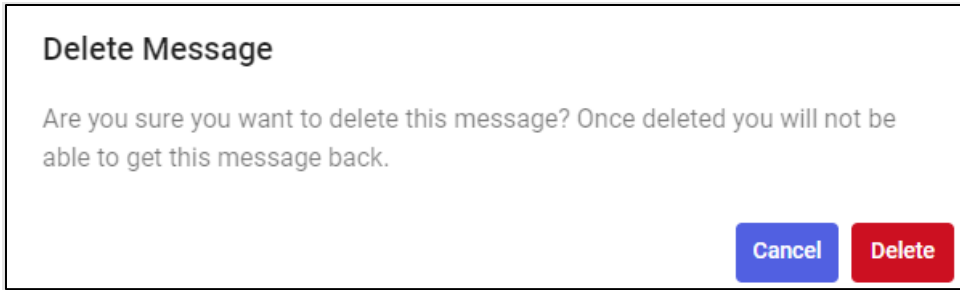
Deleting Messages

If you wish to remove a message from your Inbox you can delete it.

When viewing the message, you can click the **Delete** button on the page.

To delete a message without viewing it, click the ⋯ icon and choose **Delete**.
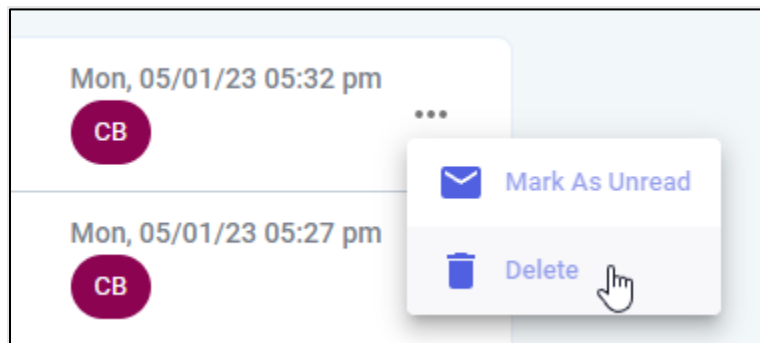

You will be prompted to confirm your deletion.

Click **Delete**.

Chats

With your chat feature, students, guardians and teachers can participate in discussions. These can be one-on-one chats between a teacher and a student or a teacher and a student's guardian, group chats based on sections the user belongs to, or custom groups.

To access chat, click **Chat** or the 💬 icon along the top of the page.
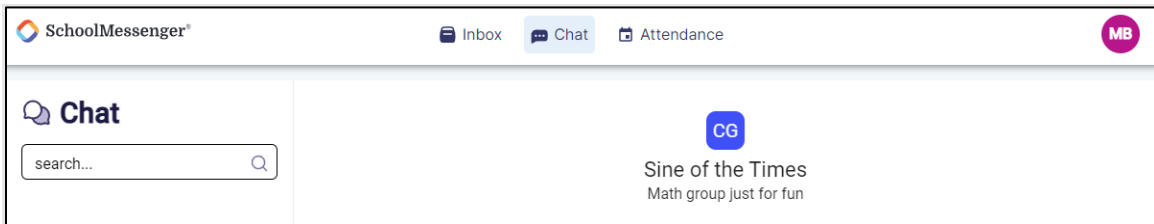
Searching Chats

To search for a specific chat you can click in the **Search…** bar. As you type in the search bar and auto-complete will show the chats that match your text.
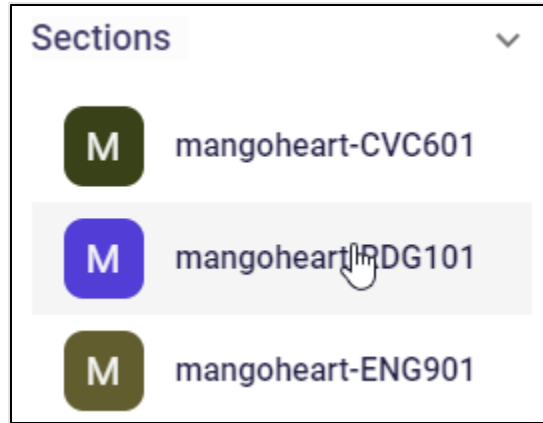

You can choose the desired chat from the list and then it will be displayed on the page.

Section Chats

Any sections your account is part of will be listed under **Sections** on the sidebar.
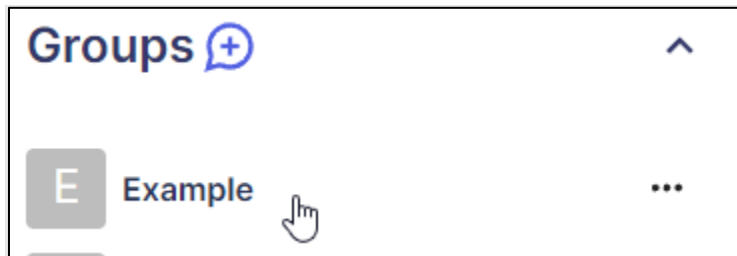
You can load a section chat by clicking on that chat.

Group Chats

A group chat can combine multiple groups, sections and/or contacts into a single chat.

Any groups you are already part of will be listed under **Groups**.

You can load an existing group chat you belong to by clicking on that chat in the sidebar.
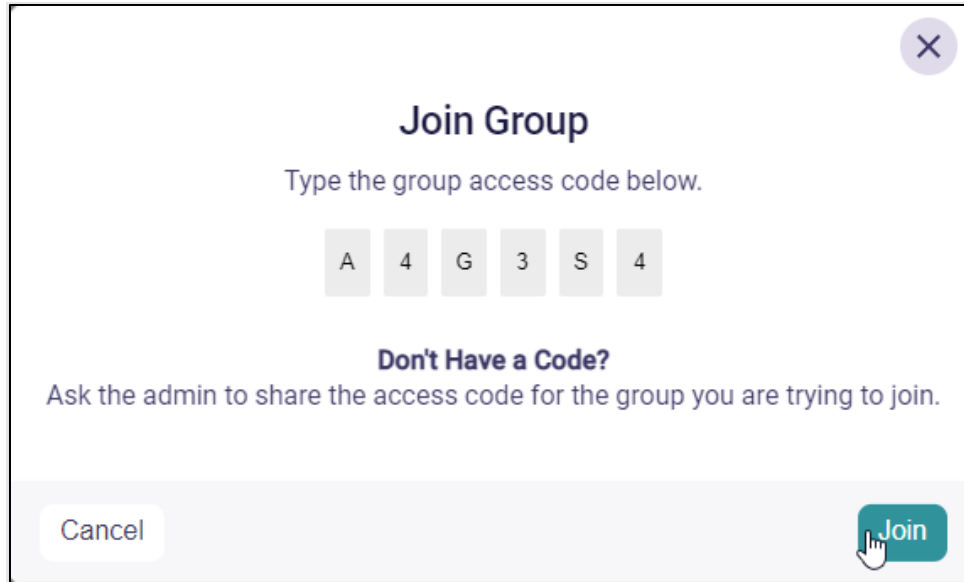
Joining a Group

If you have been provided with an invite code from a group admin you can join a new group.

To join a new group chat, click the **+** to the right of **Groups**.

