



SchoolMessenger[®]

Home Guide

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Introduction

This guide is for SchoolMessenger Home. With SchoolMessenger Home you can view broadcasts from your school, chat with teachers and report student absences. Please note that the Chat and Attendance features are optional add-ons and may not be available to all users.

Accessing Home

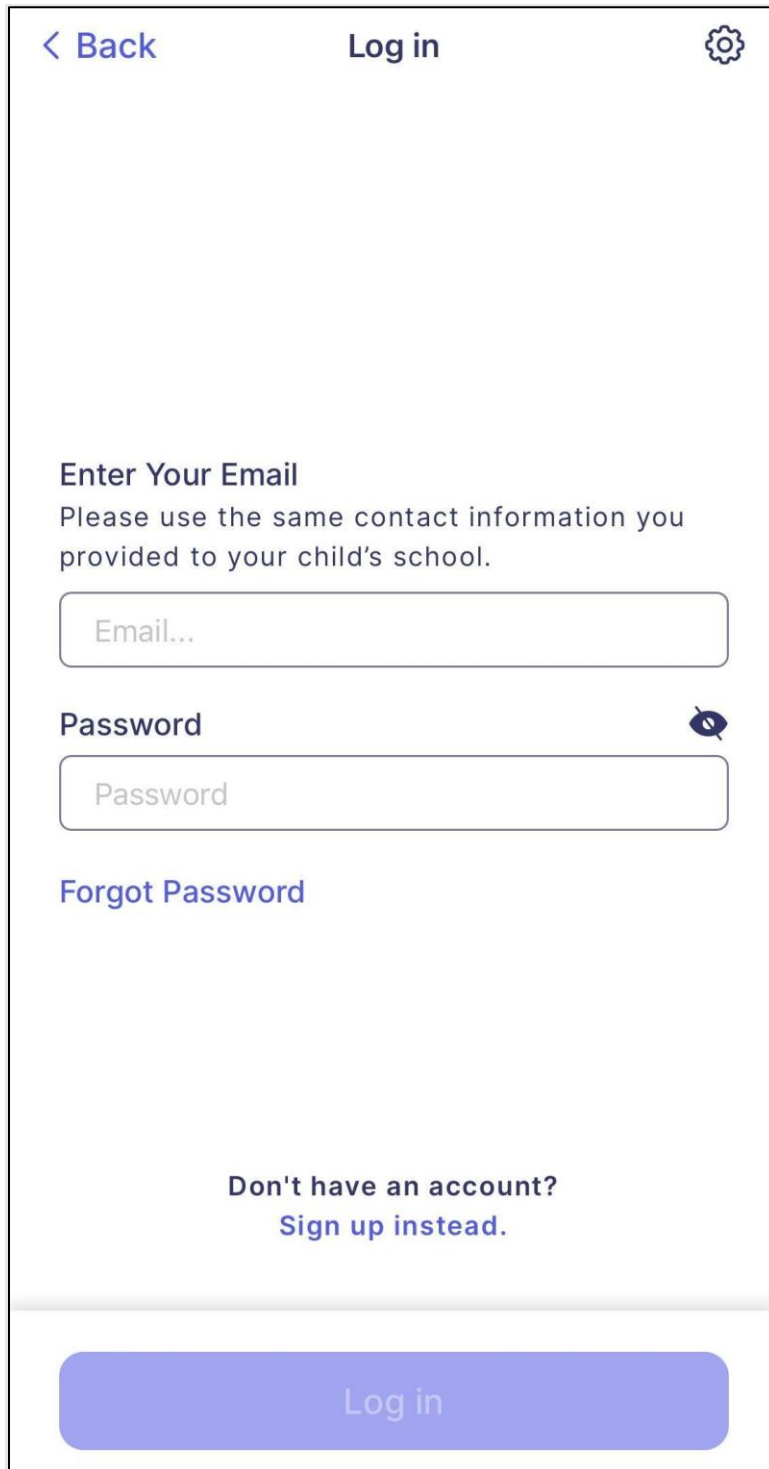
To access Home, go to the Google Play or Apple Store and search for SM Home. Download and install the app to your phone.

Open the app.




Tap **Log In**.

Enter your email address and password credentials.



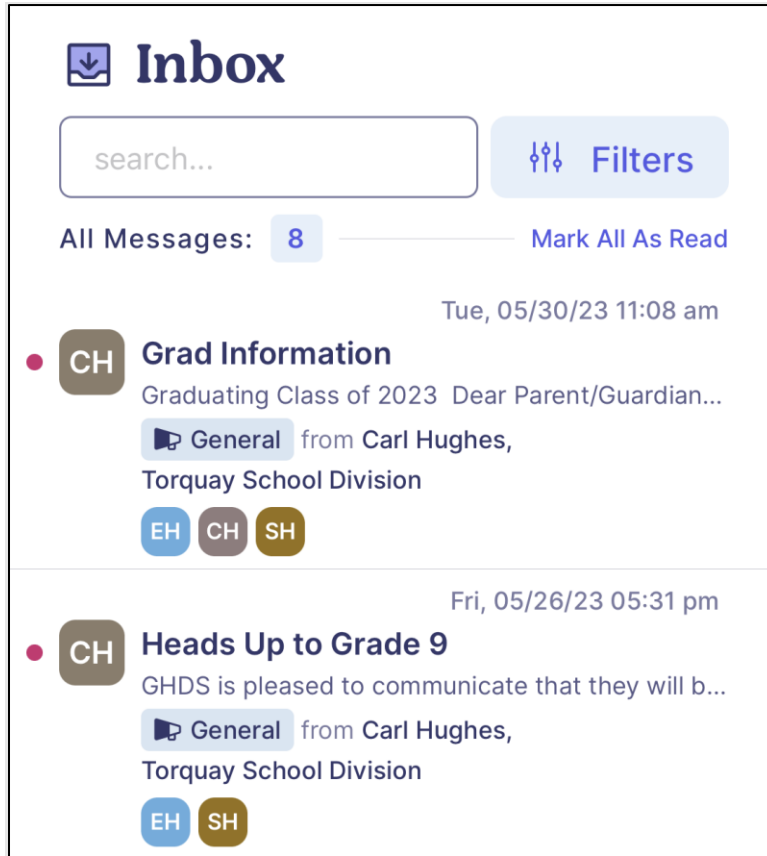
The screenshot shows a mobile app login screen. At the top left is a back arrow and the text '< Back'. At the top center is the text 'Log in'. At the top right is a gear icon for settings. Below this is the heading 'Enter Your Email' followed by the instruction 'Please use the same contact information you provided to your child's school.' There are two input fields: one for 'Email...' and one for 'Password'. The password field has a visibility toggle icon (an eye with a slash) to its right. Below the password field is a link for 'Forgot Password'. At the bottom center, there is a link that says 'Don't have an account? Sign up instead.' At the very bottom is a large blue button with the text 'Log in'.

Tap **Log In**.

 **Note:** If you have previously used the old SchoolMessenger app, you can log in with the same credentials. If this is your first time using a SchoolMessenger app you will need to go through the sign up process first.

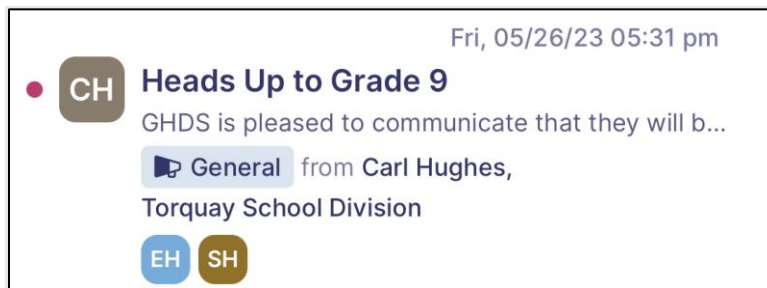
Inbox

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 tapping the **Inbox** option at the bottom of the app.



Viewing a Message

To view a broadcast message, tap the 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.

< Back

Walking Tour of Casa Loma

General by PS Principal Skinner from
 Torquay School Division

EH
CH

Email
SMS

Subject: Walking Tour of Casa Loma


Dear Parent of Eric

This is a reminder that the walking tour of Casa Loma is fast approaching. We are reminding you that students will be walking for a long period of time both indoors and outside. We will be down in the catacombs at one point which involves some rough cut stone steps which may be slippery. Comfortable walking shoes are recommended and any student who shows up with flip flops or the like will be turned away.

Lunch is not provided so students will need to bring a sack lunch or cash for the cafeteria.

The bus will be returning at 1630hrs.

If you have any questions please email me at idontcare@notlistening.com

 Delete

If the message was sent in multiple formats (email, voice or SMS), you can tap on the message type to view each of the messages.

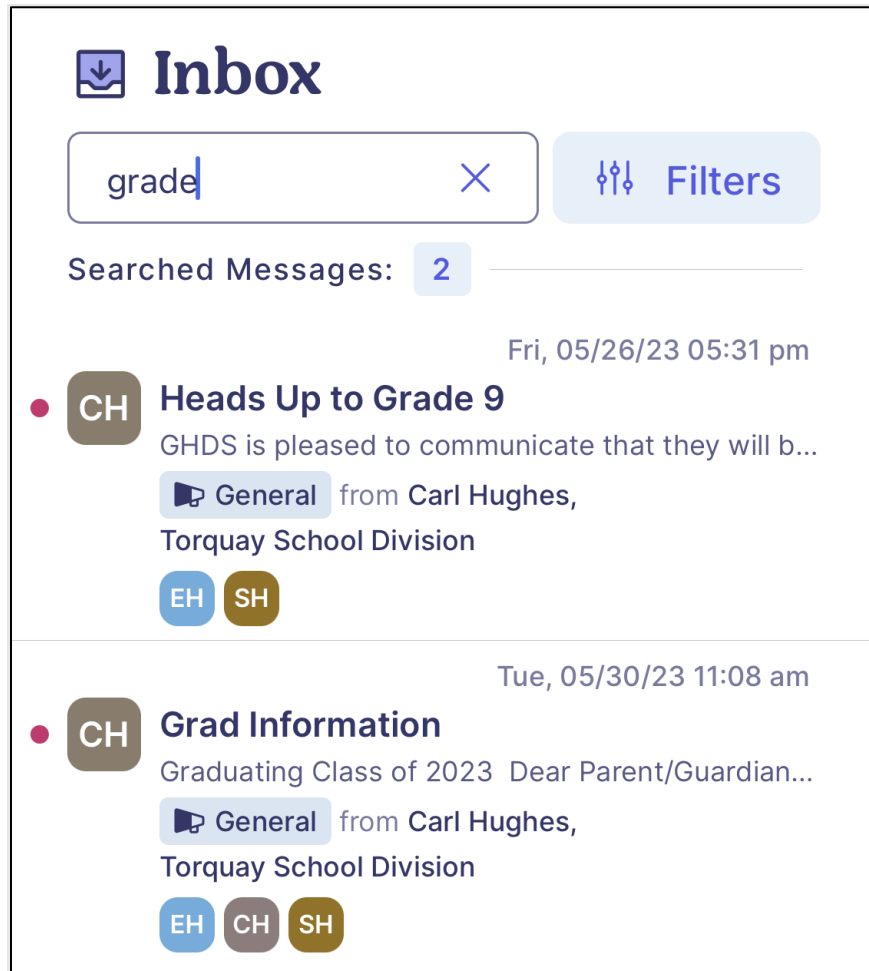
If you no longer need to see the message in the future, you can **Delete** the message.

