

SchoolMessenger Frequently Asked Questions

Epping School District

[How can I check to make sure my child's school has the correct contact information for SchoolMessenger?](#)

[Can I use the SchoolMessenger parent portal or app to customize how I receive communications from my child's school?](#)

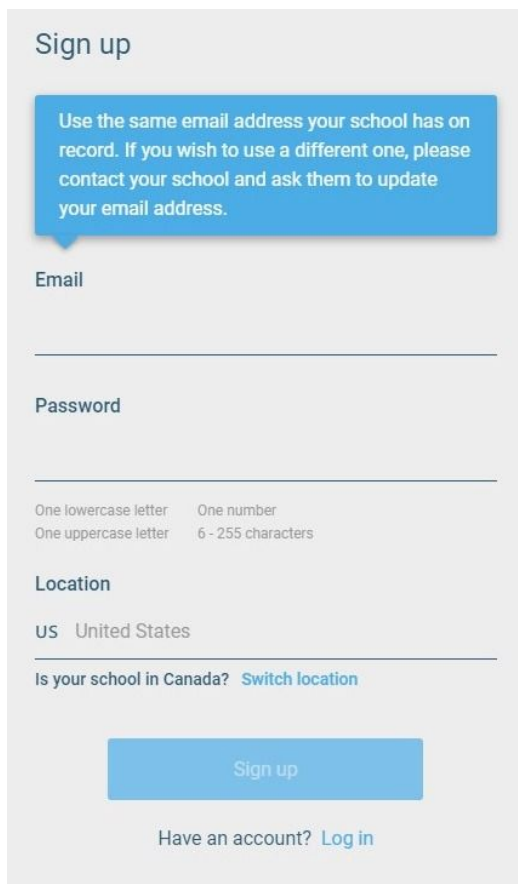
[What if I can't log into my SchoolMessenger account?](#)

How can I check to make sure my child's school has the correct contact information for SchoolMessenger?

OPTION 1 - SchoolMessenger Parent Portal


1. Go to <https://go.schoolmessenger.com/>
2. Click on Sign up in the upper right-hand corner
3. Enter the email address your child's school has on record
4. Enter a password (must contain one lowercase letter, one uppercase letter, one number, minimum of 6 characters)
5. Select US as your Location

6. Click 'Sign up'



The screenshot shows a 'Sign up' form with the following elements:

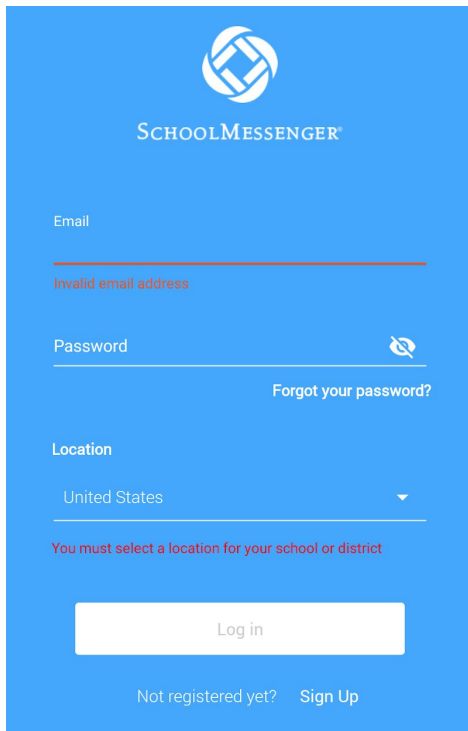
- Sign up** header
- A blue callout box: "Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address."
- Email** input field
- Password** input field
- Password requirements: "One lowercase letter", "One uppercase letter", "One number", "6 - 255 characters"
- Location** section with "US United States" selected
- Text: "Is your school in Canada? [Switch location](#)"
- A blue "Sign up" button
- Text: "Have an account? [Log in](#)"

7. Check your email for a link to activate your account
8. Once you have activated your account, return to <https://go.schoolmessenger.com/> and log in
9. Click on  to open the menu
10. Click on 'Preferences'
11. Verify that your contact information is correct. If your contact information is not correct, please contact your child's school.

OPTION 2 - SchoolMessenger app

1. Download the SchoolMessenger app from the [App Store](#) or [Google Play](#)

2. Click on Sign up in the bottom right-hand corner




The screenshot shows the SchoolMessenger login page. At the top is the SchoolMessenger logo. Below it are three input fields: 'Email', 'Password', and 'Location'. The 'Email' field has a red error message: 'Invalid email address'. The 'Password' field has a red eye icon and a link for 'Forgot your password?'. The 'Location' field is a dropdown menu currently set to 'United States' with a red error message: 'You must select a location for your school or district'. At the bottom is a 'Log in' button and a link for 'Not registered yet? Sign Up'.