You will be prompted to enter your access code.

Enter the access code and click **Join**.

If you do not have an access code for a group you wish to join, please speak with the administrator of the group to request an access code.
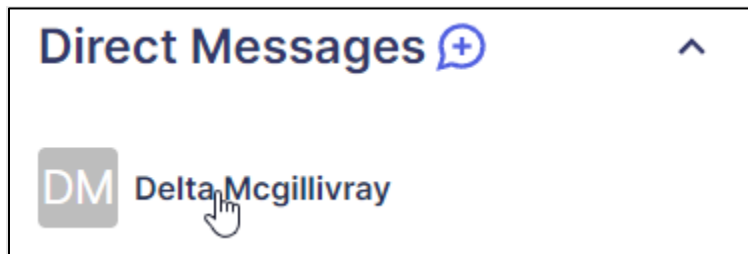
![SchoolMessenger®]

Leaving a Group

If you wish to remove yourself from a group you are part of click the **...** icon to the right of the group.

Choose **Leave group**.
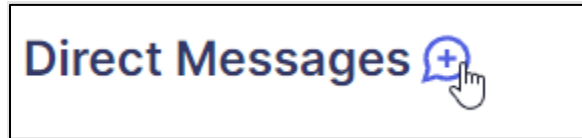
Direct Messages

With Direct Messages you can have one-on-one messages with any staff associated with your (and your students') account.
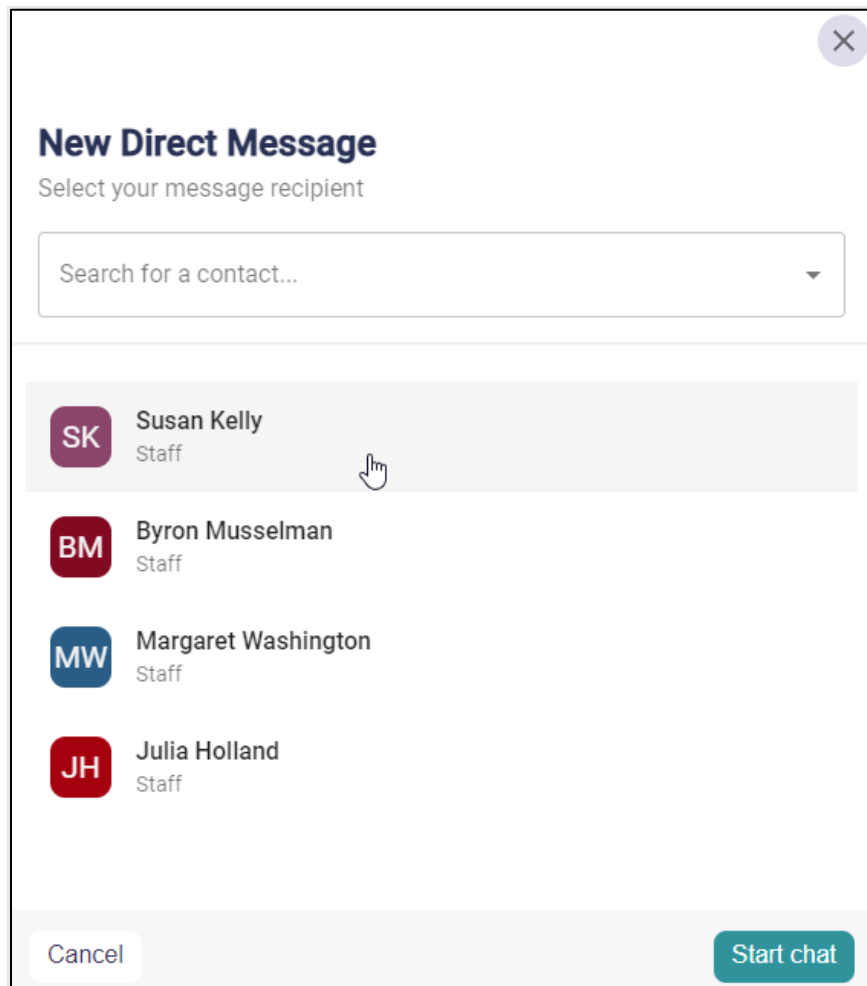

You can access any existing direct message by clicking on that user's chat.

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Creating a Direct Message

If the functionality has been enabled by your district you can create a new Direct Message, click on the **+** to the right of **Direct Messages**.

Direct Messages ⊕

In the **New Direct Message** window, find the staff member you wish to message and click on their name.

New Direct Message
Select your message recipient

Search for a contact...   ▾

SK	**Susan Kelly** Staff
BM	**Byron Musselman** Staff
MW	**Margaret Washington** Staff
JH	**Julia Holland** Staff

Cancel   Start chat

To find a specific contact, click in the **Search people by name…** bar. As you type in the search bar auto-complete will show the contacts that match your text.

Search for a contact...
Sus   ▴

Susan Kelly

After adding a Direct Message recipient click **Start Chat**.

Deleting a Direct Message

It is not possible to delete Direct Message conversations themselves, but if you wish to remove the discussion from your list of conversations click the ••• icon to the right of the discussion.
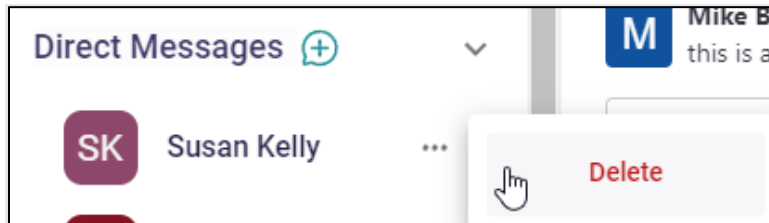
Click **Delete**. This will remove the chat from your list however if you start a new chat with the user your conversation history will still be listed.

Participating in Chats

To participate in a chat, click on the Group, Section or Direct Message in the sidebar or locate the chat via the **Search** bar.

When you open a chat, you will be able to see any messages that have been exchanged in the chat.

Sending a Message

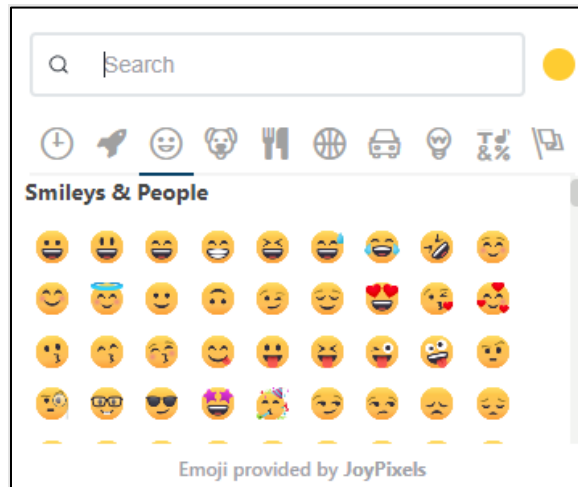To send a message to the chat, click in the **Message** bar at the bottom of the page.

You can type your message into this box.

To send your message, you can press **Enter** or click the ⟋ icon.

Using Emojis

If you want to add an emoji to your message, click the 🙂 icon.

You can click a category of icon to see different types of icons. You can choose the following categories:

- 🕐 **Frequently Used**: Icons you regularly use will be listed here.