If you would like to hold on to the message, you can tap **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, tap the **X** in the **Search...** box.

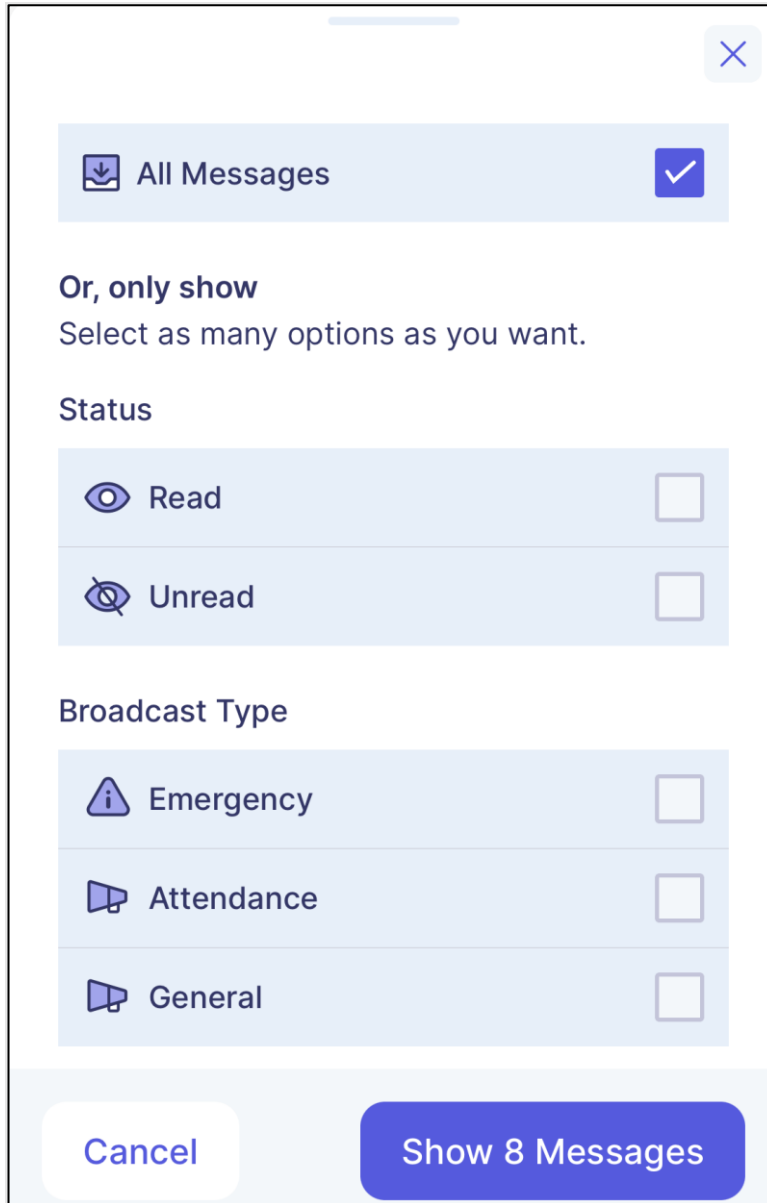
Filtering Messages

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.

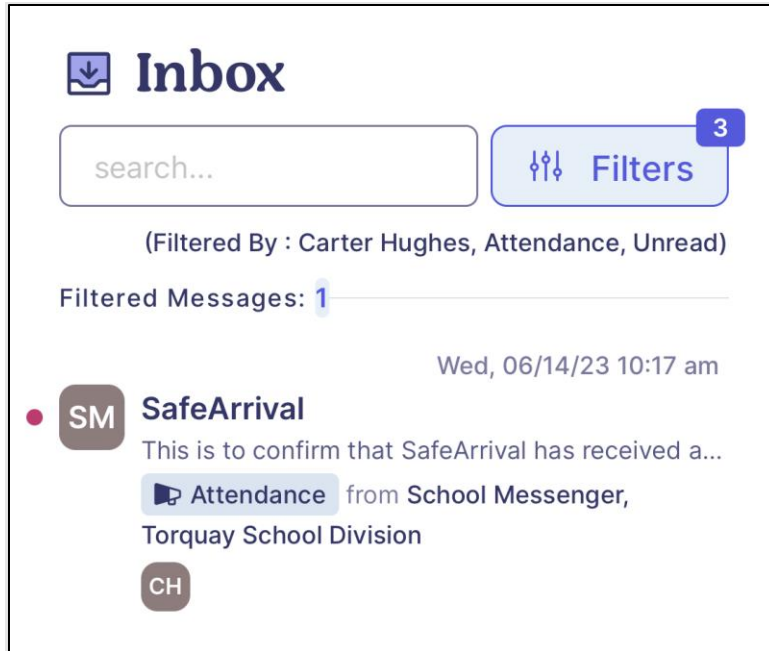
You can choose one or more options from each of **Status**, **Broadcast Types**, **Contact** and **From**.



The screenshot shows a filter dialog box with a close button (X) in the top right corner. At the top, there is a selection for "All Messages" with a checkmark icon and a checked checkbox. Below this, the text "Or, only show" is followed by "Select as many options as you want." The "Status" section includes "Read" (with an eye icon) and "Unread" (with a crossed-out eye icon), both with unchecked checkboxes. The "Broadcast Type" section includes "Emergency" (with a warning triangle icon), "Attendance" (with a megaphone icon), and "General" (with a megaphone icon), all with unchecked checkboxes. At the bottom, there are two buttons: "Cancel" and "Show 8 Messages".

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

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



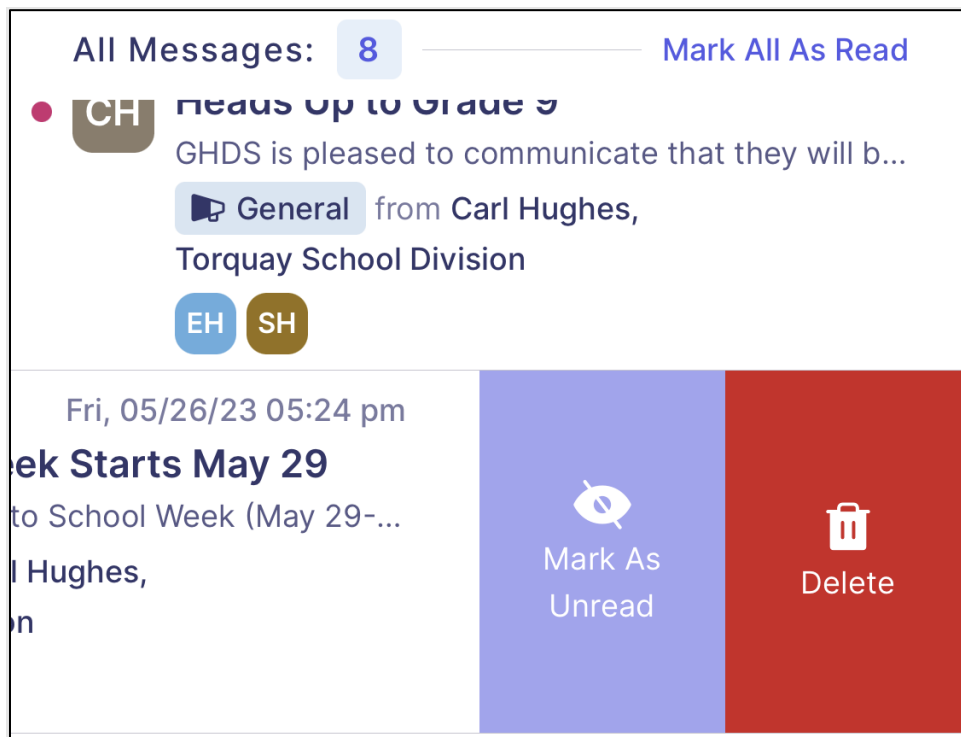
You can now view any of the messages that matched your filter.

Managing Messages

Marking Messages as Read or Unread


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

To mark a message as read or unread without opening it, swipe the message in the Inbox.



Click **Mark as Read** or **Mark as Unread**.

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

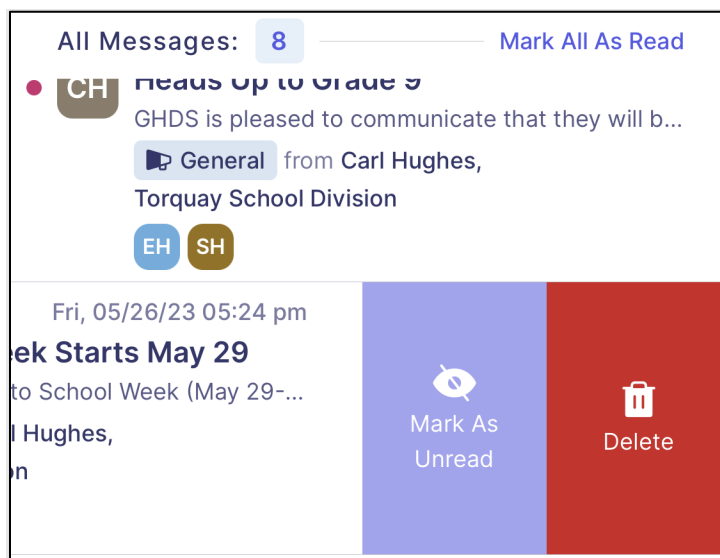
 **Note:** The **Mark All as Read** option is not available when viewing search results or filtering your inbox, or if you have no unread messages.

