Si necesita servicios de traducción gratuitos para comprender los procesos escolares, llame al (919) 852-3303

إذا كنت بحاجة إلى خدمات الترجمة المجانية للتعرف على سير العمليات بالمدرسة، اتصل بالرقم (919) 852-3303

Si vous avez besoin de services de traduction gratuits pour comprendre les procédures scolaires, appelez le (919) 852-3303

यदि आपको विद्यालय की प्रक्रियाओं को समझने के लिए नि:शुल्क अनुवाद सेवाएं चाहिए, तो (919) 852-3303 पर कॉल करें

학교/교육 과정에 관한 무료 번역 서비스가 필요하시면 다음 번호로 연락하여 주십시오 (919) 852-3303

Nếu quý vị cần sự thông dịch miễn phí để hiểu phương pháp trường học, xin vui lòng gọi số điện thoại (919) 852-3303

如果您需要免费翻译服务来了解学校流程，请致电 (919) 852-3303

What is SchoolMessenger?

SchoolMessenger allows parents/guardians to view and listen to messages from the school district and their student's school and to personalize how these communications are received.

Create SchoolMessenger Account

1. Using any internet browser, visit https://go.schoolmessenger.com.

2. Click **SIGN UP**.

3. Enter your **email address**.

   IMPORTANT: The email address must already be on file in the district student information system.


4. Enter a **password**. It must contain the following:
   - One or more lowercase letters
   - One or more uppercase letters
   - One or more numbers
   - Must be at least 6 characters

5. Click **Sign Up**.

6. Log into your email account and open the message from **SchoolMessenger**.

   NOTE: The email message can come from a number of different email addresses including (but not limited to): support@accounts.sm.com or broadcasts@schoolmessenger.com.
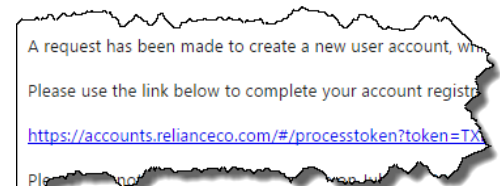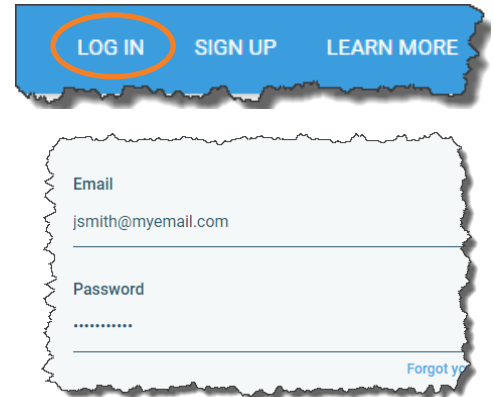

7. Click the **activation link** in the email message.

   Your SchoolMessenger account has been created and is ready for use.
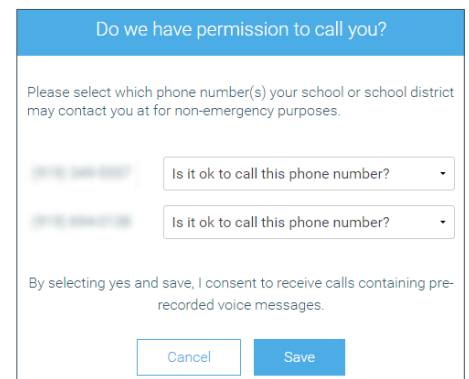
Sign Into SchoolMessenger

1. Using any internet browser, visit https://go.schoolmessenger.com.

2. Click **LOG IN**.

3. Enter your **Email** and **Password**.

4. Click [Log in].

Grant Permission for Non-Emergency Phone Calls

The first time you log into SchoolMessenger, you will be asked to grant permission for each phone number associated with your account.

1. Click **Is it ok to call this phone number?** and select your answer.
   - Repeat for each phone number shown.

2. Click **Save**.

Review Messages

After SchoolMessenger sign in, your messages will be displayed. Messages are saved for **30 days**.

1. Click each **message** to review.
   - Messages can be audio recordings or text depending on how your student's school chose to send the message.

