

## Frequently Asked Questions

# SchoolMessenger App for Families

### What is the SchoolMessenger app?

The SchoolMessenger app is the next generation of the app that has been known as SchoolMessenger InfoCenter. The updated app includes new features and option and replaces the InfoCenter app.

### Where can I download the mobile app?

The SchoolMessenger app will be available on the Android Google Play and Apple iOS app stores under the name "SchoolMessenger."

### Are the web app features the same as the mobile app?

Yes. For those who prefer to use a website instead of a mobile app (or who don't have easy access to a smartphone), the SchoolMessenger app's functions will be available online at <https://go.schoolmessenger.com>.

An account for the web app is recognized on the mobile apps, and vice versa.

### How do I make sure that I receive important information from Rhinebeck schools and the district office?

As we move to reduce the number of district mailings and paper notices we send home, we will be sending more information via email through SchoolMessenger. Make sure that you are accepting general messages through email and DO NOT block your email address or unsubscribe from receiving emails from SchoolMessenger.

### How do I select my preferred method of communication?

Web Portal: Click the preferences link at the top. If you do not wish to receive calls for AM closings or delays, make sure you turn those notifications off.

APP: Click the menu icon (top left) and select "Preferences". If you do not wish to receive calls for AM closings or delays, make sure you turn those notifications off.

### How do I add my phone numbers, email addresses, and text messaging to the App?

You will be able to add additional phone numbers and email addresses in the App by going to Preferences and clicking the Add More (plus sign) button on the right side of your screen.

### When I signed into the App, I don't have the Preferences link available. What does that mean?

In order to manage your preferences in the SchoolMessenger App, you must have an email address in SchoolTool. If you have a SchoolTool (Parent) Portal account, make sure you are using the email associated with your SchoolTool account.

If you are downloading the App on the iPhone, the App opens before it is fully downloaded. This may cause a delay in your preferences showing in the App. Please log out, wait 15 minutes, and then log back into the App.

## IMPORTANT – SMS text messages!

To receive text message you must check the Send Text button for each cell phone in the App. If you receive a message similar to the following:

“Please OPTIN to receive TXT alerts from rhinebeckschools Rply OPTIN 2 register, STOP 2 OPTOUT [www.schoolmessenger.com/txt](http://www.schoolmessenger.com/txt) Msg&Data Rates May Apply”

You must reply with “OPTIN” or “yes” to receive text messages from the district.

## Where can I get help with the App?

Please visit the Help section within the SchoolMessenger App (currently found on the web portal only at <https://go.schoolmessenger.com>) or send an email to [smc@rhinebeckcsd.org](mailto:smc@rhinebeckcsd.org) .

