



The primary method of notification for cancelling classes is SCHOOLMESSENGER. Parents, students, and school staff will receive an email and an automated phone call outlining the specifics regarding the cancellation of classes, delayed start, or other emergency notification.

In addition to notifications in the form of an email and a phone call, **we are able to text a message** from SCHOOLMESSENGER. The system will be configured to send text messages to parent cell phone numbers already provided to the school. Please know that **this is an opt-in OR opt-out feature**, and you must agree OR decline to receive a text message as outlined below.

This feature is "opt -in " OR "opt-out" for two reasons. First, it is a way for us to verify the accuracy of your cell phone number(s) in our database, since SCHOOL MESSENGER only works with the phone numbers we currently have in the system. Secondly, it is an acknowledgment on your part of any potential costs associated with receiving text messages pertinent to your own data plan.

In order to opt-in to receive notifications via text message, OR to opt-out and therefore decline, please do one of the following ~

Using your cell phone (the number that is registered with the school)

- **text the word "yes" to the # 68453 to opt-in**

OR

Using your cell phone (the number that is registered with the school)

- **text the word "no" to the # 68453 to opt-out**

*If your carrier is **TMobile or Sprint**, you may have to request that your carrier turn on SMS (short code messaging).

FREQUENTLY ASKED QUESTIONS (FAQ)

How do I know if it worked?

After you text one of the keywords (yes or no) to the short code, the system will ALWAYS respond back with one of three messages:

Opt-in Response: *You're now registered with the SchoolMessenger notification service. Reply STOP to cancel, HELP for help. Msg&data rates may apply.3msgs/mo. schoolmessenger.com/tm*

Opt-out Response: *You're unsubscribed from SchoolMessenger. No more messages will be sent. Reply Y to resubscribe or Help for help. Msg & data rates may apply schoolmessenger.com/tm*

Help or Unknown Key Word Response: *Reply Y to subscribe for aprox 3 msgs/mo.Text STOP to quit. For more information reply HELP.*

Any other response – or no response – indicates the recipient should contact their wireless device provider to have SMS messaging/premium content enabled (see below for more details).

What does it mean if I texted “yes” to 68453 and I received some sort of error message back?

If you receive what appears to be an error message similar to one of the following it most likely means that short code text messaging is not enabled on your wireless subscription plan:

- Service access denied*
- Message failed*
- Shortcode may have expired or shortcode texting may be blocked on your account*
- Does not participate*

These replies DO NOT indicate that the wireless provider can't receive messages from SchoolMessenger. Rather, they are an indication that the mobile device does not have short code SMS texting enabled for that number. This is sometimes disabled by default on company provided cell phones. To address this, contact your wireless provider.

[Note: Providers sometimes use various names for this type of texting service (e.g. short code, SMS, premium, etc.). If you simply ask about text messaging, your carrier may assume you are referring to person-to-person. Therefore be very clear to refer to “short code” text messages. Most TV programs with a voting component use short code SMS messaging (e.g. American Idol, Dancing with the Stars, etc.). Using an example such as this can be a way to clarify the type of texting service you want to enable.]

Will I be charged for the text messages that I receive from SchoolMessenger?

SchoolMessenger does not charge recipients for the text messages that they receive or send to the short code; however, wireless providers may charge for individual text messages depending on the plan associated with the wireless device.