



## Jacksonville School District 117 School Messenger Service

SchoolMessenger is a parent notification company providing services to deliver emergency and general notification messages to parents through phone, e-mail, and text messages\*. District 117 began using this service in February 2013, replacing the Alertify system. SchoolMessenger will be used to send everything from snow closure alerts to school activities and updates. The district can generate messages to all families while building principals can send information to their community. SchoolMessenger enhances our ability to communicate regularly with parents and staff in multiple languages.

### Frequently Asked Questions (FAQs)

***How many phone numbers and email addresses can be stored for each family?***

The SchoolMessenger system can store up to 4 phone numbers and 1 email address per student.

***Will I receive duplicate messages for each child?***

No, messages are delivered once to each account.

***How can I make sure the school has up to date contact information for my child?***

During the on-line registration process, there is a student information form that is pre-filled with the information the school has on record. At that time, we ask families to review the information and make any changes. If you contact information changes during the school year, you should notify the school your child attends.

***How does information get loaded into SchoolMessenger?***

On a weekly basis, an extract from our Student Information System at each school is loaded into the SchoolMessenger program.

***What is the difference between an emergency notification and a general notification?***

When a message is delivered as an emergency notification, the SchoolMessenger program will contact all phone numbers and email addresses on record for a child. If we have 3 phone numbers and 1 email address for a family, all 3 phone numbers and the 1 email address will be contacted, even if the call is answered. When a message is delivered as a general notification, the School Messenger program will contact 1 phone number and 1 email address. In most cases, the phone number contacted is the home phone number.

***What happens if no one is home to answer the phone?***

If no one is home to answer a call and an answering machine picks up, the system will leave a message. If there is just no answer, the system will re-try that phone call 4 times.

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

Yes, SchoolMessenger can send information in 14 languages for phone delivery, and 30 languages for e-mail delivery. Messages will be delivered in the home language that your school has on file for your family.

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

Yes.

***Is SchoolMessenger secure?***

Your student's information is stored on a secure server and all personal data is sent in an encrypted format. SchoolMessenger has a strict privacy policy and does not sell or distribute your contact information to any third party.

***\* Jacksonville School District 117 does not pay for text message charges that may be incurred by the user. Check with your cell phone provider for possible charges.***