

# New Features - 01.10.2019

## **SchoolMessenger Communicate**

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west



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## **New Features**

SchoolMessenger Communicate's 01.10.2019 release includes:

 Manual Contact Data Refresh: ability added to manually update contact data in the SchoolMessenger app.

## **Manual Contact Data Refresh**

If you're not seeing all of the contacts you're expecting, you must manually refresh your app to reflect the most up-to-date information. A manual refresh is required for every subsequent change to your contact data in order to see the changes reflected in the SchoolMessenger app.



Important: Updates to your account will not be reflected until you manually refresh your contact data.

#### On Mobile...

- 1. Tap the main menu icon in the top left corner of the app.
- 2. Tap Contacts.
- 3. Tap the **refresh icon** in the upper right-hand corner of the screen. The app will begin syncing with the latest school data.
- 4. Once the sync is complete, you can click the **Details link** to view some information on the synchronization.





#### On Web...

- 1. Click the main menu icon in the top left corner.
- 2. Click Contacts.
- 3. Click the "Synchronize contacts with your school district" link.
- 4. Once the sync is complete, you'll receive a "Synchronization Complete" message.
- 5. Click **Done** to return to the Contacts page.

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Contacts Synchronize contacts with your school Lurch Addams Spronkland Elementary   Roster Test Sistrict	Morticia Addams Roster Test District	
~	Synchronization Complete	
	If you do not see the contacts your expect, please contact your school and ask them to add your email< <gchalmers@springfieldisd.com>&gt; to your SchoolMessenger record(s). Once updated with the school please try again after 24 hours.</gchalmers@springfieldisd.com>	

## **Questions?**

If you have any questions, please contact customer support.

#### **SchoolMessenger Support**

Phone: 800-920-3897

Email: <a href="mailto:support@schoolmessenger.com">support@schoolmessenger.com</a>

### Chat Live with a Support Rep

www.schoolmessenger.com/support