SchoolMessenger App for Families

What is the SchoolMessenger App?

SchoolMessenger allows you to personalize communications from your school or district. After logging in, you will be able to:

- See your related SchoolMessenger Contacts across schools and districts.
- View the last 30 days of SchoolMessenger messages.
- Change your SchoolMessenger communication preferences.
- Opt-into Push notifications (mobile only).

Where enabled by your school or district, you may also be able to:

- Update your SchoolMessenger contact information - add phone numbers, emails, and SMS text message numbers.
- Manage your student attendance via SafeArrival.
- Chat with teachers via Teacher Messaging.
- View additional information like student grades, lunch balance data, etc.

How do I Sign Up for SchoolMessenger?

Signing up is easy. Before you begin, you'll need to confirm that your school or district is using SchoolMessenger. Once you've done that, you can create an account using the main email address your school or district has on file for you. Just follow these three steps:

- Click **Sign up** at the top of the page, or download the SchoolMessenger App from the Apple App Store or Google Play.
- Enter your email address and create a password. You'll need to verify that email before proceeding.
- After authenticating via your email, return to SchoolMessenger and sign in using the email and password you just verified.

It's that easy!

Where Can I Download the Mobile App?

The SchoolMessenger app will be available on the Android Google Play and Apple iOS app stores under the name SchoolMessenger.

What Should I Expect After Logging Into SchoolMessenger?

After successfully logging in with a verified email, you should expect to see any messages that you've recently received for any Contacts - student, staff, and/or guardian records - associated with your account email address. You can navigate through your district-enabled options by using the site navigation menu.

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Are the Web App Features the Same as the Mobile App?

Yes. For those who prefer to use a website instead of a mobile app (or who don't have easy access to a smartphone), the SchoolMessenger app's functions will be available online at https://go.schoolmessenger.com.

An account for the web app is recognized on the mobile apps, and vice versa.

What are Some of the Main Capabilities of the New Teacher-Initiated Messaging?

New capabilities include both individual and group (e.g., classes, sports teams, PTO groups) two-way messaging; the ability for teachers and families to exchange files, images, and videos (e.g., photographed permission slips); and the ability for you to review all notifications and messages related to your schools and district in a single, scrollable, "stream" view.

How Does my Student's Teacher Connect to me Through the App?

Your school will automatically connect your app account to teacher accounts and other contacts using district data. Your school may use this data to build groups you're automatically a participant of. If this is the case, you will see these groups when you log in. Or, a teacher may distribute a group code, which you can use to manually access a teacher-created group.

Can the SchoolMessenger App be Extended with Add-On Features From my School?

Yes, there are additional modules that can be turned on at the district level. Examples include individual student information and student absence reporting, all within the app. Your school will let you know if and when those added features are available.

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