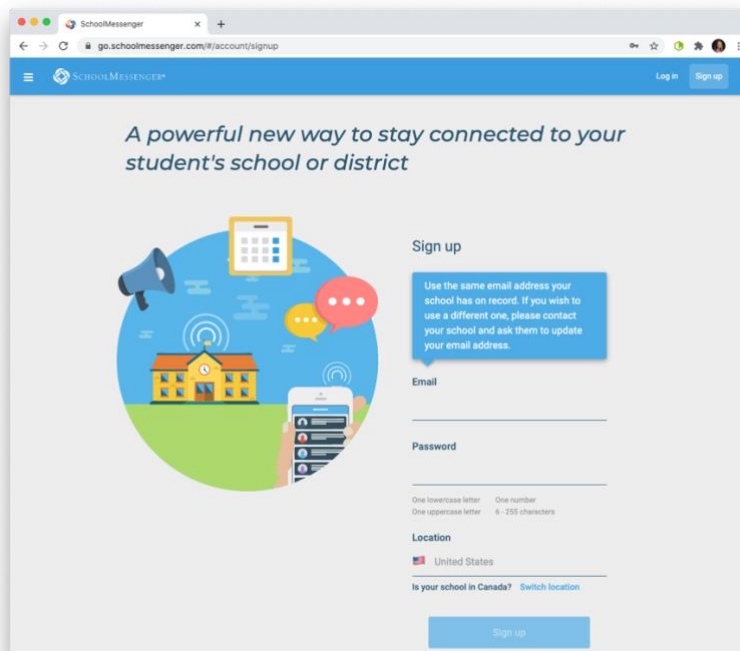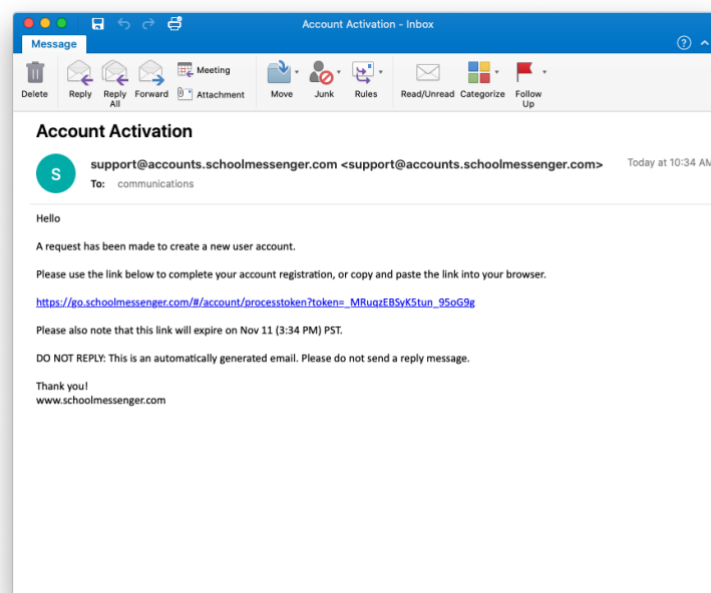# Managing Your School Messenger Communication Preferences

1. Go to **go.schoolmessenger.com** and click "Sign Up" at the top right of the page.

2. Enter the **primary email address where you receive SSA emails**, choose a password and click the blue Sign Up button.
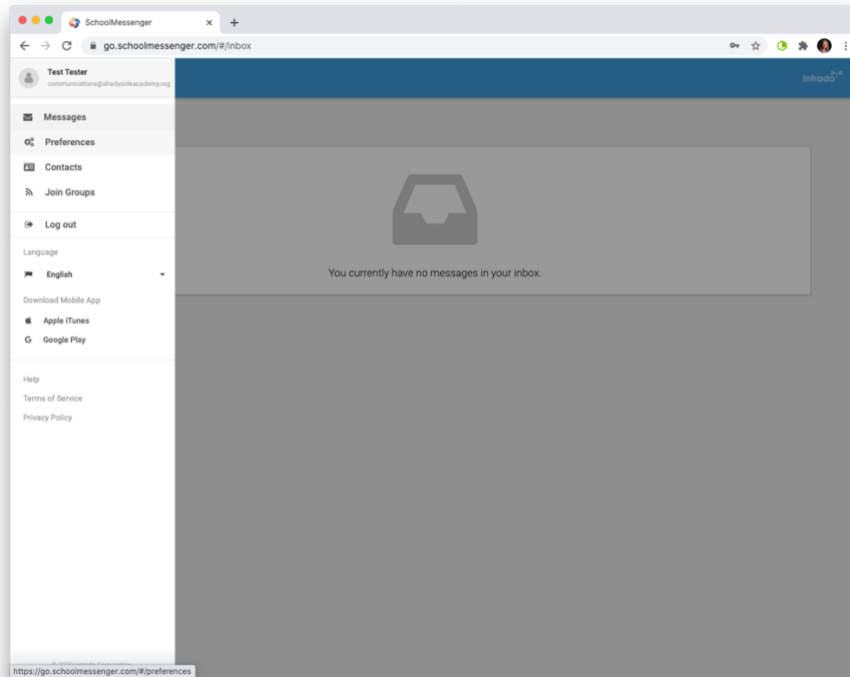