Deleting Messages

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

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

To delete a message without viewing it, swipe the message in the Inbox and choose **Delete**.



You will be prompted to confirm your deletion.

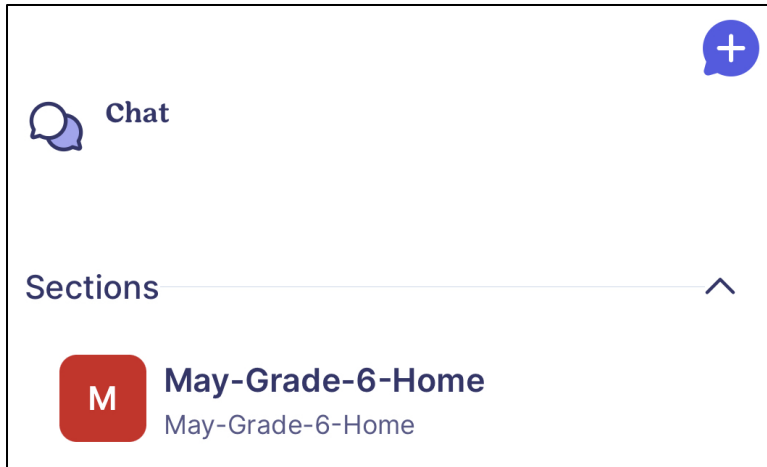
Tap **Delete**.

Chats

With the 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.

 **Note:** The Chat feature is an optional add-on and may not be available for all clients.

To access chat, tap **Chat** along the bottom of the app.



Section Chats

A Section is a group that is created automatically based on a data import. You cannot leave or join a Section. Any sections your account is part of will be listed under the **Sections** header.



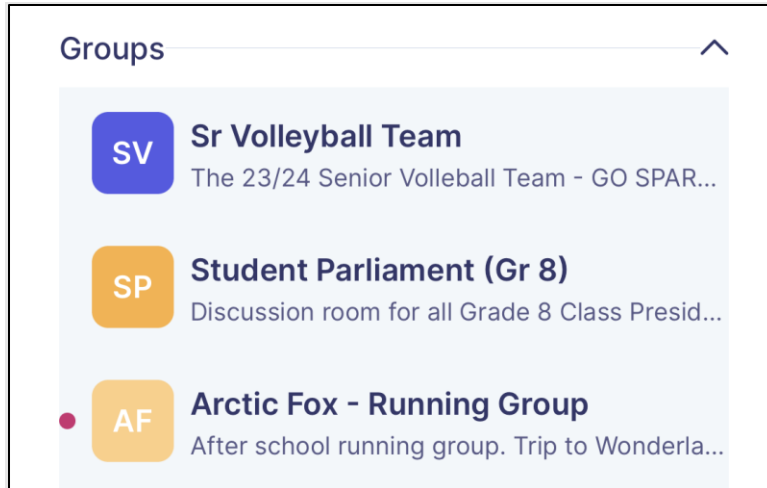
You can load a section chat by tapping on that chat.

 **Note:** Any chats with unread messages will be marked with a  icon to the left of the 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 tapping on that chat in the list.

 **Note:** Any chats with unread messages will be marked with a  icon to the left of the chat.

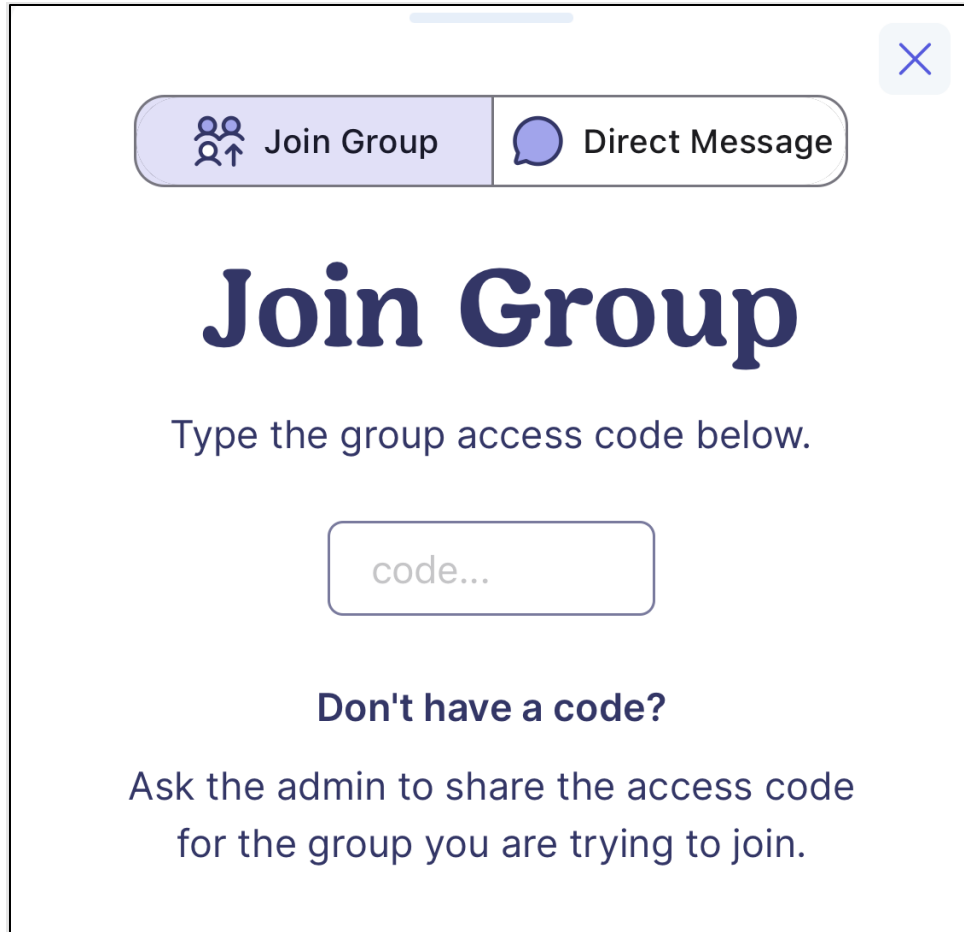
Joining a Group

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, tap the **+** in the top right corner of the page.



Tap **Join Group**. You will be prompted to enter your access code.

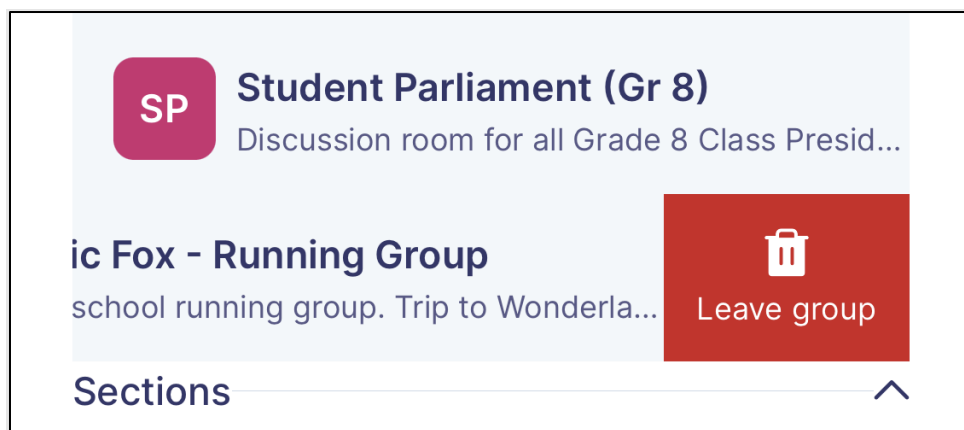


Enter the access code and tap **Join**.

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.

Leaving a Group

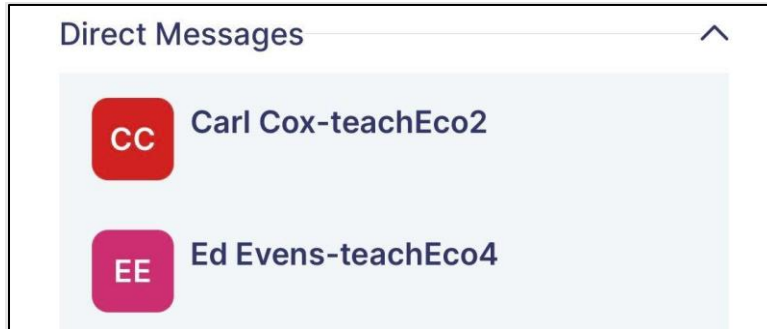
If you wish to remove yourself from a group you are part of, swipe the name of the group in the list of your groups.




Tap **Leave group**.

Direct Messages

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

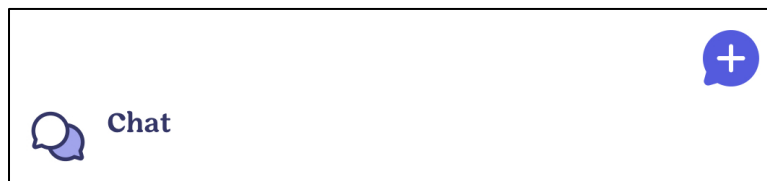


You can access any existing direct message by tapping on that user's chat.

