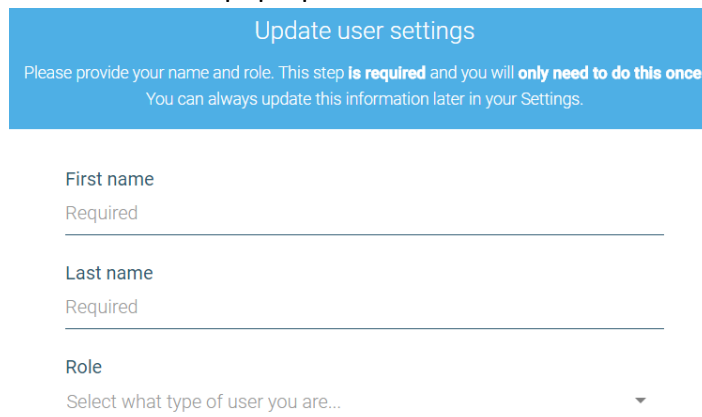


# Using the School Messenger App – Parent Guide

1. Go to: <https://go.schoolmessenger.com> (If you are going to download the app, please use the links at this website).
2. If you have never signed up, click '**Sign Up**' in the top right corner and follow steps 3-9 below. Otherwise, click '**Log in**' and skip to # 8 below.
3. Enter an e-mail address that is on file with your child's school – this will be the email associated with your SchoolMessenger account. If you are not sure which e-mail addresses you have on file, please log in to your Genesis account and click on the '**CONTACTS**' tab.
4. Create and enter a 6+ character password with one uppercase letter, one lowercase letter and one number. Click 'Sign up'.
5. You will receive an e-mail at the address you used with a link to click to set up your account (Please note that the link expires in 24 hours).
6. When you click the link, you will be brought back to the login screen – use the credentials you just created to 'Log In'.
7. You will see this pop-up:



The screenshot shows a blue pop-up window titled "Update user settings". Inside, there is a message: "Please provide your name and role. This step **is required** and you will **only need to do this once**. You can always update this information later in your Settings." Below the message are three input fields: "First name" with "Required" below it, "Last name" with "Required" below it, and "Role" with a dropdown menu labeled "Select what type of user you are..." and a downward arrow.

Enter your first and last name and select '**Parent**' as your role. Click '**DONE**'. (If you are a teacher in the district or in another district that also uses School Messenger, it is ok to select 'Teacher').

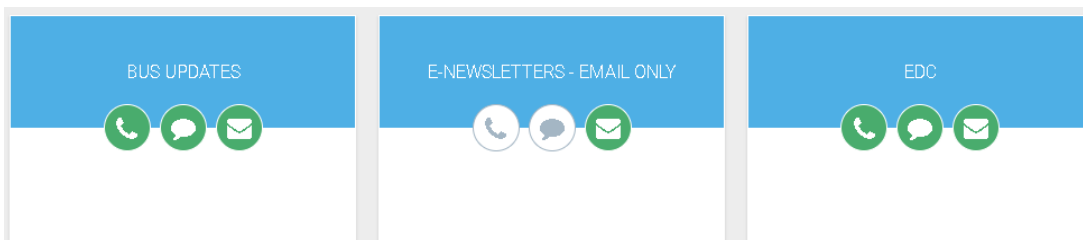
8. Click on the 3 horizontal bars at the top left and scroll down to select '**Preferences**'.
9. You will see 2 sections on this page – 'My contact information' and 'My message preferences'. Under 'My contact information', you will see all phone numbers and e-mail addresses for your household listed. Below that, you will see '**My message preferences**'. **Please click on each of the following broadcast types** (and then check or uncheck the boxes and save – this allows you to customize how you would like to be contacted for each).

## Broadcast Types



Please select numbers/e-mail addresses that may be reached during the school day for 'Emergency' and those which may be reached after hours for 'Non-school Hours Emergency'. **'Non-school Hours Emergency' will be used for all time-sensitive/urgent Extended Day Care (EDC) calls that are not weather-related.**

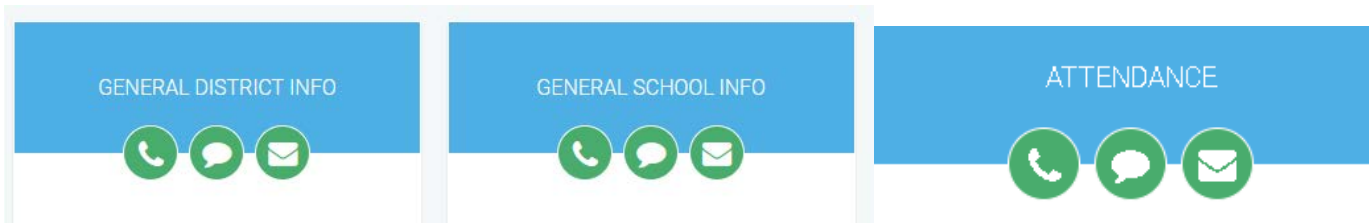
'WEATHER DELAY/CLOSING' will be used for all weather-related broadcasts. **At least one** phone number must be selected for each of these broadcast types.



