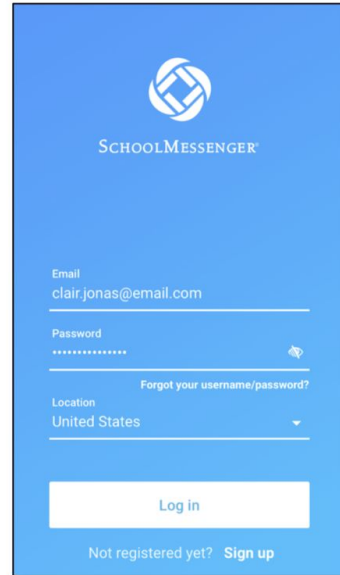# SchoolMessenger App: Getting Started

Welcome back, Bay families! Many of our staff members are now using the SchoolMessenger app to send communication home. The mobile app is similar to apps like Remind and syncs with PowerSchool to ensure we have updated contact data. It also gives you the ability to choose how you'd like to be contacted: email, text, or both. To get started, visit go.schoolmessenger.com to create your account or download the app.

Sign Up

1) Tap **Sign Up** at the bottom of your phone screen.

2) Enter your email address, location and a password. Your password must: be at least six characters in length, contain at least one uppercase character, one lowercase character, and one digit (e.g. School123).

3) Receive an email message at the email address you provided. Tap on the link in the email to verify your account. A new page will open up in your default web browser. This link is only valid for 24 hours. If you do not tap on it and log into the SchoolMessenger App within 24 hours, it will expire. To be sent a new link, restart the sign up process.

4) Return to the SchoolMessenger App.

5) Enter the same email address and password you used to create the account.

6) Tap **Log In**. A message appears that you've successfully logged in. You may now launch the App and log in using the same email address and password you used to create the account.
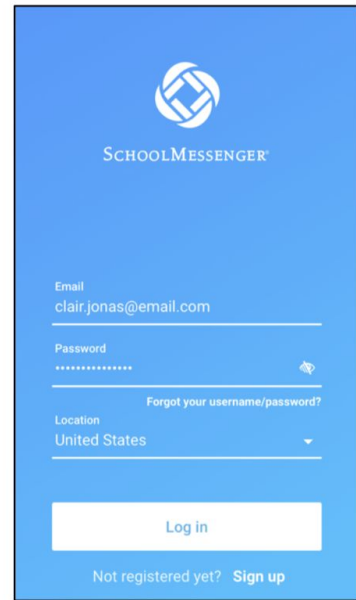
Make sure you Sign Up with the same email address on file with the school!

Log In

To log into the SchoolMessenger App:

- Tap the **Log In** button.

- Enter the email address you used to register in the SchoolMessenger App.

- Enter your password.

- Enter your location.

- Tap the **Log In** button. Tap on **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.

Because your email is synced with PowerSchool, (in most cases) your student's teachers and classes will automatically be added to your account **(may require a synch in Contacts first)**.
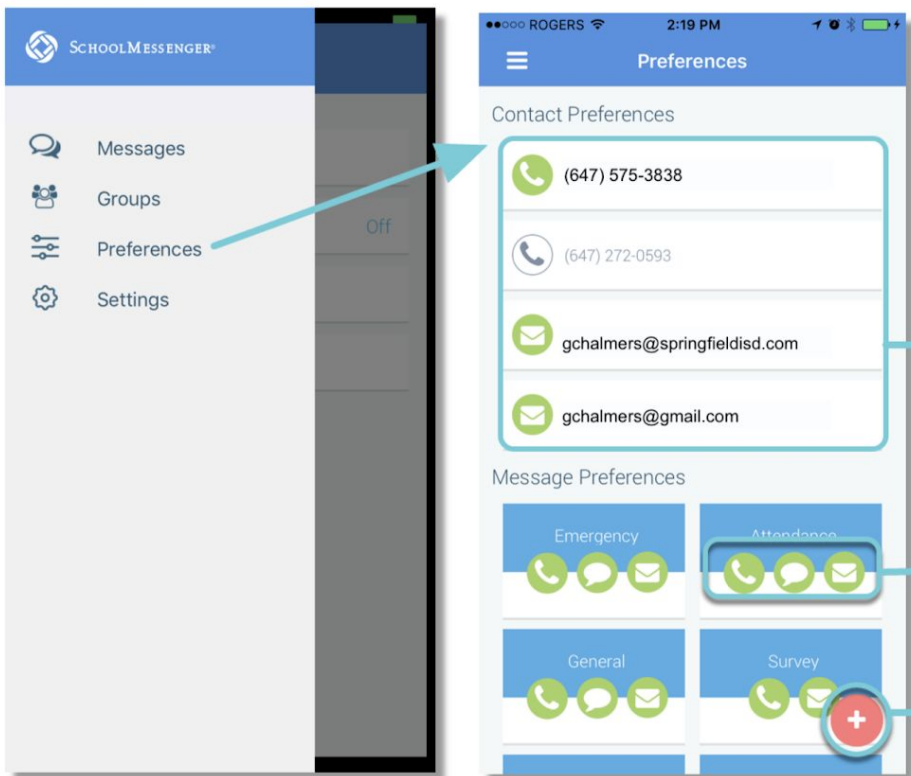
SchoolMessenger App: Getting Started

If your teacher or coach has created a Custom Group…

1. Tap on the **Groups** menu option.

2. Tap on Join Group Using a Code.

3. In the **Join a group** window, enter the **access code** that was provided to you by a teacher.

4. Tap **Join** at the top of the screen

You can also manage how you receive notifications.

To configure your **Contact** and **Message Preferences**:

1) Tap on the menu button ☰ on the upper left corner of your screen.

2) Tap on the **Preferences** option. The preferences on this page affect SchoolMessenger Broadcasts that may be sent to you from the school/district. They do not affect messages sent and received from within the SchoolMessenger App.

Your Preferences screen shows your contact information and the types of messages which the school/district has set up in their SchoolMessenger setup. Hence, more or fewer message types may appear here with unique names, defined as such by the school/district.

Your Contact Preferences shows all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Phone numbers that are grey are pending consent approvals.

Select how you want to be contacted for each message type by clicking the icon. If green, the notification message type is enabled. If grey, you will not receive the notification in this message type.

Click the Add button to either add a new phone number or email address.

Get a message that your email isn't on file with the district? Try syncing your account in the Contacts section of the app.

Still need assistance? Please fill out this form.