3. School Messenger will send an Account Activation email to your primary email address. **Open the email and click the link to complete your account registration.**
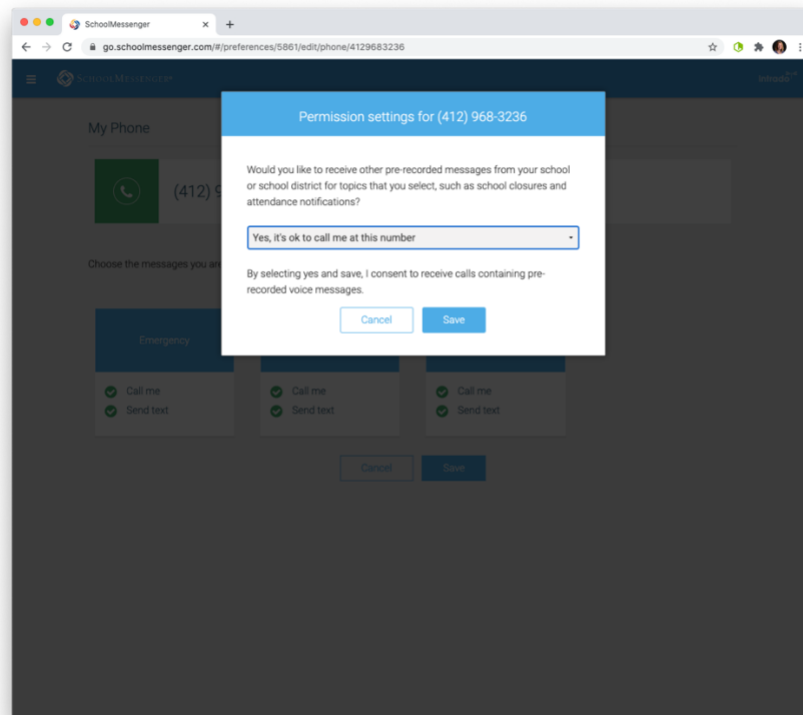

4. Return to the **go.schoolmessenger.com** home page, click "Log In" at the top right, and enter your email address and password.

