

SchoolMessenger is a rapid notification system used to contact families in the Wake County Public School System using telephone messages, text messages and email messages.

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

Additionally, parents/guardians have the ability to customize messaging preferences using the infoCenter website or the free infoCenter mobile app.

## Contact Information

### What contact information is used?

Contact information is uploaded to the SchoolMessenger system from the WCPSS student information system, PowerSchool, 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 PowerSchool, 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 the infoCenter website or mobile app. infoCenter 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 infoCenter.

## infoCenter

### What is infoCenter?

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

### How do I sign up for InfoCenter?

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

**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 PowerSchool.

### **I missed a call from my student's school and accidentally deleted the voicemail. How can I retrieve it?**

Using infoCenter, you can access messages from the past 30 days. If you do not see a message in infoCenter, 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 infoCenter 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 infoCenter website at <http://infocenter.schoolmessenger.com> 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 infoCenter website at <http://infocenter.schoolmessenger.com> to create a new infoCenter 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, email [smsubscribe@wcpss.net](mailto:smsubscribe@wcpss.net) from the email address associated with your student to re-subscribe.

## Text Messages

### How can I opt-in to receiving text messages?

Text **YES** to **67587** from the cell phone you wish to receive text messages on. You will receive the following confirmation message:

*You're registered 4 SchoolMessenger notifications. Reply STOP to cancel, HELP for help. Msg&data rates may apply. Msg freq varies. schoolmessenger.com/txt*

**IMPORTANT:** The phone number must be associated with your student in PowerSchool to receive text messages from the school and the district.

### I received a text message that says it's from SchoolMessenger? What does it mean?

An opt-in invitation message was sent by WCPSS using SchoolMessenger from 67587 and said:

*Wake County Public Schools alerts. Reply Y for aprx 3 msgs/mo. Txt HELP 4 info. Msg&data rates may apply. See [schoolmessenger.com/tm](http://schoolmessenger.com/tm)*

To continue receiving text messages, reply with Y. If you don't reply, you will not receive any future texts alerts from SchoolMessenger.

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

SchoolMessenger does not charge recipients for the text messages they receive.

However, wireless providers may charge for individual text messages depending on the plan associated with the wireless device.

### I changed my cell phone number, do I have to opt-in again?

Yes. Contact your student's school to update your information and then text **YES** to **67587** to opt-in using your new phone number.

### How can I opt-out of receiving text messages?

Text **STOP** to **67587**. The system will respond back:

*You're unsubscribed from SchoolMessenger. No more msgs will be sent. Reply Y to re-subscribe, HELP for help. Msg&data rates may apply. schoolmessenger.com/txt*

## Additional Support

### Who should I contact if I have questions?

Contact your student's school.