- 🙂 **Smileys & People**

- 🐶 **Animals & Nature**

- 🍴 **Food & Drink**

- 🏀 **Activity**

- 🚗 **Travel & Places**

- 💡 **Objects**

- **Symbols**

- **Flags**

If you know of a specific emoji you would like to use, you can also type in all or part of the name of the emoji in the **Search** bar.

Once you choose an emoji, it will show up as text in your message box (such as :smiley_cat:), but once you send the message the emoji will be displayed in the chat window.

For emojis that support skin tones, such as hand emojis, you can click on the ⬤ icon to the right of the search bar and choose a preferred skin tone.

This will be used for the emoji, if applicable.

Using Formatting Tools

You have access to the following tools for your message:

Icon	Description
B	**Bold**
I	**Italicize**
S	**Strikethrough**
</>	**Inline Code**: Allows you to display your message inside a formatted box. Useful for displaying code to chat recipients.
🖉	**Multi-Line Code**: Same as Inline Code, but with a larger box around your text.
ƒ	**KaTeX**: Not used at this time.

Sending Video Messages

To create a video message to send in the chat, click the 🎥 icon in the **Message** box. In order to create a video message, your computer must have a webcam.

If prompted, click **Allow** to give the application permission to use your microphone and camera.

In the recording window, click the ⦿ icon to start your recording.
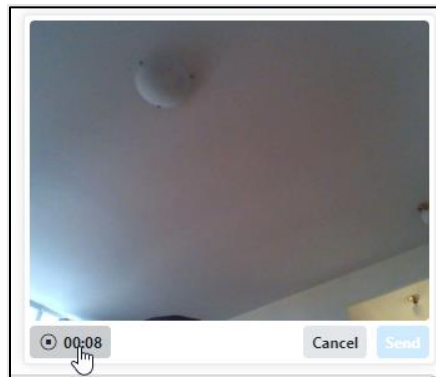
When you have finished with your recording, click the ⦿ icon to stop the recording.

Click **Send** to proceed. If you wish to discard the video, click **Cancel**.

You will then see a **File Upload** window where you can review your video.

You can also give it a **File Name** and, if you wish, add a **File Description**.

If you wish to re-record your message, click **Cancel**. If you are ready to send it, click **Send**.

![SchoolMessenger logo] **SchoolMessenger**®

Sending Audio Messages

To create an audio message to send in the chat, click the 🎤 icon in the **Message** box.

If prompted, click **Allow** to give the application permission to use your microphone.

Start speaking your message.

When you have finished speaking click the ✅ icon. If you wish to cancel your recording, click the ⊗ icon.

After clicking the ✅ icon you will be able to preview your message.

File Upload ×

▶ 0:00 / 0:14 ━━━━━━━━━━ 🔊 ⋮

File name

Audio record.mp3

File description

Description

Cancel   **Send**
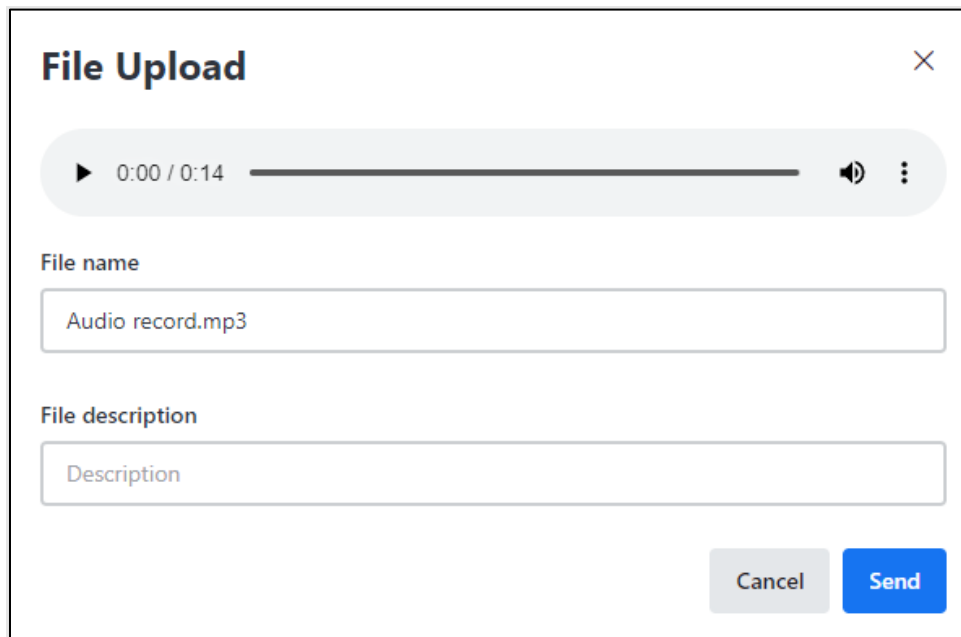
To listen to your message, click ▶ the icon.

💡 *Note: You can click ⋮ to download a copy of the file or adjust the playback speed of the preview.*

If you wish you can change the **File Name** of your recording or add a **File Description**. If you change the file name do not change the .mp3 file extension.

If you wish to re-record your message, click **Cancel**. If you are ready to send it, click **Send**.

Sending an Attachment

To include an attachment in your chat, click the 📎 icon in the message box.

Choose a file you wish to upload to your chat.

If you wish you can update the **File Name** or add a **File Description**. Be aware that if you update the file name you should not change the file extension.

Click **Send** to upload your file.

Responding to Messages

If you hover over a message, you will see options to respond to the right of the message.
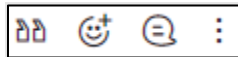
Quoting a Message

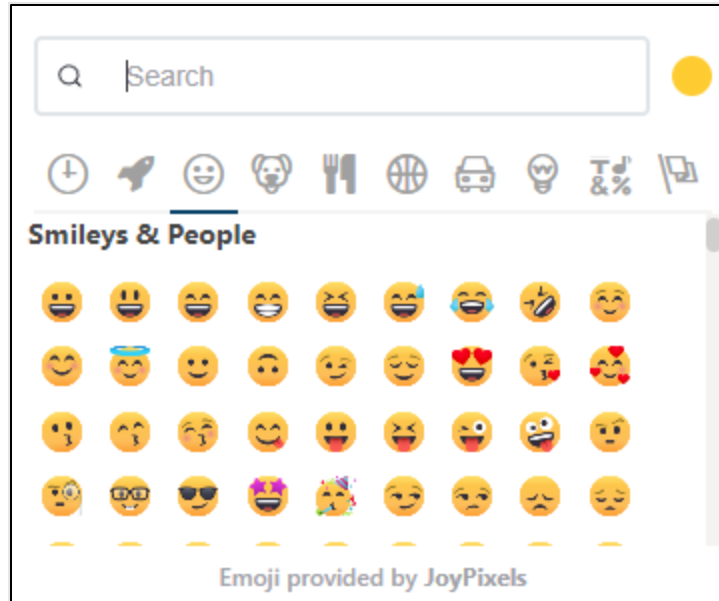If you want to quote the message in your response, click the ⬗⬗ icon.

Reacting to a Message

If you want to add an emoji reaction, click the 😊⁺ icon.