 **Note:** Any chats with unread messages will be marked with a  icon to the left of the chat.

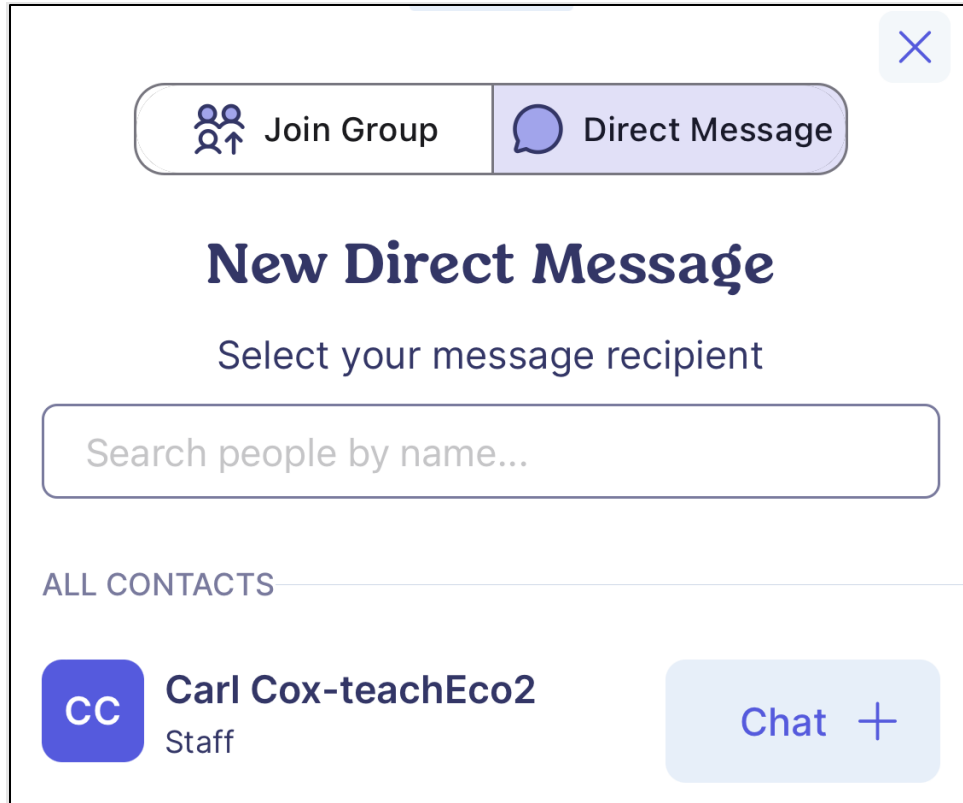
Creating a Direct Message

If your district has enabled the functionality you can start a new direct message with a staff member. To create a new Direct Message, tap the + on the top right of the page.



Tap **Direct Message**.

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



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

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

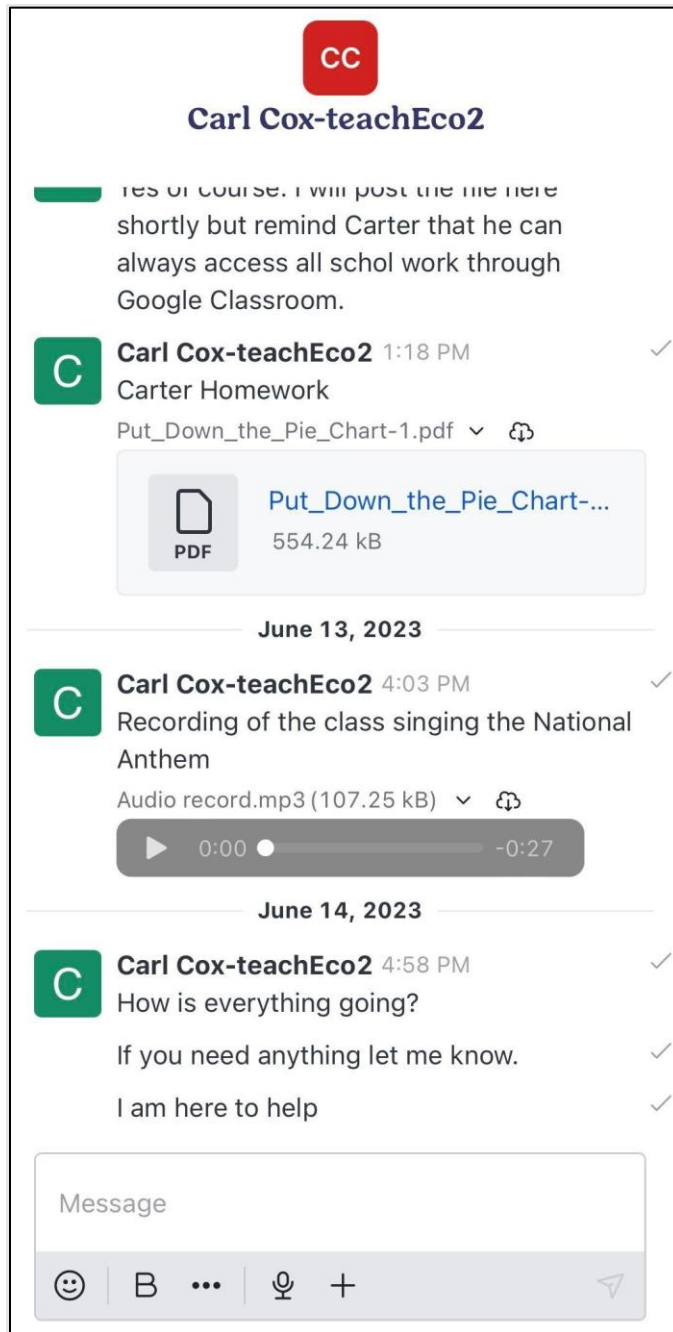
Participating in Chats

To participate in a chat, tap on the Group, Section or Direct Message 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, tap in the **Message** box at the bottom of the screen.

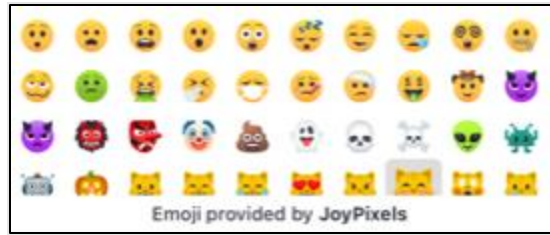


You can type your message into this box.

To send your message, tap the  icon.

Using Emojis

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



Scroll through and tap the emoji you wish to insert.

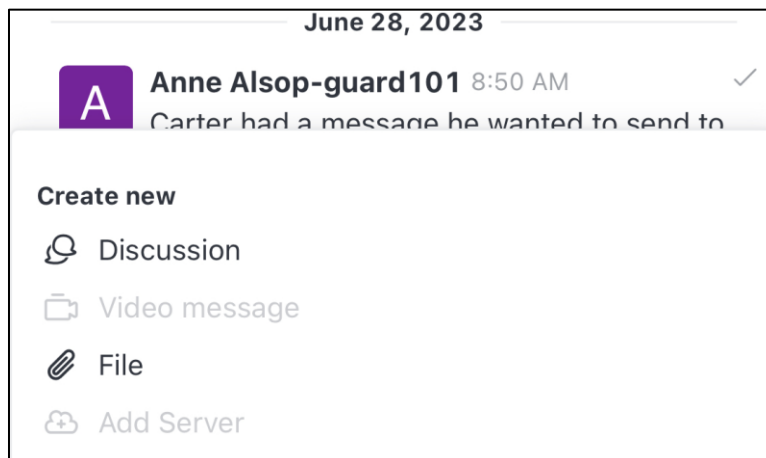
Using Formatting Tools

You have access to the following tools for your message. You will need to tap the ●●● icon to access the full range of formatting tools:

Icon	Description
B	Bold
<i>I</i>	Italicize
⊖	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.
f	KaTeX: Not used at this time.

Adding a Video, Photo or File Attachment

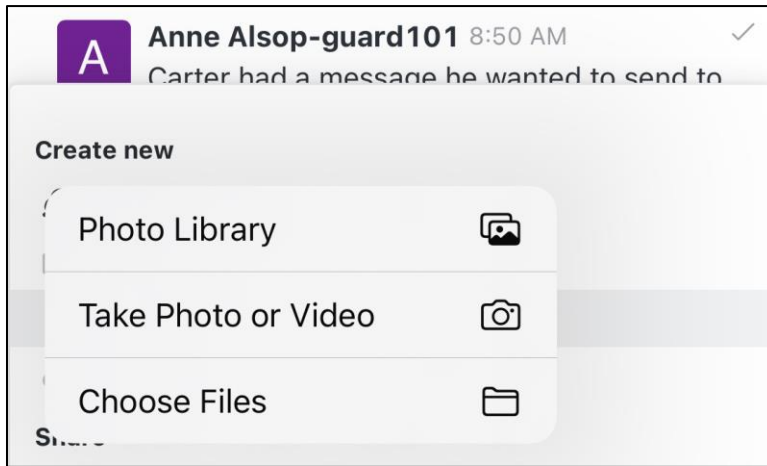
To include an attachment in your chat, tap + and choose **File** in the **Message** box.



You can choose a file from your **Photo Library**, **Take Photo or Video** or **Choose Files** you wish to upload to your chat.

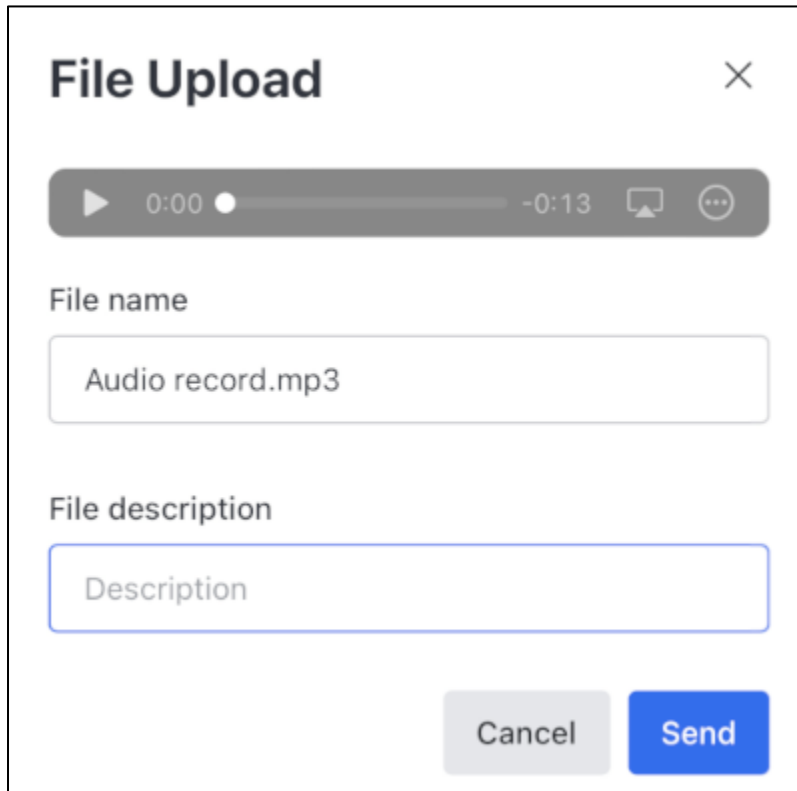
Adding a File

If you wish to include a file from your device tap **Choose Files**.



