![SchoolMessenger logo]

Taking Ownership
Of Applications

west

Introduction

This guide covers how to accept ownership of your application into your Google Play and iTunes accounts. It presumes that you have already granted SchoolMessenger access to your accounts through the *Creating Developer Accounts* guide.

Transferring Google Play App

It will take up to two business days from when your SchoolMessenger Project Coordinator or Support Technician submits a transfer request to Google for your transfer to be completed. When the transfer has completed, you will receive a confirmation email like the following example email:

> Hi there,
>
> Thanks for contacting Google Play Developer Support. I'm happy to let you know that your app transfer is complete!
>
> To learn more about using the Play Console, you can always visit our help center.
>
> Thanks for supporting Google Play.
>
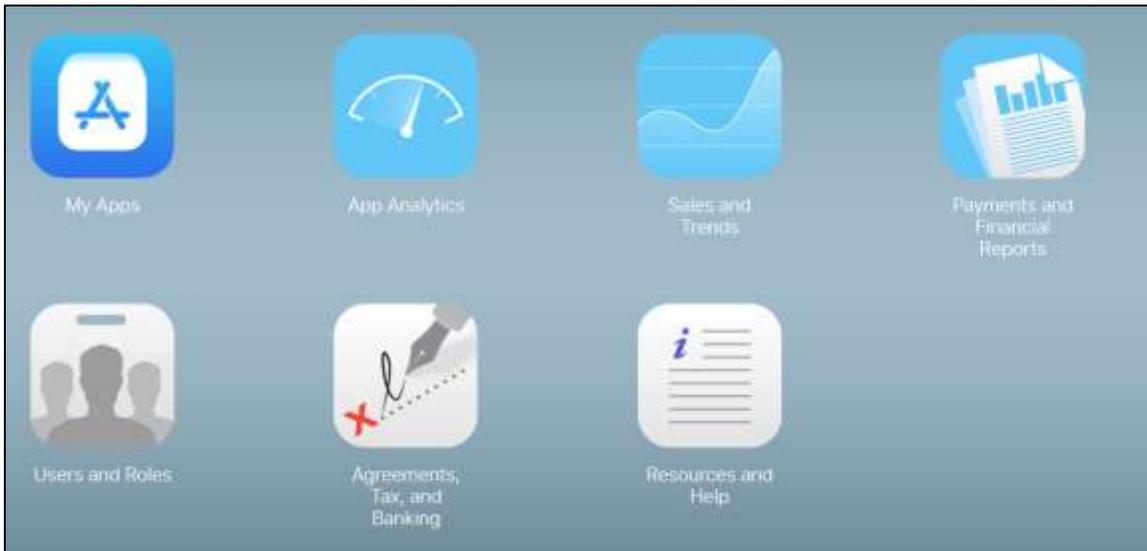> Regards,
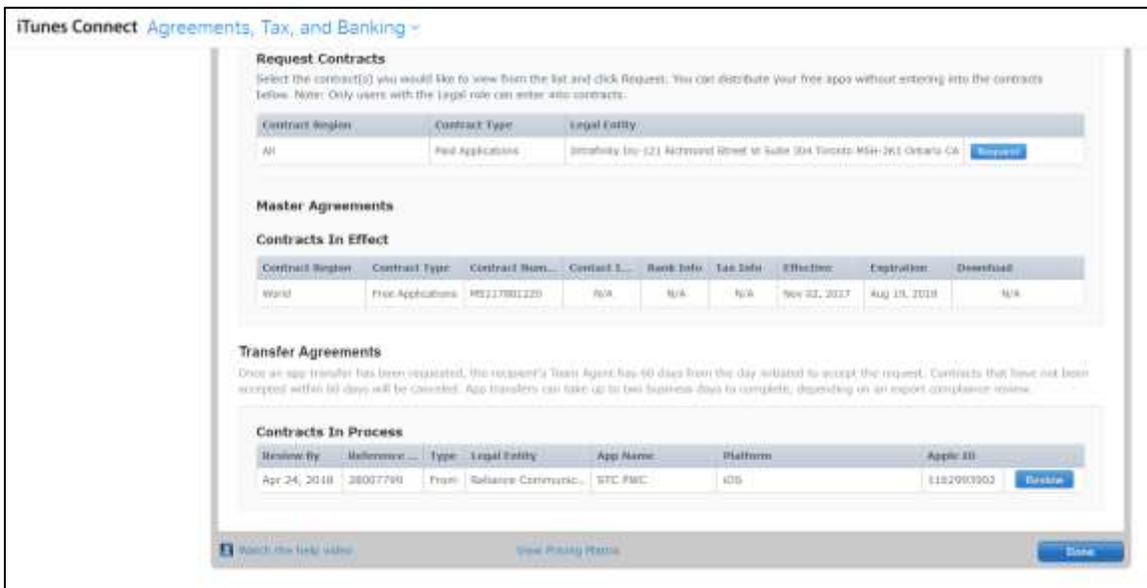> Google Play Developer Support

Transferring iTunes App

Accepting an App Transfer

Once the SchoolMessenger Project Coordinator or Support Technician informs you that the application transfer has begun, go to https://itunesconnect.apple.com/login.

Log in to your iTunes developer account.

Click on **Agreements, Tax, and Banking**.

In the **Transfer Agreements** section, click **Review** on the **Contract in Process**.

Fill in the following fields:

- Support URL (http://www.schoolmesesenger.com/support)

- Privacy policy URL (https://www.schoolmessenger.com/privacy-statement)

- App Review contact information

  - Email Address: customapp@mobileapp.schoolmessenger.com

  - Name: West SchoolMessenger CustomApp

  - Phone: 1.800.920.3897

After filling out the data, read the terms of service, click **I have read and agree to the agreement presented above** and click **Accept**.

Once you have accepted the app, it can take two business days for the application to be transferred to your account. Once the transfer is complete, you will receive an email like the one below letting you know that you now have ownership of the application.

Dear [Your Account Name],

The app transfer for the app Your App Name (Apple ID: XXXXXXXX) has been completed.

For additional information, see the Agreements, Tax, and Banking module on iTunes Connect.

If you have any questions, use the Contact Us module on iTunes Connect.

Regards,

The App Store team

Channel Push Notifications Temporarily Unavailable

Next, the Project Coordinator or Support Technician will make configuration changes to re-enable the push notifications for specific channels within your app. They will contact you when these changes have completed.

Once the changes have been by us, you will need to tell your users to open their application in order to update the channels they have subscribed to. You can find instructions on notifying your users in the *Re-Enabling Push Notification Channels* guide.

Your users will have to re-open the application, they will only be able to see push notifications that have been sent to all users. They will not be able to see a notification if it has only been sent to a specific group or channel (for example, if you have notification groups set up for individual schools within the district, the user will not see a notification sent to just one specific school until they have re-opened the application.

Once your application has been transferred and until we communicate back that the changes have been made, we recommend you only send push notifications to all users of the application due to the configuration changes required by the vendors after you have taken ownership of your application, Channel specific notifications will not be delivered until your application has been reconfigured.

Next Steps

Once you have taken ownership of your application, your Project Coordinator or Technical Support agent will make the necessary configuration changes to allow for channel specific notifications. Once they notify you that the necessary changes have been made, see the *Re-Enabling Push Notification Channels* guide.