You can click a category of icon to see different types of icons. You can choose the following categories:

- **Frequently Used**: Icons you regularly use will be listed here.

- **Smileys & People**

- **Animals & Nature**

- **Food & Drink**

- **Activity**

- **Travel & Places**

- **Objects**

- **Symbols**

- **Flags**

If you know of a specific emoji you would like to use, you can also type in all or part of the name of the emoji in the **Search** bar.

For emojis that support skin tones, such as hand emojis, you can click on the ⬤ icon to the right of the search bar and choose a preferred skin tone.


Creating a Message Thread

If you have a very busy chat or are wanting to call back to a specific older message, creating a message thread is a good idea. To create to a thread, hover over a message and click the icon.

A thread will open on the right side of the page.

If you want to expand the thread to full size on the page, click the icon.

To close the thread window, click the ✕ icon.

If you want the message to be posted in both the thread and the main chat, check **Also send to channel**.
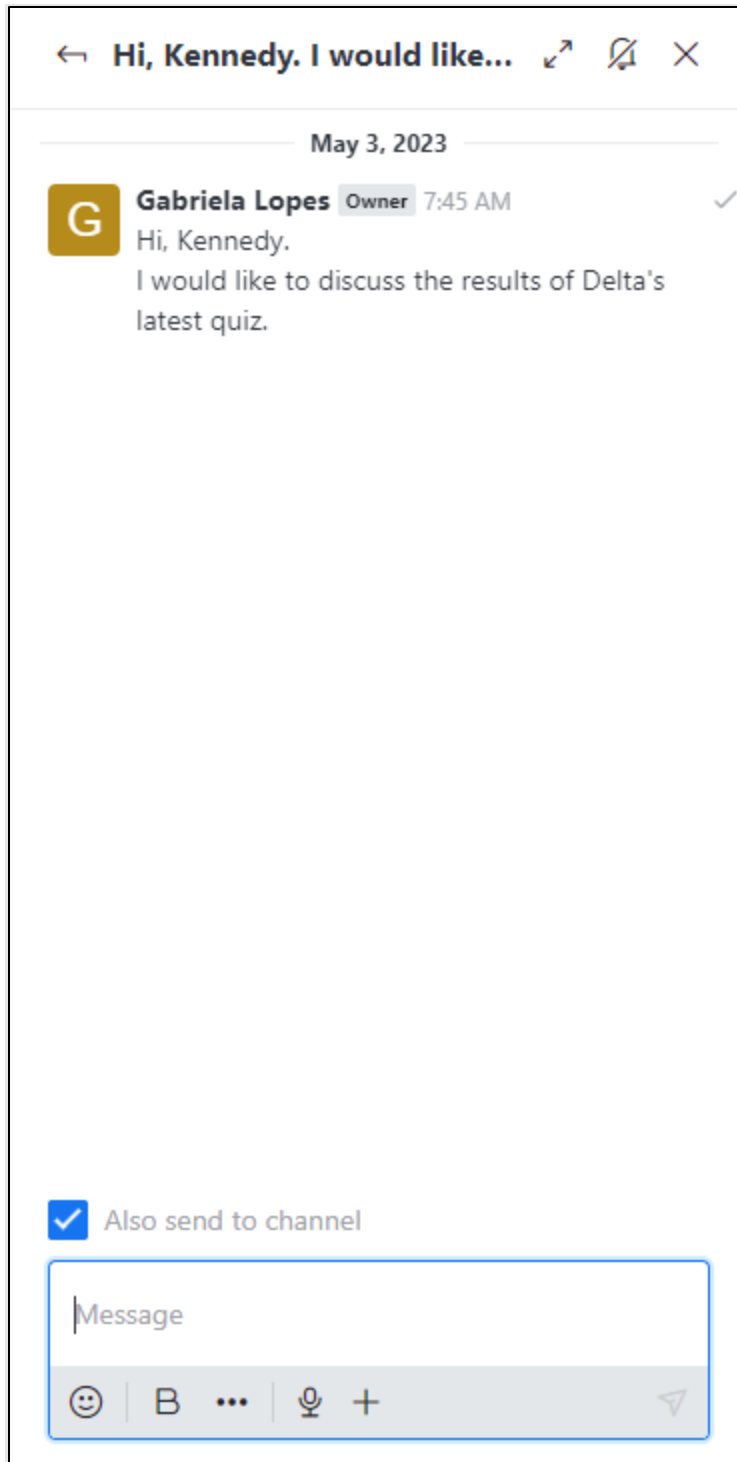
The same text tools are available within a thread as within the normal chat however if the thread hasn't been expanded you will need to click ▪▪▪ to access some of the editing tools.

Other Actions

If you click ⋮ you can choose the following options:

- **Quote**: For more information, see the *Quoting a Message* section.

- **Add Reaction**: For more information, see the *Reacting to a Message* section.

- **Reply in Thread**: For more information, see the *Creating a Message* thread.

- **Copy**: Copy a message.

- **Edit**: Edit a message.

- **Info**: See who has viewed the message and when.

Attendance

If you wish to view or report an absence for a student, you can do so by going to the **Attendance** tab.
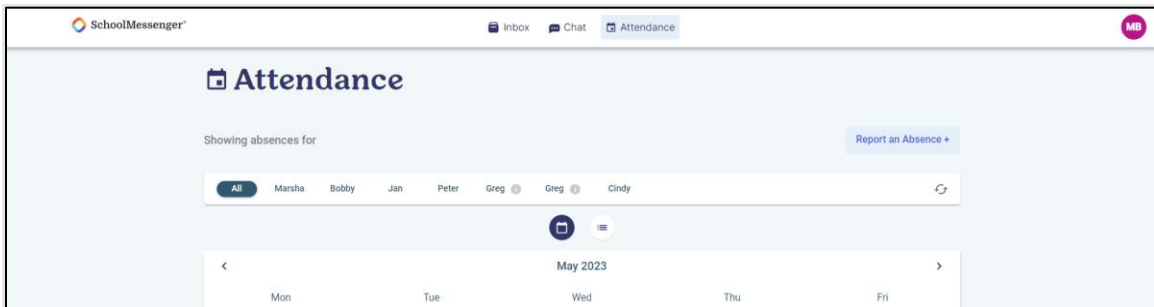
Reporting an Absence

To register a new absence click **Report an Absence**.

From the **Who Will be Absent?** dropdown choose which student the absence is for.

Use the **Type of Absence** dropdown to choose if the student will be absent for a **Full Day**, **Late**, **Early Departure**, **Leave & Return** or **Multiple Day**.

Choose the **Reason** that best fits the absence.

Use the date picker to set the **Date of Absence**.

If you wish you can also add a **Comment** or include **Attachments**.

Click **Send** to submit your absence.

Viewing Absences

By default, you will have a calendar view that displays all the absences that have been added for your student.

