

SchoolMessenger Notification System

Parents/Guardians

As you may know, Arlington uses the SchoolMessenger callout service to phone you about emergencies, school closings, and early dismissals, as well as to remind you about school activities and important dates. As we look to reduce the paper we send home, we will be increasingly using SchoolMessenger to email forms and pertinent school and district information.

- Each parent/guardian has a SchoolMessenger account, so each parent will receive messages on the primary phone and email we have listed for you.
- Non-custodial parents will now receive phone notifications (if we have your number), unless you opt out using the new SchoolMessenger App.
- All parents/guardians who do not want to receive a 5:00am closing/delay call must opt out using the App. Please sign up for the SchoolMessenger App immediately so that you get the information you want, the way you want it!
- The district has automatically added one primary phone number and one email per parent/guardian to SchoolMessenger to receive notifications. If you want to receive messages at any other phone number or email address, you must add this contact information through the App.

If you have already signed up for the SchoolMessenger App, now is a good time to review your preferences. If you have not yet signed up for the App, please follow the directions below.

The SchoolMessenger App: How it works:

The SchoolMessenger App provides access to all the messages and information sent by the Arlington Central School District. Accessible from any internet-enabled device, the SchoolMessenger App visually displays and organizes alerts, notifications, and attachments for easy review and reference. The SchoolMessenger App also allows you to customize how you receive communications from the school and district. If you download the App on your mobile phone, you will be able to receive push notifications.

How do I sign up for the SchoolMessenger App?

You must have a valid email address and it must be listed in our student database. If you have a SchoolTool (Parent) Portal account, you will use your Parent Portal email address.

Follow these three steps:

1. Download the SchoolMessenger App from the Apple App Store or Google Play Market, OR you can also access the SchoolMessenger App web portal at <https://go.schoolmessenger.com>
2. Click the "Sign Up" button, enter your email address, and create a password. An email will be sent to that address with a secure link. *Note: If you receive a "this account already exists" error message that means you already created a SchoolMessenger account in Contact Manager using the email address in SchoolTool. Simply follow the "Return to login" link and login with your old Contact Manager credentials. Use the "Forgot your password" link if needed. You can then skip Step 3.*
3. After authenticating via the link sent to your email, return to the SchoolMessenger App and sign in using your email and password.

4. Complete the profile screen by filling in your name and choosing “Guardian or Parent” to indicate contact type. Press Save.
5. Once the profile is completed, you will see the message screen that lists any recent messages (like the one you are receiving today).

What's in the SchoolMessenger App?

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, and 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.
6. To view messages, check student contacts, and change/add preferences and contact information, click on the menu icon (three parallel lines) on the top left of the App.
 7. If you would like to receive push notifications, go to “Settings” and turn push notifications on.

NOTE: To ensure that you are receiving important school and district information, make sure that you are receiving general messages via email.

Please email keycommunicator@acsdny.org or visit www.arlingtonschools.org for further information.

SchoolMessenger App Questions & Answers

How do I make sure that I receive important information from Arlington schools and the district office?

As we move to reduce the number of district mailings and paper notices we send home, we will be sending more information via email through SchoolMessenger. Make sure that you are accepting general messages through email and DO NOT block your email address or unsubscribe from receiving emails from SchoolMessenger.

How do I select my preferred method of communication?

Web Portal: Click the preferences link at the top. If you do not wish to receive calls for AM closings or delays, make sure you turn those notifications off.

APP: Click the menu icon (top left) and select "Preferences". If you do not wish to receive calls for AM closings or delays, make sure you turn those notifications off.

How do I add my phone numbers, email addresses, and text messaging to the App?

You will be able to add additional phone numbers and email addresses in the App by going to Preferences and clicking the Add More (plus sign) button on the right side of your screen.

When I signed into the App, I do not have the Preferences link available. What does that mean?

In order to manage your preferences in the SchoolMessenger App, you must have an email address in SchoolTool. If you have a SchoolTool (Parent) Portal account, make sure you are using the email associated with your SchoolTool account.

In order to register for the SchoolTool Portal, complete the [registration form](#). For security purposes, parents must return the form in person to their child's school. Please bring a driver's license or photo ID. If you have children in more than one school, you can list all of your children on one form and return the form to whichever school is more convenient. If you have any questions about this process, or if you live out of town, please contact the SchoolTool Portal Help Desk at parentportal@acsdny.org.

IMPORTANT – SMS text messages!

To receive text message you must check the Send Text button for each cell phone in the App. If you have registered for the App and see your contacts listed, but do not see the option for adding text messaging to you cell phone, you can also subscribe using the SchoolMessenger short code. Simply text the word, *subscribe*, to **67587**. That's it! You've completed the opt-in process.

How do I get push notifications?

Go to "Settings" and turn push notifications on.

Where can I get help with the App?

Please visit the Help section within the SchoolMessenger App (currently found on the web portal only at <https://go.schoolmessenger.com>) or send an email to Keycommunicator@acsdny.org