

Frequently Asked Questions

SchoolMessenger App for Families

What is the SchoolMessenger app?

The SchoolMessenger app includes new features and options to accompany our current mass messaging service. This app will allow families to connect with our district, schools and teachers in one “stream” of incoming messages. This app will also allow families to choose their preferences for non-emergency communication. Meaning that if you only want to receive messages in the app, and not via text, email and phone call, you will be able to tell the system to make those changes to your account. The exception will be communication related to absences and emergency situations.

How is the SchoolMessenger app different from SchoolMessenger?

The SchoolMessenger app adds a significant new feature, teacher-initiated messaging. This allows you to use the app to communicate with your student’s teacher, individually or in groups, and to exchange files (such as permission slips, photos from field trips, etc.) also all from within the app.

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.

Can the SchoolMessenger app be extended with add-on features from my school?

Yes, there are additional modules that have been turned on at the district level. Examples include individual student lunch account balances and student absence reporting, all within the app.

Is there any cost to upgrade to the new SchoolMessenger app?

No. The standard app with teacher-initiated messaging is free.

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 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 may automatically identify teachers and their students and notify you. Or, a teacher/coach may send out invitations with a class code, which then allows you to be tied to a specific a teacher for your student. Automatically generated lists will sync nightly so at the end of a term or school year, families will be automatically removed from groups and added to new ones based on school rostering data.