Select the file you wish to attach.

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.

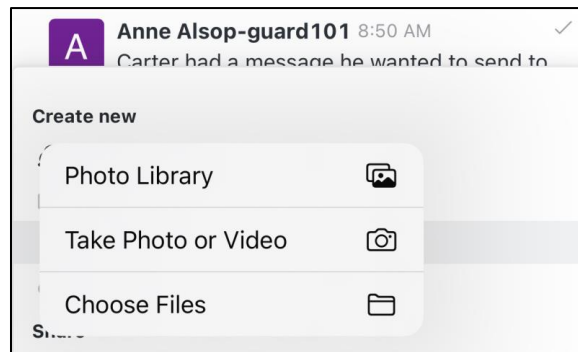


Tap **Send** to upload your file.

 **Note:** If applicable you can preview within the File Upload window.

Recording and Attaching Video Messages

To record a video and send it to the chat, choose **Take Photo or Video**.



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

In the recording window, tap the  icon to start your recording.



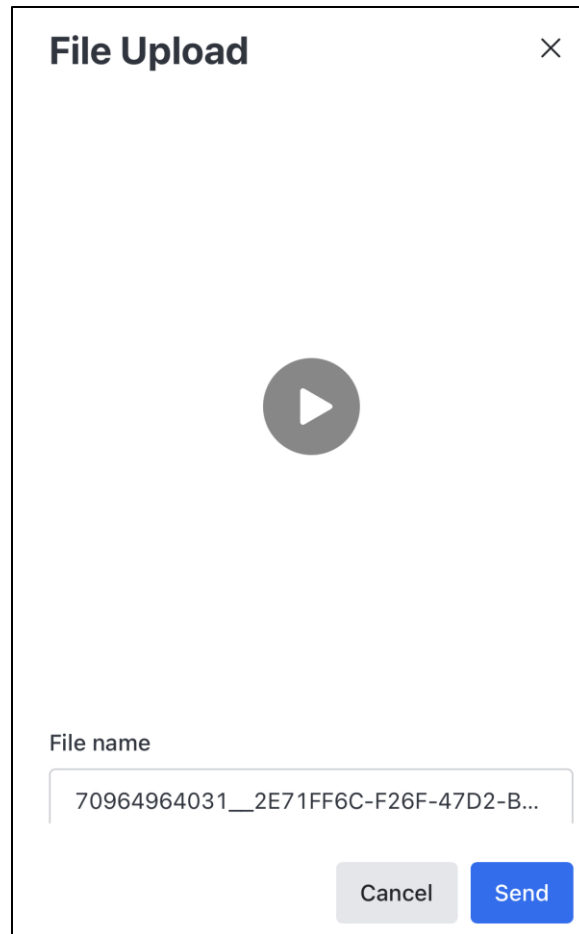
When you have finished with your recording, tap the  icon to stop the recording.



If you are happy with your video, tap **Use Video**. If you wish to redo the video, tap **Retake**.

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

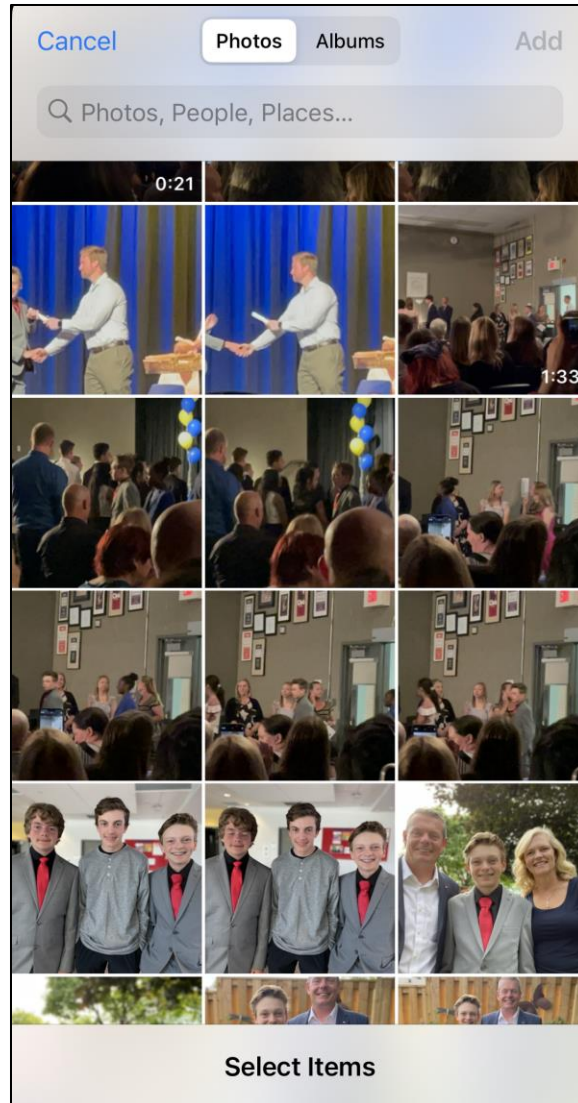
You can also give it a **File Name** if you wish.



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

Attaching Photos from Photo Library

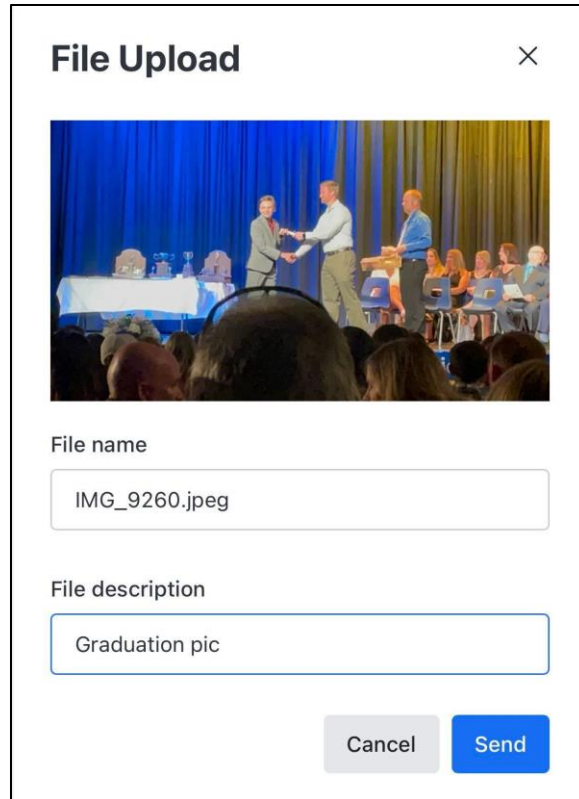
If you wish to send photos from your phone's photo library, choose **Photo Library**.



Tap the photo you wish to include and tap **Select Items**.

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

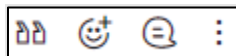
You can also give it a **File Name** if you wish and add a **File Description**.



Tap **Send** to add your photo to the chat.

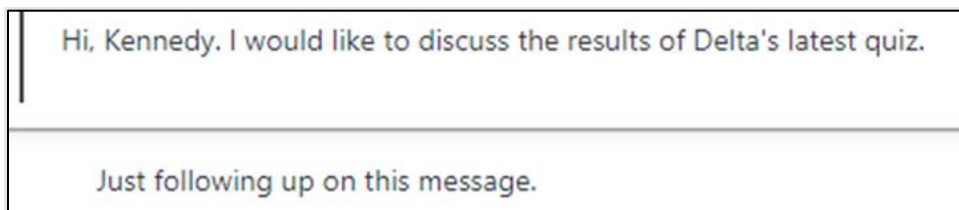
Responding to Messages

If you tap a message, you will see options to respond to the message.



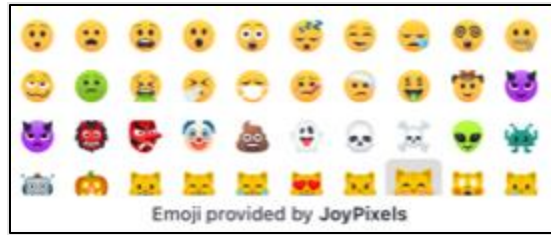
Quoting a Message

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




Reacting to a Message

If you add an emoji reaction, tap the smiley face with a plus sign icon.

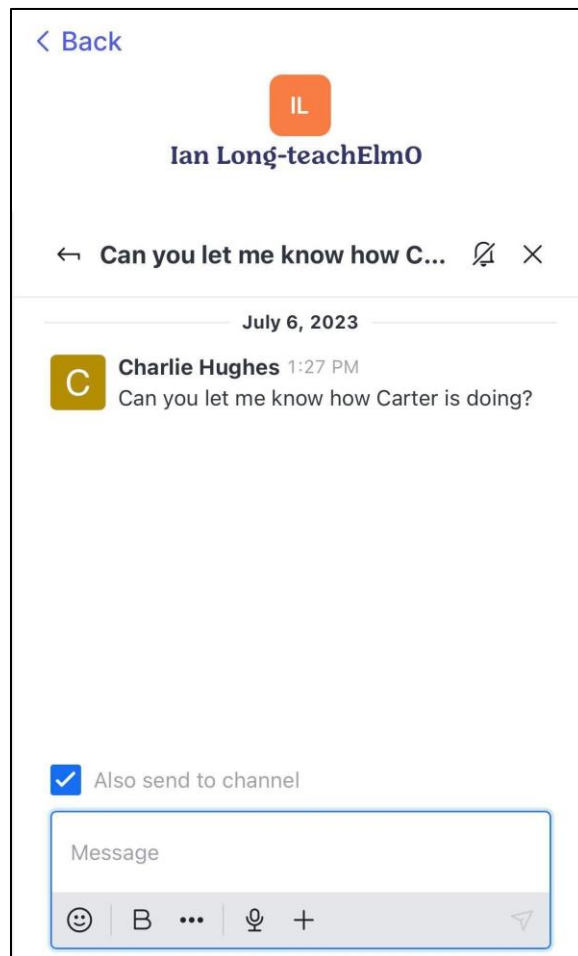



Scroll through and tap the emoji you wish to insert.

