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

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यदि आपको विद्यालय की प्रक्रियाओं को समझने के लिए निःशुल्क अनुवाद सेवाएँ 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

Sign up

Email  
jsmith@myemail.com

Password  
.....

One lowercase letter    One number  
One uppercase letter    6 - 255 characters

Sign up

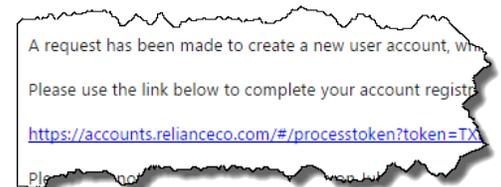
5. Click **Sign Up**.

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](mailto:support@accounts.sm.com) or [broadcasts@schoolmessenger.com](mailto: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

- Using any internet browser, visit <https://go.schoolmessenger.com>.
- Click **Log in**.
- Enter your **Email** and **Password**.
- Click **Log in**. 



## Grant Permission for Non-Emergency Phone Calls

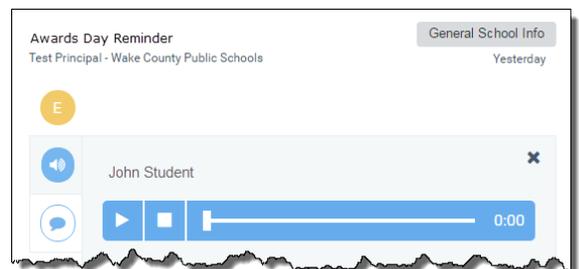
The first time you log into SchoolMessenger, you will be asked to grant permission for each phone number associated with your account.

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

## Review Messages

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

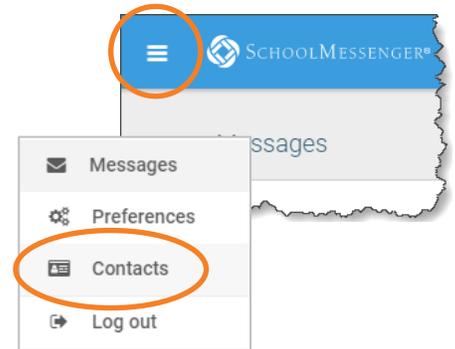
- Click each **message** to review.
  - Messages can be audio recordings or text depending on how your student's school chose to send the message.
- Click **All** for message filter options.



## View Contacts

View students associated with your email address. If you do not see all your students, contact the student's school to verify your contact information.

1. In upper-left, click **Menu icon**.
2. Click **Contacts**.



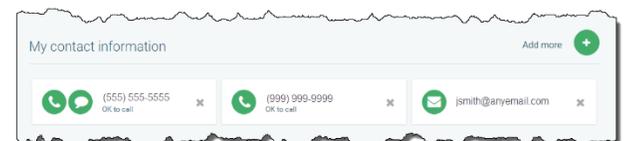
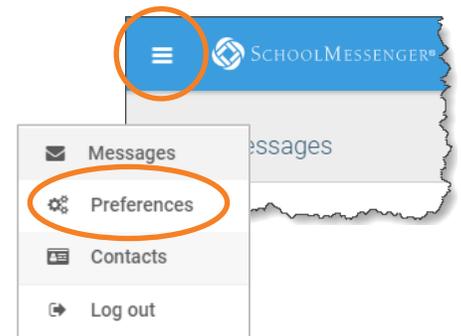
## Select Contact Preferences

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. You can change your contact preferences at any time.

### IMPORTANT NOTES:

- 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.

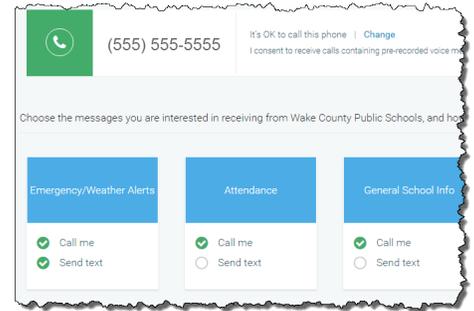
1. In upper-left, click **Menu icon**.
2. Click **Preferences**.
3. Click **Wake County Public School System**.
4. Click a **phone number** or **email address**.





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

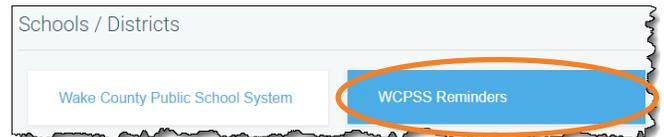
- **Emergency/Weather Alerts:** Emergency notifications sent by district level personnel.
- **Attendance:** Attendance messages. At least one phone number required.
- **General School Info:** Phone, text or email messages regarding your student’s school.
- **Urgent School News:** If there is an event 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.