If you wish to only see absences for a particular student, click on the student's name.
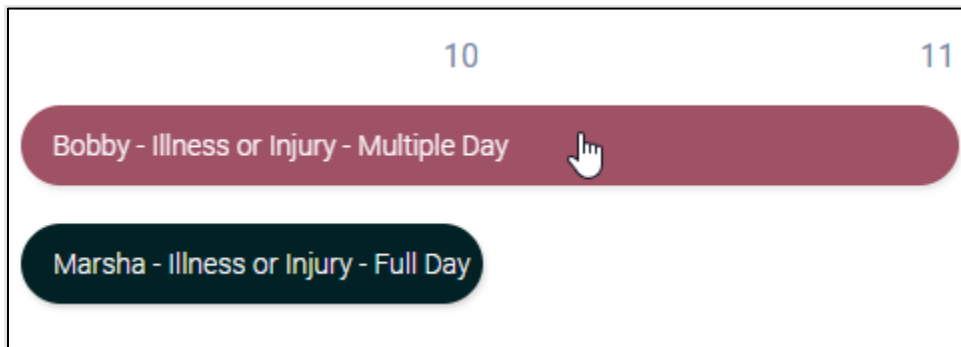

To go back to seeing the absences for all your students click **All**.

You can also view a list view for the absences by clicking the ☰ icon.
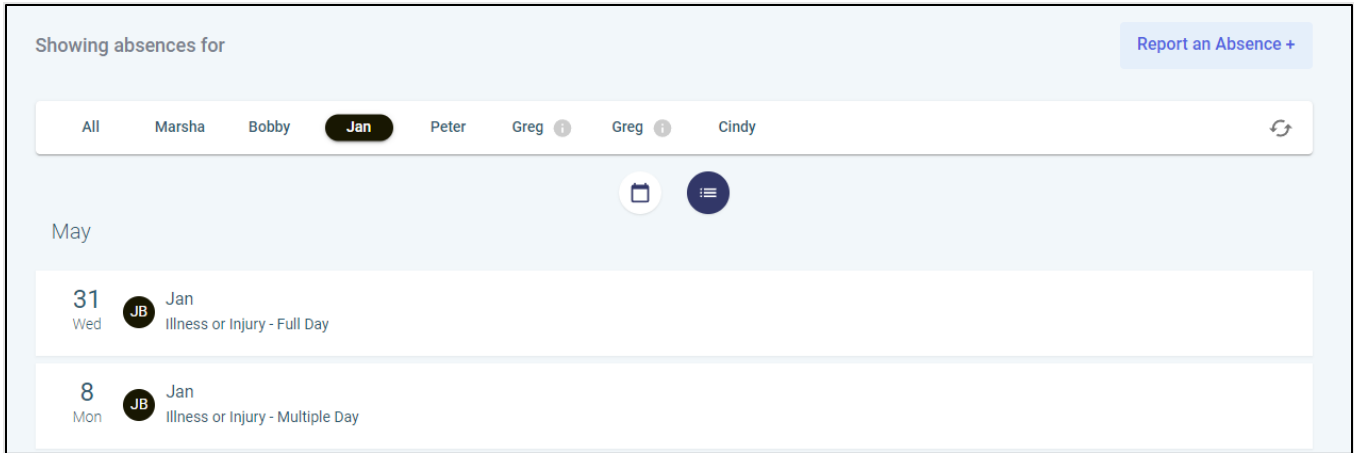
The absences will be listed in reverse chronological order.

Editing an Absence

If you wish to change or cancel an absence, click on the absence you wish to change.

Click **Edit** to change an absence or click **Delete** to remove an absence.

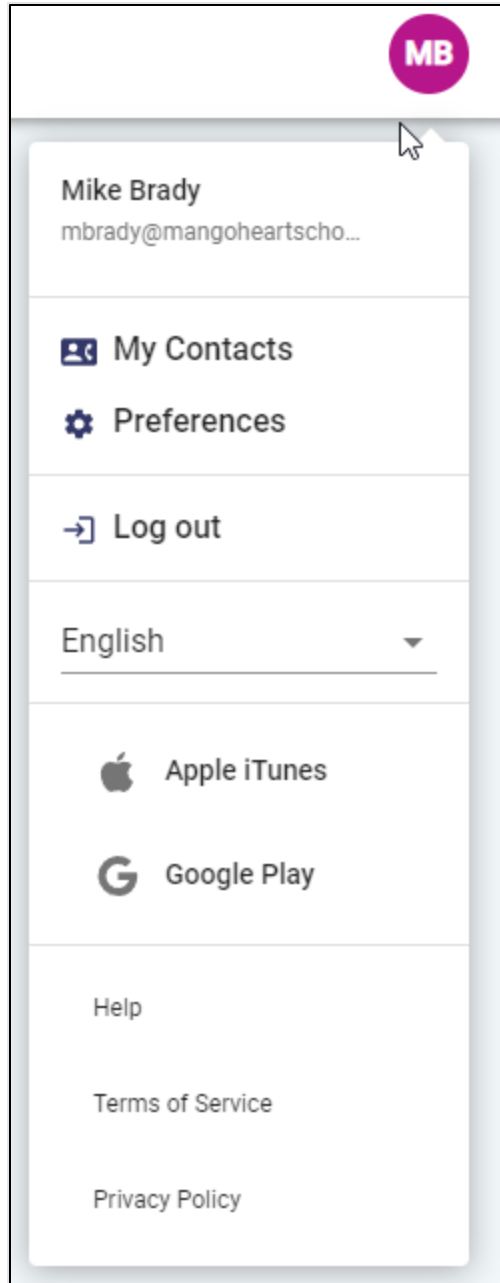Make whatever changes you wish to make to the absence.

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Click **Save**.

Note: You can only edit upcoming absences. If the absence is in the past, you cannot edit it through the Home interface.
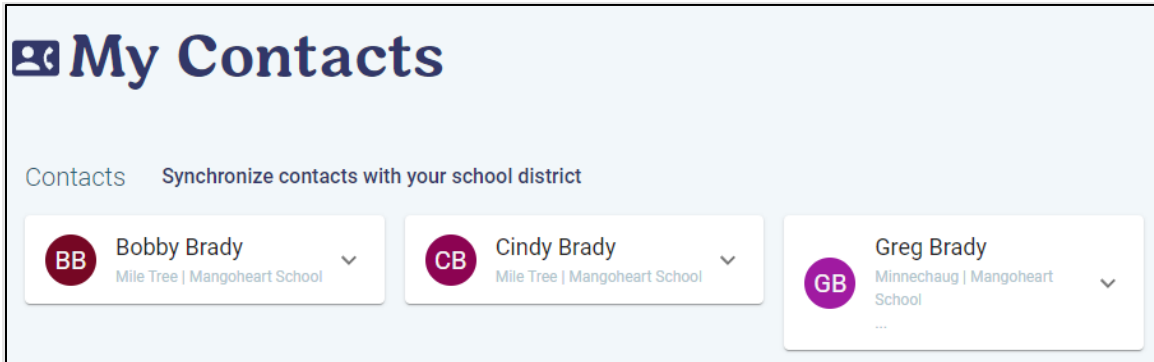
Account Settings

When you click your initial in the top-right corner of the page, your account options will be displayed.

Viewing Your Contacts

To see the student contacts that are associated with your accounts, click **My Contacts** from the account dropdown.

