



School District of Altoona

1903 Bartlett Avenue Altoona, WI 54720
715-839-6032 715-839-6066 FAX

www.altoona.k12.wi.us

The Altoona School District uses an automated notification system, Skylert/School Messenger. School Messenger is a communications system that allows us to quickly send mass notifications to parents, students and employees. Skylert is a web portal that works through our student information system's Family Access to provide you with the means to manage your contact sources and choose how you will be contacted for a variety of purposes.

School Messenger can provide you with information by Phone Call, Email and/or Text Message.

We use the system to let families know about emergency situations, weather-related delays/cancellations, changes to scheduled events, student absences, low lunch account balances, and to announce upcoming events.

You can choose the format(s) that you prefer to receive messages. Please note that while we are excited to offer a text messaging option, the district does not pay for any text message fees you may be charged by your cellular provider.

To check and update your Skylert contact information, login to your Family Access account, which you can access from the District web page (see Help Page if information about Family Access is needed). Click on the Skylert option listed on the left hand side. Click **Edit** to make changes to the information or to change your preference of notification delivery. If you scroll down the page you will see all your contact information. You will also notice columns of check boxes with the following headings:

- **Non-school Hours Emergency** - for events that happen when school is not in session, such as school closings due to overnight snow storms.
- **School Hours Emergency** - for events that happen during the school day, such as an early closing due to snow storms or other emergencies.
- **Attendance** - notifications will only be generated if your student has an unexcused absence for one or more period(s) during an instructional day. If your student is marked absent, a system generated attendance phone call will be sent between 9:00AM-9:30AM for elementary school students and between 5:30PM-6:30PM for high school students.
- **General** - for informational purposes only and will reference various district and campus events and information. General notifications will be sent between the hours of 5:00PM and 9:00PM.
- **Survey** - when we need your opinion on matters important to your school or the district. Will only be used occasionally.

You can add and remove checkmarks as you wish for the various types of contact calls, emails, or SMS text messages.

Even though you may have checked phone numbers to receive SMS text messages, you must also 'opt-in' to receive the services for each number (see Help Page for more information).

Please Note: Only the first guardian of the first family will be able to make changes to the information in the "Primary Guardian" area. However, all other guardians in the first family will be able to enter additional phone numbers and email addresses in all fields other than those in the "Primary Guardian" area.

If you do not know your Family Access login information or if you need assistance contact your child's school: High School, 715-839-6031; Middle School, 715-839-6030; Elementary School, 715-839-6050.

Skylert is the result of a partnership between Skyward, the student information system used by the District, and School Messenger. The integration between the two systems allows for automatic updates of student contact information every evening.

HELP PAGE

FAMILY ACCESS

The Family Access link can be found on our District Home Page at <http://www.altoona.k12.wi.us/parents>

Click on the family access link on the right side-bar or in the resources area of the page.

If you do not know your Family Access login information or if you need more assistance please contact your child's school:

- High School, 715-839-6031
- Middle School, 715-839-6030
- Elementary School, 715-839-6050

OPT-IN PROCESS to receive TEXT MESSAGES

In order to receive text messages, you must indicate your willingness to receive text messages to your phone. The process is simple and only takes a few seconds to complete:

Simply text any one of the following words to the number **68453**:
subscribe, optin, yes

You'll know you were successful if you receive the following reply message:

You are registered to receive aprox 3 msg/s/mo. Txt STOP to quit, HELP for help.

You'll want to repeat the opt-in process for any wireless numbers that you wish to include.

If you're not sure if you've already opted-in simply repeat the opt-in process above. There's no harm in sending the opt-in message more than once.

In addition to performing the opt-in process above you'll want to be sure that your wireless number(s) are in our student information system. If you haven't already provided that information or you're not sure, check Family Access or contact your school office to provide them with that information.

Please note, although the district does not charge you for this service, it does not pay for text message charges that may be incurred by you for sending or receiving text messages. Check with your wireless carrier for possible charges.