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?

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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’

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

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 \[\text{menu button}\] to open the menu
2. Click on ‘Preferences’
3. Under ‘Message Preferences’, click on a broadcast type (Attendance, General, Survey, or Emergency)

![Contact Preferences and Message Preferences](image)

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*

![General Preferences](image)

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.

   ![Warning message]
   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.

   ![Password reset link]
   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.