Updating Your Contacts

If there are any contacts that you expect to see listed that are not currently listed you can click **Synchronize contacts with your school district** to sync your account with the current data provided from your associated school district(s).
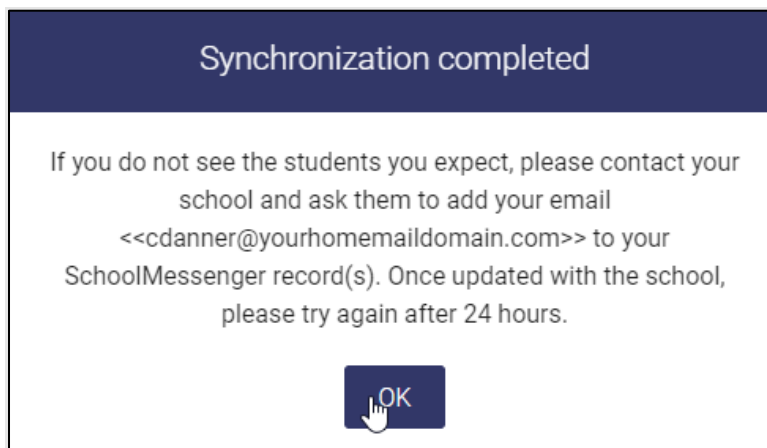
Once the sync has completed, click **OK**.

As the synchronization message informs you, if there are still students that you are expecting to see that are not listed under **My Contacts**, contact your school district and ask them to add your email address to your SchoolMessenger information.

Editing Your Preferences

If you wish to edit your preferred contact methods and settings, click on **Preferences** from the account dropdown.

The **School/District** section will show which districts or schools your account is affiliated with.
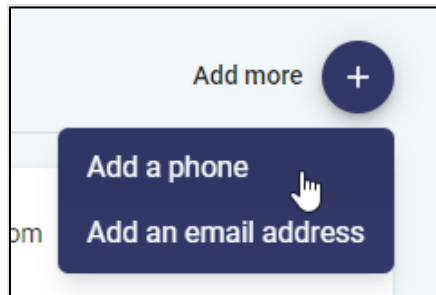
Contact Information

Your phone, email and SMS contacts for broadcast messages will be listed within **My Contact Information**.
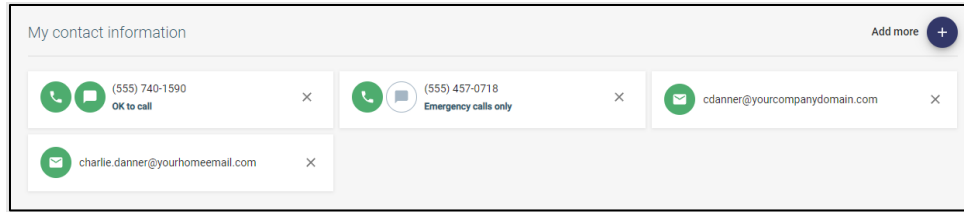
Adding a Phone Contact

If this feature has been enabled by your school, you can add another method to be contacted by phone call or text message. To add another phone contact for your account, click **Add more** and choose **Add a Phone**.

Enter a **Phone Number** you wish to use.
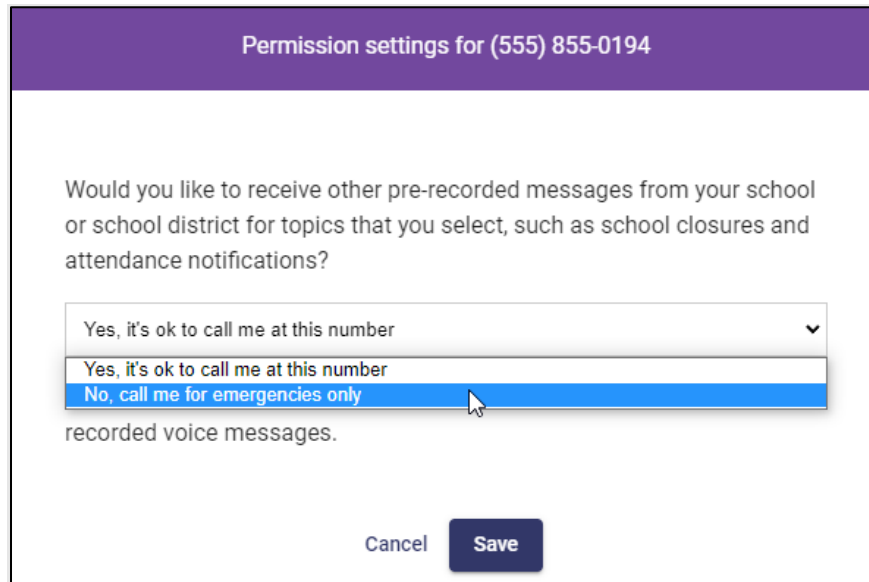

Click **Save**.

Editing a Phone Contact

With each verified phone number you have added as a contact, you can choose how you should be contacted for each type of broadcast.

If you wish this number to only be called during for emergencies, you can click **Change** to the right of the number.
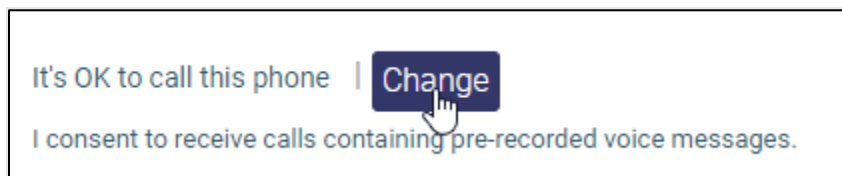
Choose whether **Yes, it's ok to call me at this number** or **No, call me for emergencies only**.
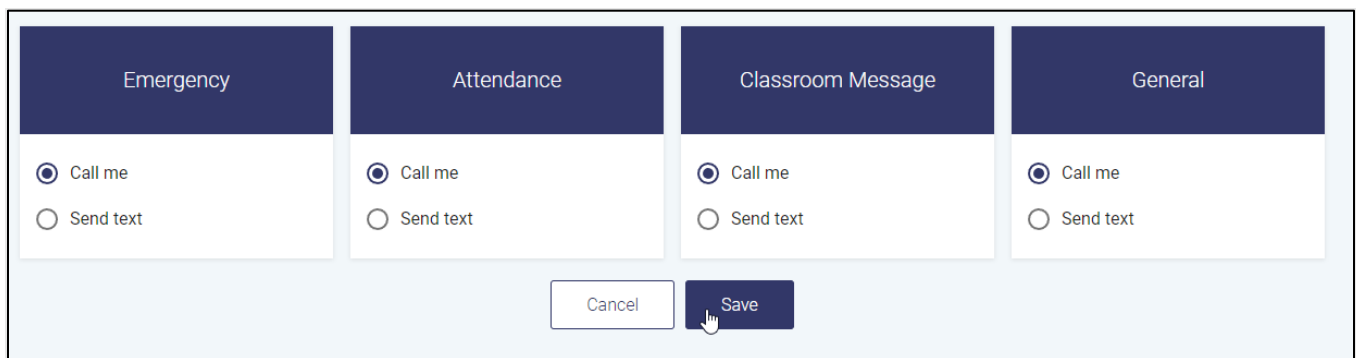

Click **Save**.

To edit the preferences for a particular phone number, click the number you wish to edit.