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, select a message and tap the  icon.

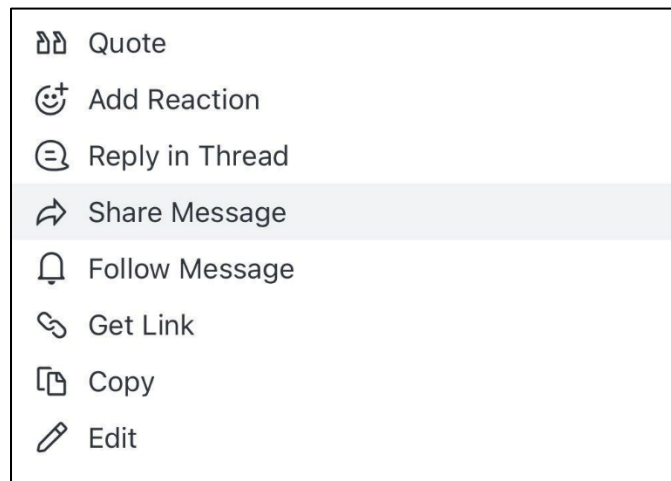
If you want the message to be posted in both the thread and the main chat, check **Also send to channel**.



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 tap  to access some of the editing tools.

Other Actions


If you tap  you can choose the following options:

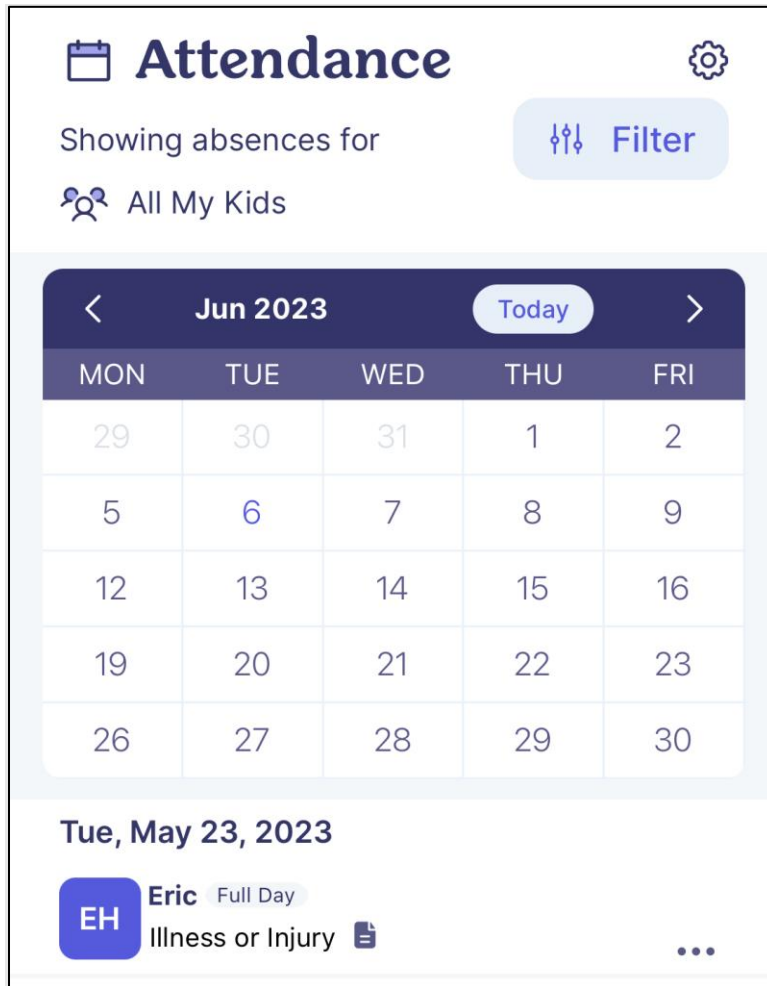


- **Quote:** For more information, see the *Quoting a Message* section.
- **Add Reaction:** For more information, see the *Reacting to a Message* section.
- **Reply in Thread:** For more information, see the *Creating a Message* thread.
- **Copy:** Copy a message.
- **Edit:** Edit your previously posted comment.

Attendance

If you wish to view or report an absence for a student, you can do so by tapping the **Attendance** option at the bottom of the app.

 **Note:** The Attendance feature is an optional add-on and may not be available for all clients.



Reporting an Absence

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

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

New Planned Absence ✕

Tell us when and why your child will be absent and we'll inform the school.

Who will be absent?

You can report one student absent at a time.

EH	Eric Hughes Elm Elementary	<input type="checkbox"/>
CH	Carter Hughes May Middle School	<input type="checkbox"/>
SH	Shannon Hughes Eco Elementary	<input type="checkbox"/>

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.

Type of Absence

Full Day	<input checked="" type="radio"/>
Late	<input type="radio"/>
Early Departure	<input type="radio"/>
Leave & Return	<input type="radio"/>
Multiple Day	<input type="radio"/>

Reason

▼

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

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

When

Date of Absence Jun 6, 2023

Comments (Optional)



Write a comment...

Cancel Save


Tap **Save** 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(s).

 **Attendance** 



Showing absences for Filter

 All My Kids

Jun 2023 Today

MON	TUE	WED	THU	FRI
29	30	31	1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

Tue, May 23, 2023

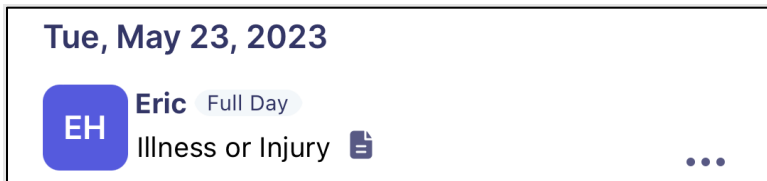
 **Eric** Full Day
Illness or Injury  ...

If you wish to only see absences for a particular student, tap **Filter** and tap on the student's name.

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

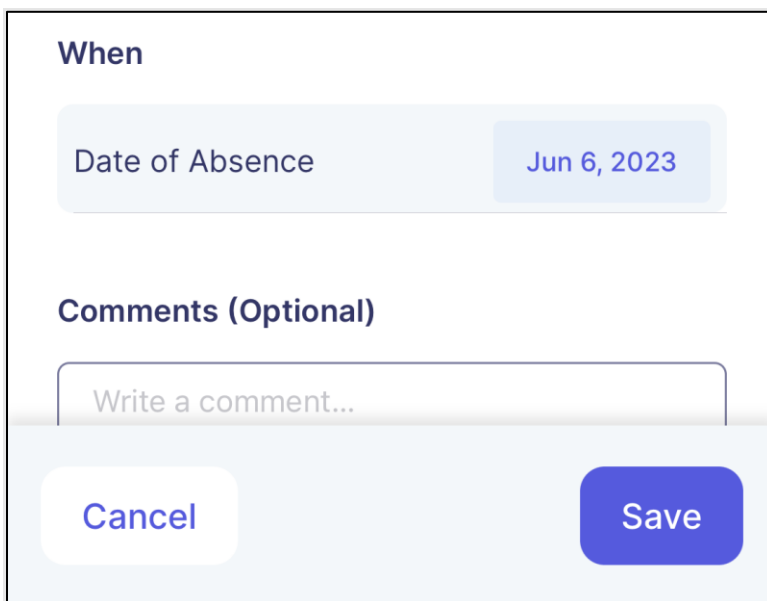
Editing an Absence

If you wish to change or cancel an absence, tap ● ● ● to the right of the absence you wish to change.




Tap **Edit** to change an absence or tap **Delete** to remove an absence.

Make whatever changes you wish to make to the absence.

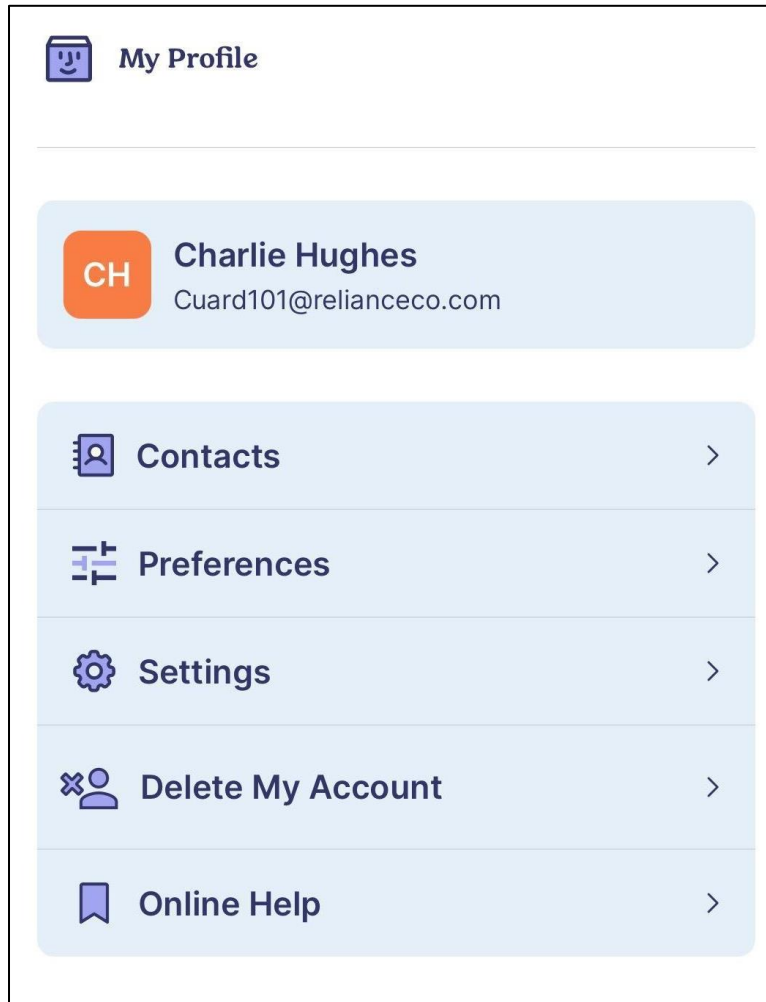


Tap **Save**.

