

Contact Manager to SchoolMessenger App Transition Information

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Overview: Contact Manager End-of-Life (EOL)

West's Education group/SchoolMessenger solutions has begun the End-of-Life (EOL) process for Contact Manager. Contact Manager, which is being sunset, is the predecessor to InfoCenter (now the SchoolMessenger App) and is still used by a small group of our customers.

As a direct replacement, the SchoolMessenger App provides the same functionality as Contact Manager: allowing parents to set up their contact preferences and review all of their received messages. Additionally, it adds more capabilities including the potential for teacher-initiated messaging (TIM). Like Contact Manager, the SchoolMessenger App is available free of charge to districts and parents. These features are available in a web interface, or via a mobile app.

To learn more about the app and its capabilities, you can view these introductory videos:

- [SchoolMessenger App \(English\)](#)
- [SchoolMessenger App \(Spanish\)](#)

 **Important:** Contact Manager will officially be phased out by **June 30, 2018**, but it is recommended that you move to the SchoolMessenger App long before then for a seamless transition.

 **Note:** The SchoolMessenger app is not the same app as is used to send broadcasts to your contacts. That is known as the SchoolMessenger Admin Sender App, and is a completely separate app.

How to Transition?

The method by which you transition from Contact Manager to the SchoolMessenger App depends on how you would like your contacts to manage their contact information in the SchoolMessenger App. There are two categories of usage: **allowing** contacts to edit their contact information from the SchoolMessenger App, or **not allowing** them to edit their contact information in the SchoolMessenger App.

 **Note:** Even if you choose to disallow your contacts from editing their contact information, they will still be able to view or listen to their messages (your broadcasts from SchoolMessenger Communicate) from the last 30 days, as well as participate in the Teacher-Initiated-Messaging (TIM) feature (if enabled), the messages of which are also viewable historically. They will be able to view their contact information, but will not be able to modify it if you have disallowed the ability to change it.

Method One: Not Allowing Contacts to Edit Their Information

The primary reason that one would choose this method is if the contacts are **already editing their contact information in a parent portal** that connects to the Student Information System (SIS) directly, or if **your administration is totally managing the contact information** that syncs over to Communicate, and there is no involvement from the parents except to provide you with updates directly.

Changes to contact information in the SchoolMessenger App sync back to Communicate in the form of overrides on your system contacts, but this is not necessary if they are already making changes to their contact information in a SIS parent portal or if your administration is managing the contact information updates with information provided by parents directly. If you chose not to allow your contacts to edit their own information in Contact Manager, then you should, in most cases, choose to do the same in the SchoolMessenger App.

Steps to Transition: Method One

1. As an Administrator-level user, log in to Communicate.
2. Go to the **Admin** tab, then to the **Settings** subtab, and click on “**InfoCenter Settings**”. (These are the SchoolMessenger App settings, but still bear the former name of the product – this will be changed soon).
3. Make sure that the “**Allow recipients to edit their contact data**” checkbox is **not checked**. Click “**Save**”.
4. Inform the parents/contacts of your implementation of the SchoolMessenger App as a replacement for Contact Manager, and ask them to start using it instead of Contact Manager immediately. Giving them a deadline, though not necessary with this method, may provide incentive for participation. We also have resources available to help you inform your parents.

The SchoolMessenger app is free and in most cases is already enabled for your account without you having to do anything. You can have your parents visit <https://go.schoolmessenger.com> and click “Sign Up” to create an account. **On first login, they will need to log out, and then log back in to see their preferences.**

- If parents receive a message that the email address is already being used, they will need to click “**Log In**” instead of “Sign Up”, and follow the “**Forgot your password?**” link to complete those steps. (This just means that the email address they attempted to sign up with was previously being used for their Contact Manager account, and by doing this, they will move the association from Contact Manager to SchoolMessenger App.)
 -  **Important:** Contacts **must** use an email address that is **already on file** in your Communicate account. If they use an email address that is not on file in Communicate, then they will be able to create an account and even use TIM (if enabled), but they will not see any message history, be able to view their contact information, or receive broadcasts sent via Communicate.
5. After any deadlines that you have set for your parents to participate are over, call SchoolMessenger solutions support and have us de-activate Contact Manager from your account. This will remove all associations previously established by Contact Manager, and the associations from SchoolMessenger App will prevail.

Method Two: Allowing Contacts to Edit Their Information

The reasons that one would choose this method are as follows:

- The contacts are **not** already editing their contact information in a parent portal that connects to the Student Information System (SIS) directly, and/or this is not planned to be in place at any point.
- Your administration does **not** intend to manage the contact information updates that sync over to Communicate, in favor of parents updating this directly using SchoolMessenger App (where they had probably used Contact Manager for this before).

Changes to contact information in the SchoolMessenger App sync back to Communicate in the form of overrides on your system contacts. If you chose to allow your contacts to edit their own information in Contact Manager, then you should, in most cases, choose to do the same in the SchoolMessenger App.

 **Important:** Implementing SchoolMessenger App with the intention of allowing contacts to edit their own contact information and preferences requires a “clean slate”. Contact Manager preferences and associations must be removed beforehand for it to work properly.

Steps to Transition: Method Two

1. As an Administrator-level user, log in to Communicate.
2. Go to the **Admin** tab, then to the **Settings** subtab, and click on “**InfoCenter Settings**”. (These are the SchoolMessenger app settings, but still bear the former name of the product – this will be changed soon).
3. Make sure that the “**Allow recipients to edit their contact data**” checkbox *is checked*. Click “**Save**”.
4. **Choose a date** that you want to start having the contacts use SchoolMessenger App instead of Contact Manager.
5. **Inform the parents/contacts** of your implementation of the SchoolMessenger App as a replacement for Contact Manager, and ask them to start using it instead of Contact Manager as of that date.
6. **Call SchoolMessenger solutions support** before your chosen date to have us de-activate Contact Manager from your account on the date that you chose (if applicable).

This will remove all associations previously established by Contact Manager, and the associations from SchoolMessenger app will prevail, but it requires that the parents first sign up for it and fill out their information and preferences.

 **Important:** Please note that this change is irreversible, hence the importance of parents signing up and managing their preferences.

7. The parents will need to begin using SchoolMessenger app **as soon as possible** to ensure their preferences and contact information is correct.

The SchoolMessenger app is free and in most cases is already enabled for your account without you having to do anything. Once the date comes around (if applicable), you can have your parents visit <https://go.schoolmessenger.com> and click “Sign Up” to create an account.

- When they first successfully log in, they will need to log out, and then log back in to see their preferences. Once they are logged in, it is strongly advised that they review their information and set their broadcast preferences because their previous preferences set using Contact Manager have been disabled.
-  **Important:** Contacts **must** use an email address that is **already on file** in your Communicate account. If they use an email address that is not on file in Communicate, then they will be able to create an account and even use TIM (if enabled), but they will not see any message history, be able to view their contact information, or receive broadcasts sent via Communicate.

Questions?

If you have any questions regarding the above, please contact support.

SchoolMessenger Solutions Support

800-920-3897

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