For each Broadcast Type you will see a box that allows you to choose **Call Me** or **Send Text**.
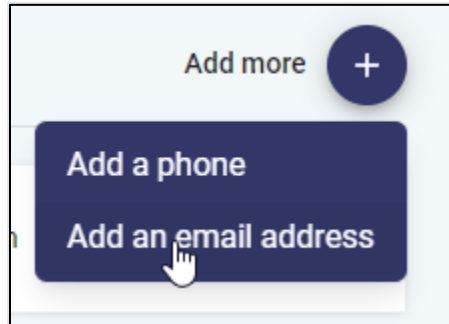
Note: If you have specified to only call for emergencies, for the other broadcast types you will only be able to choose Send text.
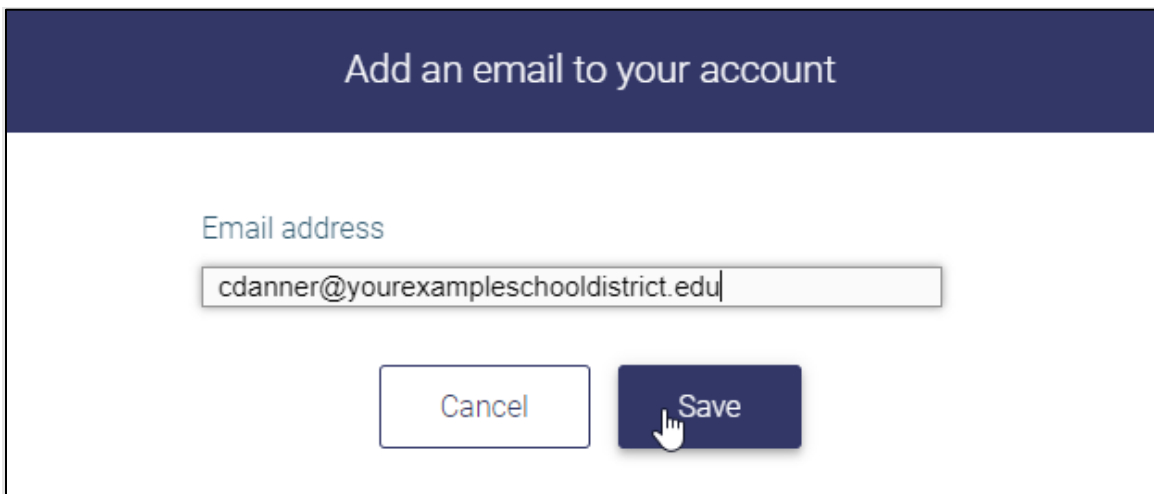

After configuring your preferences, click **Save**.

Adding an Email Contact

If the feature has been enabled by your school, you can add an additional email contact by clicking **Add More** and choosing **Add an Email Address**.
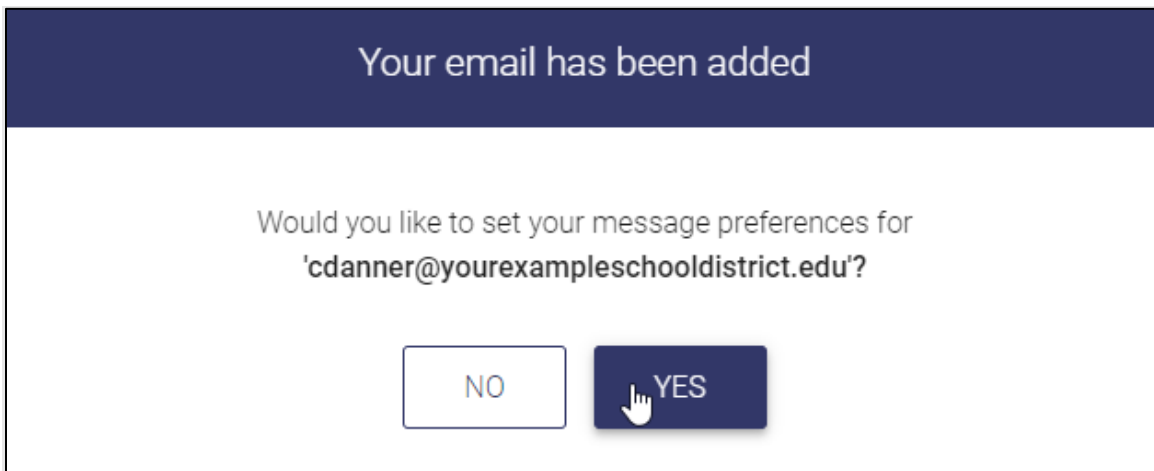

Enter an **Email Address**.

Click **Save**.

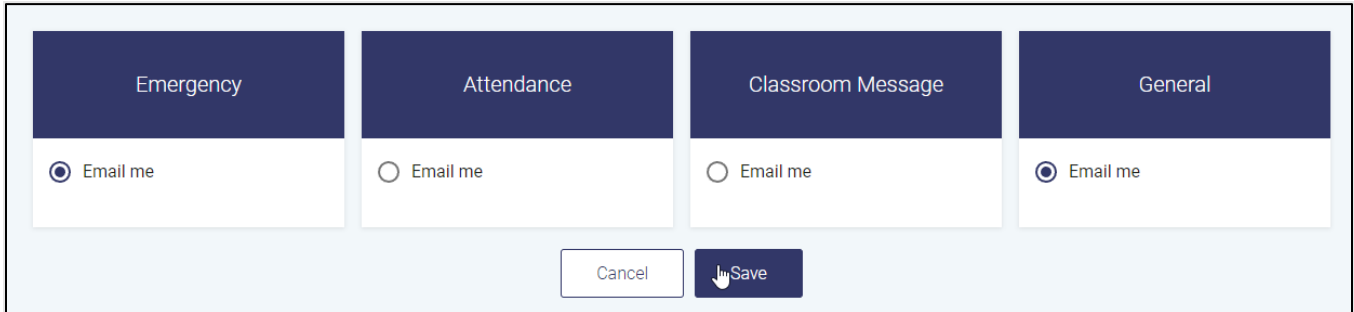You will be asked if you wish to configure your contact preferences.

Click **Yes** if you wish to configure your preferences.

Editing an Email Contact

When you first add an email contact you are prompted if you wish to edit the contact preferences. If you wish to edit the preferences for an email that has already been added, you can click on the email contact.

For each Broadcast Type you can choose whether or not Home should **Email Me** for a broadcast of a given type.

Click **Save**.