 **Note:** You can only edit upcoming absences. If the absence is in the past you cannot edit it through the Home app. You will need to contact your school district directly.

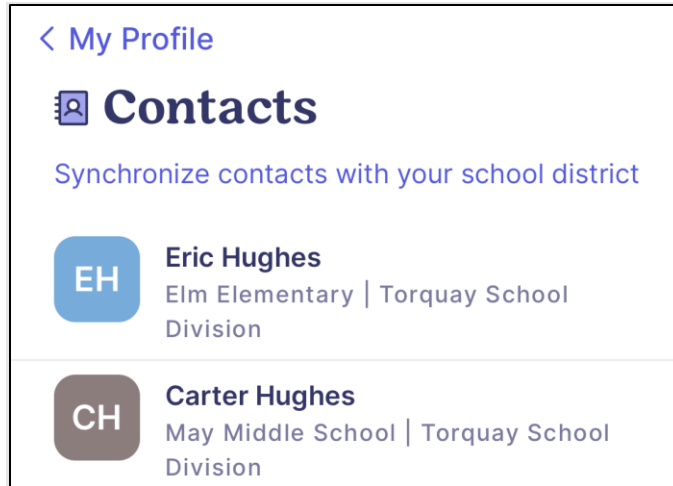
Account Settings

When you tap **My Profile** along the bottom of the app, your account options will be displayed.



Viewing Your Contacts

To see the contacts that are associated with your accounts, tap **Contacts** from within **My Profile**.



To view more details about a particular contact, tap on their contact card.

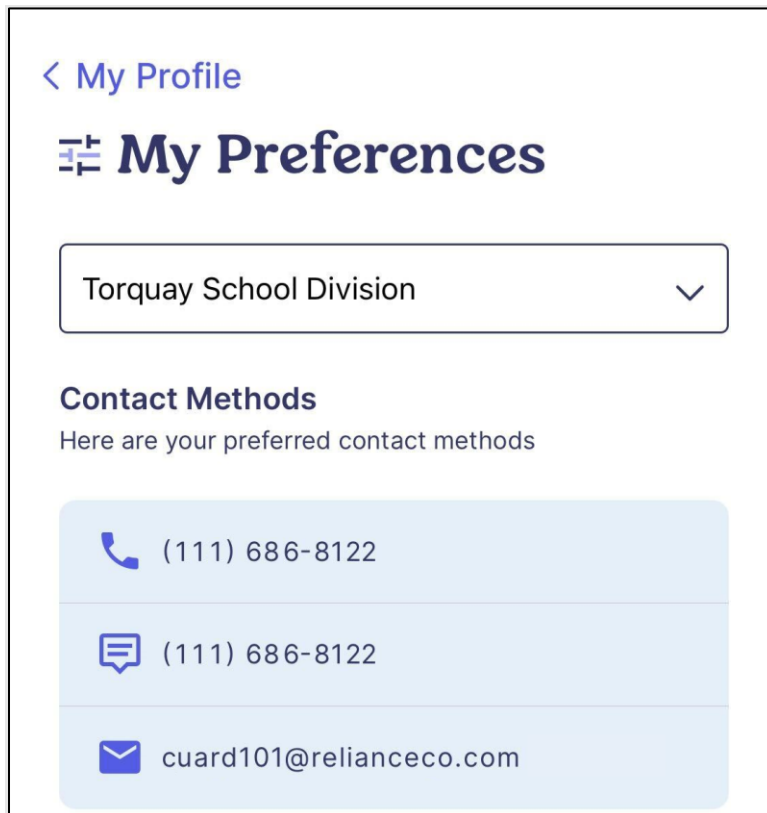
Editing Your Preferences

If you wish to edit your preferred contact methods and settings, tap on **Preferences** from the My Profile page.

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

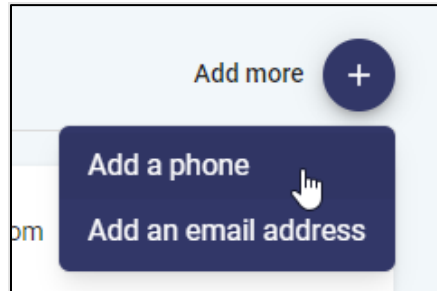
Contact Information

Your phone, email and SMS contacts for broadcast messages will be listed within **Contact Methods**.

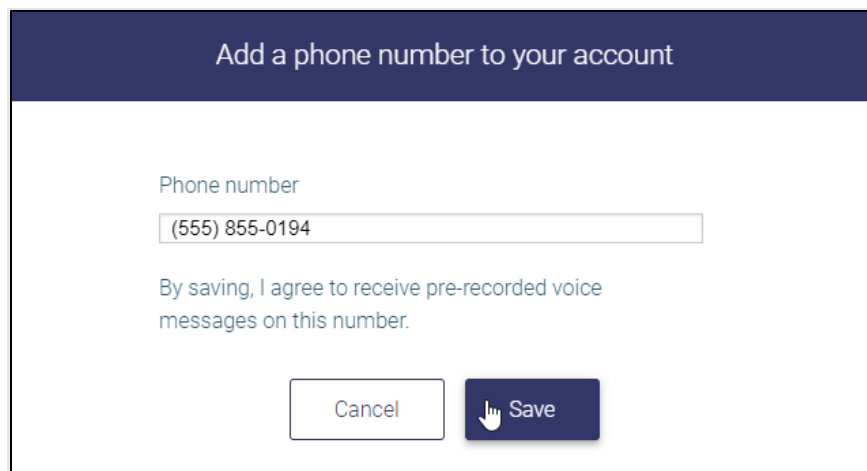


Adding a Phone Contact

If you want to add another method to be contacted by phone call or text message, you can add an additional phone contact if this functionality has been enabled by your district. To add another phone contact for your account, tap **Add more** and choose **Add a Phone**.



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

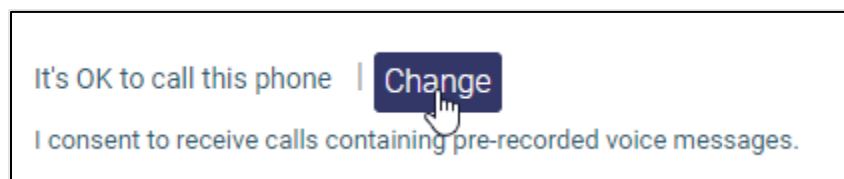


Tap **Save**.

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 tap **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**.

Permission settings for (555) 855-0194

Would you like to receive other pre-recorded messages from your school or school district for topics that you select, such as school closures and attendance notifications?

Yes, it's ok to call me at this number

Yes, it's ok to call me at this number
No, call me for emergencies only

recorded voice messages.

Cancel Save

Tap **Save**.

To edit the preferences for a particular phone number, tap 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**.

< My Preferences


(121) 888-4141
It's OK to call this phone

Message Preferences

Emergency
Call me Send text

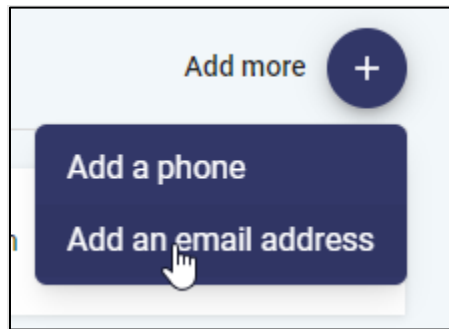
Attendance
Call me Send text

General
Call me Send text

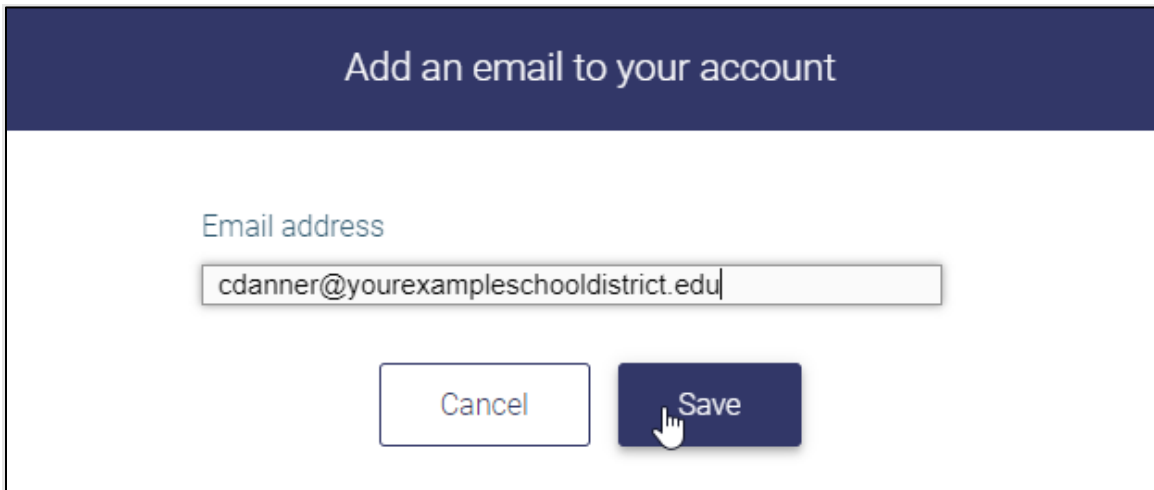
 **Note:** If you have specified to only call for emergencies, for the other broadcast types you will only be able to choose **Send text**.