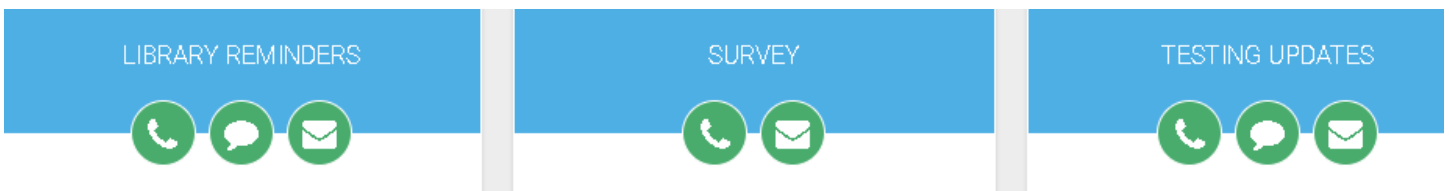
Bus updates will be used for any broadcasts which are bus / bus route related.

E-newsletters will only be sent via e-mail and will include things like the Home & School newsletter and the HS Daily Bulletin. If you don't want to get a daily e-mail but still want to check in periodically to see these newsletters, **please do not click 'unsubscribe' because this will mean you will not get ANY messages from the district. Instead, you can uncheck your e-mail address and save.** Newsletters will still appear in the app (or can be seen by logging in at <https://go.schoolmessenger.com>) for 30 days.

The 'EDC' broadcast type will be used to send non-urgent information about the Extended Day Care program.



These are the most commonly used broadcast types for sending out general information for the district or for your child's school. If your child is tardy or absent, you will receive an 'ATTENDANCE' call, text and/or e-mail.




'LIBRARY REMINDERS' are currently being sent by South Valley as an email and/or text at 4 pm the day before library for your child. This may be used by more schools in the future.

'TESTING UPDATES' will be used mostly for the high school to notify about things like PSAT testing but may be used to send out reminders about NJSLA or other testing.

We have not yet used the 'SURVEY' broadcast type, but this would be used to send out surveys.


10. When you click on each broadcast type, you will see which numbers and e-mail addresses have been selected for each type (**those designated with the green checkmark will be called/sent**). You can click the green checkbox to uncheck any numbers or e-mail addresses which should not be used for each type and then click the 'Save' button ('OK to call' next to a phone number only means that this number is ok to call and not blocked/chosen for emergencies only – **if there is no green checkmark, it will not be called for this broadcast type**):

**GENERAL DISTRICT INFO**  
General Information shared with the entire district.




**Phone call**  

☒ (609) 411-1234 OK to call  
☐ (856) 411-1234 OK to call  
☒ (856) 411-1234 OK to call



**Text message**  

☐ (609) 411-1234  
☒ (856) 411-1234  
☐ (856) 411-1234



**Email**  

☒ (609) 411-1234  
☒ (856) 411-1234 @mtps.com

Cancel

Save

11. If you have selected to receive texts, please be sure that each number that you would like to receive texts on has texted the word 'yes' to 67587. **Without this step, you will not receive texts.**
12. If there are phone numbers or email addresses you would like to be contacted at that are not in School Messenger, please log in to your Genesis parent portal and click on '**CONTACTS**' in the top menu bar. On the Contacts screen, you will be able to add an e-mail or phone # for each contact that you are able to edit:

Add Phone/Email:

Home Email

Home Email

Home Phone

Cell Phone

Work Email

Work Phone

Cell Phone:

You will also be able to add additional contacts. Any changes made in this 'Contacts' section of Genesis will be sent to our registrar, Cathy Kain, for approval. If there are any special circumstances that need to be explained, please contact Cathy Kain at (856) 778-6600 x. 12019 or [ckain@mtps.com](mailto:ckain@mtps.com).

13. When you are finished in School Messenger, please click on the 3 horizontal bars in the top left corner and scroll down and select '**Log out**'.

## FAQ

### What can I do in SchoolMessenger?

Once you've created your account, we'll automatically link the records associated with your email address. You can then:

- View the records associated with your account - student, staff, parent records.
- Review the last 30 days worth of messages for all your associated records.
- View your contact information and configure how you would like to receive notifications.

### Is SchoolMessenger secure?

The sign-up process creates a secure link between the user and SchoolMessenger. SchoolMessenger operates with the latest encryption technology to protect access to stored information. SchoolMessenger is also a signatory of the Student Privacy Pledge, which requires us to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your data.

### Trigger a badge or alert on your phone when a message is received:

1. Device (Push) Notifications will trigger a badge or alert when you receive new communications from your school or district. You can choose to receive Device Notifications in addition to, or instead of, the phone calls, emails, and text messages you normally receive. When you log into School Messenger, you will see any messages that have been sent to your e-mail through School Messenger within the past 30 days. You will be able to view all future messages here, as well, so you can decide if you'd like to receive them in your e-mail AND view them here or when you are setting up your preferences, you can choose not to receive e-mails and they will still show up in the app. If you turn on 'push notifications' for your app on your device, you will get a notification when a message is sent.