Deleting a Contact

If the feature has been enabled for your school, you can delete contacts. To delete a contact, click the **X** to the right of your contact.
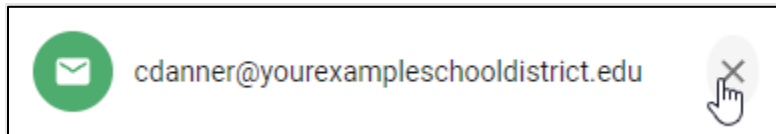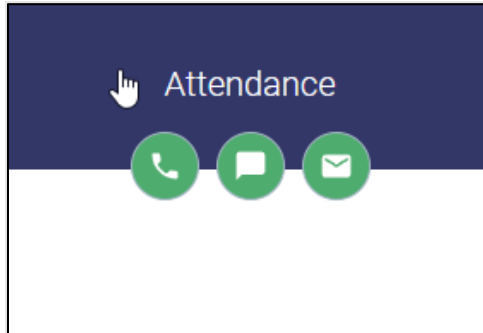

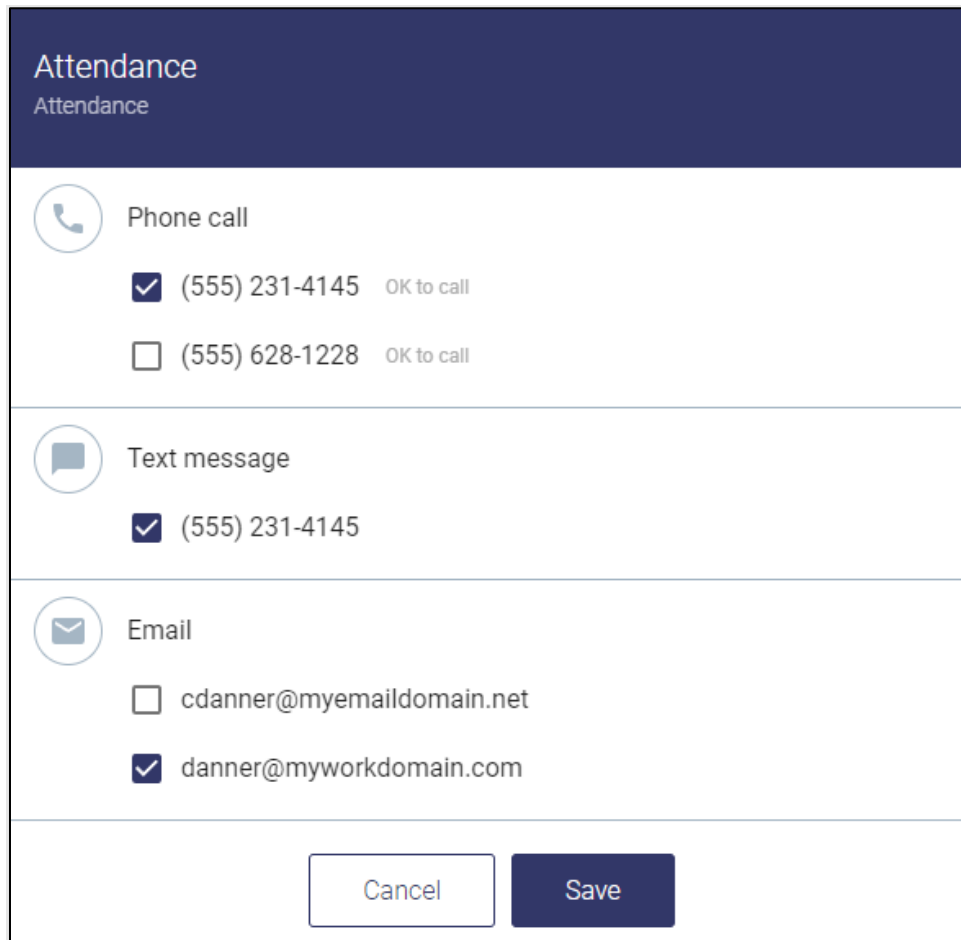You will be prompted to confirm your deletion.
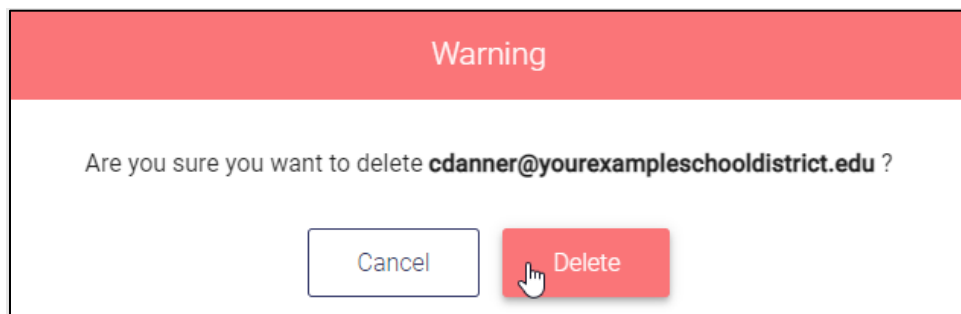
Click **Delete** to confirm.

Message Preferences

For each Broadcast Type, you can also choose whether you wish to be contacted by **Phone**, **Email** or **SMS**. These settings are essentially the same settings as within *My Contact Information* but is configured from Broadcast Type rather than Contact.

Click on the Broadcast Type you wish to configure.

You will see a list of all the phone, SMS and email contact options you have added for yourself.
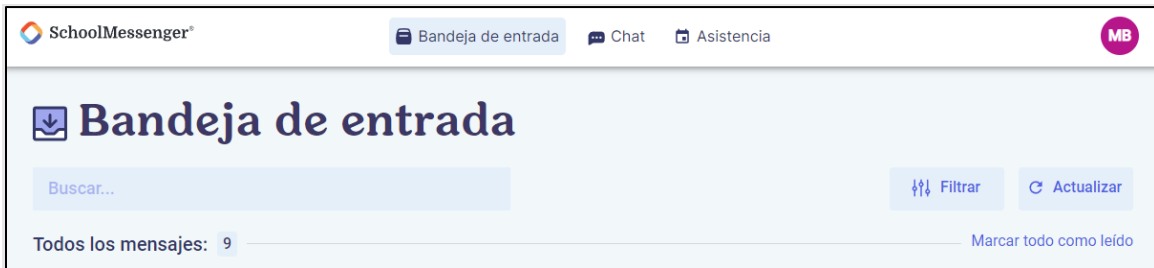

Click **Save**.

Translation Options

The Home interface is available in English, French and Spanish. If you wish to the language you are viewing the interface in, then in the Account Settings dropdown, choose the **Language** dropdown. Choose **English**, **Spanish** or **French** as the language you wish to use.
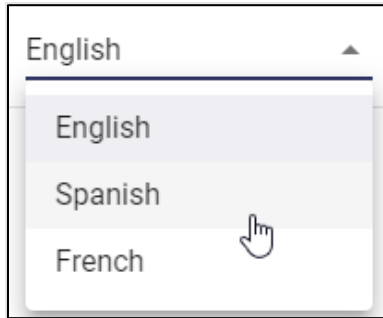

You will now see the UI has been changed.

Note: *While the Home interface will be displayed in your chosen language, the contents of the broadcast messages will remain in whatever language they were sent in.*

Other Account Settings Options

In the Account Settings dropdown, you will also see links to download the SchoolMessenger app on the Apple iTunes and Google Play stores.
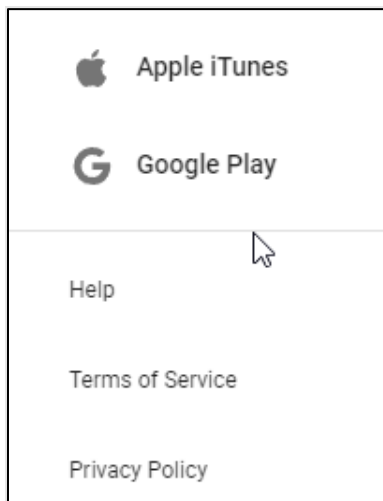
You will find links to the online **Help**, **Terms of Service** and **Privacy Policy**.