



FAQ

SchoolMessenger Text Messaging

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Preparing today's learners for tomorrow's opportunities.

Q1. What is SACS SchoolMessenger text messaging?

Southwest Allen County Schools uses SchoolMessenger as its mass notification system to communicate with parents/guardians. SMS (Text) messages is utilized to send short, important messages including school delays/cancellations and emergency notifications. In order to receive messages, a user must opt in via their cellphone.

Q2. How do I sign up to receive text messages?

Your current mobile number must be on file in your child's PowerSchool records. Using your cell phone, subscribe or opt in to receive SMS by texting the word Y or YES to short code 67587

Q3. Who will receive text messages?

Only cell phone numbers entered in Powerschool will receive text messages.

Q4. I never entered my cell number in PowerSchool? Now what?

After online registration, any changes to your PowerSchool account must be made at the building level. You will need to contact your school's administrative assistant to have your cell phone added.

Q5. Can my friend, grandma, aunt, babysitter receive texts?

Only cell phone numbers tied to students and entered in Powerschool will receive text messages. If you wish to add a relative, friend, babysitter to your student's record you must contact your school.

Q6. I never received the opt in text message invite?

If you did not receive the opt in message, it could be for a couple of reasons.

- Your number is not in PowerSchool. You may contact your school's secretary.

I know I entered my cell phone number in PowerSchool.

- You may have opted in your cell phone somewhere else. If you received texts from another district, your cell number remains active in the SchoolMessenger system. While you did not receive the opt in message, you will receive future SACS text messages.

Q7. I opted in to receive texts, now what? How do I know if it worked?

After you text one of the key words to the short code the system will ALWAYS respond back with one of three messages:

- Opt-in Response: You're registered 4 SchoolMessenger notifications. Reply STOP to cancel, HELP for help. Msg&data rates may apply. msg freq varies.
schoolmessenger.com/txt
- Opt-out Response: You're unsubscribed from SchoolMessenger. No more msgs will be sent. Reply Y to resubscribe, HELP for help. Msg&data rates may apply.
schoolmessenger.com/txt
- Help or Unknown Key Word Response: SchoolMessenger notification service: Reply Y to subscribe or STOP to cancel. Msg&data rates may apply. Msg freq varies. Visit schoolmessenger.com/txt for info

Any other response – or no response: indicates the recipient should contact their wireless device provider to have SMS messaging/premium content enabled (see below for more details).

Q8. What does it mean if I texted "Y" or "yes" and I received some sort of error message back?

If you receive what appears to be an error message, similar to one of the following, it most likely means that short code text messaging is not enabled on your wireless subscription plan:

- Service access denied
- Message failed
- Shortcode may have expired or shortcode texting may be blocked on your account
- Does not participate

These replies DO NOT indicate that the wireless provider can't receive messages from SchoolMessenger. Rather, they are an indication that the specific mobile device does not have short code SMS texting enabled for that number (this is sometimes disabled by default on company provided cell phones). To address this, contact your wireless provider.

Q9. **Can I stop receiving texts?**

Yes, you can. To opt out text STOP to 67587.

Q10. **I initially said stop to texts but would like to receive texts again...?**

To opt back in, simply text Y or YES to 67587.

Q11. **Will SACS's texts always come from 67587?**

Yes.

Q12. **I am a staff member at SACS. Will I receive the text messages?**

SACS will soon be sending all employees a registration form to sign up for the text service. Once the form is completed you will be sent the opt in text message invite.

Q13. **Is text the only way SACS will communicate school delays/closings?**

SACS will continue to post any school delay/cancellation on our Facebook page, Twitter and website. We will also continue to reach out to our local media including WANE TV, WOWO, WAJI, WBNI, and WBCL to help share the news. SACS also updates our information hotline at 260-431-2000 with current news.

Q14. **Will I be charged for text messages that I receive?**

SchoolMessenger does not charge recipients for the text messages that they receive or send to the short code; however, message and data rates may apply depending on your wireless plan/device. Please consult your carrier if you are uncertain.