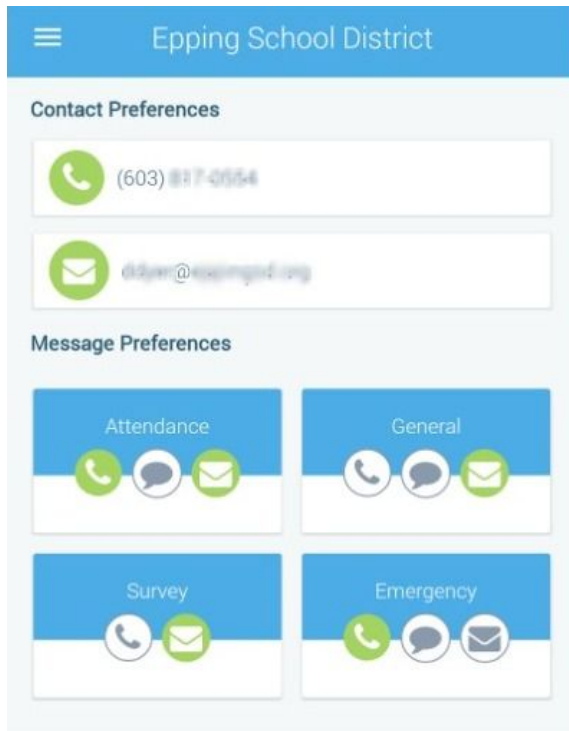
3. Follow steps #3-11 above

Can I use the SchoolMessenger parent portal or app to customize how I receive communications from my child's school?

Yes! Though you'll need to make sure you've selected at least one phone number for receiving Emergency and Attendance messages.

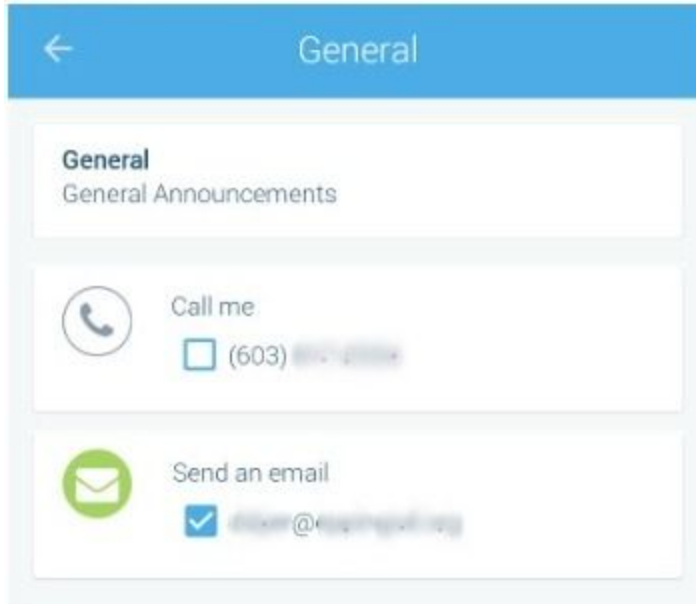
1. Click on  to open the menu
2. Click on 'Preferences'

3. Under 'Message Preferences', click on a broadcast type (Attendance, General, Survey, or Emergency)



4. Check boxes for any phone/email accounts where you would like to receive these messages



Note: you must select at least phone number to receive Emergency and Attendance messages



5. Repeat step #3 for each broadcast type
6. Preferences are saved automatically

What if I can't log into my SchoolMessenger account?

1. Check to make sure that the email address you used to register for your SchoolMessenger account is included with your contact information in PowerSchool. If you are unsure, please contact your child's school.

 Your email address  is not associated with any SchoolMessenger-enabled records.

If this is your preferred email, please contact your school and ask them to add it to your record(s). Once updated, you should see your record(s) within 24 hours.

If you have any questions, or need assistance, please email us at appfeedback@schoolmessenger.com. We try to reply within 1 business day.

2. If you receive a message that you have already registered but can't log in, click the link to reset your password.

This email is already registered.

If you have forgotten your password then use the password reset feature on the login page.

3. If you continue to have difficulty, please contact your child's school for assistance.