

What is infoCenter?

InfoCenter is an add on to the SchoolMessenger communications tool. It 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 infoCenter Account

1. Using any internet browser, visit <http://infocenter.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

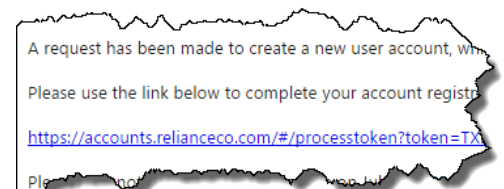


5. **Confirm Password** by typing the same password again in the space provided.

6. Click **Create New Account**.

7. 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

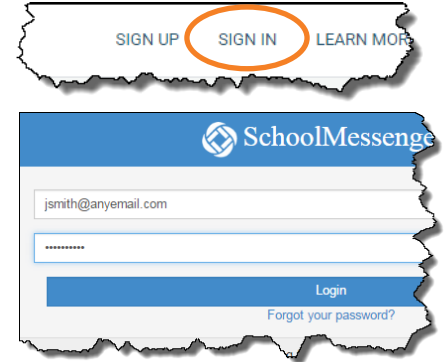


8. Click the **activation link** in the email message.

Your infoCenter account has been created and is ready for use.

Sign Into infoCenter

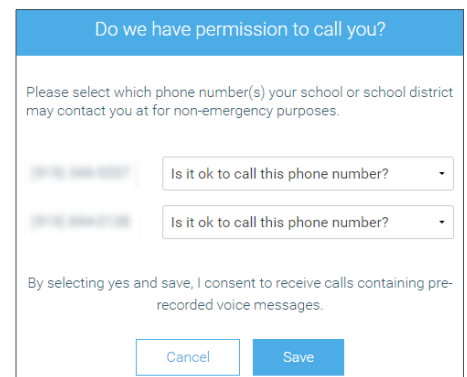
1. Using any internet browser, visit <http://infocenter.schoolmessenger.com>.
2. Click **SIGN IN**.
3. Enter your **Username** and **Password**.
4. Click **Login**.



Grant Permission for Non-Emergency Phone Calls

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

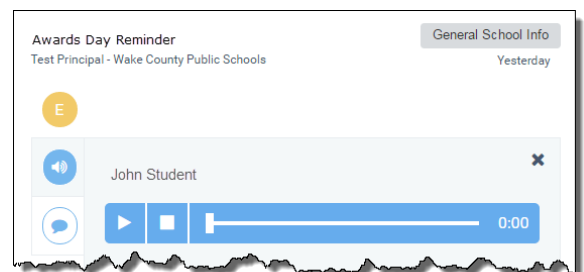
1. Click **Is it ok to call this phone number?** and select your answer.
 - Repeat for each phone number shown.
2. Click **Save**.



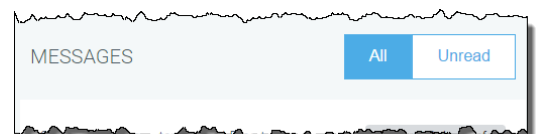
Review Messages

After infoCenter 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 deliver the message.

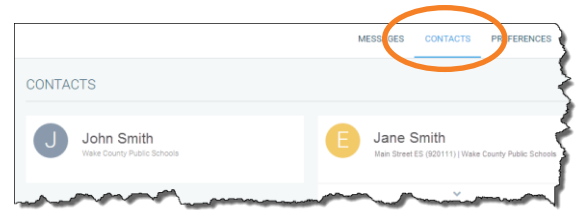


2. Click **Unread** to review only new messages or click **All** to review all messages.



View Contacts

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

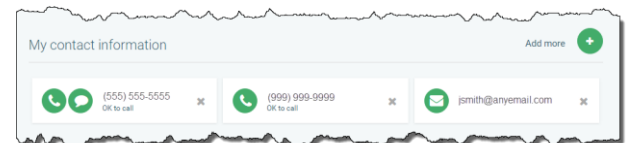


Select Contact Preferences

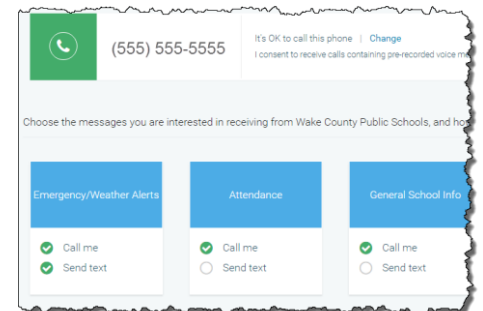
Customize message delivery settings. Choose to receive phone calls, texts and/or email messages. The sender of the message may not use all delivery methods for every message. Change your contact preferences at any time.

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

1. Click **PREFERENCES**.
2. Click a **phone number** or **email address**.
3. 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 students's school.
- **School Email Newsletters**
Email only. General non-urgent business/newsletters
- **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**
Not currently in use. Future use for bus rider communications.
- **Child Nutrition**
Not currently in use. Future use for lunch balance communications.



4. Click **Save**.
5. Repeat the process for each phone number and each email address.

Additional Information

- Mobile app is available for iOS in the App Store and for Android in the Google Play Store.
- You will not receive text messages until you opt-in. Text **YES** to **67587**.
- 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.