Adding an Email Contact

If you wish to add an additional email contact, tap **Add More** and choose **Add an Email Address**.

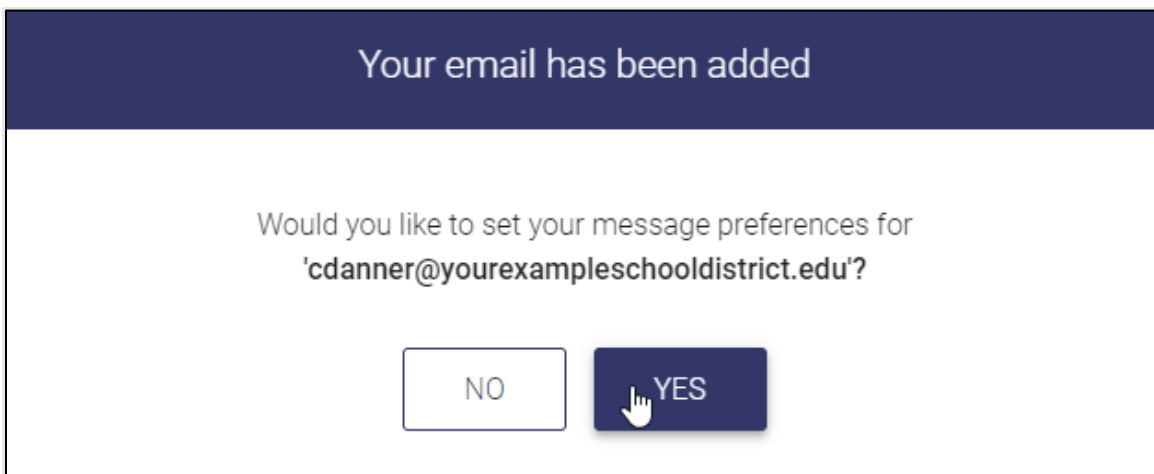


Enter an **Email Address**.



Tap **Save**.

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

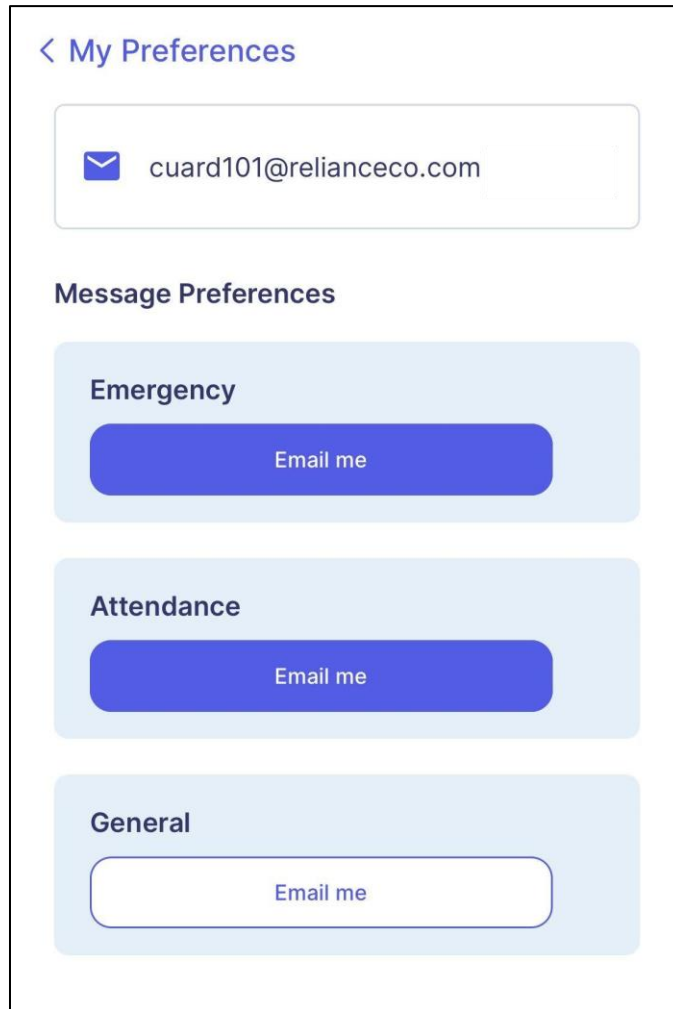


Tap **Yes** if you wish to configure your preferences.

Edit an Email Contact

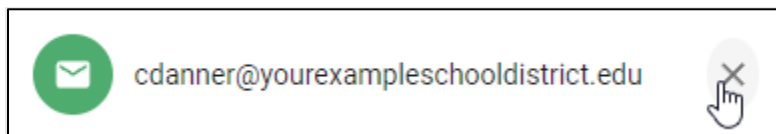
When you first add an email contact you are prompted if you wish to edit the contact preferences. If you wish to edit the preferences for an email that has already been added, you can tap on the email contact.

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

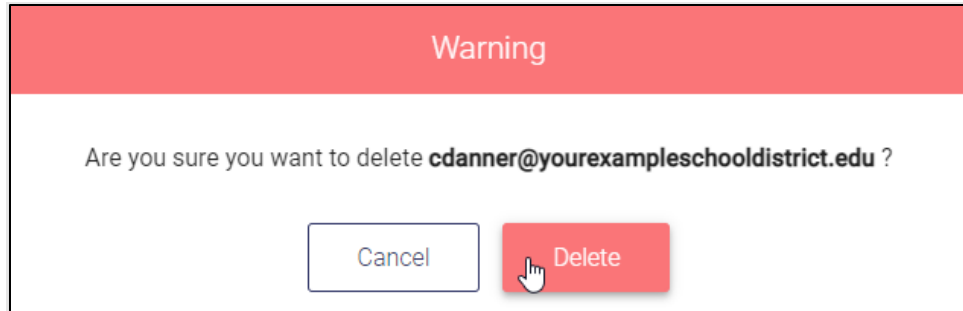


Deleting a Contact

To delete a contact, tap the **X** to the right of your contact.



You will be prompted to confirm your deletion.



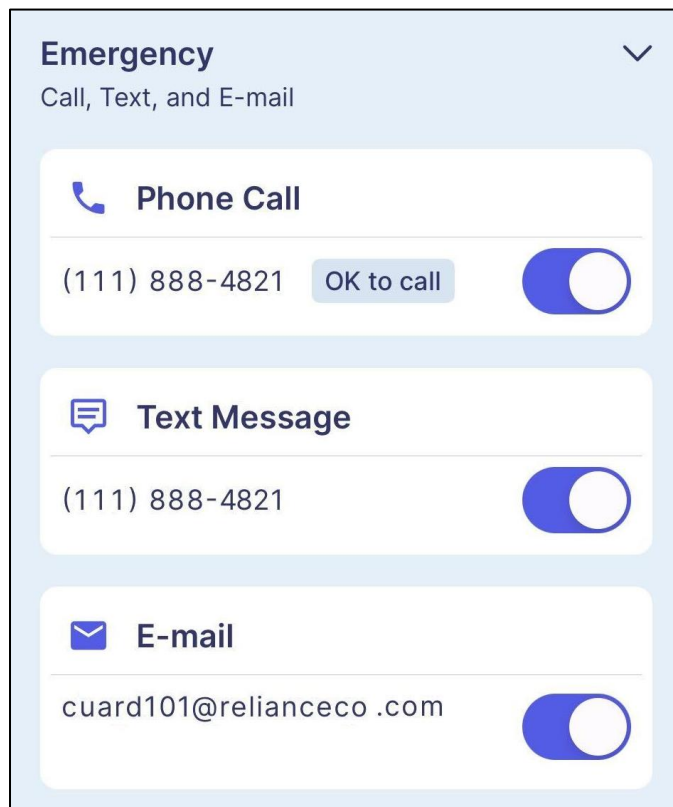
Tap **Delete** to confirm.

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.

Tap to expand the Broadcast Type you wish to configure.

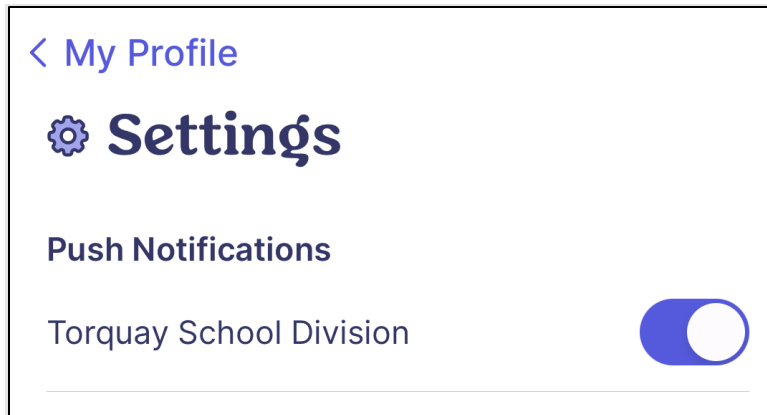
You will see a list of all the phone, SMS and email contact options you have added for yourself.



Toggle on or off each of the contact methods you wish to have used for that Broadcast Type.

Push Notification Settings

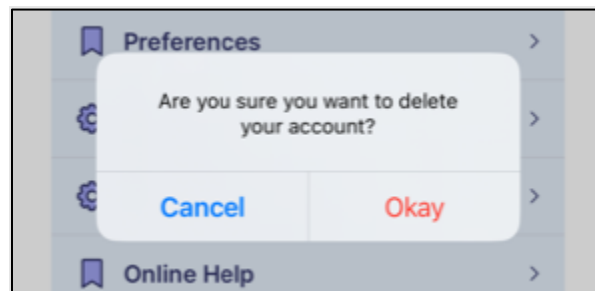
If you wish to have push notifications on your phone when there's a broadcast sent to you, tap on **Settings** on the My Profile page.



Enable or disable push notification for each school district your account is linked to.

Deleting Your Account

If you wish to delete your account, tap **Delete My Account** from the My Profile page.



Tap **Okay** to confirm your account deletion. This will delete your data on your phone. If you wish to use Home again in the future you will need to go through the Sign Up process.

Getting Help

To access the online help documentation from within the app, tap **Online Help** from the My Profile page.