

SCHOOLMESSENGER: PARENT FAQ



The Bruce-Grey Catholic District School Board (BGCD SB) and its schools use SchoolMessenger to contact families using telephone messages and email messages.

Schools use the system to communicate information related to school events as well as automated attendance messages. The Board uses the system to communicate information related to district-wide events.

Additionally, parents/guardians have the ability to create a SchoolMessenger account and customize messaging preferences using the SchoolMessenger website or the free SchoolMessenger mobile app.

CONTACT INFORMATION

WHAT CONTACT INFORMATION IS USED?

Contact information is uploaded to the SchoolMessenger system from the BGCD SB student information system, Maplewood, each morning. The following contact information is used: Parent's/Guardian's home phone numbers, cell phone numbers, email addresses, and student's home phone number.

HOW DO I UPDATE MY CONTACT INFORMATION?

Notify your student's school of any information changes. Once the information has been updated in Maplewood, it takes one school day for the information to update in SchoolMessenger.

CAN I SELECT THE TYPES OF MESSAGES I WANT TO RECEIVE?

Yes, you can set your notification preferences using your SchoolMessenger account online or with the mobile app. Your SchoolMessenger account allows you to set your notification preferences and review messages that you have received in the past 30 days.

Refer to the section below for additional information on your SchoolMessenger account.

SCHOOLMESSENGER ACCOUNT

WHY SHOULD I CREATE A SCHOOLMESSENGER ACCOUNT?

Your SchoolMessenger account is a free and easy way to stay connected with events at your student's school and the BGCD SB. You can review recent voice and email messages sent by the Board or your student's school, manage your contact preferences, and set your mobile devices to display when new communications arrive. Access your account from the web or from any Internet-enabled device using the SchoolMessenger app available in the App Store or Google Play Store.

HOW DO I SIGN UP FOR MY SCHOOLMESSENGER ACCOUNT?

Visit the SchoolMessenger website at <http://go.schoolmessenger.ca>. Create an account by clicking **Sign Up** at the top right.

OR

Download the free SchoolMessenger app from the App Store or Google Play store.

IMPORTANT: You must use the email address you provided to your student's school.

VOICE MESSAGES

I AM NOT RECEIVING PHONE CALLS. WHO SHOULD I CONTACT?

Contact your student's school to make sure your contact information is up to date in Maplewood.

I MISSED A CALL FROM MY STUDENT'S SCHOOL AND ACCIDENTALLY DELETED THE VOICEMAIL. HOW CAN I RETRIEVE IT?

Using your SchoolMessenger account, you can access messages from the past 30 days. If you do not see a message in your account, contact your student's school.

EMAIL MESSAGES

HOW DO I SUBSCRIBE TO RECEIVE EMAILS?

When email is a part of the broadcast, the message is automatically sent to the guardian email addresses associated with the student. Contact your student's school to ensure the email addresses are correct. Next, sign into your SchoolMessenger account to set your notification preferences.

I AM CURRENTLY RECEIVING EMAILS FOR MY STUDENT, BUT NO LONGER WANT TO BE NOTIFIED THIS WAY. HOW CAN I CHANGE THIS?

Visit the SchoolMessenger website at <http://go.schoolmessenger.ca> to update your contact preferences.

I CHANGED THE EMAIL ADDRESS THAT IS ASSOCIATED WITH MY STUDENT. WHAT ARE MY NEXT STEPS?

First, contact your student's school to update your information. Next, visit the SchoolMessenger website at <http://go.schoolmessenger.ca> to create a new SchoolMessenger account and to set your contact preferences again.

I ACCIDENTALLY CLICKED THE "UNSUBSCRIBE" LINK IN AN EMAIL MESSAGE I RECEIVED FROM THE SCHOOL. HOW DO I START RECEIVING MESSAGES AGAIN?

If you have mistakenly unsubscribed from messages, update your preferences to re-subscribe.

ADDITIONAL SUPPORT

WHO SHOULD I CONTACT IF I HAVE QUESTIONS?

Contact your student's school.