



SchoolMessenger SMS Text - Frequently Asked Questions For Parents/Guardians

Q: What is SchoolMessenger SMS text messaging?

A: Watkins Glen Central School District uses SchoolMessenger as its mass notification system to communicate with parents/guardians. In addition to emails and phone calls, SMS (Text) messages is utilized to send short, important messages. In order to receive text messages, opt-ins must take place via user cellphones.

Q: How do I sign up to receive SMS alerts?

A: Your current mobile number must be on file in your child's school records. Using your cell phone, subscribe or opt-in to receive SMS by texting the word "YES" to a short code **67587**.



Once the mobile number has been successfully subscribed, a confirmation message will be delivered to your cell phone.

Text Message
Today 8:31 AM

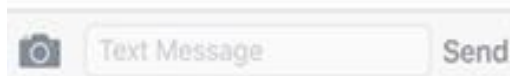


Q: I opted-in but did not get a similar text confirming my registration? A: Please contact the main office at your child's school to confirm that your current mobile phone number is listed correctly and other criteria are setup properly to allow you to receive any kind of notifications.

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

Q: Do I have to opt-in?

A: No, participation is optional; however, we encourage you to try it. Your child's school may choose to use this communication medium for quick notifications and reminders. The District will use it for emergency broadcasts, inclement weather alerts, and reunification process or to publish district wide system issues.



Q: Do I have to re-subscribe if my cell phone number changes? A: Yes, please make sure to update your cell phone number with your child's school and you must opt-in again to 67587 using your new cell number.

Q: Is this the number (67587) that the District texts will always come from?

A: Yes

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

A: SchoolMessenger does not charge recipients for the text messages that they send out; however, wireless providers may charge for individual text messages depending on the wireless plan.

Q. Can I select what types of messages I want to receive via SMS once I opt-in?

A. Yes, you can modify your communications preferences in the InfoCenter. This is an add on app which allows you to review messages that you received in the last 30 days, choose the notification preferences as well as select the various types of broadcasts (such as school hours emergency, non-school hours emergency and general announcements). SchoolMessenger InfoCenter can be accessed directly on a computer via this URL – infocenter.schoolmessenger.com or downloaded as an app on an Android or iPhone device.