



## **Frequently Asked Questions**

### **How do I sign up for School Messenger?**

Parents and guardians do not need to sign up for School Messenger. You are automatically enrolled with the information you provided when you registered your child for school. However, that information may be outdated. Parents **do need to** log on to the [School Messenger Contact Manager](#) to activate an account and select how they would like to be contacted (phone, e-mail and text message\*). Parents should also review their contact information to ensure it is accurate. The student's school should also be notified of any changes that are made in the Contact Manager. [Read the Instructions for Activating an Account.](#)

### **What type of messages will I receive from School Messenger?**

School Messenger will be used to send everything from snow closure alerts to attendance messages and classroom updates. The school district administration can send critical messages to the entire district, principals can send information to the school community and teachers can reach out to their classrooms. In the near future, you will be able to receive information about low lunch balances in your student account and other important information.

### **What time would school closure phone calls come to my home?**

While we can't guarantee an exact time, please know we would NEVER call your home before 5 a.m. We anticipate school closure calls coming between 5:30 and 6 a.m., which gives people enough time to make alternate arrangements for their day.

### **Is School Messenger secure?**

Your student's information is stored on a secure server and all personal data is sent in an encrypted format. Please remember, just like with any application, if you give your password to anyone, including your child, your contact information can be changed and messages regarding attendance and emergencies can be diverted or discontinued.

### **Can messages be sent in languages other than English?**

Yes, School Messenger can send information in 14 languages for phone delivery, and 30 languages for e-mail delivery.

### **A recorded message from the school was delivered to my home phone, I said "hello" and no message played. What should I do?**

Log on to your School Messenger account to see a list of all messages sent to your home and review the message. School Messenger can work like a mailbox, giving you a place to review messages you may have missed.

### **How can I find the log on page for School Messenger?**

The log on page can be access through the district's Web site Parent Portal page at: <https://contactme.schoolmessenger.com/?u=troy> or from the link on the Troy School District Web site. You should also bookmark the link on your computer.

### **I have forgotten my password for the School Messenger Contact Manager, what do I do?**

Log on to the School Messenger Contact Manager and click the link that says "Forgot your password." Follow the prompts to retrieve your password.

### **Can I receive information on my students at a long distance number?**

No, School Messenger is unable to call long distance numbers. Please use local numbers (area codes 303 and 720) in your Contact Manager accounts or choose the option of email as the primary method of contact.

\*Troy School District does not pay for text message charges that may be incurred by the user. Check with your cell phone provider for possible charges.