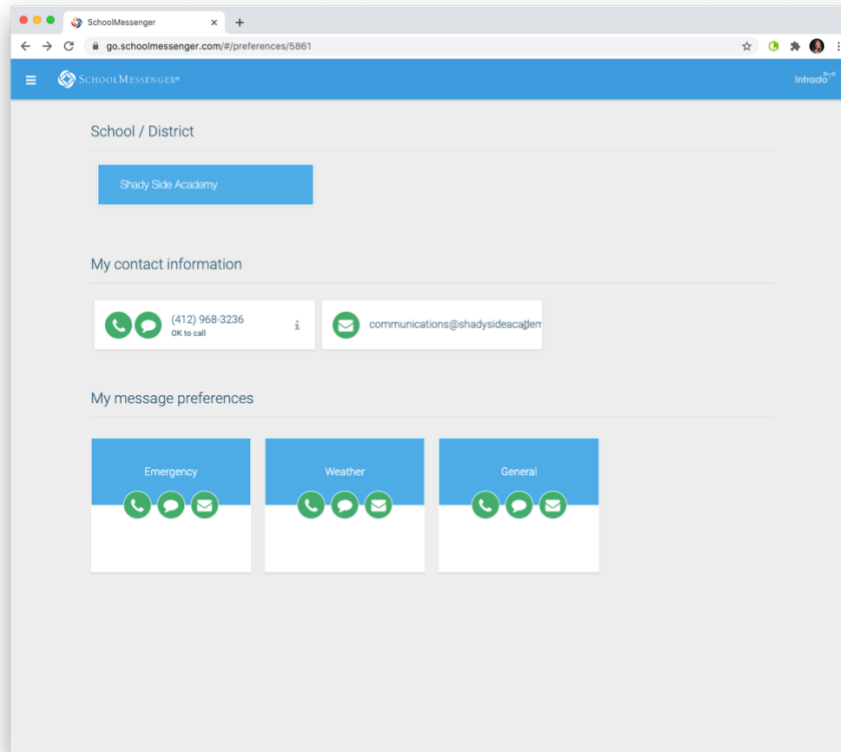5. This will take you to the Messages page of your account, which will be empty since SSA does not use the Messages feature of School Messenger. **Click the 3-line "hamburger" menu icon at the top left of the page and choose "Preferences."**
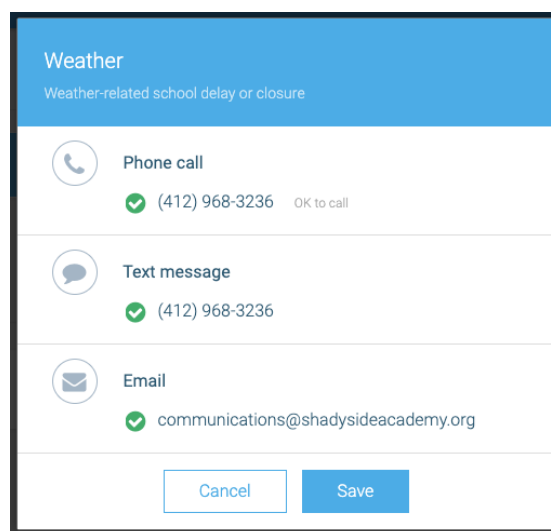

6. If you see a pop-up asking for permission to call you at your phone numbers, select **"Yes, it's ok to call me at this number"** from the drop-down menu for each number.

7. On the Preferences page, under "My contact information" you'll see the home phone, mobile phone and primary email address from your SSA Veracross record. Under "**My message preferences**," you'll see boxes for three message types: **Emergency, Weather and General**. In each box are three icons: Phone, Text Message and Email. Green icons indicate that message delivery is turned on for that contact type; white icons indicate that delivery is turned off or that no contact information is available.

8. **To change your message preferences**, click on the Emergency, Weather or General box, uncheck any contact types you wish to turn off, then click Save.

9. Click the menu icon at the top left of the page and choose **Log Out**. All done!

Important Notes

- **Emergency, Weather and General alerts will be sent to you by default unless you turn them off in School Messenger.** You do not need to sign up for a School Messenger account if you are fine with receiving SSA alerts as follows:
    - Phone call to Home Phone and Mobile Phone
    - Text message to Mobile Phone
    - Email to Primary Email Address

- **To turn off alerts to a phone number shared by family members, preferences must be updated for each person.** For example, if you do not want weather calls to your home phone, which is on every family member's record, you'll need to log in to each person's School Messenger account to turn off weather phone calls to that number.

- **To update preferences for your child, you can set up their School Messenger account for them.** Follow the steps above but use your child's SSA email address to activate their School Messenger account. Note the account activation link will be sent to the child's SSA email address. K-8 parents can access their child's SSA email on their SSA-issued iPad. PK parents can request their child's SSA email login credentials by emailing helpdesk@shadysideacademy.org and then log in to the account online.

- **Contact information cannot be updated in School Messenger.** Your home phone, mobile phone and email sync to School Messenger from your Veracross record. To update this information, log into Veracross and click the profile update button.

- **To receive text messages, a mobile phone number must be in the Mobile Phone field in Veracross.** If it is only in the Home Phone field, it will receive a phone call but not a text alert. Log into Veracross and click the profile update button to make sure your family's mobile phone numbers are in the Mobile Phone field of their records.
    - Senior School students should have a mobile phone number in Veracross in order to receive text alerts for campus emergencies, such as a lockdown.
    - *Note: if you do not have a home landline, your mobile phone number should be in BOTH the Home Phone and Mobile Phone fields in Veracross.*

- **You cannot add other people's phone numbers to your School Messenger account – yet** – such as a nanny or grandparent. We hope to implement a feature that will enable people like this to sign up for SSA School Messenger alerts.

- **SSA does not use the Messages or Groups features of School Messenger.** Your School Messenger account is only used to update your communication preferences.

- **School Messenger offers a mobile app** for iOS and Android where you can manage your preferences via your mobile phone as well.

Questions? Technical Problems? Email helpdesk@shadysideacademy.org.