2. Click **All** for message filter options.
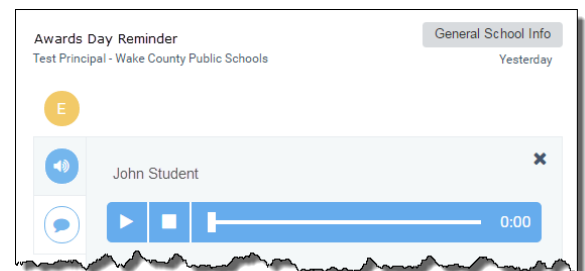
View Contacts

Click **CONTACTS** to view the students associated with your account. If you do not see all your students, contact the student's school to make sure your contact information is current.
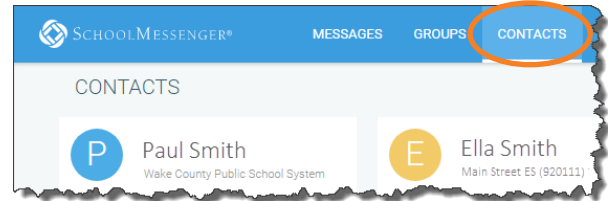
Select Contact Preferences

Customize message delivery settings. Choose to receive phone calls, texts and/or email messages. The sender of the message may not use all delivery methods for every message. Change your contact preferences at any time.

IMPORTANT: You will not receive text messages until you opt-in. Text **YES** to **67587**.

To change or add any contact information, contact your student's school.

1. In upper-right corner, hold your mouse over your name.

2. Click **Preferences**.

3. Click **Wake County Public School System**.

4. Click a **phone number** or **email address**.

5. For each message type, click the desired **contact method**.
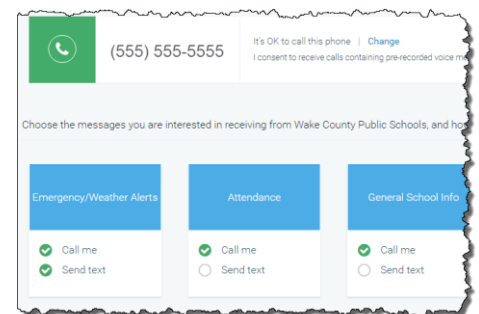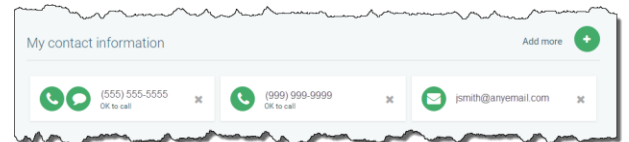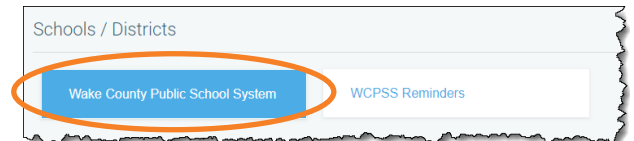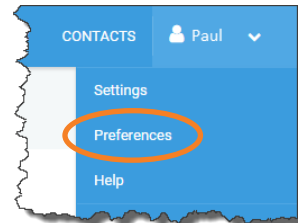
   - **Emergency/Weather Alerts**
     Emergency notifications sent by district level personnel.

   - **Attendance**
     Attendance messages. At least one phone number required.

   - **General School Info**
     Phone, text or email messages regarding your student's school.

   - **Urgent School News**
     If there is an event involving your student requiring your urgent attention, you will be contacted via phone, text or email.

   - **Transportation**
     Bus rider communications.

6.   Click **Save**.

7.   Repeat the process for each phone number and email address.

8.   Click **WCPSS Reminders**.
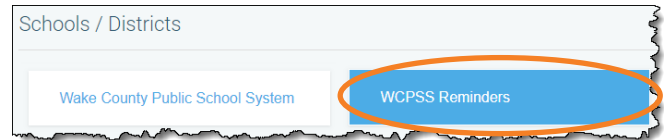
9.   Click a **phone number** or **email address**.

10.   For each message type, click the desired **contact method**.

- **Child Nutrition**
  Lunch balance reminders.

- **Reminders**
  General district reminders.

11.   Click **Save**.

12.   Repeat the process for each phone number and email address.

Additional Information

- Mobile app is available for iOS in the App Store and for Android in the Google Play Store.

- Additional information including frequently asked questions is available on the WCPSS website at http://www.wcpss.net/schoolmessenger.

- If you have any additional questions, contact your student's school.